

Oracle® Banking Collections

Maintenance User Guide



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Preface

This user guide helps user to setup and maintain the day zero configurations using the maintenance pages of Oracle Banking Collections application.

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Purpose

This guide is designed to help acquaint user with the Economic Dependency Analysis - Indirect Exposure User Guide application. This guide provides answers to specific features and procedures that the user need to be aware of the module to function successfully.

Before you Begin

Kindly refer to our Getting Started User for common elements, including Symbols and Icons, Convention, and so forth.

- [Acronyms and Abbreviations](#)

Acronyms and Abbreviations

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

Table Acronyms and Abbreviations

| Abbreviation | Description |
|--------------|-----------------------------------|
| DDA | Demand Deposit Accounts |
| ECA | External Credit Approval |
| EOD | End of Day |
| IBAN | International Bank Account Number |

Audience

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

- [Basic Actions](#)

Basic Actions

The basic actions performed in the screens are as follows:

Table Basic Actions

| Actions | Description |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| New | Click New to add a new record. The system displays a new record to specify the required data. The fields marked with asterisk are mandatory. <ul style="list-style-type: none"> This button is displayed only for the records that are already created. |
| Save | Click Save to save the details entered or selected in the screen. |
| Unlock | Click Unlock to update the details of an existing record. The system displays an existing record in editable mode. <ul style="list-style-type: none"> This button is displayed only for the records that are already created. |
| Authorize | Click Authorize to authorize the record created. A maker of the screen is not allowed to authorize the same. Only a checker can authorize a record. <ul style="list-style-type: none"> This button is displayed only for the already created records. For more information on the process, refer Authorization Process. |
| Approve | Click Approve to approve the initiated record. <ul style="list-style-type: none"> This button is displayed once the user click Authorize. |
| Audit | Click Audit to view the maker details, checker details of the particular record. <ul style="list-style-type: none"> This button is displayed only for the records that are already created. |
| Close | Click Close to close a record. This action is available only when a record is created. |
| Confirm | Click Confirm to confirm the action performed. |
| Cancel | Click Cancel to cancel the action performed. |
| Compare | Click Compare to view the comparison through the field values of old record and the current record. <ul style="list-style-type: none"> This button is displayed in the widget once the user click Authorize. |
| View | Click View to view the details in a particular modification stage. <ul style="list-style-type: none"> This button is displayed in the widget once the user click Authorize. |
| View Difference only | Click View Difference only to view a comparison through the field element values of old record and the current record, which has undergone changes. <ul style="list-style-type: none"> This button is displayed once the user click Compare. |
| Expand All | Click Expand All to expand and view all the details in the sections. <ul style="list-style-type: none"> This button is displayed once the user click Compare. |
| Collapse All | Click Collapse All to hide the details in the sections. <ul style="list-style-type: none"> This button is displayed once the user click Compare. |
| OK | Click OK to confirm the details in the screen. |

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 user 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 Oracle resources:

- *Oracle Banking Collections Getting Started 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. |
| monospace | Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter. |

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.

Icons

This guide has the following list of icons.

Table Icons - Common













| Icon | Function |
|-------------------------------------------------------------------------------------|---------------------------------|
|  | Minimize |
|  | Maximize |
|  | Close |
|  | Perform Search |
|  | Open a list |
|  | Add a new record |
|  | Navigate to the first record |
|  | Navigate to the last record |
|  | Navigate to the previous record |
|  | Navigate to the next record |
|  | Grid view |
|  | List view |

Table (Cont.) Icons - Common






| Icon | Function |
|-----------------------------------------------------------------------------------|----------------------------------------------------------|
|  | Refresh |
|  | Click this icon to add a new row. |
|  | Click this icon to delete a row, which is already added. |
|  | Calendar |
|  | Alerts |

Table Icons – Audit Details






| Icon | Function |
|-------------------------------------------------------------------------------------|-------------------------------|
|  | A user |
|  | Date and time |
|  | Unauthorized or Closed status |
|  | Authorized or Open status |
|  | Rejected status |

Table Icons - Widget







| Icon | Function |
|-------------------------------------------------------------------------------------|-------------|
|  | Open status |

Table (Cont.) Icons - Widget

| Icon | Function |
|-----------------------------------------------------------------------------------|---------------------|
|  | Unauthorized status |
|  | Closed status |
|  | Authorized status |
|  | Rejected status |
|  | Modification Number |

1

Introduction

This topic describes the information about Introduction.

Oracle Banking Collections facilitates user to setup and maintain day zero configurations required to perform the day to day transactions efficiently.

The **Maintenance** menu pages help user with the following essential configurations:

- Configure lookups to create predefined values that appear in drop down lists of various fields.
- Configure product processors for receiving delinquent account details.
- Configure seed data codes to process, map, and store the corresponding information received from the product processors.
- Configure definitions to generate auto numbers based on predefined logic.
- Configure workflows to define life cycle of tasks that are performed by the system or collectors.
- Create tasks that need to be performed by the system or collectors to collect the amount due from the customer.
- Configure action and results that are used to process details of task performed under a strategy.
- Create strategies to group tasks that are required to performed on a case.
- Create segments to group the accounts based on certain rules.
- Create and manage user groups to manage users and agencies who perform collection tasks and activities for a case.
- Configure user assignment based on which tasks are assigned to users and agencies.
- Create promise types that are used to create promises made by the customer to repay the due amount.
- Configure communication templates for different communication channels like Letter, Email or SMS.
- Configure different type on fees and charges on the account to be calculated under specific conditions.
- Onboard Agencies which will be used in assignment process.
- Configure transaction approval conditions for promise capture process.
- Configure regulatory checks based on regional requirements.

2

Lookups

This topic describes the information about Lookups.

The lookups help user to configure values that appear in the drop down list of a field to which the lookup is mapped. This facilitates user to create predefined values for drop down lists as per user requirement and use it for processing information in the system.

A lookup can be:

- **User-Defined:** These are the lookups that are created manually using the **Create Lookup** page.
- **System-Defined:** These are the lookups that are created by the system at the time of day zero set-up. User can modify such lookups, if required.

User can create and manage lookups using the following pages:

- [Process to Create Lookup](#)
This topic describes the information about Create a Lookup.
- [Process to View Lookup](#)
This topic describes the information about View a List of Lookups.

2.1 Process to Create Lookup

This topic describes the information about Create a Lookup.

For creating a lookup, user need to specify details, such as the lookup type, lookup code, and sub codes.

To create a lookup:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Lookups**. Under **Lookups**, click **Create Lookup**.

The **Create Lookup** screen is displayed.

Figure 2-1 Create Lookup

- Specify the fields on the **Create Lookup** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 2-1 Field Description: Create Lookup

| Field Name | Description |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type | Indicates the name of the lookup. |
| Description | Indicates the description of the purpose of the lookup type. |
| System Defined | Displays whether the lookup is system defined. The lookups created using this page are called user-defined lookups since these are created manually by the user. Therefore, the value displayed in this field is always No . |
| Lookup Codes | This section is used to provide lookup codes for the lookup type. |
| Code | Indicates the unique identification code for the lookup type. |
| Description | Indicates the description of the lookup code. The description is the value that appears in the drop down list for the field mapped with the lookup. |
| Sort | Indicates the sequence number at which the code description should appear in the drop down list. For example, if user enter sort as 2 for a lookup code, then the particular description for the lookup code will appear second in the drop down list of the field. |
| System Defined | Displays whether the lookup code is system defined. The lookups created using this page are called user-defined lookups since these are created manually by the user. Therefore, the value displayed in this field is always No . |

Table 2-1 (Cont.) Field Description: Create Lookup

| Field Name | Description |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sub Code 1 | Indicates the value used for processing logic. This is used to handle small use case or filter to show value or perform an action. User can specify multiple sub codes using comma separator. |
| Sub Code 2 | Indicates the value used for processing logic. This is used to handle small use case or filter to show value or perform an action. User can specify multiple sub codes using comma separator. |
| Active | Toggle to indicate whether lookup code is active. |

4. Perform one of the following action:

a. Click **Save** to save the details.

The **Lookups** is successfully created and can be viewed using the View Lookup screen.

b. Click **Cancel** to discard the changes and close the screen.

Once the lookup is created, you can view the same using the **View Lookup** page. Upon creation, the authorization status of the lookup is **Unauthorized** and the record status is **Open**. After a lookup is created, it must be authorized to be effective in the system.

2.2 Process to View Lookup

This topic describes the information about View a List of Lookups.

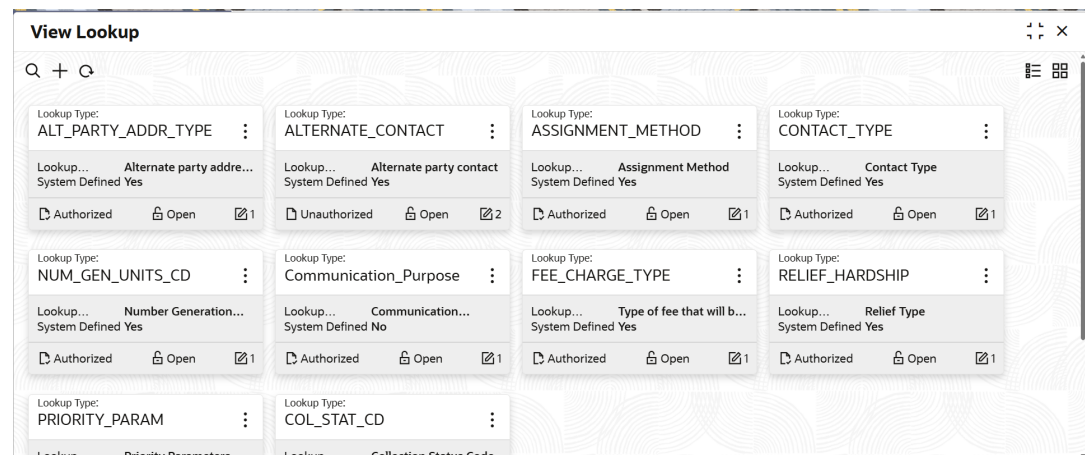
User can view the list of lookups created in the system and search for a particular lookup.

To view the list of lookups:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Lookups**. Under **Lookups**, click **View Lookup**.

The **View Lookup** screen is displayed.

Figure 2-2 View Lookup



For more information on fields, refer to the field description table.

Table 2-2 Field Description: View Lookups - Tile

| Field Name | Description |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lookup Type | Displays the lookup type. |
| Lookup Description | Displays the description of the lookup. |
| System Defined | Displays whether the lookup is system defined. The possible options are: <ul style="list-style-type: none">• Yes: This option is displayed for the system-defined lookups.• No: This option is displayed for the user-defined lookups. |
| Authorization Status | Displays the authorization status of the lookup. The possible options are: <ul style="list-style-type: none">• Unauthorized• Authorized |
| Record Status | Displays the status of the record. The possible options are: <ul style="list-style-type: none">• Open• Closed |

3. On the **View Lookup** screen, click



icon.

The **View Lookup - Search** screen is displayed.

Figure 2-3 View Lookup - Search

Search Filter

×

Type

ALTERNATE_CONTACT

Description

VBZVCVC

Authorization Status

Authorized

Record Status

Open

System Defined

Yes

Search

Reset

- On the **View Lookup - Search** screen, specify the **Search Filter** to fetch the required lookup.

For more information on fields, refer to the field description table.

Table 2-3 View Lookup – Search – Field Description

| Field | Description |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lookup Type | Specify the lookup type name. |
| Authorization Status | Select the authorization status from the drop-down list. The available options are: <ul style="list-style-type: none"> • Authorized • Rejected • Unauthorized |
| Record Status | Select the record status from the drop-down list. The available options are: <ul style="list-style-type: none"> • Open • Closed |

- Click **Search** to display the required lookup.
- On **View Lookup** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created lookup.
- Click **Unlock** to modify the created lookup.

The **Create Lookup - Modify** screen is displayed.

Figure 2-4 Create Lookup - Modify

Create Lookup

Basic Details

| | | |
|---------------------|-------------------------------------|----------------|
| Type | Description | System Defined |
| ALT_PARTY_ADDR_TYPE | Alternate party address contact typ | Yes |

Lookup Codes

| <input type="checkbox"/> | Code | Description | Sort | System Defined | Sub Code 1 | Sub Code 2 | Enabled |
|--------------------------|--------------------|------------------|------|----------------|------------|------------|-------------------------------------|
| <input type="checkbox"/> | ALT_ADDR_CD_HOME | Alternate Home | 1 | Yes | | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | ALT_ADDR_CD_OFFICE | Alternate Office | 1 | Yes | | | <input checked="" type="checkbox"/> |

Page 1 of 1 (1-2 of 2 items) |< 1 >|

Audit Cancel Save

For more information on fields, refer to the field description table.

Table 2-4 Create Lookup - Modify - Field Description

| Field | Description |
|-----------------------------|--------------------------------------------------------------------------------------|
| Lookup Type | Displays lookup type name. |
| Description | Displays the short description of the lookup. This field is editable. |
| Lookup Code | Displays the lookup code for the created lookup. This field is editable. |
| Description | Displays the description for the created lookup. |
| Sort Order | Displays the sort order for the created lookup. This field is editable. |
| Dependent Identifier | Displays the dependent Identifier for the created lookup. This field is editable. |
| Enable | Click toggle status to enable the lookup. This field is editable. |

8. Click **Save** to update the modified fields.
9. Click **View** to view the created lookup code.

The **Create Lookup - View** screen is displayed.

Figure 2-5 Create Lookup - View

Create Lookup

Basic Details

| | | |
|---------------------|--------------------------------------|----------------|
| Type | Description | System Defined |
| ALT_PARTY_ADDR_TYPE | Alternate party address contact type | Yes |

Lookup Codes

| <input type="checkbox"/> | Code | Description | Sort | System Defined | Sub Code 1 | Sub Code 2 | Enabled |
|--------------------------|--------------------|------------------|------|----------------|------------|------------|---------|
| <input type="checkbox"/> | ALT_ADDR_CD_HOME | Alternate Home | 1 | Yes | | | Yes |
| <input type="checkbox"/> | ALT_ADDR_CD_OFFICE | Alternate Office | 1 | Yes | | | Yes |

Page 1 of 1 (1-2 of 2 items) |< < 1 > >|

Audit

For more information on fields, refer to the field description table.

Table 2-5 Create Lookup - View - Field Description

| Field | Description |
|----------------------|-------------------------------------------------------------|
| Lookup Type | Displays the created lookup type. |
| Description | Displays the description for the created lookup. |
| Lookup Code | Displays the lookup code for the created lookup. |
| Description | Displays the description for the created lookup. |
| Sort Order | Displays the sort order for the created lookup. |
| Dependent Identifier | Displays the dependent identifier for the created lookup. |
| Enable | Displays the lookup code if enabled for the created lookup. |

3

Product Processor

This topic describes the information about Product Processor.

A product processor helps to receive details of the delinquent accounts in **Oracle Banking Collections**. System receives various information of delinquent accounts from the product processor. For example, it helps user to receive details regarding the account numbers, customer names, and assets associated with the default account.

The information received from the product processor is then used to track and perform various collection activities to recover the amount due from the customers. While using the information received through the product processor, system checks that the business date falls between the effective date and expiry date defined for the product processor. It also checks that the product processor is authorized and is in open status. If a product processor is modified and a page is using the same product processor, then system validates information with the updated product processor that is in authorized and open status.

User can create and manage product processors using the following pages:

- [Process to Create Product Processor](#)
This topic describes the information about Create a Product Processor.
- [Process to View Product Processor](#)
This topic describes the information about View a List of Product Processors.

3.1 Process to Create Product Processor

This topic describes the information about Create a Product Processor.

For creating a product processor, user need to specify details, such as product processor code, description, and the date from when it is effective.

To create a product processor:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Product Processor**. Under **Product Processor**, click **Create Product Processor**.

The **Create Product Processor** screen is displayed.

Figure 3-1 Create Product Processor

3. Specify the fields on the **Create Product Processor** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 3-1 Field Description: Create Product Processor

| Field Name | Description |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | Indicates the unique identification code of the product processor that user want to create for the host system. |
| Description | Indicates the description of the product processor. This is the name of the source application or product name from where the default account details are received in Oracle Banking Collections application. |
| Group Basis | Indicates the option based on which system should allocate the accounts received from the product processor to the collectors. The options are: <ul style="list-style-type: none"> Customer: Select this option if user want the accounts received to be allocated based on customer details. Account: Select this option if user want the accounts received to be allocated based on account details. |
| Effective Date | Indicates the date from when the application should accept information received from the product processor. Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date. |
| Expiry Date | Indicates the date till when the application should accept information received from the product processor. Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date. |

4. Perform one of the following action:
 - a. Click **Save** to save the details.

The **Product Processor** is successfully created and can be viewed using the View Product Processor screen.

- b. Click **Cancel** to discard the changes and close the screen.

Once the product processor is created, user can view the same using the **View Product Processor** page. Upon creation, the authorization status of the product processor is **Unauthorized** and the record status is **Open**. After a product processor is created, it must be authorized to be effective in the system.

3.2 Process to View Product Processor

This topic describes the information about View a List of Product Processors.

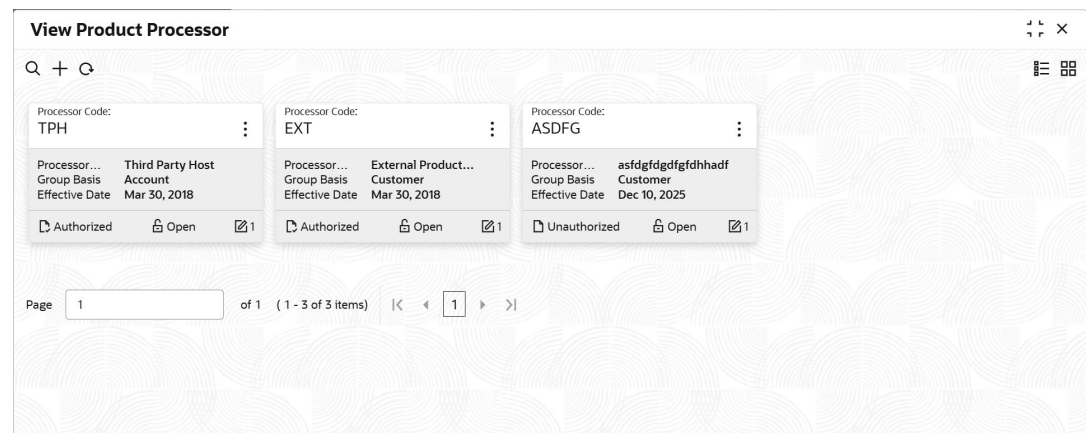
User can view the list of product processors created in the system and search for a particular product processor.

To view the list of product processors:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Product Processor**. Under **Product Processor**, click **View Product Processor**.

The **View Product Processor** screen is displayed.

Figure 3-2 View Product Processor



For more information on fields, refer to the field description table.

Table 3-2 View Product Processor - Field Description

| Field | Description |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product Processor Code | Displays the product processor code. |
| Product Processor Description | Displays the description of the product processor. |
| Authorization Status | Displays the authorization status of the record. The options are: <ul style="list-style-type: none"> • Authorized • Rejected • Unauthorized |

Table 3-2 (Cont.) View Product Processor - Field Description

| Field | Description |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Record Status | Displays the status of the record. The options are: <ul style="list-style-type: none">• Open• Closed |
| Modification Number | Displays the number of modification performed on the record. |

3. On the **View Product Processor** screen, click



icon.

The **View Product Processor - Search** screen is displayed.

Figure 3-3 View Product Processor - SearchThe screenshot shows the 'Search Filter' dialog box. It has a title bar with 'Search Filter' and a close button (X). Inside, there are five input fields: 'Processor Code' with the value 'TPH', 'Processor Description' with the value 'Third Party Host', 'Group Basis' with a dropdown menu showing 'Accounts', 'Authorization Status' with a dropdown menu showing 'Authorized', and 'Record Status' with a dropdown menu showing 'Open'. At the bottom, there are two buttons: 'Search' and 'Reset'.

4. On the **View Product Processor - Search** screen, specify the **Search Filter** to fetch the required Product Processor.

For more information on fields, refer to the field description table.

Table 3-3 View Product Processor - Search - Field Description

| Field | Description |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product Processor Code | Specify the product processor code. |
| Product Processor Description | Specify the product processor description. |
| Authorization Status | Select the authorization status of the product processor. The available options are: <ul style="list-style-type: none"> • Authorized • Rejected • Unauthorized |
| Record Status | Select the record status of the product processor. The available options are: <ul style="list-style-type: none"> • Open • Closed |

- Click **Search** to display the required product processor.
- On **View Product Processor** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created product processor.
- Click **Unlock** to modify the created Product Processor.

The **Create Product Processor - Modify** screen is displayed.

Figure 3-4 Create Product Processor - Modify

The screenshot displays the 'Create Product Processor - Modify' interface. At the top, the title 'Create Product Processor' is visible. Below it, the 'Basic Details' section contains several input fields: 'Code' with the value 'ASDFG', 'Description' with 'asfdgfdgfdgfdhdf', 'Group Basis' set to 'Customer', 'Effective Date' set to 'December 10, 2025', and 'Expiry Date' set to 'December 13, 2025'. Each date field includes a calendar icon. At the bottom right, there are 'Cancel' and 'Save' buttons.

For more information on fields, refer to the field description table.

Table 3-4 Create Product Processor - Modify - Field Description

| Field | Description |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Product Processor Code | Displays the product processor code. |
| Product Processor Description | Displays the product processor description. This field is editable. |
| Effective Date | Displays the effective date of the created product processor. User can modify the same before authorization if it is future dated. |

Table 3-4 (Cont.) Create Product Processor - Modify - Field Description

| Field | Description |
|--------------------|---------------------------------------------------------------------------------------|
| Expiry Date | Displays the expiry date of the created product processor. This field is editable. |

8. Click **Save** to update the modified fields.
 9. Click **View** to view the created product processor code.
- The **Create Product Processor - View** screen is displayed.

Figure 3-5 Create Product Processor - View

| Create Product Processor | | |
|--------------------------|--------------------|-------------|
| Basic Details | | |
| Code | Description | Group Basis |
| ASDFG | asfdgfdgfdgfdhahdf | Customer |
| Effective Date | Expiry Date | |
| December 10, 2025 | December 13, 2025 | |

For more information on fields, refer to the field description table.

Table 3-5 Create Product Processor - View - Field Description

| Field | Description |
|--------------------------------------|---------------------------------------------------------------|
| Product Processor Code | Displays the product processor code. |
| Product Processor Description | Displays the product processor description. |
| Effective Date | Displays the effective date of the created product processor. |
| Expiry Date | Displays the expiry date of the created product processor. |

4

Approval

This topic describes the information about approval.

In Collections, certain transactions carry significant financial, operational, and reputational risk. Allowing these actions to be executed by a single user increases the likelihood of errors, misuse, or fraudulent activity.

To strengthen internal controls and ensure accountability, it is essential to implement a dual authorization mechanism, where high-risk or high-value transactions must be initiated by one user and approved by another authorized user before execution.

User can create and manage approval conditions using the following pages:

- [Process to Create Approval](#)
This topic describes the information about Create a Approval.
- [Process to View Approval](#)
This topic describes the information about View a List of Approval Condition.

4.1 Process to Create Approval

This topic describes the information about Create a Approval.

For creating an approval, user need to specify details, such as process name and rule.

To create an approval condition:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Approval**. Under **Approval**, click **Create Approval**.

The **Create Approval** screen is displayed.

Figure 4-1 Create Approval

| Process Name | Enable | Rule | Rule Expression |
|--------------|--------------------------|-------------------------------|---------------------------------------------|
| PTP Capture | <input type="checkbox"/> | DPD_BETWN_201_TO_210 - Ver... | ((DaysPastDue > 201) && (DaysPastDue ... |

3. Specify the fields on the **Create Approval** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 4-1 Field Description: Create Approval

| Field Name | Description |
|------------------------|--------------------------------------------------------------------------------------------------------|
| Type | Indicates the type of transaction. Its value will always be Transaction Approval |
| Process Name | Indicates the name of process or transaction which requires approval. |
| Enable | Toggle to indicate the process is enabled or not. |
| Rule | Select the rule condition which decides whether the required transaction should go for approval or not |
| Rule Expression | Detailed expression of the selected rule. |

4. Perform one of the following action:

- a. Click **Save** to save the details.

The **Approval** is successfully created and can be viewed using the View Approval screen.

- b. Click **Cancel** to discard the changes and close the screen.

Once the approval condition is created, user can view the same using the **View Approval** page. Upon creation, the authorization status of the approval condition is **Unauthorized** and the record status is **Open**. After an approval condition is created, it must be authorized to be effective in the system.

4.2 Process to View Approval

This topic describes the information about View a List of Approval Condition.

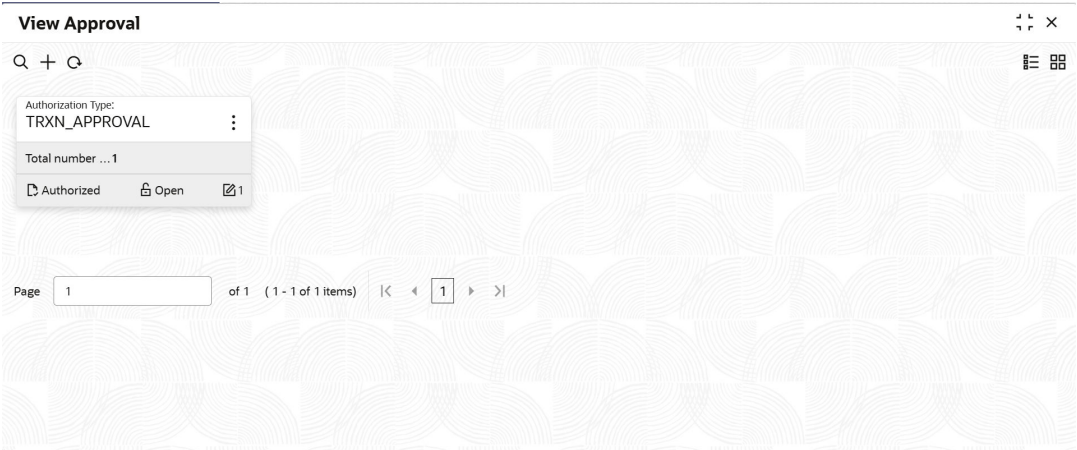
User can view the list of approval condition created in the system and search for a approvals.

To view the list of approval condition:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Approval**. Under **Approvals**, click **View Approval**.

The **View Approval** screen is displayed.

Figure 4-2 View Approvals



For more information on fields, refer to the field description table.

Table 4-2 ViewApproval - Field Description

| Field Name | Description |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authorization Type | Indicates the type of transaction. |
| Total number of processes | Displays the count of processes defined which requires approval. |
| <Authorization Status> | Select the authorization status of the strategy. The possible options are: <ul style="list-style-type: none">• Unauthorized• Authorized |
| <Record Status> | Select the status of the record. The possible options are: <ul style="list-style-type: none">• Open• Closed |

3. On the **View Approval** screen, click



icon.

The **View Approval- Search** screen is displayed.

Figure 4-3 View Approval - Search

Search Filter [X]

Authorization Type
TRXN_APPROVAL

Authorization Status
Authorized ▼

Record Status
Open ▼

Search **Reset**

- On the **View Approval - Search** screen, specify the **Search Filter** to fetch the required Product Processor.

For more information on fields, refer to the field description table.

Table 4-3 Field Description: View Approval - Search

| Field Name | Description |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authorization Type | Indicates the type of transaction. |
| Authorization Status | Select the authorization status of the strategy. The options are: <ul style="list-style-type: none"> Authorized: Select this option if user want to search for a strategy with Authorized status. Unauthorized: Select this option if user want to search for a strategy with Unauthorized status. |
| Record Status | Select the status of the record. The options are: <ul style="list-style-type: none"> Open: Select this option if user want to search for a strategy in Open status. Closed: Select this option if user want to search for a strategy in Closed status. |

- Click **Search** to display the required product processor.
- On **View Approval** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created product processor.
- Click **Unlock** to modify the created Approval.

The **Create Approval - Modify** screen is displayed.

Figure 4-4 Create Approval - Modify

Create Approval

Type

Transaction Approval

| | | | |
|--------------|-------------------------------------|-----------------------------|----------------------------------------------|
| Process Name | Enable | Rule | Rule Expression |
| PTP Capture | <input checked="" type="checkbox"/> | PTPC_APPRVL_RULE_API_AUT... | (PromiseAmount < 8100)elseif ((Promise... |

Cancel

Save

For more information on fields, refer to the field description table.

Table 4-4 Create Approval - Modify - Field Description

| Field Name | Description |
|-----------------|--------------------------------------------------------------------------------------------------------|
| Type | Indicates the type of transaction. Its value will always be Transaction Approval |
| Process Name | Indicates the name of process or transaction which requires approval. |
| Enable | Toggle to indicate the process is enabled or not. |
| Rule | Select the rule condition which decides whether the required transaction should go for approval or not |
| Rule Expression | Detailed expression of the selected rule. |

8. Click **Save** to update the modified fields.
9. Click **View** to view the created Approval code.

The **CreateApproval - View** screen displayed.

Figure 4-5 Create Approval - View

Create Approval

Type

| | | | |
|---------------------|--------|------|-----------------|
| Process Name | Enable | Rule | Rule Expression |
| No data to display. | | | |

Cancel

Save

For more information on fields, refer to the field description table.

Table 4-5 Create Approval - View - Field Description

| Field Name | Description |
|------------------------|--------------------------------------------------------------------------------------------------------|
| Type | Indicates the type of transaction. Its value will always be Transaction Approval |
| Process Name | Indicates the name of process or transaction which requires approval. |
| Enable | Toggle to indicate the process is enabled or not. |
| Rule | Select the rule condition which decides whether the required transaction should go for approval or not |
| Rule Expression | Detailed expression of the selected rule. |

5

Auto Number Generation

This topic describes the information about Auto Number Generation.

A definition is the logic that the system uses to generate numbers automatically. This helps in generating auto numbers based on a predefined logic instead of any random numbers that the system may generate.

User can create and manage definitions for auto number generation using the following pages:

- [Process to Create Definition](#)
This topic describes the information about Create a Definition.
- [Process to View Definition](#)
This topic describes the information about View List of Definitions.

5.1 Process to Create Definition

This topic describes the information about Create a Definition.

For creating a definition, user need to specify details, such as product processor, branch, and entity type.

To create a definition:

1. From **Home** screen, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Auto Number Generation**, then click **Create Definition**.

The **Create Definition** screen is displayed.

Figure 5-1 Create Definition

| Sequence | Units | Value | Enabled |
|---------------------|-------|-------|---------|
| No data to display. | | | |

3. Specify the fields on **Create Definition** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 5-1 Field Description: Create Definition

| Field Name | Description |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product Processor | Indicates the product processor. The auto numbers are generated for the accounts received from the selected product processor. |
| Branch | Indicates the branch name. The auto numbers are generated for the accounts of the selected branch. |
| Entity Type | Indicates the entity type for which the auto number should be generated using the definition. The option is Case . By default, the option selected is Case . The auto numbers are generated for the selected entity type for the accounts received from the specified product processor for the selected branch. The generated auto number is displayed or available in a list for selection for entity type fields wherever it appears in the system. |
| User Sequence # Reset Frequency | Indicates the frequency at which the system should reset the auto number generation logic for an entity type. The options are: <ul style="list-style-type: none"> • Annual • None • Monthly • Weekly • Daily • Semi-Annual • Quarterly |
| Max Length | Indicates the maximum length of the number that is generated. |
| Length | Toggle to indicate whether system should generate number with variable or fixed length. If Variable is selected, system generates number that is of variable length but up to the maximum length specified in the Max Length field. If Fixed is selected, system generates number equal to the maximum length specified in the Max Length field. |
| Add Check Digit | Toggle to indicate whether system should add a check digit at the end of the auto number generated for the selected entity type. Note: If this toggle is enabled, system checks that length of all the units and check digit together is not greater than the maximum length specified in the Max Length field. |
| <Unit Details> | This section is used to specify what the number should constitute and the sequence of the same in the auto number to be generated. |

Table 5-1 (Cont.) Field Description: Create Definition

| Field Name | Description |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sequence | <p>Indicates the sequence of the unit in the auto number generation logic. The value of the unit appears in the generated auto number as per the sequence number.</p> <p>By default, when you add a row it displays the sequence number. If user add multiple rows, system automatically provides a sequence number depending on the number of rows added in the table. User can modify the sequence number based on how user want the values of the unit should appear in the auto number to be generated. The sequence number must be unique for each unit.</p> |
| Units | <p>Indicates the unit with which the system should generate the number. The options are:</p> <ul style="list-style-type: none"> • Record Creation Year (YYYY) • Record Creation (DD) • Record Creation Year/Month (YYYYMM) • Random Number > Length • Record Creation Year (YY) • System Sequence Number > Length • User Sequence Number > Length • Record Creation Month (MM) • Constant <p>For example, if user select Constant and specify AN as the value in the Value field with sequence as 1 for entity type as Case. In this scenario, auto number generated for all the case numbers will start with AN as a constant value.</p> <p>Note: This list displays options based on the selected entity type. By default, Constant is selected.</p> <p>User can add one or more units for generating auto number for an entity type. However, ensure that the total of values specified for each active unit is less than or equal to the maximum length specified in Max Length field.</p> <p>It is mandatory to add and enable the System Sequence Number > Length unit. And it must be numbered last in the sequence if more than one units are added.</p> |
| Value | <p>Indicates or displays the length of the unit. For the following options in the Unit field, it displays the values by default and user cannot edit the same.</p> <ul style="list-style-type: none"> • Record Creation Year (YYYY) • Record Creation (DD) • Record Creation Year/Month (YYYYMM) • Record Creation Year (YY) • Record Creation Month (MM) <p>Note: Ensure that the total of the values specified for all the active units is less than or equal to the maximum length specified in the Max Length field.</p> |
| Enabled | <p>Toggle to indicate whether the unit is active.</p> <p>Note: System uses only the active units for generating auto numbers.</p> |

4. Click **Validate Sequence**.

The popup is displayed to generate the sequence by adding Product segment or product code Code.

a. Click **Generate Sequence**.

The success message is displayed along with the generated sequence sample in the popup window.

- b. Click **OK**.
5. Click **Save** to save the details.

The Auto Number Generation is successfully created and can be viewed using the screen.

Once the definition is created, user can view the same using the **View Definition** page. Upon creation, the authorization status of the definition is **Unauthorized** and the record status is **Open**. After a definition is created, it must be authorized to be effective in the system.

5.2 Process to View Definition

This topic describes the information about View List of Definitions.

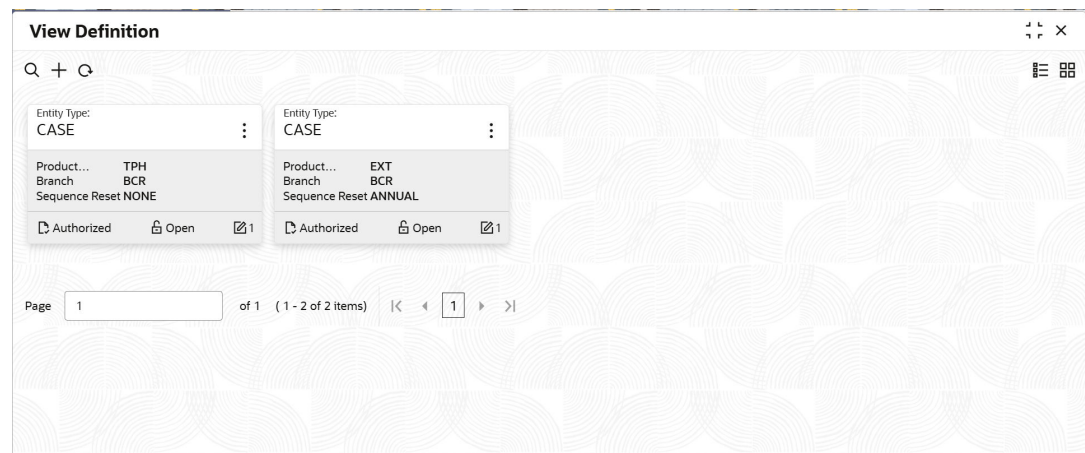
User can view the list of definitions created in the system and search for a particular definition.

To view the list of definitions:

1. From **Home** screen, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Auto Number Generation**, then click **View Definition**.

The **View Definition** screen is displayed.

Figure 5-2 View Definition



For more information on fields, refer to the field description table.

Table 5-2 Field Description: View Definition - Tile

| Field Name | Description |
|--------------------------|--------------------------------------------------------------------------------------|
| Entity Type | Displays the entity type. |
| Product Processor | Displays the product processor code. |
| Branch | Displays the name of the branch. |
| Sequence Reset | Displays the frequency of reset for auto number generation logic for an entity type. |

Table 5-2 (Cont.) Field Description: View Definition - Tile

| Field Name | Description |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <Authorization Status> | Displays the authorization status of the definition. The possible values are: <ul style="list-style-type: none">• Unauthorized• Authorized |
| <Record Status> | Displays the status of the record. The possible values are: <ul style="list-style-type: none">• Open• Closed |

3. On the **View Definition** screen, click



icon.

The **View Definition - Search** screen is displayed.

Figure 5-3 View Definition - Search

A screenshot of the 'Search Filter' dialog box. It has a title bar with 'Search Filter' and a close button (X). Below the title bar, there are five dropdown menus: 'Product Processor' with 'Third Party Host' selected, 'Entity Type' with 'Case' selected, 'Branch' with 'ALL' selected, 'Authorization Status' with 'Authorized' selected, and 'Record status' with 'Open' selected. At the bottom, there are two buttons: 'Search' and 'Reset'.

4. On the **View Definition - Search** screen, specify the **Search Filter** to fetch the required Definition.

For more information on fields, refer to the field description table.

Table 5-3 Field Description: View Definition - Search

| Field Name | Description |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product Processor | Indicates the product processor code. |
| Entity Type | Indicates the entity type. The options are: <ul style="list-style-type: none"> • Case • Strategy • Task • Segment |
| Branch | Indicates the name of the branch. |
| Authorization Status | Indicates the authorization status of the definition. The options are: <ul style="list-style-type: none"> • Authorized: Select this option if user want to search for a definition with Authorized status. • Unauthorized: Select this option if user want to search for a definition with Unauthorized status. |
| Record Status | Indicates the status of the record. The options are: <ul style="list-style-type: none"> • Open: Select this option if user want to search for a definition in Open status. • Closed: Select this option if user want to search for a definition in Closed status. |

5. Click **Search** to display the required definition.
6. On **View Definition** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created definition.
7. Click **Unlock** to modify the created definition.

The **Create Definition - Modify** screen is displayed.

Figure 5-4 Create Definition - Modify

Create Definition

Product Processor: Third Party Host

Branch: BCR-Head Office US

Entity Type: Case

User Sequence # Reset Frequency: None

Max Length: 10

Length: Variable ☒ Fixed

Add Check Digit: ☐

Validate Sequence: + -

No data to display.

Page 1 of 1 (1-2 of 2 items) |< < 1 > >|

Audit Cancel Save

For more information on fields, refer to the field description table.

Table 5-4 Field Description: Create Definition

| Field Name | Description |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product Processor | Indicates the product processor. |
| Branch | Indicates the branch name. |
| Entity Type | Indicates the entity type for which the auto number should be generated using the definition. |
| User Sequence # Reset Frequency | Indicates the frequency at which the system should reset the auto number generation logic for an entity type. |
| Max Length | Indicates the maximum length of the number that is generated. |
| Length | Toggle to indicate whether system should generate number with variable or fixed length. |
| Add Check Digit | Toggle to indicate whether system should add a check digit at the end of the auto number generated for the selected entity type. |
| <Unit Details> | This section is used to specify what the number should constitute and the sequence of the same in the auto number to be generated. |
| Sequence | Indicates the sequence of the unit in the auto number generation logic. The value of the unit appears in the generated auto number as per the sequence number. |
| Units | Indicates the unit with which the system should generate the number. |
| Value | Indicates or displays the length of the unit. |
| Enabled | Toggle to indicate whether the unit is active. |

8. Click **Save** to update the modified fields.
9. Click **View** to view the created definition code.

The **Create Definition - View** screen is displayed.

Figure 5-5 Create Definition - View

Create Definition

| | | | |
|-------------------|--------------------|-----------------|---------------------------------|
| Product Processor | Branch | Entity Type | User Sequence # Reset Frequency |
| Third Party Host | BCR-Head Office US | Case | None |
| Max Length | Length | Add Check Digit | |
| 10 | Fixed | No | |

Validate Sequence + -

No data to display.

Page 1 of 1 (1-2 of 2 Items) |< < 1 > >|

Audit

For more information on fields, refer to the field description table.

Table 5-5 Field Description: Create Definition

| Field Name | Description |
|--------------------------|----------------------------------|
| Product Processor | Indicates the product processor. |

Table 5-5 (Cont.) Field Description: Create Definition

| Field Name | Description |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Branch | Indicates the branch name. |
| Entity Type | Indicates the entity type for which the auto number should be generated using the definition. |
| User Sequence # Reset Frequency | Indicates the frequency at which the system should reset the auto number generation logic for an entity type. |
| Max Length | Indicates the maximum length of the number that is generated. |
| Length | Toggle to indicate whether system should generate number with variable or fixed length. |
| Add Check Digit | Toggle to indicate whether system should add a check digit at the end of the auto number generated for the selected entity type. |
| <Unit Details> | This section is used to specify what the number should constitute and the sequence of the same in the auto number to be generated. |
| Sequence | Indicates the sequence of the unit in the auto number generation logic. The value of the unit appears in the generated auto number as per the sequence number. |
| Units | Indicates the unit with which the system should generate the number. |
| Value | Indicates or displays the length of the unit. |
| Enabled | Toggle to indicate whether the unit is active. |

6

Workflow

This topic describes the information about Workflow.

A workflow is the predefined life cycle of a task that is performed by the system or a user. It consists of the statuses through which a task moves based on certain predefined rules and conditions. Workflows are created for various task types that are created using the **Create Task** page.

User can create and manage workflows for tasks using the following pages:

- [Process to Create Workflow](#)
This topic describes the information about how to Create a Workflow.
- [Process to View Workflow](#)
This topic describes the information about Viewing List of Workflows.

6.1 Process to Create Workflow

This topic describes the information about how to Create a Workflow.

For creating a workflow, user need to specify details, such as workflow code, description, and current and next status.

To create a workflow:

Before creating the workflow, user must create the statuses through which a task moves in the workflow.

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **workflow**. Under **workflow**, click **Create workflow**.

The **Create workflow** screen is displayed.

Figure 6-1 Create workflow

Create Workflow

Basic Details

Code Required

Description Required

Status Details

| <input type="checkbox"/> | S. No. | Current Status | Next Status | Type | Active |
|--------------------------|--------|----------------|-------------|------|--------|
| No data to display. | | | | | |

Cancel Save

- Specify the fields on the **Create workflow** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 6-1 Field Description: Create Workflow

| Field Name | Description |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the workflow. |
| Code | Indicates the unique identification code of the workflow. |
| Description | Indicates the description of the workflow. |
| Status Details | <p>This section is used to provide the status transition details of the task.</p> <p>Note: If user click ► corresponding to a row, a section appears using which user can configure rules for the status transition record. For more information on how to configure rules, refer <i>Oracle Banking Common Core User Guide</i>.</p> |
| S.No. | Displays the serial number of the status transition record. |
| Current Status | <p>Indicates the current workflow status of the task.</p> <p>Note: The current status and next status cannot be same.</p> |
| Next Status | <p>Indicates the next workflow status to which the task should move.</p> <p>Note: The current status and next status cannot be same.</p> |
| Type | <p>Indicates how the status transition should happen. The options are:</p> <ul style="list-style-type: none"> Manual: Select this option if user want the status transition to be done manually by the user. System: Select this option if user want the status transition to be done by the system. <p>Note: The status transition of type as System can also be done manually by the collector.</p> |
| Active | Toggle to indicate whether the status transition is active. |

4. Perform one of the following action:

a. Click **Save** to save the details.

The **workflow** is successfully created and can be viewed using the View workflow screen.

b. Click **Cancel** to discard the changes and close the screen.

Once the workflow is created, user can view the same using the **View Workflow** page. Upon creation, the authorization status of the workflow is **Unauthorized** and the record status is **Open**. After a workflow is created, it must be authorized to be effective in the system. On authorization, the workflow is visible in the **Create Task** page from where user can map the task with the required workflow. A task moves through various statuses based on the workflow mapped to it.

6.2 Process to View Workflow

This topic describes the information about Viewing List of Workflows.

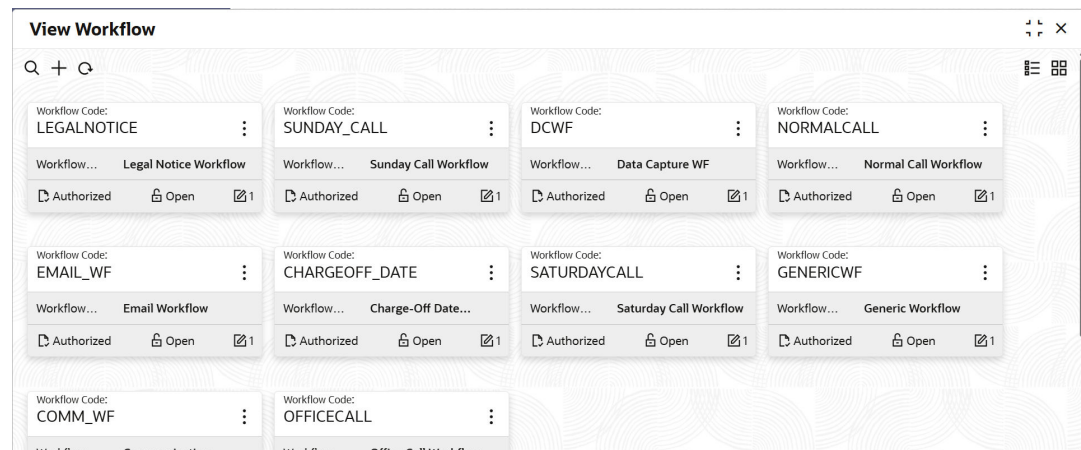
User can view the list of workflows created in the system and search for a particular workflow.

To view the list of workflows:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **workflow**. Under **workflow**, click **View workflow**.

The **View workflow** screen is displayed.

Figure 6-2 View workflow



For more information on fields, refer to the field description table.

Table 6-2 Field Description: View Workflow - Tile

| Field Name | Description |
|-----------------------------|-------------------------------------------|
| Workflow Code | Displays the workflow code. |
| Workflow Description | Displays the description of the workflow. |

Table 6-2 (Cont.) Field Description: View Workflow - Tile

| Field Name | Description |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authorization Status | Displays the authorization status of the workflow. The possible options are: <ul style="list-style-type: none">• Unauthorized• Authorized |
| Record Status | Displays the status of the record. The possible options are: <ul style="list-style-type: none">• Open• Closed |

3. On the **View workflow** screen, click



icon.

The **View workflow - Search** screen is displayed.

Figure 6-3 View workflow - Search

Search Filter ×

Workflow Code

LEGALNOTICE

Workflow Description

SADGFDHGFJ

Authorization Status

Authorized ▼

Record status

Open ▼

Search

Reset

4. On the **View workflow - Search** screen, specify the **Search Filter** to fetch the required workflow.

For more information on fields, refer to the field description table.

Table 6-3 Field Description: View Workflow - Search

| Field Name | Description |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow Code | Specify the workflow code. |
| Workflow Description | Specify the workflow description. |
| Authorization Status | Select the authorization status of the workflow. The options are: <ul style="list-style-type: none"> • Authorized: Select this option if user want to search for a workflow with Authorized status. • Unauthorized: Select this option if user want to search for a workflow with Unauthorized status. |
| Record Status | Select the status of the record. The options are: <ul style="list-style-type: none"> • Open: Select this option if user want to search for a workflow in Open status. • Closed: Select this option if user want to search for a workflow in Closed status. |

5. Click **Search** to display the required Workflow .
6. On **View Workflow** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created product processor.
7. Click **Unlock** to modify the created Workflow.

The **Create Workflow - Modify** screen is displayed.

Figure 6-4 Create Workflow - Modify

| Create Workflow | | | | | |
|--------------------------|--------|----------------------|--------------------|--------|--------------------------|
| Basic Details | | | | | |
| Code | | Description | | | |
| SUNDAY_CALL | | Sunday Call Workflow | | | |
| Status Details | | | | | |
| | S. No. | Current Status | Next Status | Type | Active |
| <input type="checkbox"/> | 1 | Open | Succesfull Contact | Manual | <input type="checkbox"/> |
| <input type="checkbox"/> | 2 | Succesfull Contact | Send Email | Manual | <input type="checkbox"/> |
| <input type="checkbox"/> | 3 | Succesfull Contact | Closed | Manual | <input type="checkbox"/> |

For more information on fields, refer to the field description table.

Table 6-4 Field Description: Create Workflow_Modify

| Field Name | Description |
|----------------------|--------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the workflow. |
| Code | Displays the unique identification code of the workflow. |
| Description | Displays the description of the workflow. |

Table 6-4 (Cont.) Field Description: Create Workflow_Modify

| Field Name | Description |
|-----------------------|----------------------------------------------------------------------------|
| Status Details | This section is used to provide the status transition details of the task. |
| S.No. | Displays the serial number of the status transition record. |
| Current Status | Displays the current workflow status of the task. |
| Next Status | Displays the next workflow status to which the task should move. |
| Type | Displays how the status transition should happen. |
| Active | Toggle to indicate whether the status transition is active. |

8. Click **Save** to update the modified fields.
9. Click **View** to view the created Workflow code.

The **Create Workflow - View** screen is displayed.

Figure 6-5 Create Workflow - View

Create Workflow

Basic Details

| Code | Description |
|-------------|----------------------|
| SUNDAY_CALL | Sunday Call Workflow |

Status Details

| <input type="checkbox"/> | S. No. | Current Status | Next Status | Type | Active |
|--------------------------|--------|--------------------|--------------------|--------|--------|
| <input type="checkbox"/> | 1 | Open | Succesfull Contact | Manual | Yes |
| <input type="checkbox"/> | 2 | Succesfull Contact | Send Email | Manual | Yes |
| <input type="checkbox"/> | 3 | Succesfull Contact | Closed | Manual | Yes |

For more information on fields, refer to the field description table.

Table 6-5 Field Description: Create Workflow_View

| Field Name | Description |
|-----------------------|----------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the workflow. |
| Code | Displays the unique identification code of the workflow. |
| Description | Displays the description of the workflow. |
| Status Details | This section is used to provide the status transition details of the task. |
| S.No. | Displays the serial number of the status transition record. |
| Current Status | Displays the current workflow status of the task. |
| Next Status | Displays the next workflow status to which the task should move. |
| Type | Displays how the status transition should happen. |
| Active | Toggle to indicate whether the status transition is active. |

7

Task

This topic describes the information about Task.

A task is an activity that the user or system performs to collect the amount due from the customer. For example, the collector sends an email to the customer or calls the customer over mobile.

The tasks are either executed automatically by the system, or the tasks need to be performed manually by the collector. A task has a predefined life cycle in which it goes through different statuses. This lifecycle is called the task workflow that is created using the **Create Workflow** page. For more information on workflow, refer [Workflow](#).

User can create and manage tasks using the following pages:

- [Process to Create Task](#)
This topic describes the information about Create a Task.
- [Process to View Tasks](#)

7.1 Process to Create Task

This topic describes the information about Create a Task.

For creating a task, user need to specify details, such as the task type, task code, and task description.

To create a task:

Before creating a task, ensure that the workflow for the task is created. For more information, refer [Workflow](#).

1. From the main menu, navigate to **Collections** and then click **Maintenance**.
2. From the **Maintenance** menu, click **Task** and then click **Create Task**.

The **Create Task** screen is displayed.

Figure 7-1 Create Task

- Specify the fields on the **Create Task** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 7-1 Field Description: Create Task

| Field Name | Description |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Task Type | Indicates the task type. The options are: <ul style="list-style-type: none"> Customer Call Letter Email Data Capture |
| Task Code | Indicates the unique identification code of the task type. |
| Task Description | Indicates the description of the task. |
| Workflow | Indicates the workflow of the task. |
| User Defined Field | Indicates the user defined field of the task. This field will only appear when task type is selected as Data Capture. |

- From the **Task Type** list, select the type of task that user want to create.
- In the **Task Code** field, enter a unique identification code for the task.
- In the **Task Description** field, enter a description for the task.
- From the **Workflow** list, select the workflow of the task type.
- From the **User Defined Field** list, select the user defined field of the task type.
This list is displayed only if the **Task Type** selected is 'User Defined Field'.
- Click **Save**.

Once the task is created, user can view the same using the **View Task** page. Upon creation, the authorization status of the task is **Unauthorized** and the record status is **Open**. After a task is created, it must be authorized to be effective in the system.

7.2 Process to View Tasks

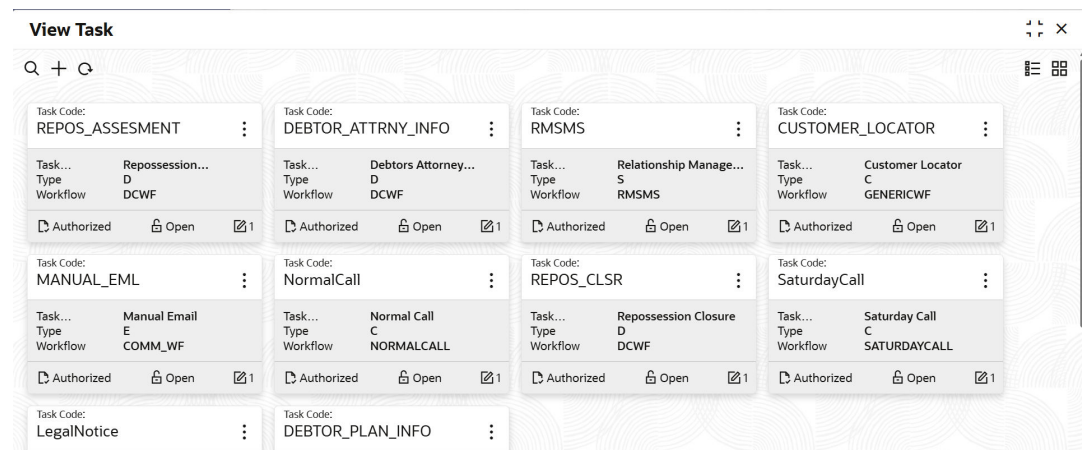
User can view the list of tasks created in the system and search for a particular task.

To view the list of tasks:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance** menu, click **Task** and then click **View Task**.

The **View the list of tasks** screen is displayed.

Figure 7-2 View the list of tasks



For more information on fields, refer to the field description table.

Table 7-2 Field Description: View Task - Tile

| Field Name | Description |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Task Code | Displays the task code. |
| Task Description | Displays the description of the task. |
| Type | Displays the task type. |
| Workflow | Displays the task workflow. |
| User Defined Field | Displays the user defined field. |
| <Authorization Status> | Displays the authorization status of the task. The possible options are: <ul style="list-style-type: none"> • Unauthorized • Authorized |
| <Record Status> | Displays the status of the record. The possible options are: <ul style="list-style-type: none"> • Open • Closed |
| Modification Number | Displays the number of modification performed on the record. |

3. On the **View Task** screen, click



icon.

The **View Task - Search** screen is displayed.

Figure 7-3 ViewTask- Search

The screenshot shows a 'Search Filter' dialog box with a close button (X) in the top right corner. The dialog contains several input fields and buttons:

- Task Type:** A dropdown menu with 'Customer Call' selected.
- Task Code:** A text input field containing 'REPOS_ASSESSMENT'.
- Task Description:** A text input field containing 'ASFDGDHGFJG'.
- Authorization Status:** A dropdown menu with 'Authorized' selected.
- Record status:** A dropdown menu with 'Open' selected.
- Buttons:** 'Search' (dark grey) and 'Reset' (light grey) buttons at the bottom.

4. On the View Task - Search screen, specify the Search Filter to fetch the required Task.
For more information on fields, refer to the field description table.

Table 7-3 Field Description: Task - Search

| Field Name | Description |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Task Type | Select the Task Type of the View Task. The available options are: <ul style="list-style-type: none">• Customer Call• Letter• Email• Data Capture |
| Task Code | Displays the task code. |

Table 7-3 (Cont.) Field Description: Task - Search

| Field Name | Description |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Task Description | Displays the description of the task. |
| Authorization Status | Select the authorization status of the task. The options are: <ul style="list-style-type: none"> • Authorized: Select this option if user want to search for a task with Authorized status. • Unauthorized: Select this option if user want to search for a task with Unauthorized status. |
| Record Status | Select the record status of the record. The options are: <ul style="list-style-type: none"> • Open: Select this option if user want to search for a task in Open status. • Closed: Select this option if user want to search for a task in Closed status. |

5. Click Search to display the required Task.
6. On ViewTask screen, click icon to **Unlock, Delete, Authorize** or **View** the created Task.
7. Click Unlock to modify the created Task.

The **Create Task - Modify** screen is displayed.

Figure 7-4 Create Task- Modify

For more information on fields, refer to the field description table.

Table 7-4 Create Task - Modify - Field Description

| Field | Description |
|-------------------------|---------------------------------------|
| Task Type | Displays the Task Type . |
| Task Code | Displays the Task Code . |
| Task Description | Displays the description of the task. |

Table 7-4 (Cont.) Create Task - Modify - Field Description

| Field | Description |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | Select the Workflow of the Create Task. The available options are: <ul style="list-style-type: none"> • SMS Workflow • RM SMS Workflow • Normal Call Workflow • Saturday Call Workflow • Sunday Call Workflow • Office Call Workflow • Contact RM Workflow • First Notice Workflow • Second Notice Workflow • Legal Notice Workflow • Email Workflow • Communication Workflow • Charge-Off Date Workflow • Data Capture WF • Generic Workflow |
| User Defined Field | Select the User Defined Field of the Create Task. The available options are: <ul style="list-style-type: none"> • Repo Assessment • Sales Inspection • Repo Closure • Sale Info • Filing Information • Debtor Attorney Info • Trustee_Info • Bankruptcy_Info • Debtor_Plan_Info |

8. Click **Save** to update the modified fields.

9. Click **View** to view the created Task.

The **Create Task - View** screen is displayed.

Figure 7-5 Create Task - View

Create Task

| | | |
|------------------------------------|---------------------------------------------------------------|----------------------------------------------------------|
| Task Type Data Capture | Task Code SALES_REPOS_INSPC | Task Description Sales Repossession Inspection |
| Workflow Data Capture WF | User Defined Field Sales InspectionSales Inspection | |

Audit

For more information on fields, refer to the field description table.

Table 7-5 Create Task - View - Field Description

| Field | Description |
|---------------------------|---------------------------------------|
| Task Type | Displays the Task Type . |
| Task Code | Displays the Task Code . |
| Task Description | Displays the description of the task. |
| Workflow | Displays the Workflow. |
| User Defined Field | Displays the User Defined Field. |

8

Call Action

This topic describes the information about Call Action.

User can configure the action types, results, and collection statuses that are used while maintaining and processing the details of the tasks that are performed under a strategy.

User can create and manage call actions using the following pages:

- [Process to Create Call Action](#)
This topic describes the information about how to Create Call Action.
- [Process to View Call Action](#)
This topic describes the information about View List of Call Actions.

8.1 Process to Create Call Action

This topic describes the information about how to Create Call Action.

For creating a call action, user need to specify details, such as code, description, actions, and results.

To create a call action:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Call Action**. Under **Call Action**, click **Create Call Action**.

The **Create Call Action** screen is displayed.

Figure 8-1 Create Call Action

Create Call Action

Basic Details

Code: ASGDFHFGH

Description: ASDFGHJKL
Enter a maximum of 240 characters

Call Action Details

| S. No. | Action | Call Type | Active |
|---------------------|--------|-----------|--------|
| No data to display. | | | |

Page 1 of 0 (1 - 0 of 0 items)

Cancel Save


3. Specify the fields on the **Create Call Action** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 8-1 Field Description: Create Call Action

| Field Name | Description |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the call action. |
| Code | Indicates the unique identification code of the call action. |
| Description | Indicates the description of the call action. |
| Call Action Details | This section is used to specify details of the actions. |
| S. No. | Displays the serial number of the record. |
| Action | Indicates the action type. Note: User can add multiple actions. However, each action and result combination must be unique. |
| Call Type | Indicates the call type. |
| Active | Toggle to indicate whether the call action record is active. Note: Only the active call actions are displayed in transaction pages for call action fields. |
| Result Details | This section is displayed if user click  corresponding to a row in the Call Action Details table. In this section, user can specify details of the results that user want to configure for a particular action. Note: User must configure at least one result for an action. |
| Result | Indicates the result for the action type. Note: User can add multiple results for an action. However, each action and result combination must be unique. |
| Right Party Contacted | Indicates whether right party contact is enabled for action and result combination. |
| Status | Click Manage to configure the collection statuses for the action and result combination. |
| Active | Toggle to indicate whether the result is active. Note: Only the active results are displayed in transaction pages for call action fields. |
| Status Details | This section is displayed if you click Manage in the Status field of Result Details section. It is used to specify collection status details for an action and result combination. Note: User can add multiple collection statuses for an action and result combination. |
| Collection Status | Indicates the collection status of the action and result combination. |
| Action | Indicates whether the collection status is open or closed for the action and result combination. |

4. Perform one of the following action:

a. Click **Save** to save the details.

The **Call Action** is successfully created and can be viewed using the View Call Action screen.

b. Click **Cancel** to discard the changes and close the screen.

Once the Call Action is created, user can view the same using the **View Call Action**. Upon creation, the authorization status of the View Call Action is **Unauthorized** and the record status is **Open**. After Call Action is created, it must be authorized to be effective in the system.

8.2 Process to View Call Action

This topic describes the information about View List of Call Actions.

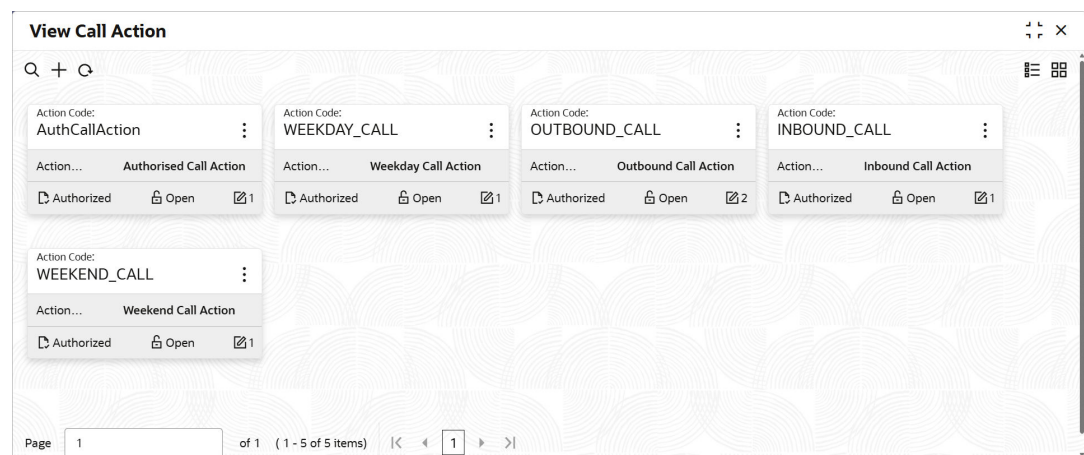
User can view the list of call actions created in the system and search for a particular call action.

To view the list of call actions:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Call Action**. Under **Call Action**, click **View Call Action**.

The **View Call Action** screen is displayed.

Figure 8-2 View Call Action



For more information on fields, refer to the field description table.

Table 8-2 Field Description: View Call Action - Tile

| Field Name | Description |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action Code | Displays the call action code |
| Action Description | Displays the description of the call action. |
| <Authorization Status> | Select the authorization status of the call action. The possible options are: <ul style="list-style-type: none"> • Unauthorized • Authorized |
| <Record Status> | Select the status of the record. The possible options are: <ul style="list-style-type: none"> • Open • Closed |

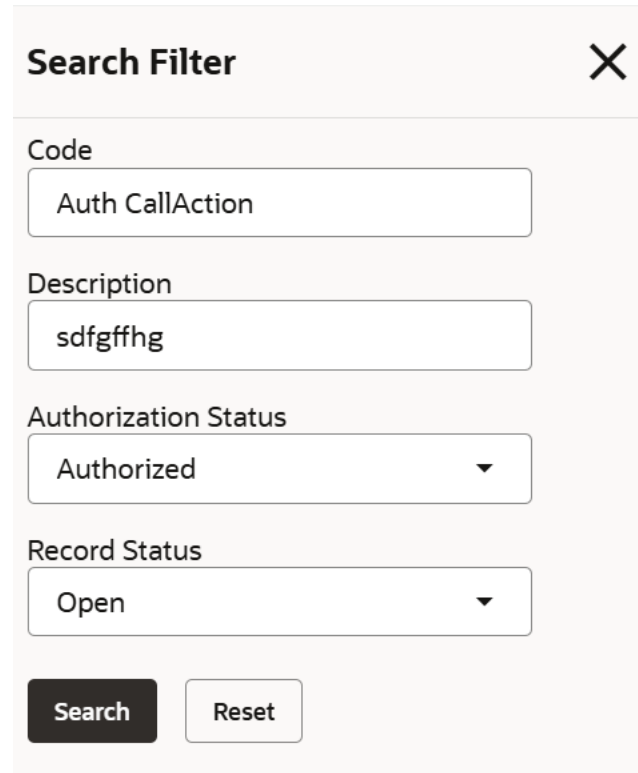
3. On the **View Call Action** screen, click



icon.

The **View Call Action - Search** screen is displayed.

Figure 8-3 View Call Action - Search



Search Filter X

Code
Auth CallAction

Description
sdfgffhg

Authorization Status
Authorized ▼

Record Status
Open ▼

Search Reset

4. On the **View Call Action - Search** screen, specify the **Search Filter** to fetch the required Product Processor.

For more information on fields, refer to the field description table.

Table 8-3 Field Description: View Call Action - Search

| Field Name | Description |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | Indicates the call action code. |
| Description | Indicates the description of the call action. |
| Authorization Status | Select the authorization status of the call action. The options are: <ul style="list-style-type: none">• Authorized: Select this option if user want to search for a call action with Authorized status.• Unauthorized: Select this option if user want to search for a call action with Unauthorized status. |
| Record Status | Select the status of the record. The options are: <ul style="list-style-type: none">• Open: Select this option if user want to search for a call action with Open status.• Closed: Select this option if user want to search for a call action with Closed status. |

5. Click **Search** to display the required product processor.

6. On **View Call Action** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created Call Action.
7. Click **Unlock** to modify the created Product Processor.
The **Create Call Action - Modify** screen is displayed.

Figure 8-4 Create Call Action - Modify

For more information on fields, refer to the field description table.

Table 8-4 Field Description: Create Call Action

| Field Name | Description |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the call action. |
| Code | Indicates the unique identification code of the call action. |
| Description | Indicates the description of the call action. |
| Call Action Details | This section is used to specify details of the actions. |
| S. No. | Displays the serial number of the record. |
| Action | Indicates the action type. |
| Call Type | Indicates the call type. |
| Active | Toggle to indicate whether the call action record is active. |
| Result Details | This section is displayed if user click corresponding to a row in the Call Action Details table. In this section, user can specify details of the results that user want to configure for a particular action. |
| Result | Indicates the result for the action type. |
| Right Party Contacted | Indicates whether right party contact is enabled for action and result combination. |
| Status | Click Manage to configure the collection statuses for the action and result combination. |
| Active | Toggle to indicate whether the result is active. |
| Status Details | This section is displayed if you click Manage in the Status field of Result Details section. It is used to specify collection status details for an action and result combination. |
| Collection Status | Indicates the collection status of the action and result combination. |

Table 8-4 (Cont.) Field Description: Create Call Action

| Field Name | Description |
|---------------|--------------------------------------------------------------------------------------------------|
| Action | Indicates whether the collection status is open or closed for the action and result combination. |

8. Click **Save** to update the modified fields.
9. Click **View** to view the created Call Action code.

The **Create Call Action - View** screen is displayed.

Figure 8-5 Create Call Action - View

For more information on fields, refer to the field description table.

Table 8-5 Create Call Action - View - Field Description

| Field Name | Description |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the call action. |
| Code | Indicates the unique identification code of the call action. |
| Description | Indicates the description of the call action. |
| Call Action Details | This section is used to specify details of the actions. |
| S. No. | Displays the serial number of the record. |
| Action | Indicates the action type. |
| Call Type | Indicates the call type. |
| Active | Toggle to indicate whether the call action record is active. |
| Result Details | This section is displayed if user click corresponding to a row in the Call Action Details table. In this section, user can specify details of the results that user want to configure for a particular action. |
| Result | Indicates the result for the action type. |
| Right Party Contacted | Indicates whether right party contact is enabled for action and result combination. |
| Status | Click Manage to configure the collection statuses for the action and result combination. |
| Active | Toggle to indicate whether the result is active. |

Table 8-5 (Cont.) Create Call Action - View - Field Description

| Field Name | Description |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status Details | This section is displayed if you click Manage in the Status field of Result Details section. It is used to specify collection status details for an action and result combination. |
| Collection Status | Indicates the collection status of the action and result combination. |
| Action | Indicates whether the collection status is open or closed for the action and result combination. |

9

Strategy

This topic describes the information about Strategy.

A strategy is a group of tasks to be performed on a case for collection of unpaid dues from the customer of a delinquent account. The tasks are performed either by the system or manually by the collectors. These tasks are grouped together under various strategies.

User can create and manage strategies using the following pages:

- [Process to Create Strategy](#)
This topic describes the information about Create a Strategy.
- [Process to View Strategies](#)
This topic describes the information about View List of Strategies.

9.1 Process to Create Strategy

This topic describes the information about Create a Strategy.

For creating a strategy, user need to specify details, such as the code, description, and tasks to be associated with the strategy.

To create a strategy:

Before user create a strategy, ensure that tasks are created in the system.

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance** menu, click **Strategy** and then click **Create Strategy**.

The **Create Strategy** screen is displayed.

Figure 9-1 Create Strategy

| Create Strategy | | | | | | | | |
|-----------------|----------------------|--------------------------|-------------------------------|------------------------------|-----------------|-----------------------------|------------|----------------------|
| Basic Details | | | | | | | | |
| Code | Description | Effective Date | Expiry Date | | | | | |
| ASDFGHJKL | ASDFGHJKL | December 10, 2025 | December 13, 2025 | | | | | |
| Task Details | | | | | | | | |
| S. No | Task | Mandatory | Wait Period (Days:Hours:Mins) | Expiration (Days:Hours:Mins) | Escalation Rule | Escalation Expression | Dependency | Template |
| 1 | <input type="text"/> | <input type="checkbox"/> | Days : Hour : Mins | Days : Hour : Mins | DPD_BETWN... | ((DaysPastDue > 201) &... | | <input type="text"/> |

3. Specify the fields on the **Create Strategy** screen.

Note


The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 9-1 Field Description: Create Strategy

| Field Name | Description |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the strategy. |
| Code | Indicates the unique identification code of the strategy. |
| Description | Indicates the description of the strategy. |
| Effective Date | Indicates the date from when the strategy is effective in the system. Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date. |
| Expiry Date | Indicates the date till when the strategy is effective in the system. Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date. |
| Task Details | This section is used to add the tasks that user want to group together under the strategy, and set the task related configurations. |
| S. No | Indicates the sequence number of performance of task. |
| Task | Indicates the task type to be added to the strategy. User can search and select the required task code and description for the task type. |
| Mandatory | Toggle to indicate whether it is mandatory to perform the current task before proceeding to perform the next task in sequence. |
| Wait Period (Days:Hours:Mins) | Indicates the waiting time before prompting the next task to the collector or initiating the system task after this task is completed. For example, if user specify the wait period as 2 days, 6 hours, and 30 minutes, system will prompt the next task to the collector after the specified wait period on completion of this task. Note: This field is enabled only for mandatory tasks. |
| Expiration (Days:Hours:Mins) | Indicates the time after which the task will expire. If the task is not closed within the specified time, system will automatically expire the task and move to the next task in sequence. |
| Escalation Rule | Select the rule condition. If the condition is met, the task status will be updated to Escalated . |
| Escalation Expression | Detailed expression of the escalation rule. |
| Dependency | Click Add to configure the dependent task that needs to be performed before initiating the current task. This means before the current task is initiated, the dependent task must be performed and should be in a particular status. When user click Add , the Dependency section is displayed using which user can add the expression for the dependent task. User need to select the sequence number and dependent task and specify the status in which the dependent task should exist. The task list displays the sequence number and task type of all the previous tasks that user added in the table before the current task. The status list displays the status in which the task must exist. Once user specify the details, the generated expression is displayed in the field. Note: This field is not applicable for the first task in sequence. User can add dependent task from second task onwards in the sequence. |

Table 9-1 (Cont.) Field Description: Create Strategy

| Field Name | Description |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Template | Click  to add correspondence template for the task. Note: User can add multiple correspondence templates for a task. However, user need to mark one template as default. |

4. Perform one of the following action:

a. Click **Save** to save the details.

The **Strategy** is successfully created and can be viewed using the View Strategy screen.

b. Click **Cancel** to discard the changes and close the screen.

Once the strategy is created, user can view the same using the **View Strategy** page. Upon creation, the authorization status of the strategy is **Unauthorized** and the record status is **Open**. After a strategy is created, it must be authorized to be effective in the system. The strategies that need to be applied on an account or customer for collection of unpaid dues, should be associated with the required segment. For more information, refer [Segment](#).

9.2 Process to View Strategies

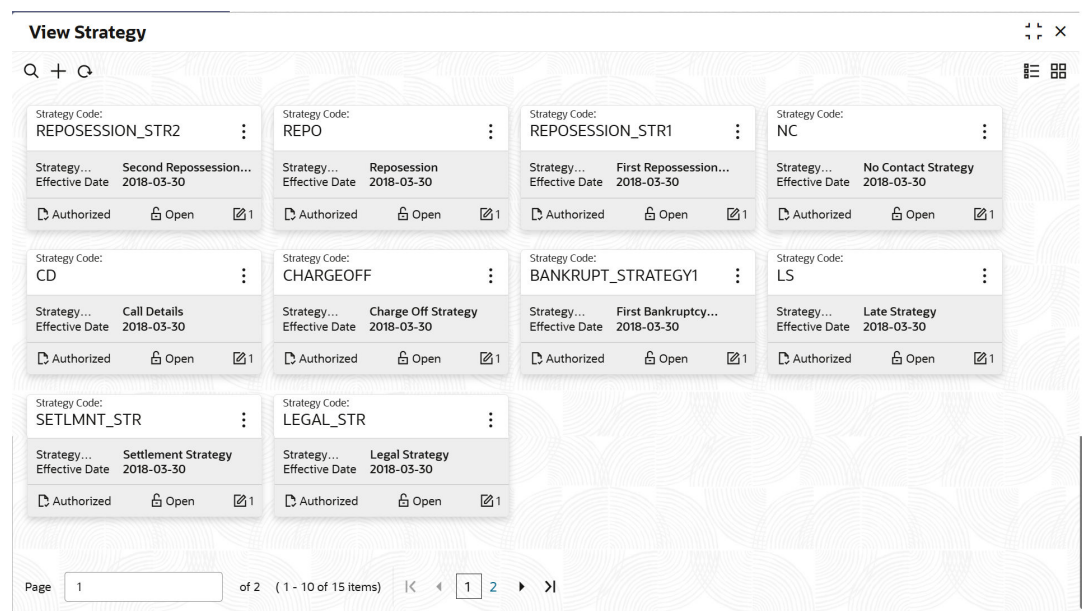
This topic describes the information about View List of Strategies.

The **View Strategy** page facilitates user to view the list of strategies created in the system and perform various actions on a strategy.

To view the list of strategies:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Strategy**. Under **Strategy**, click **View Strategy**.

The **View Strategy** screen is displayed.

Figure 9-2 View Strategy


| Strategy Code | Strategy Name | Effective Date | Authorized | Open | Count |
|--------------------|------------------------|----------------|------------|------|-------|
| REPOSESSION_STR2 | Second Repossession... | 2018-03-30 | Authorized | Open | 1 |
| REPO | Repossession | 2018-03-30 | Authorized | Open | 1 |
| REPOSESSION_STR1 | First Repossession... | 2018-03-30 | Authorized | Open | 1 |
| NC | No Contact Strategy | 2018-03-30 | Authorized | Open | 1 |
| CD | Call Details | 2018-03-30 | Authorized | Open | 1 |
| CHARGE OFF | Charge Off Strategy | 2018-03-30 | Authorized | Open | 1 |
| BANKRUPT_STRATEGY1 | First Bankruptcy... | 2018-03-30 | Authorized | Open | 1 |
| LS | Late Strategy | 2018-03-30 | Authorized | Open | 1 |
| SETLMNT_STR | Settlement Strategy | 2018-03-30 | Authorized | Open | 1 |
| LEGAL_STR | Legal Strategy | 2018-03-30 | Authorized | Open | 1 |

Page 1 of 2 (1 - 10 of 15 items) | < 1 2 >

For more information on fields, refer to the field description table.

Table 9-2 Field Description: View Strategy - Tile

| Field Name | Description |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Strategy Code | Displays the strategy code. |
| Strategy Description | Displays the description of the strategy. |
| Effective Date | Displays the date from when the strategy is effective in the system. |
| <Authorization Status> | Select the authorization status of the strategy. The possible options are: <ul style="list-style-type: none"> • Unauthorized • Authorized |
| <Record Status> | Select the status of the record. The possible options are: <ul style="list-style-type: none"> • Open • Closed |

- On the **View Strategy** screen, click icon.
The **View Strategy- Search** screen is displayed.

Figure 9-3 View Strategy - Search

Search Filter ✕

Strategy Code
REPO

Strategy Description
AFDSFDSFGDGADFGDGF

Authorization Status
Authorized ▼

Record status
Open ▼

Search **Reset**

- On the **View Strategy - Search** screen, specify the **Search Filter** to fetch the required Strategy.

For more information on fields, refer to the field description table.

Table 9-3 Field Description: View Strategy - Search

| Field Name | Description |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Strategy Code | Indicates the strategy code. |
| Strategy Description | Indicates the description of the strategy. |
| Authorization Status | Indicates the authorization status of the strategy. The options are: <ul style="list-style-type: none"> • Authorized: Select this option if user want to search for a strategy with Authorized status. • Unauthorized: Select this option if user want to search for a strategy with Unauthorized status. |
| Record Status | Indicates the status of the record. The options are: <ul style="list-style-type: none"> • Open: Select this option if user want to search for a strategy in Open status. • Closed: Select this option if user want to search for a strategy in Closed status. |

5. Click **Search** to display the required Strategy.
6. On **View Strategy** screen, click icon to **Unlock, Delete, Authorize** or **View** the created Strategy.
7. Click **Unlock** to modify the created Strategy .

The **Create Strategy - Modify** screen is displayed.

Figure 9-4 Create Strategy - Modify

Create Strategy

Basic Details

Code: BANKRUPT_STRATEGY1 Description: First Bankruptcy Strategy Effective Date: April 2, 2018 Expiry Date:

Task Details

| <input type="checkbox"/> | S. No | Task | Mandatory | Wait Period (Days:Hours:Mins) | Expiration (Days:Hours:Mins) | Escalation Rule | Escalation Expression | Dependency | Template |
|--------------------------|-------|------------|--------------------------|-------------------------------|------------------------------|-----------------|-----------------------|------------|----------|
| <input type="checkbox"/> | 1 | FILING_INF | <input type="checkbox"/> | 0 : Hou : Mins | 45 : Hou : Mins | | | | |
| <input type="checkbox"/> | 2 | DEBTOR_A | <input type="checkbox"/> | 0 : Hou : Mins | 45 : Hou : Mins | | | | |
| <input type="checkbox"/> | 3 | TRUSTEE_I | <input type="checkbox"/> | 0 : Hou : Mins | 45 : Hou : Mins | | | | |
| <input type="checkbox"/> | 4 | BKPCY_PRI | <input type="checkbox"/> | 0 : Hou : Mins | 45 : Hou : Mins | | | | |
| <input type="checkbox"/> | 5 | DEBTOR_P | <input type="checkbox"/> | 0 : Hou : Mins | 45 : Hou : Mins | | | | |

Audit Cancel Save

For more information on fields, refer to the field description table.

Table 9-4 Create Strategy - Modify - Field Description

| Field | Description |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Strategy Code | Displays the Strategy code. |
| Strategy Description | Displays the Strategy description. This field is editable. |
| Effective Date | Displays the effective date of the created Strategy. User can modify the same before authorization if it is future dated. |
| Expiry Date | Displays the expiry date of the created Strategy. This field is editable. |

8. Click **Save** to update the modified fields.
 9. Click **View** to view the created Strategy code.
- The **Create Strategy- View** screen is displayed.

Figure 9-5 Create Strategy - View

| Create Strategy | | | | | | | | | |
|--------------------------|---------------------------|--------------------|--------------------------|-------------------------------|------------------------------|-----------------|-----------------------|------------|----------|
| Basic Details | | | | | | | | | |
| Code | Description | Effective Date | Expiry Date | | | | | | |
| BANKRUPT_STRATEGY1 | First Bankruptcy Strategy | April 2, 2018 | | | | | | | |
| Task Details | | | | | | | | | |
| <input type="checkbox"/> | S. No | Task | Mandatory | Wait Period (Days:Hours:Mins) | Expiration (Days:Hours:Mins) | Escalation Rule | Escalation Expression | Dependency | Template |
| <input type="checkbox"/> | 1 | FILING_INFO | <input type="checkbox"/> | 0 Days : Hours : Mins | 45 Days : Hours : Mins | | | | |
| <input type="checkbox"/> | 2 | DEBTOR_ATTRNY_INFO | <input type="checkbox"/> | 0 Days : Hours : Mins | 45 Days : Hours : Mins | | | | |
| <input type="checkbox"/> | 3 | TRUSTEE_INFO | <input type="checkbox"/> | 0 Days : Hours : Mins | 45 Days : Hours : Mins | | | | |
| <input type="checkbox"/> | 4 | BKPCY_PROC_INFO | <input type="checkbox"/> | 0 Days : Hours : Mins | 45 Days : Hours : Mins | | | | |

For more information on fields, refer to the field description table.

Table 9-5 Create Strategy- View - Field Description

| Field | Description |
|-----------------------------|------------------------------------------------------|
| Strategy Code | Displays the Strategy code. |
| Strategy Description | Displays the Strategy description. |
| Effective Date | Displays the effective date of the created Strategy. |
| Expiry Date | Displays the expiry date of the created Strategy. |

10

Segment

This topic describes the information about Segment.

In **Oracle Banking Collections**, once the cases are created, the associated accounts are assigned to relevant segments. Accounts are identified and assigned to the segments based on the rules configured for a segment.

A segment is used to group accounts for applying various strategies to collect the amount due on the accounts. Each strategy consists of a group of tasks that are performed on the accounts assigned to the segment. The tasks to be performed on an account assigned to a segment are allocated based on the following configurations of the segment:

- If **Ignore Group Basis** toggle switch is enabled for a segment, then all the tasks are allocated to a particular collector based on the user assignment code set for the strategies mapped to segment.
- If **Ignore Group Basis** toggle switch is not enabled for a segment, then all the tasks are allocated to the default collector of the account.

User can create and manage segments using the following pages:

- [Process to Create Segment](#)
This topic describes the information about Create a Segment.
- [Process to View Segments](#)
This topic describes the information about View List of Segments.

10.1 Process to Create Segment

This topic describes the information about Create a Segment.

For creating a segment, user need to specify details, such as code, description, and the date from when it is effective.

To create a segment:

Strategy and User Assignment must be created in the system.

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **segment**. Under **segment**, click **Create segment**.

The **Create segment** screen is displayed.

Figure 10-1 Create segment

- Specify the fields on the **Create Segment** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 10-1 Field Description: Create Segment

| Field Name | Description |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the segment. |
| Code | Indicates the unique identification code of the segment. |
| Description | Indicates description of the segment. |
| Product Processor | Indicates the product processor applicable for the segment. |
| Group Basis | <p>Select the group basis of the product processor that is applicable on the segment.</p> <p>The possible values are:</p> <ul style="list-style-type: none"> Account Customer <p>The group basis is displayed as per configurations defined for the selected product processor.</p> <p>Note: The value in this field is displayed once user select the product processor.</p> |
| Ignore Group Basis | <p>Toggle to indicate whether the strategies mapped to the segment should be assigned to a specific collector.</p> <p>If the toggle switch is enabled, strategies in the segment are assigned to a specific collector. If the toggle switch is not enabled, strategies in the segment are assigned to the default collector of the account.</p> <p>Note: If the switch is enabled, the allocation of tasks is done based on the user assignment code selected in the User Assignment field in Strategy tab.</p> |
| Effective Date | <p>Indicates the date from when the segment is effective in the system.</p> <p>Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date.</p> |

Table 10-1 (Cont.) Field Description: Create Segment

| Field Name | Description |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expiry Date | Indicates the date till when the segment is effective in the system. Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date. |
| Selection Criteria | This tab is used to configure rules based on which account are allocated to the segment. For more information on how to configure rules, refer <i>Oracle Banking Common Core User Guide</i> . |
| Strategy | This tab is used to associate strategies that are applicable on the segment. Note: User can associated one or more strategies with the segment. |
| S.No | Displays the sequence number of the strategy. |
| Strategy | Indicates the strategy associated with the segment. |
| User Assignment | Indicates the user assignment code based on which all the tasks related to the strategies are allocated to the users. Note: This field is displayed only if Ignore Group Basis switch is turned on. |
| Call Details | Indicates the call action applicable for the strategy. |
| Enabled | Toggle to indicate whether the strategy is enabled for the segment. |

4. Perform one of the following action:

a. Click **Save** to save the details.

The **Segment** is successfully created and can be viewed using the View Segment screen.

b. Click **Cancel** to discard the changes and close the screen.

Once the segment is created, user can view the same using the **View Segment** page. Upon creation, the authorization status of the segment is **Unauthorized** and the record status is **Open**. After a segment is created, it must be authorized to be effective in the system.

10.2 Process to View Segments

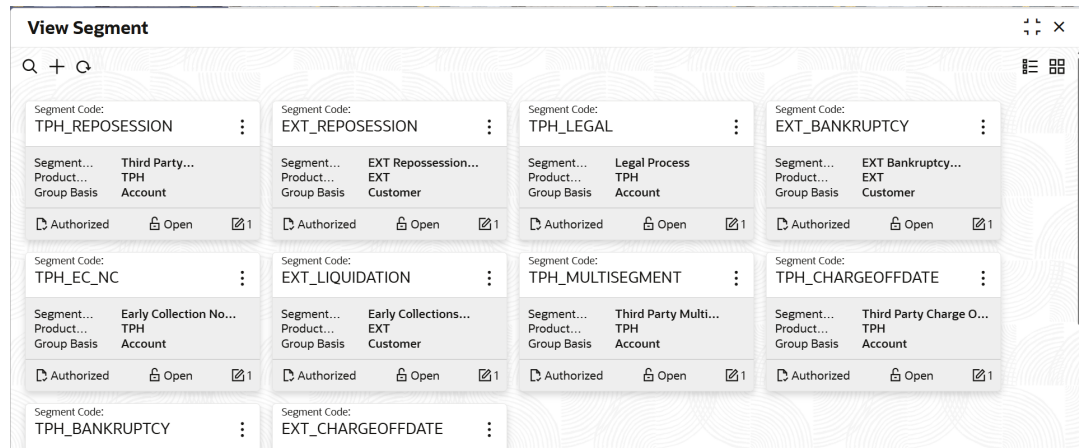
This topic describes the information about View List of Segments.

User can view the list of segments created in the system and search for a particular segment.

To view the list of segments:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Segments**. Under **Segments**, click **View Segments**.

The **View Segments** screen is displayed.

Figure 10-2 View Segments

For more information on fields, refer to the field description table.

Table 10-2 Field Description: View Segment - Tile

| Field Name | Description |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Segment Code | Displays the segment code. |
| Segment Description | Displays the description of the segment. |
| Product Processor | Displays the product processor for the segment. |
| Group Basis | Select the group basis of the segment. The possible values are: <ul style="list-style-type: none"> • Customer • Account |
| <Authorization Status> | Select the authorization status of the segment. The possible values are: <ul style="list-style-type: none"> • Unauthorized • Authorized |
| <Record Status> | Select the status of the record. The possible options are: <ul style="list-style-type: none"> • Open • Closed |

- On the **View Segments** screen, click icon.
The **View Segments - Search** screen is displayed.

Figure 10-3 View Segments - Search

Search Filter

Segment Code

Segment Description

Authorization Status

Record status

- On the **View Segments- Search** screen, specify the **Search** Filter to fetch the required Segments.

For more information on fields, refer to the field description table.

Table 10-3 Field Description: View Segment - Search

| Field Name | Description |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Segment Code | Indicates the segment code. |
| Segment Description | Indicates the description of the segment. |
| Authorization Status | Indicates the authorization status of the segment. The options are: <ul style="list-style-type: none"> Authorized: Select this option if user want to search for a segment with Authorized status. Unauthorized: Select this option if user want to search for a segment with Unauthorized status. |
| Record Status | Indicates the status of the record. The options are: <ul style="list-style-type: none"> Open: Select this option if user want to search for a segment in Open status. Closed: Select this option if user want to search for a segment in Closed status. |

- Click **Search** to display the required Segment .
- On **View Segment** screen, click icon to **Unlock, Delete, Authorize** or **View** the created Segment .
- Click **Unlock** to modify the created Segment .

The **Create Segment - Modify** screen is displayed.

Figure 10-4 Create Segment - Modify

For more information on fields, refer to the field description table.

Table 10-4 Field Description: Create Segment

| Field Name | Description |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the segment. |
| Code | Displays the unique identification code of the segment. |
| Description | Displays description of the segment. |
| Product Processor | Displays the product processor applicable for the segment. |
| Group Basis | <p>Select the group basis of the product processor that is applicable on the segment.</p> <p>The possible values are:</p> <ul style="list-style-type: none"> • Account • Customer <p>The group basis is displayed as per configurations defined for the selected product processor.</p> <p>Note: The value in this field is displayed once user select the product processor.</p> |
| Ignore Group Basis | <p>Toggle to indicate whether the strategies mapped to the segment should be assigned to a specific collector.</p> <p>If the toggle switch is enabled, strategies in the segment are assigned to a specific collector. If the toggle switch is not enabled, strategies in the segment are assigned to the default collector of the account.</p> <p>Note: If the switch is enabled, the allocation of tasks is done based on the user assignment code selected in the User Assignment field in Strategy tab.</p> |
| Effective Date | <p>Displays the date from when the segment is effective in the system.</p> <p>Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date.</p> |

Table 10-4 (Cont.) Field Description: Create Segment

| Field Name | Description |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expiry Date | Displays the date till when the segment is effective in the system. Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date. |
| Selection Criteria | This tab is used to configure rules based on which account are allocated to the segment. For more information on how to configure rules, refer <i>Oracle Banking Common Core User Guide</i> . |
| Strategy | This tab is used to associate strategies that are applicable on the segment. Note: User can associated one or more strategies with the segment. |
| S.No | Displays the sequence number of the strategy. |
| Strategy | Displays the strategy associated with the segment. |
| User Assignment | Displays the user assignment code based on which all the tasks related to the strategies are allocated to the users. Note: This field is displayed only if Ignore Group Basis switch is turned on. |
| Call Details | Displays the call action applicable for the strategy. |
| Enabled | Toggle to indicate whether the strategy is enabled for the segment. |

8. Click **Save** to update the modified fields.
9. Click **View** to view the created Segment code.

The **Create Segment - View** screen is displayed.

Figure 10-5 Create Segment - View

Create Segment

Basic Details

| | | |
|----------------------------|--------------------------|--------------------|
| Code | Description | |
| EXT_REPOSSESSION | EXT Repossession Segment | |
| Product Processor | Group Basis | Ignore Group Basis |
| EXT | Customer | Y |
| External Product Processor | | |
| Effective Date | Expiry Date | |
| April 3, 2018 | | |

Selection Criteria Strategy

☒ Use Existing Rule ☐ Create New Rule

Rules

Rule Code

FILTER_FOR_DISPUTE- Version: 3

Audit

For more information on fields, refer to the field description table.

Table 10-5 Field Description: Create Segment

| Field Name | Description |
|----------------------|-------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the segment. |

Table 10-5 (Cont.) Field Description: Create Segment

| Field Name | Description |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | Displays the unique identification code of the segment. |
| Description | Displays description of the segment. |
| Product Processor | Displays the product processor applicable for the segment. |
| Group Basis | Displays the group basis of the product processor that is applicable on the segment. |
| Ignore Group Basis | Toggle to indicate whether the strategies mapped to the segment should be assigned to a specific collector. |
| Effective Date | Displays the date from when the segment is effective in the system. |
| Expiry Date | Displays the date till when the segment is effective in the system. |
| Selection Criteria | This tab is used to configure rules based on which account are allocated to the segment. For more information on how to configure rules, refer <i>Oracle Banking Common Core User Guide</i> . |
| Strategy | This tab is used to associate strategies that are applicable on the segment. |
| Role Code | Displays the Role code. |

11

User Group

This topic describes the information about User Group.

A user group helps user to manage the collection users and agencies who perform various tasks and activities. When user create a user group, user can assign the users or agencies to the relevant user groups.

User can create and manage user groups using the following pages:

- [Process to Create User Group](#)
This topic describes the information about Create a user Group.
- [Process to View User Group](#)
This topic describe the information about View List of User Groups.

11.1 Process to Create User Group

This topic describes the information about Create a user Group.

For creating a user group, user need to specify details, such as code, description, and hierarchy order of the user group.

To create a user group:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **User Group**. Under User Group, click **Create User Group**.

The **Create User Group** screen is displayed.

Figure 11-1 Create User Group

Create User Group

Basic Details

Code Required

Description Required

Hierarchy Order Required

Supervisory Group Search

Default Assignee ☐

Vendor ☐

User Details Task Priority

| | User Id | User Name | Active |
|---------------------|---------|-----------|--------|
| No data to display. | | | |

Cancel Save

3. Specify the fields on the **Create User Group** screen.**Note**

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 11-1 Field Description: Create User Group

| Field Name | Description |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide the basic information of the user group. |
| Code | Displays the unique identification code of the user group. |
| Description | Displays the description of the user group. |
| Hierarchy Order | Displays the order of the user group in the hierarchy of user groups. Note: User can set same hierarchy order for multiple user groups. The hierarchy order of the user group user want to create should be less than the hierarchy order of the supervisor group. |
| Supervisory Group | Displays the supervisor group for the user group. Note: User must select only that supervisor group which contains all the managers of the users that user select for the user group. Users are mapped to the managers while creating users in Security Management. For more information, refer <i>Oracle Banking Security Management System User Guide</i> . |
| Default Assignee | Displays whether the user group that user want to create is the default group. If any accounts remain pending for assignment after all the accounts are assigned as per the user assignment priority, then such accounts are assigned to the default user group. Note: User can mark only one user group as default assignee. If a default assignee user group is not defined in the system, the account pending for assignment are not allocated to any user group or user. |
| Vendor | Displays whether the user group user want to create is for agency. |
| User Details | This section is used to assign users to the user group. Note: This section will be displayed only when agency option is selected as off. |
| User ID | Displays the unique identification code of the user that user want to assign to the user group. Note: User must select only those users that have the associated manager present in the selected supervisor group. For more information, refer <i>Oracle Banking Security Management System User Guide</i> . |
| User Name | Displays the user name of the selected user ID. |
| Active | Displays whether the user is active for the user group. |
| Vendor Details | This section is used to assign agencies to the user group. Note: This section will be displayed only when agency option is selected. It displays the following fields. |

Table 11-1 (Cont.) Field Description: Create User Group

| Field Name | Description |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Vendor Code | Displays the unique identification code of the agency that you want to assign to the user group. Note: User must select only those users that have the associated manager present in the selected supervisor group. For more information, refer Oracle Banking Security Management System User Guide . |
| Vendor Name | Displays the name of the selected agency. |
| Active | Displays whether the agency is active for the user group. |
| Task Priority | This section is used to define priority of the tasks. |
| Priority | Displays the priority sequence number. |
| Parameter | Displays the pre-defined list of parameters for prioritization. |
| Sub-Priority | Displays the sub-priority to be selected for the parameter. Note: This field will be enabled only when Parameter is selected as Segment, Task Status or Task Type. |

4. Perform one of the following action:

a. Click **Save** to save the details.

The **User Group** is successfully created and can be viewed using the View User Group screen.

b. Click **Cancel** to discard the changes and close the screen.

Once the user group is created, user can view the same using the **View User Group** page. Upon creation, the authorization status of the user group is **Unauthorized** and the record status is **Open**. After a user group is created, it must be authorized to be effective in the system.

11.2 Process to View User Group

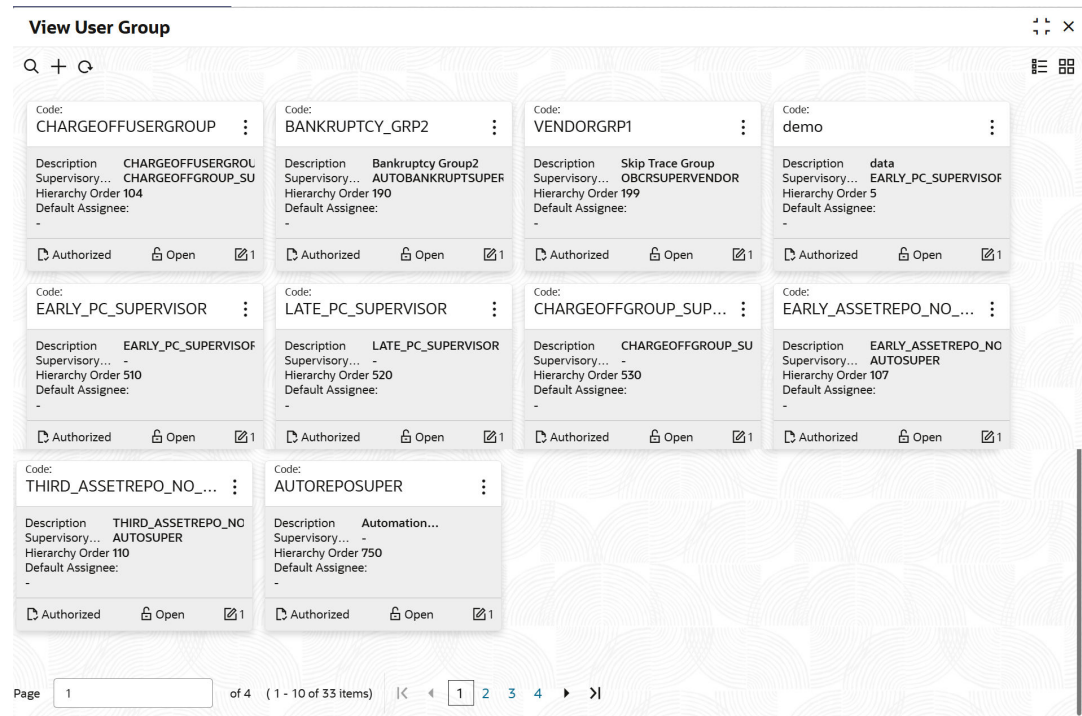
This topic describe the information about View List of User Groups.

User can view the list of user groups created in the system and search for a particular user group.

To view the list of user groups:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **User Groups**. Under User Groups, click **View User Groups**.

The **View User Groups** screen is displayed.

Figure 11-2 View User Groups

For more information on fields, refer to the field description table.

Table 11-2 ViewUser Groups - Field Description

| Field Name | Description |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | Displays the user group code. |
| Description | Displays the description of the user group. |
| Supervisory Group | Displays the supervisor group for the user group. |
| Hierarchy Order | Displays the hierarchy order of the user group. |
| Default Assignee | Displays if the user group is marked as default group. |
| <Authorization Status> | Displays the authorization status of the user group. The possible options are: <ul style="list-style-type: none"> Unauthorized Authorized |
| <Record Status> | Displays the status of the record. The possible options are: <ul style="list-style-type: none"> Open Closed |

- On the **View User Groups** screen, click



icon.

The **View User Groups - Search** screen is displayed.

Figure 11-3 View User Groups - Search

Search Filter

×

Code

Description

Supervisory Group

Default Assignee

☐

Vendor

☐

Authorization Status

Record status

Search

Reset

- On the **View User Groups - Search** screen, specify the **Search Filter** to fetch the required Product Processor.

For more information on fields, refer to the field description table.

Table 11-3 Field Description: User Group - Search

| Field Name | Description |
|--------------------------|---------------------------------------------------------------------------------|
| Code | Indicates the user group code. |
| Description | Indicates the description of the user group. |
| Supervisory Group | Indicates the supervisor group of the user group. |
| Default Assignee | Indicates whether the user group that user want to search is the default group. |
| Vendor | Indicates whether the user group that user want to search is the agency group |

Table 11-3 (Cont.) Field Description: User Group - Search

| Field Name | Description |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authorization Status | Select the authorization status of the user group. The options are: <ul style="list-style-type: none"> Authorized: Select this option if user want to search for a user group with Authorized status. Unauthorized: Select this option if user want to search for a user group with Unauthorized status. |
| Record Status | Select the status of the record. The options are: <ul style="list-style-type: none"> Open: Select this option if user want to search for a user group in Open status. Closed: Select this option if user want to search for a user group in Closed status. |

- Click **Search** to display the required User Groups.
- On **View User Groups** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created product processor.
- Click **Unlock** to modify the created User Groups.
The **Create User Groups- Modify** screen is displayed.

Figure 11-4 Create User Groups - Modify

Create User Group

Basic Details

Code: CHARGEOFFUSERGROUP

Description: CHARGEOFFUSERGROUP

Hierarchy Order: 104

Supervisory Group: CHARGEOFFGROUP_SUPERVIS

Default Assignee: ☐

Vendor: No

User Details

| User Id | User Name | Active |
|-------------|---------------------|--------------------------|
| AUTOUSER102 | Automation User 102 | <input type="checkbox"/> |
| AUTOUSER103 | Automation User 103 | <input type="checkbox"/> |
| AUTOUSER101 | Automation User 101 | <input type="checkbox"/> |

Page 1 of 1 (1-3 of 3 items) | < 1 > |

Audit | Cancel | Save

For more information on fields, refer to the field description table.

Table 11-4 Field Description: Create User Group

| Field Name | Description |
|--------------------------|--------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide the basic information of the user group. |
| Code | Displays the unique identification code of the user group. |
| Description | Displays the description of the user group. |
| Hierarchy Order | Displays the order of the user group in the hierarchy of user groups. |
| Supervisory Group | Displays the supervisor group for the user group. |
| Default Assignee | Displays whether the user group that user want to create is the default group. |
| Vendor | Displays whether the user group user want to create is for agency. |
| User Details | This section is used to assign users to the user group. |
| User ID | Displays the unique identification code of the user that user want to assign to the user group. |
| User Name | Displays the user name of the selected user ID. |
| Active | Displays whether the user is active for the user group. |
| Vendor Details | This section is used to assign agencies to the user group. |
| Vendor Code | Displays the unique identification code of the agency that you want to assign to the user group. |
| Vendor Name | Displays the name of the selected agency. |
| Active | Displays whether the agency is active for the user group. |
| Task Priority | This section is used to define priority of the tasks. |
| Priority | Displays the priority sequence number. |
| Parameter | Displays the pre-defined list of parameters for prioritization. |
| Sub-Priority | Displays the sub-priority to be selected for the parameter. |

8. Click **Save** to update the modified fields.
 9. Click **View** to view the created User Group code.
- The **Create User Group - View** screen is displayed.

Figure 11-5 Create User Group - View

Create User Group

Basic Details

| | | |
|---------------------------|--------------------|-----------------|
| Code | Description | Hierarchy Order |
| CHARGEOFFUSERGROUP | CHARGEOFFUSERGROUP | 104 |
| Supervisory Group | Default Assignee | Vendor |
| CHARGEOFFGROUP_SUPERVISOR | No | No |

User Details

| User Id | User Name | Active |
|-------------|---------------------|--------|
| AUTOUSER102 | Automation User 102 | Yes |
| AUTOUSER103 | Automation User 103 | Yes |
| AUTOUSER101 | Automation User 101 | Yes |

For more information on fields, refer to the field description table.

Table 11-5 Create User Group - View - Field Description

| Field Name | Description |
|--------------------------|-------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide the basic information of the user group. |
| Code | Displays the unique identification code of the user group. |
| Description | Displays the description of the user group. |
| Hierarchy Order | Displays the order of the user group in the hierarchy of user groups. |
| Supervisory Group | Displays the supervisor group for the user group. |
| Default Assignee | Displays whether the user group that user want to create is the default group. |
| Vendor | Displays whether the user group user want to create is for agency. |
| User Details | This section is used to assign users to the user group. |
| User ID | Displays the unique identification code of the user that user want to assign to the user group. |
| User Name | Displays the user name of the selected user ID. |
| Active | Displays whether the user is active for the user group. |
| Active | Displays whether the agency is active for the user group. |
| Task Priority | This section is used to define priority of the tasks. |
| Priority | Displays the priority sequence number. |
| Parameter | Displays the pre-defined list of parameters for prioritization. |
| Sub-Priority | Displays the sub-priority to be selected for the parameter. |

12

User Assignment

This topic describes the information about User Assignment.

User Assignment facilitates user to set the required configurations to assign tasks to the users or agencies based on their capabilities, skill sets, and expertise. User can configure rules and associate user groups with the user assignment. The tasks are assigned to user groups associated with the user assignment.

User can create and manage user assignments using the following pages:

- [Process to Create User Assignment](#)
This topic describes the information about Create an User Assignment.
- [Process to View User Assignment](#)
This topic describes the information about View a List of User Assignments.

12.1 Process to Create User Assignment

This topic describes the information about Create an User Assignment.

For creating a user assignment, user need to specify details, such as the code, description, and product processor.

To create an user assignment:

Ensure that user groups are created in the system.

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **User Assignment**. Under **Product Processor**, click **Create User Assignment**.

The **Create User Assignment** screen is displayed.

Figure 12-1 Create User Assignment

Create User Assignment

Basic Details

Code Required

Description Required

Priority Required

Assignment Method Required

Product Processor Required

Group Basis

Effective Date Required

Expiry Date Required

Ignore Group Basis ☐

Vendor ☐

Selection Criteria **User Group**

☒ Use Existing Rule ☐ Create New Rule

Rules

Rule Code Required

Cancel Save

- Specify the fields on the **Create User Assignment** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 12-1 Field Description: Create User Assignment

| Field Name | Description |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the user assignment. |
| Code | Indicates the unique identification code of the user assignment. |
| Description | Indicates the description of the user assignment. |
| Priority | Indicates the priority for execution of the user assignment. Note: Priority must be unique for each user assignment. This field is disabled if Ignore Group Basis switch is turned on. |
| Assignment Method | Indicates the assignment method. The options are: <ul style="list-style-type: none"> Round Robin |
| Product Processor | Indicates the product processor applicable for user assignment. |

Table 12-1 (Cont.) Field Description: Create User Assignment

| Field Name | Description |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Group Basis | <p>Displays the group basis. The possible options are:</p> <ul style="list-style-type: none"> • Account • Customer <p>Note: The group option appears as defined for the selected product processor.</p> <p>If the grouping option is Account, accounts received from the product processor are assigned to different collectors. Also, all the user tasks created on the accounts are assigned to different collectors.</p> <p>If the grouping option is Customer all the accounts related to a customer are assigned to only one particular collector. All the tasks related to the customer are also assigned to one particular collector.</p> |
| Ignore Group Basis | <p>Toggle to indicate whether group basis is ignored for user assignment.</p> <p>Note: If the toggle switch is enabled, then:</p> <ul style="list-style-type: none"> • configurations set for rules in Selection Criteria tab are not applicable. • grouping basis of customer or account is ignored and tasks are assigned to various collectors based on skills and expertise. |
| Specialized | <p>Toggle to indicate whether this is specialized user assignment.</p> <p>Note: When Ignore Group Basis is selected, the toggle switch is displayed.</p> |
| Agency | Toggle to indicate whether this is agency assignment. |
| Effective Date | <p>Indicates the date from when the user assignment is effective in the system.</p> <p>Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date.</p> |
| Expiry Date | <p>Indicates the date till when the user assignment is effective in the system.</p> <p>Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date.</p> |
| Selection Criteria | <p>This tab is used to configure rules based on which system assigns the segment to a user group. It also identifies the accounts or customers to be assigned to the user group.</p> <p>For more information on how to configure rules, refer <i>Oracle Banking Common Core User Guide</i>.</p> |
| User Group | This tab is used to associate user groups to the user assignment. |
| User Group | <p>Indicates the user group.</p> <p>If agency toggle is not selected, the list displays all the open and authorized user groups which are non-agency groups.</p> <p>If agency toggle is selected, the list displays all the open and authorized user groups which are agency groups.</p> |
| Description | Displays the description of the user group. |
| Active | Toggle to indicate whether user group association is active for the user or agency assignment. |

4. Perform one of the following action:

- a. Click **Save** to save the details.

The **User Assignment** is successfully created and can be viewed using the View User Assignment screen.

- b. Click **Cancel** to discard the changes and close the screen.

Once the user assignment is created, user can view the same using the **View User Assignment** page. Upon creation, the authorization status of the user assignment is **Unauthorized** and the record status is **Open**. After a user assignment is created, it must be authorized to be effective in the system.

12.2 Process to View User Assignment

This topic describes the information about View a List of User Assignments.

User can view the list of user assignments created in the system and search for a particular user assignment.

To view the list of user assignments:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **User Assignments**. Under **User Assignments**, click **View User Assignments**.

The **View User Assignments** screen is displayed.

Figure 12-2 View User Assignments

| Code | Description | Assignment | Priority | Product Processor | Authorized | Open | Count |
|-------------------------|---------------------------|-------------|----------|-------------------|-------------------------------------|--------------------------|-------|
| TPH_CHARGEOFFUSERA... | Charge off User... | ROUND_ROBIN | 28 | TPH | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 |
| EXT_LC_PC | Late Collection EXT | ROUND_ROBIN | 32 | EXT | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 |
| TPH_MULTI_USERASSIGN... | Third Party Host Mult... | ROUND_ROBIN | 46 | TPH | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 |
| TPH_LC_PC | Late Collections TPH | ROUND_ROBIN | 3 | TPH | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 |
| EXT_ASSETREPO_NO_CO... | Early Collection Asset... | ROUND_ROBIN | 44 | EXT | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 |
| EXT_BANKRUPTCY | Early Collections... | ROUND_ROBIN | - | EXT | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 |
| VENDOR_GRP1 | Skip Trace Group | ROUND_ROBIN | - | TPH | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 |
| EXT_EC_PC | Early Collection With... | ROUND_ROBIN | 31 | EXT | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 |
| TPH_REPO | Repossession_TPH | ROUND_ROBIN | - | TPH | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 |
| VENDOR_GRP2 | Legal Group | ROUND_ROBIN | 123 | TPH | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 |

Page 1 of 3 (1 - 10 of 25 items) | < 1 2 3 >

For more information on fields, refer to the field description table.

Table 12-2 Field Description: View User Assignment - Tile

| Field Name | Description |
|--------------------|--------------------------------------------------|
| Code | Displays the user assignment code. |
| Description | Displays the description of the user assignment. |

Table 12-2 (Cont.) Field Description: View User Assignment - Tile

| Field Name | Description |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assignment Method | Displays the assignment method. |
| Priority | Displays the priority of the user assignment. |
| Product Processor | Displays the product processor of the user assignment. |
| <Authorization Status> | Select the authorization status of the user assignment. The possible values are: <ul style="list-style-type: none">• Unauthorized• Authorized |
| <Record Status> | Select the status of the record. The possible values are: <ul style="list-style-type: none">• Open• Closed |

3. On the **View User Assignment** screen, click



icon.

The **View User Assignment - Search** screen is displayed.

Figure 12-3 View User Assignment - Search

Search Filter

Code

EXT_LC_PC

Description

ASDSFSGAFHHF

Ignore Group Basis

☒

Vendor

☒

Assignment Method

Round Robin

Authorization Status

Authorized

Record Status

Open

Search

Reset

- On the **View User Assignment- Search** screen, specify the **Search Filter** to fetch the required Product Processor.

For more information on fields, refer to the field description table.

Table 12-3 Field Description: View User Assignment - Search

| Field Name | Description |
|---------------------------|---------------------------------------------------------------------------------------------------------|
| Code | Indicates the user assignment code. |
| Description | Indicates the description of the user assignment. |
| Ignore Group Basis | Toggle to indicate whether group basis is ignored for user assignment records that user want to search. |
| Agency | Toggle to indicate whether user want to search for agency assignment. |
| Assignment Method | Indicates the assignment method. |

Table 12-3 (Cont.) Field Description: View User Assignment - Search

| Field Name | Description |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authorization Status | Select the authorization status of the user assignment. The options are: <ul style="list-style-type: none"> Authorized: Select this option if user want to search for an user assignment with Authorized status. Unauthorized: Select this option if user want to search for an user assignment with Unauthorized status. |
| Record Status | Select the status of the record. The options are: <ul style="list-style-type: none"> Open: Select this option if user want to search for an user assignment in Open status. Closed: Select this option if user want to search for an user assignment in Closed status. |

- Click **Search** to display the required User Assignment .
- On **View User Assignment** screen, click icon to **Unlock, Delete, Authorize** or **View** the created User Assignment .
- Click **Unlock** to modify the created User Assignment .

The **Create User Assignment - Modify** screen is displayed.

Figure 12-4 Create User Assignment - Modify

For more information on fields, refer to the field description table.

Table 12-4 Field Description: Create User Assignment - Modify

| Field Name | Description |
|----------------------|---------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the user assignment. |
| Code | Indicates the unique identification code of the user assignment. |
| Description | Indicates the description of the user assignment. |

Table 12-4 (Cont.) Field Description: Create User Assignment - Modify

| Field Name | Description |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Priority | Indicates the priority for execution of the user assignment. |
| Assignment Method | Indicates the assignment method. |
| Product Processor | Indicates the product processor applicable for user assignment. |
| Group Basis | Displays the group basis. |
| Ignore Group Basis | Toggle to indicate whether group basis is ignored for user assignment. |
| Specialized | Toggle to indicate whether this is specialized user assignment. |
| Agency | Toggle to indicate whether this is agency assignment. |
| Effective Date | Indicates the date from when the user assignment is effective in the system. |
| Expiry Date | Indicates the date till when the user assignment is effective in the system. |
| Selection Criteria | This tab is used to configure rules based on which system assigns the segment to a user group. It also identifies the accounts or customers to be assigned to the user group. |
| User Group | This tab is used to associate user groups to the user assignment. |
| User Group | Indicates the user group. |
| Description | Displays the description of the user group. |
| Active | Toggle to indicate whether user group association is active for the user or agency assignment. |

8. Click **Save** to update the modified fields.
9. Click **View** to view the created User Assignment code.

The **Create User Assignment - View** screen is displayed.

Figure 12-5 CreateUser Assignment - View

Create User Assignment

Basic Details

| | | | |
|--------------------|-----------------------------------------|----------------|-------------------|
| Code | Description | Priority | Assignment Method |
| TPH_LIQUID_CONTACT | Third Party Host Liquidity with Contact | 41 | Round Robin |
| Product Processor | Group Basis | Effective Date | Expiry Date |
| TPH | Account | March 30, 2018 | |
| Third Party Host | | | |
| Ignore Group Basis | Vendor | | |
| No | No | | |

Selection Criteria User Group

☒ Use Existing Rule ☐ Create New Rule

Rules

Rule Code

FILTER_FOR_DISPUTE- Version: 3

Audit

For more information on fields, refer to the field description table.

Table 12-5 Create User Assignment - View - Field Description

| Field Name | Description |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the user assignment. |
| Code | Indicates the unique identification code of the user assignment. |
| Description | Indicates the description of the user assignment. |
| Priority | Indicates the priority for execution of the user assignment. |
| Assignment Method | Indicates the assignment method. |
| Product Processor | Indicates the product processor applicable for user assignment. |
| Group Basis | Displays the group basis. |
| Ignore Group Basis | Toggle to indicate whether group basis is ignored for user assignment. |
| Specialized | Toggle to indicate whether this is specialized user assignment. |
| Agency | Toggle to indicate whether this is agency assignment. |
| Effective Date | Indicates the date from when the user assignment is effective in the system. |
| Expiry Date | Indicates the date till when the user assignment is effective in the system. |
| Selection Criteria | This tab is used to configure rules based on which system assigns the segment to a user group. It also identifies the accounts or customers to be assigned to the user group. |
| User Group | This tab is used to associate user groups to the user assignment. |
| User Group | Indicates the user group. |
| Description | Displays the description of the user group. |
| Active | Toggle to indicate whether user group association is active for the user or agency assignment. |

13

Promise Type

This topic describes the information about Promise Type.

A promise type is used while creating a promise to pay to track the promise of payment made by the customer. User can create promise types based on your requirement for handling promise to pay of accounts that belong to different segments.

For example, user may want to create promise to pay for accounts that belong to a certain segment, with grace days as 20 and threshold limit as 30%. In this scenario, user can create a promise type with these configurations and choose the required segment to which it will be applicable.

User can create and manage promise types using the following pages:

- [Process to Create Promise Type](#)
This topic describes the information about Create a Promise Type.
- [Process to View Promise Types](#)
This topic describes the information about View List of Promise Types.

13.1 Process to Create Promise Type

This topic describes the information about Create a Promise Type.

For creating a promise type, user need to specify details, such as code, description, and grace days.

To create a promise type:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Promise Type**. Under **Promise Type**, click **Create Promise Type**.

The **Create Promise Type** screen is displayed.

Figure 13-1 Create Promise Type

Create Promise Type

Basic Details

| | | |
|------------|---------------|--------------------------------|
| Code | Description | Segment |
| asdfghi | asdfghijkl | Third Party Host Call Action X |
| Grace Days | Threshold (%) | |
| 6 | 30 | |

Additional Validation

☒ None ☐ Use Existing Rule ☐ Create New Rule

Cancel Save

- Specify the fields on the **Create Promise Type** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 13-1 Field Description: Create Promise Type

| Field Name | Description |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the promise type. |
| Code | Indicates the unique identification code of the promise type. |
| Description | Indicates the description of the promise type. |
| Segment | Indicates the segment to which the promise type is associated. User can select multiple segments. If user do not select any segment, the promise type is applicable for all segments by default. |
| Grace Days | Indicates the number of grace days allowed to the customer for payment of the promised amount against the promise to pay. It is the additional number of days allowed to make payment if the customer fails to pay on the promised date. |
| Threshold (%) | Indicates the threshold limit in percentage of the promised amount. Note: The limit should not be greater than 100%. |
| Additional Validation | This tab is used to configure rules for additional validations for the promise type. For more information on how to configure rules, refer <i>Oracle Banking Common Core User Guide</i> . |

- Perform one of the following action:

- Click **Save** to save the details.

The **Promise Type** is successfully created and can be viewed using the View Promise Type screen.

- Click **Cancel** to discard the changes and close the screen.

Once the promise type is created, user can view the same using the **View Promise Type** page. Upon creation, the authorization status of the promise type is **Unauthorized** and the record status is **Open**. After a promise type is created, it must be authorized to be effective in the system.

13.2 Process to View Promise Types

This topic describes the information about View List of Promise Types.

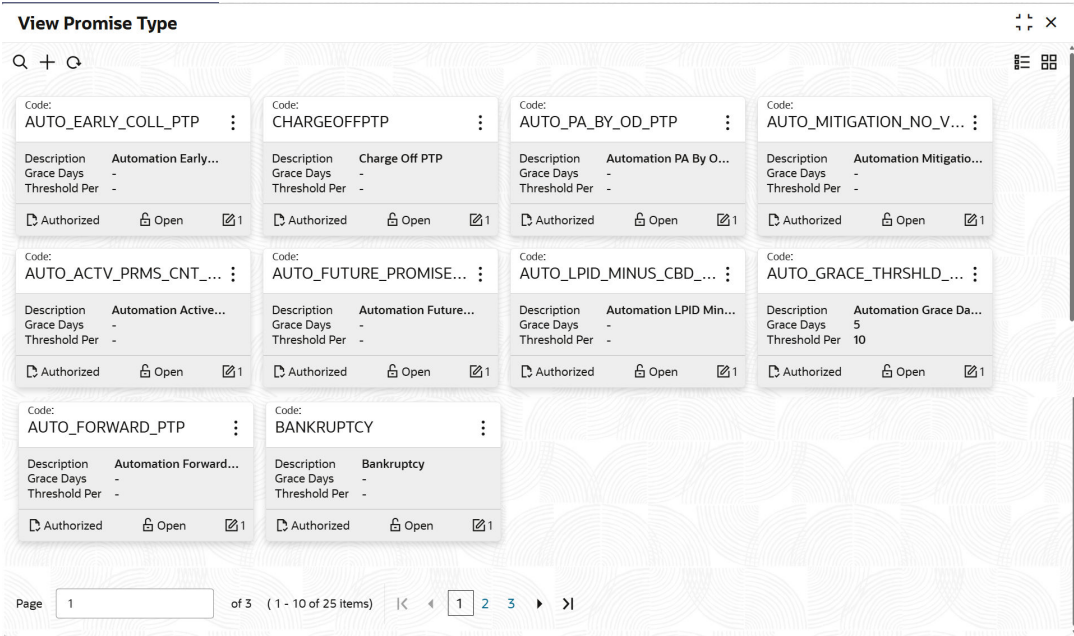
User can view the list of promise types created in the system and search for a particular promise type.

To view the list of promise types:

- From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
- Under **Maintenance**, click **Promise Types**. Under **Promise Types**, click **View Promise Types**.

The **View Promise Types** screen is displayed.

Figure 13-2 View Promise Types



For more information on fields, refer to the field description table.

Table 13-2 Field Description: View Promise Type - Tile

| Field Name | Description |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | Displays the promise type code. |
| Description | Displays the description of the promise type. |
| Grace Days | Displays the number of grace days of the promise type. |
| <Authorization Status> | Select the authorization status of the promise type. The possible options are: <ul style="list-style-type: none">UnauthorizedAuthorized |
| <Record Status> | Select the status of the record. The possible options are: <ul style="list-style-type: none">OpenClosed |

3. On the **View Promise Types** screen, click



icon.

The **View Promise Types - Search** screen is displayed.

Figure 13-3 View Promise Types - Search

Search Filter ✕

Code
NO_GRACE_PTP

Description
NO_GRACE_PTP

Authorization Status
Authorized ▼

Record status
Open ▼

Search **Reset**

4. On the **View Promise Types - Search** screen, specify the **Search Filter** to fetch the required Promise Types.

For more information on fields, refer to the field description table.

Table 13-3 Field Description: Promise Type - Search

| Field Name | Description |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | Indicates the promise type code. |
| Description | Indicates the description of promise type. |
| Authorization Status | Select the authorization status of the promise type. The options are: <ul style="list-style-type: none"> • Authorized: Select this option if user want to search for a promise type with Authorized status. • Unauthorized: Select this option if user want to search for a promise type with Unauthorized status. |
| Record Status | Select the status of the record. The options are: <ul style="list-style-type: none"> • Open: Select this option if user want to search for a promise type in Open status. • Closed: Select this option if user want to search for a promise type in Closed status. |

5. Click **Search** to display the required Promise Types.
6. On **View Promise Type** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created Promise Type .
7. Click **Unlock** to modify the created Promise Type.

The **Create Promise Type - Modify** screen is displayed.

Figure 13-4 Create Promise Type - Modify

For more information on fields, refer to the field description table.

Table 13-4 Create Promise Type - Modify - Field Description

| Field Name | Description |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the promise type. |
| Code | Indicates the unique identification code of the promise type. |
| Description | Indicates the description of the promise type. |
| Segment | Indicates the segment to which the promise type is associated. User can select multiple segments. If user do not select any segment, the promise type is applicable for all segments by default. |
| Grace Days | Indicates the number of grace days allowed to the customer for payment of the promised amount against the promise to pay. It is the additional number of days allowed to make payment if the customer fails to pay on the promised date. |
| Threshold (%) | Indicates the threshold limit in percentage of the promised amount. |
| Additional Validation | This tab is used to configure rules for additional validations for the promise type. For more information on how to configure rules, refer <i>Oracle Banking Common Core User Guide</i> . |

8. Click **Save** to update the modified fields.
9. Click **View** to view the created Promise Type code.

The **Create Promise Type - View** screen is displayed.

Figure 13-5 Create Promise Type- View

Create Promise Type

Basic Details

| | | |
|------------|---------------|---------|
| Code | Description | Segment |
| demodata | demodata | |
| Grace Days | Threshold (%) | |
| 1 | 10 | |

Additional Validation

☒ None ☐ Use Existing Rule ☐ Create New Rule

Audit

For more information on fields, refer to the field description table.

Table 13-5 Create Promise Type - View - Field Description

| Field Name | Description |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details | This section is used to provide basic information of the promise type. |
| Code | Indicates the unique identification code of the promise type. |
| Description | Indicates the description of the promise type. |
| Segment | Indicates the segment to which the promise type is associated. User can select multiple segments. If user do not select any segment, the promise type is applicable for all segments by default. |
| Grace Days | Indicates the number of grace days allowed to the customer for payment of the promised amount against the promise to pay. It is the additional number of days allowed to make payment if the customer fails to pay on the promised date. |
| Threshold (%) | Indicates the threshold limit in percentage of the promised amount. |
| Additional Validation | This tab is used to configure rules for additional validations for the promise type. For more information on how to configure rules, refer <i>Oracle Banking Common Core User Guide</i> . |

14

Seed Data

This topic describes the information about Seed Date.

The seed data codes are used to process, map, and store the corresponding information received for the same from the product processors. User can maintain seed data codes for various seed data types.

User need to configure seed data for a product processor at the time of day zero setup. However, system facilitates user to configure or update any seed data as and when required.

User can create and manage seed data using the following pages:

- [Process to Create Seed Data](#)
This topic describes the information about Create a Seed Data.
- [Process to View Seed Data](#)
This topic describes the information about View List of Seed Data.

14.1 Process to Create Seed Data

This topic describes the information about Create a Seed Data.

For creating seed data for a seed data type, user need to specify details, such as seed data type, code, and description.

To create seed data:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Seed Data**. Under **Seed Data**, click **Create Seed Data**.

The **Create Seed Data** screen is displayed.

Figure 14-1 Create Seed Data

| | Code | Description | Product Processor |
|-------------------------------------|------|-------------|-------------------|
| <input checked="" type="checkbox"/> | | | Product Processor |
| <input type="checkbox"/> | | | Manage |

3. Specify the fields on the **Create Seed Data** screen.

Note


The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 14-1 Field Description: Create Seed Data

| Field Name | Description |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seed Data Type | <p>Select the seed data type for which user want to create seed data. The options are:</p> <ul style="list-style-type: none"> • Arrear Type • Asset Class • Collateral Type • Contact • Employment Type • Identification • Industry Type • Name Type • Party Type • Product Code • Product Sub-Type • Product Type • Relationship • Account Status |
| Additional Details | This section is used to specify seed data code details for the selected seed data type. |
| Code | <p>Indicates the unique identification code of the seed data.</p> <p>Note: User can configure same code and description for multiple product processors, if required.</p> |
| Description | <p>Indicates the description of the code.</p> <p>For example, if user want to create seed data for seed data type as Relationship, user can add the seed data codes with description as given below: For more information refer, Seed Data</p> <p>Note: The description of code will be displayed in relevant fields across the pages based on the configurations defined.</p> |
| Category | <p>Select the category of contact type.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Phone • Address • EMAIL • Messaging • SNP <p>Note: This field is displayed only if user select Contact in Seed Data Type field.</p> |
| Primary | <p>Toggle to indicate whether the specified name type is primary.</p> <p>Note: User must configure at least one name type as primary for a product processor.</p> <p>This field is displayed only if user select Name Type in the Seed Data Type field.</p> |

Table 14-1 (Cont.) Field Description: Create Seed Data

| Field Name | Description |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Primary Party | Toggle to indicate whether the specified relationship is the primary party. Note: You must configure at least one relationship as primary party for a product processor. This field is displayed only if user select Relationship in the Seed Data Type field. |
| Product Type | Indicates the product type. For example, loans, overdraft, and credit card. Note: This field is displayed only if user select Product Type in the Seed Data Type field. |
| Product Processor Mapping | This section appears if user click  corresponding to a row in the Additional Details table. It is used to specify details of the product processor to which user want to map the seed data. User can map one or more product processors with a seed data. |
| Product Processor | Indicates the product processor to which user want to associate the seed data. |
| Value | Indicates the corresponding value received from the product processor for the configured seed data code. The value that user enter in the Code field is mapped with this value. When batch is run, system will map the seed data codes configured with these values that are received from the product processor, and process the information and store it in Oracle Banking Collections. These seed data details are used in transactions and displayed across the pages based on configurations defined. |
| Comment | Indicates any comments related to the product processor. |

4. Perform one of the following action:

a. Click **Save** to save the details.

The **Seed Data** is successfully created and can be viewed using the View Seed Data screen.

b. Click **Cancel** to discard the changes and close the screen.

Once the seed data is created, user can view the same using the **View Seed Data** page. Upon creation, the authorization status of the seed data is **Unauthorized** and the record status is **Open**. After a seed data is created, it must be authorized to be effective in the system.

14.2 Process to View Seed Data

This topic describes the information about View List of Seed Data.

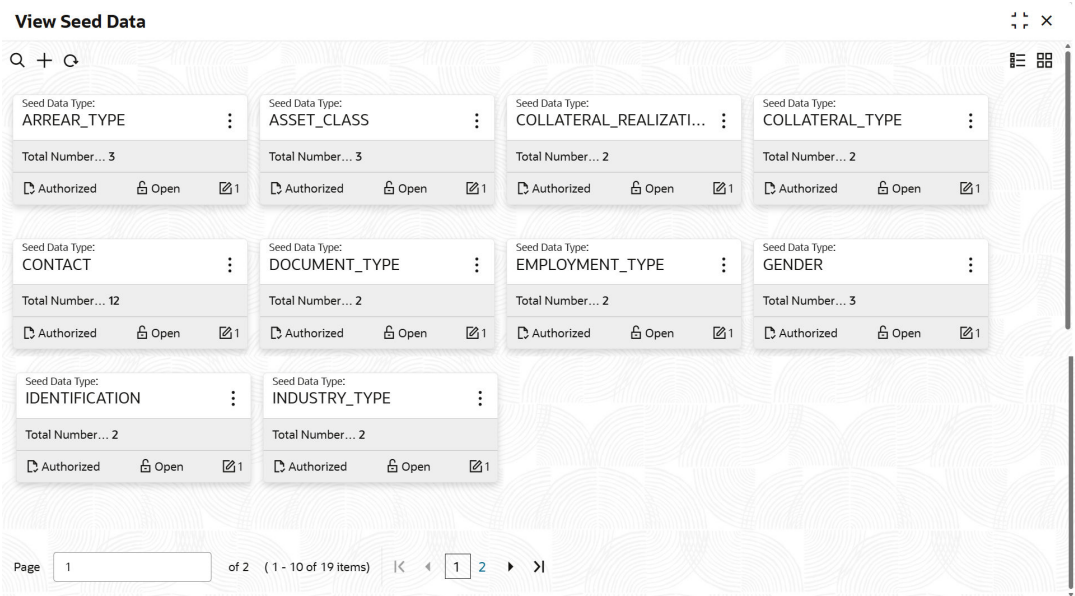
User can view the list of seed data created in the system and search for a particular seed data.

To view the list of seed data:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Seed Data**. Under **Seed Data**, click **View Seed Data**.

The **View Seed Data** screen is displayed.

Figure 14-2 View Seed Data



For more information on fields, refer to the field description table.

Table 14-2 Field Description: View Seed Data - Tile

| Field Name | Description |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seed Data Type | Displays the seed data type. |
| Total Number of Codes | Displays the total number of codes defined for the seed data type. |
| <Authorization Status> | Select the authorization status of the seed data. The possible options are: <ul style="list-style-type: none">UnauthorizedAuthorized |
| <Record Status> | Select the status of the record. The possible options are: <ul style="list-style-type: none">OpenClosed |

3. On the **View Seed Data** screen, click



icon.

The **View Seed Data - Search** screen is displayed.

Figure 14-3 View Seed Data - Search

Search Filter ✕

Seed Data Type
Arrear Type ▼

Authorization Status
Authorized ▼

Record Status
Open ▼

Search **Reset**

4. On the **View Seed Data - Search** screen, specify the **Search Filter** to fetch the required Seed Data.

For more information on fields, refer to the field description table.

Table 14-3 Field Description: View Seed Data - Search

| Field Name | Description |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seed Data Type | Indicates the seed data type. |
| Authorization Status | Indicates the authorization status of the seed data. The options are: <ul style="list-style-type: none"> • Authorized: Select this option if user want to search for a seed data with Authorized status. • Unauthorized: Select this option if user want to search for a seed data with Unauthorized status. |
| Record Status | Indicates the status of the record. The options are: <ul style="list-style-type: none"> • Open: Select this option if user want to search for a seed data with Open status. • Closed: Select this option if user want to search for a seed data with Closed status. |

5. Click **Search** to display the required seed data.
6. On **View Seed Data** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created seed data.
7. Click **Unlock** to modify the created Product Processor.

The **Create Seed Data - Modify** screen is displayed.

Figure 14-4 Create Seed Data - Modify

Create Seed Data

Seed Data Type
Arrear Type

Additional Details


| <input type="checkbox"/> | Code | Description | Product Processor |
|--------------------------|------|-------------|------------------------|
| <input type="checkbox"/> | F | Fees | Manage |
| <input type="checkbox"/> | I | Interest | Manage |
| <input type="checkbox"/> | P | Principal | Manage |

Page 1 of 1 (1 - 3 of 3 items) |< < 1 > >|

Audit Cancel Save

For more information on fields, refer to the field description table.

Table 14-4 Field Description - Create Seed Data - Modify

| Field Name | Description |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seed Data Type | Displays the seed data type for which user want to create seed data. |
| Additional Details | This section is used to specify seed data code details for the selected seed data type. |
| Code | Indicates the unique identification code of the seed data. |
| Description | Indicates the description of the code. |
| Category | Displays the category of contact type. |
| Primary | Toggle to indicate whether the specified name type is primary. |
| Primary Party | Toggle to indicate whether the specified relationship is the primary party. |
| Product Type | Indicates the product type. For example, loans, overdraft, and credit card. |
| Product Processor Mapping | This section appears if user click  corresponding to a row in the Additional Details table. It is used to specify details of the product processor to which user want to map the seed data. User can map one or more product processors with a seed data. |
| Product Processor | Indicates the product processor to which user want to associate the seed data. |
| Value | Indicates the corresponding value received from the product processor for the configured seed data code. |
| Comment | Indicates any comments related to the product processor. |

8. Click **Save** to update the modified fields.
9. Click **View** to view the created Seed Data code.

The **Create Seed Data - View** screen is displayed.

Figure 14-5 Create Seed Data- View

Create Seed Data

Seed Data Type

Arrear Type

Additional Details


| <input type="checkbox"/> | Code | Description | Product Processor |
|--------------------------|------|-------------|------------------------|
| <input type="checkbox"/> | F | Fees | Manage |
| <input type="checkbox"/> | I | Interest | Manage |
| <input type="checkbox"/> | P | Principal | Manage |

Page 1 of 1 (1 - 3 of 3 items) |< < 1 > >|

[Audit](#)

For more information on fields, refer to the field description table.

Table 14-5 Create Seed Data - View - Field Description

| Field Name | Description |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seed Data Type | Displays the seed data type for which user want to create seed data. |
| Additional Details | This section is used to specify seed data code details for the selected seed data type. |
| Code | Indicates the unique identification code of the seed data. |
| Description | Indicates the description of the code. |
| Category | Displays the category of contact type. |
| Primary | Toggle to indicate whether the specified name type is primary. |
| Primary Party | Toggle to indicate whether the specified relationship is the primary party. |
| Product Type | Indicates the product type. For example, loans, overdraft, and credit card. |
| Product Processor Mapping | This section appears if user click  corresponding to a row in the Additional Details table. It is used to specify details of the product processor to which user want to map the seed data. User can map one or more product processors with a seed data. |
| Product Processor | Indicates the product processor to which user want to associate the seed data. |
| Value | Indicates the corresponding value received from the product processor for the configured seed data code. |
| Comment | Indicates any comments related to the product processor. |

15

Communication

This topic describes the information about Communication.

User can define a template based on which various types of communication are sent to the customers and internal users. For example, emails.

User can create and manage communications using the following pages:

- [Process to Create Communication](#)
This topic describes the information about Create a Communication.
- [Process to View Communication](#)
This topic describes the information about View List of Communication.

15.1 Process to Create Communication

This topic describes the information about Create a Communication.

For creating a communication, user need to specify details, such as mode of communication, code, and purpose of communication.

To create communication:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Communication**. Under **Communication**, click **Create Communication**.

The **Create Communication** screen is displayed.

Figure 15-1 Create Communication

Create Communication

Applicability: Customer Mode: Email

Code: DSADSF Description: dsafdsdsgdsg Purpose: Settlement Offer Advice: [Search]

Recipient: Borrower Block Period (in Days): 10 Execution Type: Automatic Effective Date: December 10, 2025

Expiry Date: December 18, 2025

Subject: sfdhdgjk

Message: [Rich Text Editor]

Selection Criteria: ☒ Use Existing Rule ☐ Create New Rule

Rules

Rule Code: select Required

Cancel Save

3. Specify the fields on the **Create Communication** screen.

Note


The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 15-1 Field Description: Create Communication

| Field Name | Description |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Applicability | Indicates the applicability of communication. The options are: <ul style="list-style-type: none"> Customer Internal |
| Mode | Indicates the mode of communication. The options are: <ul style="list-style-type: none"> Letter Email Message WhatsApp <p>Note: If applicability is selected as Internal, then only Email is displayed in the Mode.</p> |
| Code | Indicates the unique identification code of the communication. |

Table 15-1 (Cont.) Field Description: Create Communication

| Field Name | Description |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Description | Indicates the description of the communication. |
| Purpose | Indicates purpose of the communication. For example, bankruptcy, delinquency, and legal. Displayed only if applicability is selected as Customer. |
| Advice | Indicates template for the attachment that should be sent to the customer along with the communication. Note: This field is displayed only if user select Email or Letter in the Mode field. Displayed only if applicability is selected as Customer. |
| Recipient | Indicates the recipients of the communication. User can select multiple recipients for a communication. Displayed only if applicability is selected as Customer. |
| User Group | Indicates the user groups applicable for the communication. User can select multiple groups for a communication. Displayed only if applicability is selected as Internal. |
| Block Period (in Days) | Indicates the number of days for block period. Displayed only if applicability is selected as Customer. |
| Execution Type | Indicates the execution type for sending communication. The options are: <ul style="list-style-type: none"> • Automatic • Manual Note: If applicability is selected as Internal , then only Automatic is displayed . |
| Effective Date | Indicates the date from when the communication is effective in the system. Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date. |
| Expiry Date | Indicates the date till when the communication is effective in the system. Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date. |
| Subject | Indicates the template for subject of the email. User can define the subject to send dynamic values for emails. Note: This field is enabled only if user select Email option in the Mode field. |
| Message Delivery Preference | Indicates the delivery preference. Note: User must select the WhatsApp option in the Mode field to enable this field. |
| Message | Select the template for message body of the email. User can define the message body to send dynamic values for emails. User can use the formatting options provided in the box for drafting the message. Click  to expand the field. Note: This field is enabled only if user select Email or Message option in the Mode field. |
| Selection Criteria | This section is used to configure rules for auto generation of communication by the system. For more information on how to configure rules, refer <i>Oracle Banking Common Core User Guide</i> . Note: This tab is displayed only if user select Automatic option in Execution Type field and Applicability is Customer . |

4. Perform one of the following action:

a. Click **Save** to save the details.

The **Communication** is successfully created and can be viewed using the View Communication screen.

b. Click **Cancel** to discard the changes and close the screen.

Once the Communication is created, user can view the same using the **View Communication** page. Upon creation, the authorization status of the Communication is **Unauthorized** and the record status is **Open**. After a Communication is created, it must be authorized to be effective in the system.

15.2 Process to View Communication

This topic describes the information about View List of Communication.

User can view the list of communications created in the system and search for a particular communication.

To view the list of communications:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Communication**. Under **Communication**, click **View Communication**.

The **View Communication** screen is displayed.

Figure 15-2 View Communication

| View Communication | | | |
|-----------------------|------------------------------|--------------|----------|
| Code: | Description | Mode | Actions |
| SETTLEMENT_OFFER | Settlement Offer EMAIL | Authorized | Open 1 |
| FIRST_NOTIFY1 | FIRST NOTIFICATION EMAIL | Authorized | Open 1 |
| EMAIL_BATCH_WD_ADVC | Email Batch With... EMAIL | Authorized | Open 1 |
| EMAIL_BATCH_WDT_ADVC | Email Batch Without... EMAIL | Authorized | Open 1 |
| DEMAND_LETTER2 | Demand Letter LETTER | Authorized | Open 1 |
| MANUAL_LETTER1 | MANUAL LETTER 1 LETTER | Authorized | Open 1 |
| INTR_COMM_SUPR_USR... | Internal Email... EMAIL | Unauthorized | Open 1 |
| WRK_SUMM | WRK_SUMM EMAIL | Authorized | Closed 2 |
| EMAIL_MANUAL2 | Email Template EMAIL | Authorized | Open 1 |
| MANUAL_LETTER2 | MANUAL LETTER 2 LETTER | Authorized | Open 1 |

Page 1 of 2 (1 - 10 of 15 items) | 1 2 >

For more information on fields, refer to the field description table.

Table 15-2 Field Description: View Communication - Tile

| Field Name | Description |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | Displays the communication code. |
| Description | Displays the description of the communication. |
| Mode | Displays the mode of the communication. |
| Applicability | Displays the applicability of the communication. |
| <Authorization Status> | Select the authorization status of the communication. The possible values are: <ul style="list-style-type: none">• Unauthorized• Authorized |
| <Record Status> | Select the status of the record. The possible values are: <ul style="list-style-type: none">• Open• Closed |

3. On the **View Communication** screen, click



icon.

The **View Communication - Search** screen is displayed.

Figure 15-3 View Communication - Search

Search Filter

×

Code

Description

Mode

Applicability

Authorization Status

Record status

Search

Reset

4. On the **View Communication- Search** screen, specify the **Search Filter** to fetch the required Communication.

For more information on fields, refer to the field description table.

Table 15-3 Field Description: View Communication - Search

| Field Name | Description |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | Indicates the communication code. |
| Description | Indicates the description of the communication. |
| Mode | Indicates the mode of the communication. |
| Applicability | Displays the applicability of the communication. |
| Authorization Status | Select the authorization status of the communication. The options are: <ul style="list-style-type: none"> • Authorized: Select this option if user want to search for a communication with Authorized status. • Unauthorized: Select this option if user want to search for a communication with Unauthorized status. |
| Record Status | Select the status of the record. The options are: <ul style="list-style-type: none"> • Open: Select this option if user want to search for a communication with Open status. • Closed: Select this option if user want to search for a communication with Closed status. |

5. Click **Search** to display the required communication.
6. On **View Communication** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created Communication .
7. Click **Unlock** to modify the created communication.

The **Create Communication - Modify** screen is displayed.

Figure 15-4 Create Communication - Modify

The screenshot shows the 'Create Communication - Modify' interface. It features a grid of input fields and dropdown menus. The 'Applicability' dropdown is set to 'Customer' and 'Mode' to 'SMS'. The 'Code' field contains 'SMS_TEST2', 'Description' contains 'TEST', 'Purpose' is 'Settlement Offer', and 'Recipient' is 'Guarantor X'. The 'Block Period (in Days)' is '2', 'Execution Type' is 'Manual', 'Effective Date' is 'August 30, 2025', and 'Expiry Date' is 'August 30, 2025'. The 'Message' field contains 'Hi'. At the bottom right, there are 'Cancel' and 'Save' buttons.

For more information on fields, refer to the field description table.

Table 15-4 Field Description: Create Communication - Modify

| Field Name | Description |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Mode | Indicates the mode of communication. |
| Code | Indicates the unique identification code of the communication. |
| Description | Indicates the description of the communication. |
| Purpose | Indicates purpose of the communication. For example, bankruptcy, delinquency, and legal. |
| Advice | Indicates template for the attachment that should be sent to the customer along with the communication. |
| Recipient | Indicates the recipients of the communication. |
| Block Period (in Days) | Indicates the number of days for block period. |
| Applicability | Indicates applicability of the communication. |
| Execution Type | Indicates the execution type for sending communication. |
| Effective Date | Indicates the date from when the communication is effective in the system. |
| Expiry Date | Indicates the date till when the communication is effective in the system. |
| Subject | Indicates the template for subject of the email. User can define the subject to send dynamic values for emails. |
| Message Delivery Preference | Indicates the delivery preference. |
| Message | Indicates the template for message body of the email. User can define the message body to send dynamic values for emails. |
| Selection Criteria | This section is used to configure rules for auto generation of communication by the system. |

8. Click **Save** to update the modified fields.
9. Click **View Communication** to view the created Communication code.

The **Create Communication - View** screen is displayed.

Figure 15-5 Create Communication - View

The screenshot displays the 'Create Communication' form with the following fields and values:

- Applicability:** Customer
- Mode:** SMS
- Code:** SMS_TEST2
- Description:** TEST
- Purpose:** Settlement Offer
- Recipient:** Guarantor
- Block Period (in Days):** 2
- Execution Type:** Manual
- Effective Date:** August 30, 2025
- Expiry Date:** August 30, 2025
- Message:** HI

At the bottom right, there are 'Cancel' and 'Save' buttons.

For more information on fields, refer to the field description table.

Table 15-5 Create Communication - View - Field Description

| Field Name | Description |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Mode | Indicates the mode of communication. |
| Code | Indicates the unique identification code of the communication. |
| Description | Indicates the description of the communication. |
| Purpose | Indicates purpose of the communication. For example, bankruptcy, delinquency, and legal. |
| Advice | Indicates template for the attachment that should be sent to the customer along with the communication. |
| Recipient | Indicates the recipients of the communication. |
| Block Period (in Days) | Indicates the number of days for block period. |
| Applicability | Indicates applicability of the communication. |
| Execution Type | Indicates the execution type for sending communication. |
| Effective Date | Indicates the date from when the communication is effective in the system. |
| Expiry Date | Indicates the date till when the communication is effective in the system. |
| Subject | Indicates the template for subject of the email. User can define the subject to send dynamic values for emails. |
| Message Delivery Preference | Indicates the delivery preference. |
| Message | Indicates the template for message body of the email. User can define the message body to send dynamic values for emails. |
| Selection Criteria | This section is used to configure rules for auto generation of communication by the system. |

16

Fees and Charges

This topic describes the information about Fees and Charges.

Fees and Charges facilitates user to set the required configurations to calculate different types of fees and charges on the account. User can configure rules and associate fees and charges to them. The system will then calculate the appropriate fees and charges and apply it to the account.

User can create and manage fees and charges using the following pages:

- [Process to Create Fees and Charges](#)
This topic describes the information about Create a Fees and Charges.
- [Process to View Fees and Charges](#)
This topic describes the information about View a Fees and Charges.

16.1 Process to Create Fees and Charges

This topic describes the information about Create a Fees and Charges.

For creating a fees and charge, user need to specify details, such as code, description, type, product processor, fee category and fee method.

To create a fees and charge:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Product Processor**. Under **Product Processor**, click **Create Fees and Charges**.

The **Create Fees and Charges** screen is displayed.

Figure 16-1 Create Fees and Charges

3. Specify the fields on the **Create Fees and Charges** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 16-1 Create Fees and Charges

| Field Name | Description |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | Indicates the unique identification code of the fees and charge. |
| Description | Indicates the description of the fees and charge. |
| Type | Select the type of fee to be calculated. The options are: <ul style="list-style-type: none"> Late Fees PTP Broken Reversal Legal Charges Agency Fees Repossession Charges Bankruptcy Charges Others |
| Product Processor | Indicates the product processor applicable for the fees and charge. |
| Effective Date | Indicates the date from when the fees and charge is effective in the system. Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date. |
| Expiry Date | Indicates the date till when the fees and charge is effective in the system. Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date. |

Table 16-1 (Cont.) Create Fees and Charges

| Field Name | Description |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Category | Indicates the category of the fee to be calculated. The options are: <ul style="list-style-type: none"> Fixed Amount Fixed Percent |
| Fee Method | Indicates the method used for fee calculation. The options are displayed dynamically depending on the fee category selected: <ul style="list-style-type: none"> Fixed Amount Fixed Percent |
| Fee Value | Indicates the actual value of Fee that will be calculated and applied. |
| Base Amount Field | Select the Amount field based on which fee will be calculated. The options are: <ul style="list-style-type: none"> Overdue Amount Outstanding Amount Promised Amount Received Amount Principal Amount Interest Amount |
| Selection Criteria | This section is used to configure rules for auto calculation of fees and charge by the system. For more information on how to configure rules, see Oracle Banking Common Core User Guide. |

4. Perform one of the following action:

a. Click **Save** to save the details.

The **Fees and Charges** is successfully created and can be viewed using the View Fees and Charges screen.

b. Click **Cancel** to discard the changes and close the screen.

Once the fees and charge is created, user can view the same using the **View Fees and Charges page**. Upon creation, the authorization status of the fees and charge is **Unauthorized** and the record status is **Open**. After a fees and charge is created, it must be authorized to be effective in the system.

16.2 Process to View Fees and Charges

This topic describes the information about View a Fees and Charges.

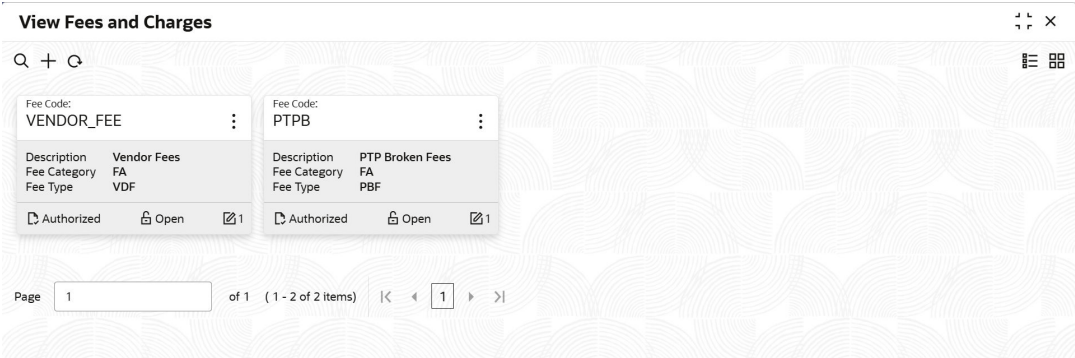
User can view the list of fees and charges created in the system and search for a particular fees and charge.

To view the list of fees and charges:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Fees and Charges**. Under **Fees and Charges**, click **View Fees and Charges**.

The **View Fees and Charges** screen is displayed.

Figure 16-2 View Fees and Charges



For more information on fields, refer to the field description table.

Table 16-2 View Fees and Charges - Field Description

| Field Name | Description |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Code | Displays the fee and charge code. |
| Description | Displays the description of the fee and charge. |
| Fee Category | Displays the category of fee and charge. |
| Fee Type | Displays the type of fee and charge. |
| Authorization Status | Select the authorization status of the fee and charge. The possible values are: <ul style="list-style-type: none">UnauthorizedAuthorized |
| Record Status | Select the status of the record. The possible values are: <ul style="list-style-type: none">OpenClosed |

3. On the **View Fees and Charges** screen, click



icon.

The **View Fees and Charges - Search** screen is displayed.

Figure 16-3 View Fees and Charges - Search

Search Filter ✕

Fee Code
VENDOR_FEE

Fee Type
VDF

Fee Category
FA

Authorization Status
Authorized ▼

Record Status
Open ▼

Search **Reset**

4. On the **View Fees and Charges - Search** screen, specify the **Search Filter** to fetch the required Fees and Charges.

For more information on fields, refer to the field description table.

Table 16-3 View Fees and Charges - Search - Field Description

| Field Name | Description |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Code | Indicates the fees and charge code. |
| Fee Type | Indicates the type of the fees and charge. |
| Fee Category | Indicates the category of the fees and charge. |
| Authorization Status | Indicates the authorization status of the communication. The options are: <ul style="list-style-type: none"> • Authorized: Select this option if user want to search for a communication with Authorized status. • Unauthorized: Select this option if user want to search for a communication with Unauthorized status. |
| Record Status | Indicates the status of the record. The options are: <ul style="list-style-type: none"> • Open: Select this option if user want to search for a communication with Open status. • Closed: Select this option if user want to search for a communication with Closed status. |

5. Click **Search** to display the required Fees and Charges.

6. On **View Fees and Charges** screen, click icon to **Unlock, Delete, Authorize** or **View** the created Fees and Charges.
7. Click **Unlock** to modify the created Fees and Charges.
The **Create Fees and Charges - Modify** screen is displayed.

Figure 16-4 Create Fees and Charges - Modify

For more information on fields, refer to the field description table.

Table 16-4 Create Fees and Charges - Modify - Field Description

| Field Name | Description |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | Indicates the unique identification code of the fees and charge. |
| Description | Indicates the description of the fees and charge. |
| Type | Select the type of fee to be calculated. The options are: |
| Product Processor | Indicates the product processor applicable for the fees and charge. |
| Effective Date | Indicates the date from when the fees and charge is effective in the system. Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date. |
| Expiry Date | Indicates the date till when the fees and charge is effective in the system. Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date. |
| Fee Category | Indicates the category of the fee to be calculated. The options are: |
| Fee Method | Indicates the method used for fee calculation. The options are displayed dynamically depending on the fee category selected: |
| Fee Value | Indicates the actual value of Fee that will be calculated and applied. |
| Base Amount Field | Indicates the Amount field based on which fee will be calculated. The options are: |

Table 16-4 (Cont.) Create Fees and Charges - Modify - Field Description

| Field Name | Description |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Selection Criteria | This section is used to configure rules for auto calculation of fees and charge by the system. For more information on how to configure rules, see Oracle Banking Common Core User Guide. |

8. Click **Save** to update the modified fields.
 9. Click **View** to view the created Fees and Charges code.
- The **Create Fees and Charges - View** screen is displayed.

Figure 16-5 Create Fees and Charges - View

Create Fees and Charges

Basic Details

| | | |
|-------------------|----------------|-------------|
| Code | Description | Type |
| VENDOR_FEE | Vendor Fees | Vendor Fees |
| Product Processor | Effective Date | Expiry Date |
| TPH | March 30, 2018 | |
| Fee Category | Fee Method | |
| Fixed Amount | Fixed Amount | |

Fee Details

| | |
|-----------|-------------------|
| Fee Value | Base Amount Field |
| 5 | ODA |

Selection Criteria

☐ None
 ☒ Use Existing Rule
 ☐ Create New Rule

Rules

Rule Code

Audit

For more information on fields, refer to the field description table.

Table 16-5 Create Fees and Charges - View - Field Description

| Field Name | Description |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | Indicates the unique identification code of the fees and charge. |
| Description | Indicates the description of the fees and charge. |
| Type | Select the type of fee to be calculated. The options are: |
| Product Processor | Indicates the product processor applicable for the fees and charge. |
| Effective Date | Indicates the date from when the fees and charge is effective in the system. Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date. |
| Expiry Date | Indicates the date till when the fees and charge is effective in the system. Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date. |
| Fee Category | Indicates the category of the fee to be calculated. The options are: |

Table 16-5 (Cont.) Create Fees and Charges - View - Field Description

| Field Name | Description |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Method | Indicates the method used for fee calculation. The options are displayed dynamically depending on the fee category selected: |
| Fee Value | Indicates the actual value of Fee that will be calculated and applied. |
| Base Amount Field | Indicates the Amount field based on which fee will be calculated. The options are: |
| Selection Criteria | This section is used to configure rules for auto calculation of fees and charge by the system. For more information on how to configure rules, see Oracle Banking Common Core User Guide. |

17

Vendor Onboarding

This topic describes the information about Vendor Onboarding.

Vendor Onboarding facilitates user to create the agencies in the system to which accounts and their related tasks can be assigned.

User can create and manage fees and charges using the following pages:

- [Process to Create Vendor](#)
This topic describes the information about Create Vendor.
- [Process to View Vendor](#)
This topic describes the information about View Vendor.

17.1 Process to Create Vendor

This topic describes the information about Create Vendor.

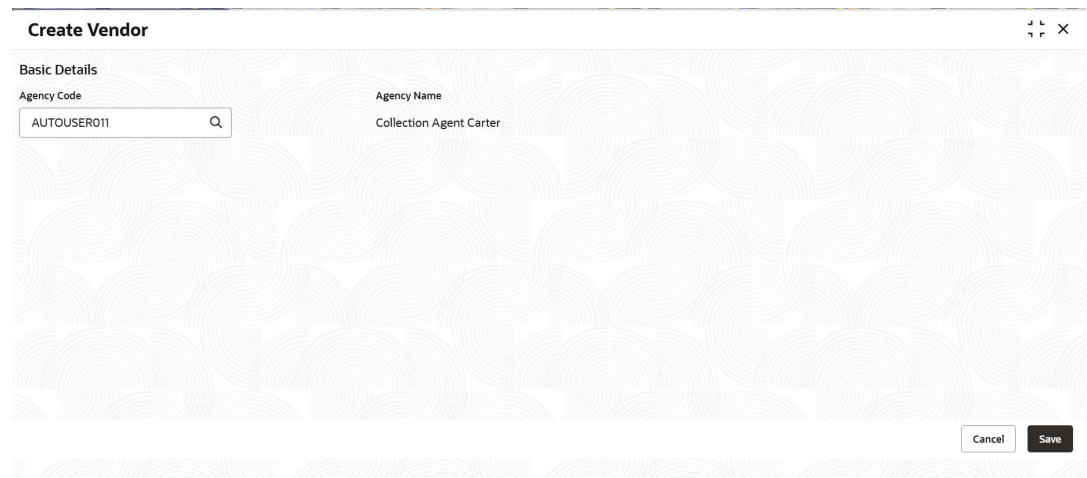
For creating Vendor, user need to specify details, such as agency code and agency name.

To create Vendor:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Vendor Onboarding**. Under **Vendor Onboarding**, click **Create Vendor**.

The **Create Vendor** screen is displayed.

Figure 17-1 Create Vendor



The screenshot shows a web application window titled "Create Vendor". Inside the window, there is a section labeled "Basic Details". Under this section, there are two input fields. The first field is labeled "Agency Code" and contains the text "AUTOUSER011". The second field is labeled "Agency Name" and contains the text "Collection Agent Carter". At the bottom right of the window, there are two buttons: "Cancel" and "Save". The background of the window has a subtle pattern of overlapping circles.

3. Specify the fields on the **Create Vendor** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 17-1 Field Description: Create Vendor

| Field Name | Description |
|--------------------|-----------------------------------------------------------------------------------------------------------------|
| Agency Code | Indicates the unique agency code. The list displays all the open and authorized users created in the system. |
| Agency Name | Indicates the name of the agency. |

4. Perform one of the following action:

a. Click **Save** to save the details.

The **Vendor** is successfully created and can be viewed using the View Vendor screen.

b. Click **Cancel** to discard the changes and close the screen.

Once the vendor is created, user can view the same using the **View Vendor page**. Upon creation, the authorization status of the Vendor is **Unauthorized** and the record status is **Open**. After an agency is created, it must be authorized to be effective in the system.

17.2 Process toView Vendor

This topic describes the information about View Vendor.

User can view the list of agency created in the system and search for a particular vendor.

To view the list of Vendors:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Vendor Onboarding**. Under **Vendor Onboarding**, click **View Vendor**.

The **View Vendor** screen is displayed.

Figure 17-2 View Vendor

The screenshot shows the 'View Vendor' interface. At the top, there's a title bar with 'View Vendor' and standard window controls. Below the title bar, there's a search bar with a magnifying glass icon. The main content area displays two vendor entries in a list format. Each entry has a 'Vendor Code' field, a 'Vendor Name' field, and a status section with 'Authorized' and 'Unauthorized' checkboxes, an 'Open' button, and a count of '1'. The first entry is 'OBCRVENDOR01' with 'Vendor Name: OBCR VENDOR 01'. The second entry is 'AUTOUSER003' with 'Vendor Name: Collection Agent Logan'. At the bottom, there's a pagination bar showing 'Page 1 of 1 (1 - 2 of 2 items)' and navigation arrows.

For more information on fields, refer to the field description table.

Table 17-2 Field Description: View Vendor- Tile

| Field Name | Description |
|-------------|----------------------------------|
| Agency Code | Displays the agency code. |
| Agency Name | Displays the name of the agency. |

- On the **View Vendor** screen, click



icon.

The **View Vendor - Search** screen is displayed.

Figure 17-3 View Vendor- Search

A screenshot of the 'Search Filter' dialog box. It has a title bar with 'Search Filter' and a close button (X). Below the title bar, there are four input fields: 'Vendor Code' with the value 'OBCRVENDOR01', 'Vendor Name' with the value 'OBCR VENDOR 01', 'Authorization Status' with a dropdown menu showing 'Authorized', and 'Record Status' with a dropdown menu showing 'Open'. At the bottom, there are two buttons: 'Search' and 'Reset'.

- On the **View Vendor - Search** screen, specify the **Search Filter** to fetch the required Product Processor.

For more information on fields, refer to the field description table.

Table 17-3 View Vendor - Search - Field Description

| Field Name | Description |
|-------------|----------------------------|
| Agency Code | Indicates the agency code. |

Table 17-3 (Cont.) View Vendor - Search - Field Description

| Field Name | Description |
|-------------|----------------------------|
| Agency Name | Indicates the agency name. |

5. Click **Search** to display the required View Vendor.
6. On **View Vendor** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created Vendor.
7. Click **Unlock** to modify the created Vendor.
The **Create Vendor - Modify** screen is displayed.

Figure 17-4 Create Vendor - Modify

Create Vendor

Basic Details

Agency Code: OBCRVENDOR01

Agency Name: Gibson Wells Solicitors

Cancel Save

For more information on fields, refer to the field description table.

Table 17-4 Create Vendor - Modify - Field Description

| Field Name | Description |
|-------------|-----------------------------------------------------------------------------------------------------------------|
| Agency Code | Indicates the unique agency code. The list displays all the open and authorized users created in the system. |
| Agency Name | Indicates the name of the agency. |

8. Click **Save** to update the modified fields.
9. Click **View** to view the created product processor code.
The **Create Vendor - View** screen displayed.

Figure 17-5 Create Vendor - View

Create Vendor

Basic Details

Agency Code

OBCRVENDOR01

Agency Name

Gibson Wells Solicitors

Audit

For more information on fields, refer to the field description table.

Table 17-5 Create Vendor - View - Field Description

| Field Name | Description |
|-------------|-----------------------------------------------------------------------------------------------------------------|
| Agency Code | Indicates the unique agency code. The list displays all the open and authorized users created in the system. |
| Agency Name | Indicates the name of the agency. |

18

Regulatory Configuration

This topic describes the information about Regulatory Configuration.

Regulatory Configuration facilitates user to create multiple regulatory checks in the system based on regional requirements.

User can create and manage regulatory configuration for different country and state combinations using the following pages:

- [Process to Create a Regulatory Configuration](#)
- [Process to View Regulatory Configuration](#)

This topic describes the information about View a Regulatory Configuration.

18.1 Process to Create a Regulatory Configuration

For creating a regulatory configuration, user need to specify details, such as country and state.

To create a regulatory configuration:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Regulatory Configuration**. Under **Regulatory Configuration**, click **Create Regulatory Configuration**.

The **Create Regulatory Configuration** screen is displayed.

Figure 18-1 Create Regulatory Configuration

| Contact Strategy | Enabled? | Value |
|------------------------------------|--------------------------|----------------|
| Time of Contact | <input type="checkbox"/> | HH MM to HH MM |
| Contact Limit Per Day | <input type="checkbox"/> | |
| Contact Limit Per Week | <input type="checkbox"/> | |
| Block period between Contact(days) | <input type="checkbox"/> | |
| Send Alternate Contact to Dialer | <input type="checkbox"/> | |
| Alert(Phone No.) Preference Check | <input type="checkbox"/> | |
| Email Consent Check | <input type="checkbox"/> | |

3. Specify the fields on the **Create Regulatory Configuration** screen.

Note

The fields marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 18-1 Field Description: Create Regulatory Configuration

| Field Name | Description |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Country | Indicates the list of countries. The list displays all the countries configured in the common core maintenance. |
| State | Indicates the list of states. The list displays all the states for the selected Country, configured in the common core maintenance. |
| Contact Strategy | Indicates the list of contact strategies. The options are: <ul style="list-style-type: none">• Time of Contact• Contact Limit Per Day• Contact Limit Per Week• Block period between Contact (days)• Send Alternate Contact to Dialer• Alert (Phone No.) Preference Check• Email Consent Check |
| Enabled | Indicates the contact strategy is enabled. |
| Value | Value of contact strategy. |

4. Perform one of the following action:
 - a. Click **Save** to save the details.

The **Regulatory Configuration** is successfully created and can be viewed using the View Regulatory Configuration screen.
 - b. Click **Cancel** to discard the changes and close the screen.

18.2 Process to View Regulatory Configuration

This topic describes the information about View a Regulatory Configuration.

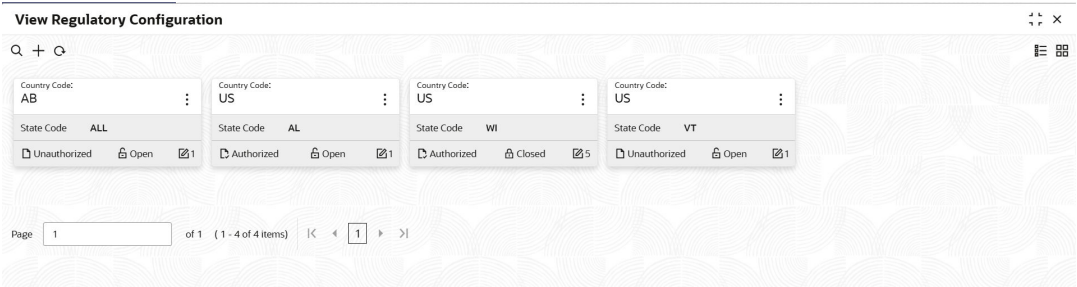
User can view the list of regulatory configurations created in the system and search for a particular record.

To view the list of regulatory configurations:

1. From **Homescreen**, click **Collections**. Under **Collections**, click **Maintenance**.
2. Under **Maintenance**, click **Regulatory Configuration**. Under **Regulatory Configuration**, click **View Regulatory Configuration**.

The **View Regulatory Configuration** screen is displayed.

Figure 18-2 View Regulatory Configuration



For more information on fields, refer to the field description table.

Table 18-2 Field Description: View Regulatory Configuration

| Field Name | Description |
|--------------|----------------------------|
| Country Code | Displays the country code. |
| State Code | Displays the state code. |

3. On the **View Regulatory Configuration** screen, click



icon.

The **View Regulatory Configuration - Search** screen is displayed.

Figure 18-3 View Regulatory Configuration - Search

Search Filter

Country Code

State Code

Authorization Status

Record Status

Search

Reset

4. On the **View Regulatory Configuration - Search** screen, specify the **Search Filter** to fetch the required Configuration.

For more information on fields, refer to the field description table.

Table 18-3 Field Description: View Regulatory Configuration - Search

| Field Name | Description |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Country Code | Displays the country code. |
| State Code | Displays the state code. |
| Authorization Status | Select the authorization status of the regulatory configuration . The options are: <ul style="list-style-type: none"> • Authorized: Select this option if user want to search for a regulatory configuration with Authorized status. • Unauthorized: Select this option if user want to search for a regulatory configuration with Unauthorized status. |
| Record Status | Select the status of the record. The options are: <ul style="list-style-type: none"> • Open: Select this option if user want to search for a regulatory configuration with Open status. • Closed: Select this option if user want to search for a regulatory configuration with Closed status. |

5. Click **Search** to display the required regulatory configuration.
6. On **View Regulatory Configuration** screen, click icon to **Unlock**, **Delete**, **Authorize** or **View** the created Regulatory Configuration.
7. Click **Unlock** to modify the created Regulatory Configuration.

The **Create Regulatory Configuration - Modify** screen is displayed.

Figure 18-4 Create Regulatory Configuration - Modify

Create Regulatory Configuration

Country: State:

Regulation (Contact Strategy)

| Contact Strategy | Enabled? | Value |
|------------------------------------|--------------------------|----------------------|
| Time of Contact | <input type="checkbox"/> | HH MM to HH MM |
| Contact Limit Per Day | <input type="checkbox"/> | <input type="text"/> |
| Contact Limit Per Week | <input type="checkbox"/> | <input type="text"/> |
| Block period between Contact(days) | <input type="checkbox"/> | <input type="text"/> |
| Send Alternate Contact to Dialer | <input type="checkbox"/> | |
| Alert(Phone No.) Preference Check | <input type="checkbox"/> | |
| Email Consent Check | <input type="checkbox"/> | |

Cancel Save

For more information on fields, refer to the field description table.

Table 18-4 Field Description: Create Regulatory Configuration - Modify

| Field Name | Description |
|----------------|----------------------------|
| Country | Displays the country name. |
| State | Displays the state name |

Table 18-4 (Cont.) Field Description: Create Regulatory Configuration - Modify

| Field Name | Description |
|-------------------------|-------------------------------|
| Contact Strategy | Displays the contact strategy |
| Enabled | Displays the Enabled. |
| Value | Displays the value. |

8. Click **Save** to update the modified fields.
 9. Click **View** to view the created regulatory configuration code.
- The **Create Regulatory Configuration - View** screen is displayed.

Figure 18-5 Create Regulatory Configuration - View

Create Regulatory Configuration

Country: ABU DHABI State: ALL

Regulation (Contact Strategy)

| Contact Strategy | Enabled? | Value |
|------------------------------------|----------|-------|
| Time of Contact | N | |
| Contact Limit Per Day | N | |
| Contact Limit Per Week | N | |
| Block period between Contact(days) | N | |
| Send Alternate Contact to Dialer | N | |
| Alert(Phone No.) Preference Check | N | |
| Alert(Phone No.) Preference Check | N | |
| Email Consent Check | N | |

Audit

For more information on fields, refer to the field description table.

Table 18-5 Create Regulatory Configuration - View - Field Description

| Field Name | Description |
|-------------------------|-------------------------------|
| Country | Displays the country name. |
| State | Displays the state name |
| Contact Strategy | Displays the contact strategy |
| Enabled | Displays the Enabled. |
| Value | Displays the value. |

19

Other Configurations

This topic provide information about the Other Configurations.

Below mentioned are other additional configurations required to be verified and setup.

- [Other Configurations](#)
This topic describes the information about Other Configurations.

19.1 Other Configurations

This topic describes the information about Other Configurations.

1. From the main menu, navigate to **Collections** and then click **Maintenance**.
2. From the **Maintenance** menu, click **Lookup** and then click **View Lookup**.

The **View Lookup** page contains the below listed lookup's.

Table 19-1 Field Description: View Lookup

| Lookup Type | Purpose |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ACTION_CD | List of applicable action types. |
| ACTIONRESULT_CD | List of applicable result types. |
| AI_FLAG | Flag to enable notes and compliance field display in Task Summary screen. |
| COMMUNICATION_MODE | List of communication modes. |
| COL_STAT_CD | List of collection status codes. |
| INBOUND_DOC_CATEGORY | Indicates purpose of the communication. For example, bankruptcy, delinquency, and legal. |
| INBOUND_DOC_NAME | List of documents for inbound document upload. |
| OBDX_PARAM | Promise Type when promise to pay is created through digital channel. |
| PRIORITY_PARAM | List of attributes used for task prioritization. |
| PTP_FREQ | List of promise frequency. |
| PTP_CAN_REASON | List of promise cancel reasons. |
| PAYMENT_MODE | List of Payment Modes for payment processing. Note: Sub Code 1 should be Product Processor Code and Sub Code 2 should be C for cash payment and D for direct debit payment. |
| SETTLEMENT_PARAM | Indicates Type of promise to be created when customer accepts the settlement offer. |
| PARTY_RISK_INDICATOR | List of risk indicators for the party. |
| Workflow_Status | List of task status in its lifecycle. |
| SEED_DATA_TYPE | List of seed data types to be validated for inbound data. |
| DEFAULT_FACT | Default values of Number and date type facts. |

20

Functional Activity Codes

This topic describes the information about the Functional Activity Codes.

The table provides the list of functional activity codes for **Oracle Banking Collections** application. These activity codes are required to be mapped to the role which is required to be created for the user mapping. For additional roles to be mapped, refer **Oracle Banking Common Core User Guide**.

Table 20-1 List of Functional Activity Codes

| Functional Activity Code | Description |
|-----------------------------------------|------------------------------------------|
| DM_FA_ACCOUNTALLOC_A MEND | Modify Account Allocation |
| DM_FA_ACCOUNTALLOC_G ETALL | Get Account Allocation |
| DM_FA_ACCOUNTARREAR S_AMEND | Modify Account Arrear Details |
| DM_FA_ACCOUNTBILLDET AILS_AMEND | Modify Account Bill Details |
| DM_FA_ACCOUNTDELHIST ORY_VIEWALL | View Delinquency History For An Account |
| DM_FA_ACCOUNTDETAILS _GET_ACCNT_ID | Fetch Account Details By Account Id |
| DM_FA_ACCOUNTING_FAC TS | Get All Accounting Facts |
| DM_FA_ACCOUNTPARTY_A MEND | Modify Existing Account Party Relation |
| DM_FA_ACCOUNTPARTY_G ET_PARTY_ID | Fetch Account Party Relation by Party Id |
| DM_FA_ACCOUNTREPAYSC H_AMEND | Modify Account Repayment Schedule |
| DM_FA_ACCOUNTUSERMA PPING | Account To User Mapping |
| DM_FA_ACCOUNT_AMEND | Modify Accounts Details from Feed |
| DM_FA_ACCOUNT_IN_COL LECTIONS | Fetch Accounts In Collections |
| DM_FA_ACCOUNT_LIMITED _DETAILS_FETCH | Fetch Account Details by Account Id |
| DM_FA_ACCOUNT_PARTY_ DETAILS_FETCH | Fetch Party Details Of An Account |
| DM_FA_ACCOUNT_REVIEW _AMEND | Modify Account Review Date |
| DM_FA_ACCOUNT_REVIEW _FETCH | Fetch Accounts by Review Date |
| DM_FA_ACCOUNT_SUMMA RY | Fetch Account Summary |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|---------------------------------------------|-----------------------------------------------------|
| DM_FA_ACCOUNT_TOTAL_OVERDUE_AMOUNT_FETCH | Fetch Total Overdue For An Account |
| DM_FA_ACCOUNT_WIDGET_CARD_FETCH | Fetch Account Widget Card Details |
| DM_FA_ACCOUNT_WIDGET_CARD_FETCH_BY_ACCT_ID | Fetch Account Widget By Account Id |
| DM_FA_ACCOUNT_WIDGET_CARD_FETCH_BY_ACCT_NBR | Fetch Account Widget By Account Number |
| DM_FA_ACCOUNT_WIDGET_COMPLETE_FETCH | Fetch All Details Of Account Widget |
| DM_FA_ACCTID_ACCTNBR_MAPPING | Mapping Of Account Id With Account Number |
| DM_FA_ACCTNG_SERVICE_HEALTH_CHECK | Healthcheck for OBC Accounting Service |
| DM_FA_ACCTPARTY_ACCTS | Fetch Account Party Relation by Account Id |
| DM_FA_ACCT_ARREARS_PROCESS_UPDATE | Modify Account Arrears Details |
| DM_FA_ACCT_BILL_DTLS_PROCESS_UPDATE | Modify Bill Details |
| DM_FA_ACCT_DTLS_PROCESS_UPDATE | Modify Accounts Details |
| DM_FA_ACCT_NUMBER_COUNT | Fetch Count Of Accounts |
| DM_FA_ACCT_PARTY_LIMITED | Fetch Account And Party Details |
| DM_FA_ACCT_PARTY_PROCESS_UPDATE | Modify Account And Party Details |
| DM_FA_ACCT_PAYMENT_DTLS_BY_ACCTID | Fetch Payment Details By Account |
| DM_FA_ACCT_PAYMENT_DTLS_BY_DTFLTR | Fetch Payment Details By Date |
| DM_FA_ACCT_REPAY_SCHEDULE_PROCESS_UPDATE | Modify Account Repayment Schedule |
| DM_FA_ACTION_ACCOUNT_MAPPING | Add Account And Action Mapping |
| DM_FA_ACTION_ACC_ALL_COLL_STAT | Fetch Collection Status Details For Account Id |
| DM_FA_ACTIVE_CASE_ACCOUNTS_FETCH | Fetch Active Case For Account |
| DM_FA_ACTIVITY | Fetch Active Case For Account |
| DM_FA_ACTIVITY_ADD | Add Activity Log |
| DM_FA_ACTIVITY_LOG | Fetch Activity Logs |
| DM_FA_ACTIVITY_LOG_ACCT_ADDN_INFO | Fetch Additional Information On Activity Log Widget |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|----------------------------------------------------|------------------------------------------------------|
| DM_FA_ACTIVITY_LOG_EXP_WID | View Activity Log Expanded Widget |
| DM_FA_ACTIVITY_LOG_UNIQUE_USERS | Fetch Activity Log By Unique Users |
| DM_FA_ACTIVITY_LOG_WIDGET_CARD_FETCH_BY_ACCOUNT_ID | Fetch Activity Log By Account |
| DM_FA_ACTIVITY_SERVICES_HEALTH_CHECK | Health Check For Activity Services |
| DM_FA_ADHOC_TASK_NEW | Create Adhoc Task |
| DM_FA_ADHOC_TASK_VIEW | View Adhoc Task |
| DM_FA_AI_SCORE | Fetch AI Widget Details |
| DM_FA_ALERTS | Fetch Collections Alerts |
| DM_FA_ALL_ASSOCIATEDSEGMENTS | Fetch All Linked Segments With Accounts |
| DM_FA_ALL_CASE_HISTORY_COUNT | Fetch Historical Count of Communication Details |
| DM_FA_ALL_KPI_VALUES | Fetch All Key Performance Indicator Values |
| DM_FA_ALL_PTP_KPI_INFO | Fetch All Promise Related Key Performance Indicators |
| DM_FA_APPROVAL_DATA | Fetch Account data for authorization |
| DM_FA_ARREARS_FETCH | Fetch Account Widget Arrears. |
| DM_FA_ASSIGN_TASK | Assign Task To User |
| DM_FA_AUTHORIZATION_AMEND | Amend Existing Authorization Record |
| DM_FA_AUTHORIZATION_AUTHORIZE | Authorize Saved Authorization |
| DM_FA_AUTHORIZATION_AUTHQUERY | Fetch Unauthorized Authorization Records |
| DM_FA_AUTHORIZATION_CLOSE | Close Authorization Record |
| DM_FA_AUTHORIZATION_DELETE | Delete Authorization Record |
| DM_FA_AUTHORIZATION_HISTORY | View Authorization Record History |
| DM_FA_AUTHORIZATION_NEW | Save New Authorization Record |
| DM_FA_AUTHORIZATION_REOPEN | Reopen Closed Authorization Record |
| DM_FA_AUTHORIZATION_VIEW | View Authorization Record by ID |
| DM_FA_AUTHORIZATION_VIEWALL | View All Authorization Records |
| DM_FA_CALLACTIONMAINTENANCE_ACTIONS | Fetch Actions for Call Action Maintenance |
| DM_FA_CALLACTIONMAINTENANCE_AMEND | Modify Call Action Code Details |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|-----------------------------------------------------------|-----------------------------------------------------------|
| DM_FA_CALLACTIONMAINT ENANCE_AUTHORIZE | Authorize Call Action Code |
| DM_FA_CALLACTIONMAINT ENANCE_AUTHQUERY | Call Action Authorization |
| DM_FA_CALLACTIONMAINT ENANCE_CLOSE | Close Call Action Code |
| DM_FA_CALLACTIONMAINT ENANCE_COLLSTAT_HIST_ NEW | Add Collections Status History |
| DM_FA_CALLACTIONMAINT ENANCE_COLLSTAT_REVE RSE_NEW | Remove Collections Status History |
| DM_FA_CALLACTIONMAINT ENANCE_COPY | Copy Call Action Code |
| DM_FA_CALLACTIONMAINT ENANCE_DELETE | Delete Call Action Code |
| DM_FA_CALLACTIONMAINT ENANCE_GETACCTID | Fetch Collections Status by Account Id |
| DM_FA_CALLACTIONMAINT ENANCE_GETEXISTINGCO LLSTATUS | Get Existing Collection Status In Call Action Maintenance |
| DM_FA_CALLACTIONMAINT ENANCE_HISTORY | View Call Action Code History |
| DM_FA_CALLACTIONMAINT ENANCE_NEW | Create Call Action Code |
| DM_FA_CALLACTIONMAINT ENANCE_REOPEN | Reopen Call Action Code |
| DM_FA_CALLACTIONMAINT ENANCE_SERVICES_HEAL TH_CHECK | Health Check For Call Action Service |
| DM_FA_CALLACTIONMAINT ENANCE_VALIDATE_LOV | Validate List Of Values On Call Action Code Screen |
| DM_FA_CALLACTIONMAINT ENANCE_VIEW | View Call Action Code |
| DM_FA_CALLACTIONMAINT ENANCE_VIEWALL | View All Call Action Codes |
| DM_FA_CALLACTIONMAINT ENANCE_VIEWCHANGES | View Collections Status |
| DM_FA_CALLACTION_ACTI ON_BATCH_FACTS | Fetch Facts for Actions |
| DM_FA_CALLACTION_ACTI ON_DETAILS | Fetch Collections Action Details |
| DM_FA_CALLACTION_ACTI ON_DETAILS_NEW | View Action Details On Call Action |
| DM_FA_CALLACTION_ACTI ON_DETAILS_VIEW | View Action Details On Call Action |
| DM_FA_CALL_ACTION_ACT IONRESULTCNTBYTASKID | Fetch Action Result By Task |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|----------------------------------------------------|-----------------------------------------------------|
| DM_FA_CALL_ACTION_GET ALLACTIONRELATEDKPIS | Fetch All Action Related Key Performance Indicators |
| DM_FA_CALL_ACTION_GET CALLACTIONRESULTCOUN T | Fetch Action Result Count For Dashboard |
| DM_FA_CALL_ACTION_SU MMARY | Fetch Call Action Summary |
| DM_FA_CALL_HISTORY | Fetch Call History Details |
| DM_FA_CALL_SUMMARY | Fetch Call Task Details |
| DM_FA_CALL_TYPE_COUN T | Fetch Count Of Call Types |
| DM_FA_CASECLOSURE_C ONFIG_FACT_DETAILS | Fetch Facts for Case Closure |
| DM_FA_CASE_ACC ASSO HIST_NEW | Fetch History Of Associated Accounts With Case |
| DM_FA_CASE_ID_FETCH | Fetch Case Id By Account Id |
| DM_FA_CASE_ID_FETCH_B Y_PARTY_ID | Fetch Case Details By Party |
| DM_FA_CASE_PARTY_REL ATED_ACCOUNTS_FETCH | Fetch Accounts Related To Party |
| DM_FA_CASE_SEARCH | Case Search |
| DM_FA_CASE_SUMMARY | Fetch Case Summary Details |
| DM_FA_CASE_WIDGET_CA RD_FETCH | Fetch Case Widget Details |
| DM_FA_CASE_WIDGET_CA RD_FETCH_BY_CASE_ID | Fetch Case Widget Details by Case Id |
| DM_FA_CASE_WIDGET_CA RD_FETCH_BY_CASE_NO | Fetch Case Widget Details by Case No |
| DM_FA_CASE_WIDGET_CO Mplete_FETCH | Fetch Details Of Case Widget |
| DM_FA_CASE_WIDGET_FE TCH_BY_ACCOUNTS | Fetch Case Details By Account |
| DM_FA_CASE_WIDGET_FE TCH_BY_PARTIES | Fetch Case Details By Party |
| DM_FA_CHECK_SUPERVIS OR | Check Supervisor Role Of The User |
| DM_FA_CLOSED_CASE_LIS T | Fetch Closed Cases |
| DM_FA_COLLATERALCHAR GE_AMEND | Modify Collateral Charge |
| DM_FA_COLLATERALLINKA GE_AMEND | Modify Collateral Linkage With Account |
| DM_FA_COLLATERALOWNE R_AMEND | Modify Collateral Owner |
| DM_FA_COLLATERAL_AME ND | Modify Collateral Details |
| DM_FA_COLLATERAL_CHA RGE_PROCESS_UPDATE | Modify Collateral Charges |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|---------------------------------------|------------------------------------------------------|
| DM_FA_COLLATERAL_LINK_PROCESS_UPDATE | Modify Collateral Linkage With Account |
| DM_FA_COLLATERAL_OWNER_PROCESS_UPDATE | Modify Collateral Owner |
| DM_FA_COLLATERAL_PROCESS_UPDATE | Modify Collateral Details |
| DM_FA_COLLECTION_PROMISE_HISTORY | Promise History |
| DM_FA_COLLECTION_PTP_HISTORY | Promise History |
| DM_FA_COLLECTOR_TASK_HISTORY | Task History Details For Collector |
| DM_FA_COLL_TASK_HISTORY | Task History Details |
| DM_FA_COLL_TASK_HISTORY | Get dashboard task history |
| DM_FA_COMMON_SERVICES_HEALTH_CHECK | Health Check For Common Service |
| DM_FA_COMMUNICATION_ACTIONS | Fetch Communication Actions |
| DM_FA_COMMUNICATION_AMEND | Modify Communication Code Details |
| DM_FA_COMMUNICATION_AUTHORIZE | Authorize Communication Code |
| DM_FA_COMMUNICATION_AUTHQUERY | Communication Template Authorization |
| DM_FA_COMMUNICATION_CLOSE | Close Communication Code |
| DM_FA_COMMUNICATION_COPY | Copy Communication Code |
| DM_FA_COMMUNICATION_DELETE | Delete Communication Code |
| DM_FA_COMMUNICATION_DETAIL | Fetch Communication Details |
| DM_FA_COMMUNICATION_HISTORY | View Communication Code History |
| DM_FA_COMMUNICATION_NEW | Create Communication Code |
| DM_FA_COMMUNICATION_ONLOADCOMM | Fetch Communications Details by Seed Type |
| DM_FA_COMMUNICATION_REOPEN | Reopen Communication Code |
| DM_FA_COMMUNICATION_VALIDATE_LOV | Validate List Of Values In Communication Code Screen |
| DM_FA_COMMUNICATION_VIEW | View Communication Code |
| DM_FA_COMMUNICATION_VIEWALL | View All Communication Codes |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|-----------------------------------------------------|----------------------------------------------------------------|
| DM_FA_COMMUNICATION_VIEWCHANGES | View Communication Details |
| DM_FA_COMPLIANCE | Compliance Check For The Customer Call |
| DM_FA_CONFIG_FACT_DE TAILS_BY_FACT_NAMES | Fetch All Config Fact List |
| DM_FA_CORRESPONDENC E_RUNBATCH | OBC CORRESPONDENCE Batches |
| DM_FA_CORRESPONDENC E_SERVICES_HEALTH_CHE CK | Health Check For Correspondence Services |
| DM_FA_CURRENT_TASKS | Get Current Tasks On Account |
| DM_FA_CUSTOMER_LIMITED_DETAILS_FETCH | Fetch Customer Details On Customer Widget Of Case Summary |
| DM_FA_CUSTOMER_SUMM ARY | Fetch Customer Summary |
| DM_FA_CUSTOMER_WIDG ET_CARD_FETCH | Fetch Customer Widget Details |
| DM_FA_CUSTOMER_WIDG ET_CARD_FETCH_BY_CUS T_ID | Fetch Customer Widget Details By Customer Id |
| DM_FA_CUSTOMER_WIDG ET_CARD_FETCH_BY_CUS T_NBR | Fetch Customer Widget Details By Customer No |
| DM_FA_CUSTOMER_WIDG ET_COMMUNICATION_DET AILS_FETCH | Fetch Communication Details On Customer Widget Of Case Summary |
| DM_FA_CUSTOMER_WIDG ET_EMPLOYMENT_DETAIL S_FETCH | Fetch Employment Details On Customer Widget Of Case Summary |
| DM_FA_DASHBOARD_GETA LLKPIS | Get All Key Performance Indicators For Dashboard |
| DM_FA_DASHBOARD_HEAL THCHECK | Health Check For Dashboard Service |
| DM_FA_DASHBOARD_RUN BATCH | OBC Dashboard Batches |
| DM_FA_DATAEXCHANGE_H EALTHCHECK | Health Check For Data Exchange Service |
| DM_FA_DATAEXCHANGE_R UNBATCH | OBC Data Exchange Batches |
| DM_FA_DEALLOCATEUSER BYACCTID | Remove User Allocation From An Account |
| DM_FA_DEFAULT_AUTH | Default Authorization |
| DM_FA_DOWNLOAD_INBO UND_DOC | Download Inbound Document |
| DM_FA_ENTITY_ADD_CAS EID_FOR_DEL_ACC | Add Case Id For A Delinquent Account |
| DM_FA_ENTITY_FACTS_AM END | Fetch Entity Facts |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|----------------------------------------|--------------------------------------------------|
| DM_FA_ENTITY_GETACCO UNTHISTORY | Get Account History |
| DM_FA_ENTITY_GET_PART Y | Get Party Details |
| DM_FA_ENTITY_RUNBATC H | OBC Entity Batches |
| DM_FA_ENTITY_SERVICES _HEALTH_CHECK | Health Check For Entity Service |
| DM_FA_ENTITY_WIDGET_R EPAYMENT_TAB | Fetch Account Repayment Schedule |
| DM_FA_ESCALATE_TASK | Escalate Task |
| DM_FA_ESCALATION_NOT ES_SET | Save notes for task escalation and review. |
| DM_FA_FACT_DETAILS | View Fact Details |
| DM_FA_FASTDATA_RUNBAT CH | OBC Fast Data Transport Batches |
| DM_FA_FEECHARGETRAN SACTION_ACCOUNT | Fetch Fees And Charges Details by Account Id |
| DM_FA_FEECHARGE_ACC OUNT_HISTORY | Get Fees And Charges History For An Account |
| DM_FA_FEECHARGE_ACTI ONS | Add Fees And Charges Actions |
| DM_FA_FEECHARGE_AME ND | Modify Fees And Charges Code Details |
| DM_FA_FEECHARGE_AUTH ORIZE | Authorize Fees And Charges Code |
| DM_FA_FEECHARGE_AUTH QUERY | Fees And Charges Actions Authorization |
| DM_FA_FEECHARGE_CLO SE | Close Fees And Charge Code |
| DM_FA_FEECHARGE_COP Y | Copy Fees And Charges Code |
| DM_FA_FEECHARGE_DELE TE | Delete Fees And Charges Code |
| DM_FA_FEECHARGE_HEAL THCHECK | Health Check For Fees And Charges Code Service |
| DM_FA_FEECHARGE_HIST ORY | View Fees And Charges Code History |
| DM_FA_FEECHARGE_NEW | Create Fees And Charges Code |
| DM_FA_FEECHARGE_REO PEN | Reopen Fees And Charges Code |
| DM_FA_FEECHARGE_VALI DATE_LOV | Validate List Of Values In Fees And Charges Code |
| DM_FA_FEECHARGE_VIEW | View Fees And Charges Code |
| DM_FA_FEECHARGE_VIEW ALL | View All Fees And Charges Codes |
| DM_FA_FEECHARGE_VIEW CHANGES | View Fees And Charges |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|------------------------------------------|---------------------------------------------|
| DM_FA_FEEDENTITY_NEW | Add New Feed Entity |
| DM_FA_FEESCHARGES_R UNBATCH | OBC Fees Charges Batches |
| DM_FA_FEES_FETCH | Fetch Fees. |
| DM_FA_FETCHSTRATASSIG N | Fetch Strategy Assignment |
| DM_FA_FETCHSTRATASSIG NHIST | Fetch Strategy Assignment History |
| DM_FA_FETCHVENDORUS ERS | Fetch Vendor Users |
| DM_FA_FETCH_COLLATER AL_CHARGES | Fetch Collateral Charges Details By Account |
| DM_FA_FETCH_COMM_DE TAILS | Get Communication Details |
| DM_FA_FETCH_DIALER_AC COUNTS | Fetch Accounts for Dialer |
| DM_FA_FETCH_INBOUND_ DOCS | Get Inbound Documents |
| DM_FA_FETCH_STRATEGY _ASSIGN | Get Strategy Assignment |
| DM_FA_FETCH_VNDRACCA SSO | Fetch Vendor And Account Association |
| DM_FA_FILTERED_TASKS_ SUMMARY_DETAILS | Get Filtered Task Summary Details |
| DM_FA_GET_AGENTACCOU NT | Get Agent Account |
| DM_FA_GET_AGENTACCOU NTDETAILS | Get Agent Account Details |
| DM_FA_GET_AGENTPARTY | Get Agent Party Names |
| DM_FA_GET_AGENTPARTY NAMES | Get Agent Party Names |
| DM_FA_GET_BEHAVIOR_D TLS | Fetch Customer Behavioral Details |
| DM_FA_GET_COLLATERAL DATA | Fetch Collateral Data |
| DM_FA_GET_COMM_DETAI LS_HIS | Get Communication Details History |
| DM_FA_GET_DIALERACCT S | Fetch Dialer Accounts |
| DM_FA_GET_EARLIESTPTP | Fetch Earliest PTP Details |
| DM_FA_GET_GROUPBASIS | Get Group Basis Of The Product Processor |
| DM_FA_GET_NOTES_BY_N OTESTYPE | Fetch notes by Notes Type. |
| DM_FA_GET_OBCR_RULES | Get All Rules for Collection |
| DM_FA_GET_OBRS_DETAIL S | Fetch WhatsApp Template Details |
| DM_FA_GET_PARTYIDFRO MCASENO | Get Party Information From Case |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|----------------------------------------------|-----------------------------------------------------------------------|
| DM_FA_GET_PAYMENT_TR XN_DETAIL | Get payment transaction details |
| DM_FA_GET_PRIMARY_CU STOMER_NBR | Get primary customer number based on account ID. |
| DM_FA_GET_PTPDETAILS_ BY_ACCTIDS | Get PTP details associated with list of account IDs |
| DM_FA_GET_PTP_BY_ID | Fetch PTP By Id |
| DM_FA_GET_SETTLEMENT _COMM_DETAILS | Fetch Settlement Communication Details |
| DM_FA_GET_SETTLEMENT _DETAILS | Fetch Settlement Details |
| DM_FA_GET_SOURCE_AC C_DETAILS | Get source account details |
| DM_FA_GET_SUBPRIORITY _VALUES | Fetch SubPriority Values |
| DM_FA_GET_TASKPRIORIT Y_ACCT_DETAILS | Get Account details associated with Task Priority Assignment Process. |
| DM_FA_GET_TASKPRIORIT Y_DETAILS | Get Priority Details Associated with User Group. |
| DM_FA_GET_TASKPRIORIT Y_PTP_DETAILS | Get PTP details associated with Task Priority Assignment Process. |
| DM_FA_GET_TASK_DETAIL S_FOR_PTP | Get Task Details For Promise Creation |
| DM_FA_GET_TASK_DETAIL S_MIGR | Fetch Task Details for Migration |
| DM_FA_GET_TASK_METAD ATA | Fetch Task Meta Data |
| DM_FA_GET_USERGRPCO DES | Get User Group Codes associated with User Id. |
| DM_FA_IDENTIFIERDEFINIT ION_ACTIONS | Fetch Identifier Definition Action |
| DM_FA_IDENTIFIERDEFINIT ION_AMEND | Modify Identifier (Auto Number Generation) Details |
| DM_FA_IDENTIFIERDEFINIT ION_AUTHORIZE | Authorize Identifier (Auto Number Generation) |
| DM_FA_IDENTIFIERDEFINIT ION_AUTHQUERY | Identifier Definition Authorization |
| DM_FA_IDENTIFIERDEFINIT ION_CLOSE | Close Identifier (Auto Number Generation) |
| DM_FA_IDENTIFIERDEFINIT ION_COPY | Copy Identifier (Auto Number Generation) |
| DM_FA_IDENTIFIERDEFINIT ION_DELETE | Delete Identifier (Auto Number Generation) |
| DM_FA_IDENTIFIERDEFINIT ION_GEN_NUM | Identifier Number Generation |
| DM_FA_IDENTIFIERDEFINIT ION_GET_ANGCONFIG | Identifier Definition Configuration |
| DM_FA_IDENTIFIERDEFINIT ION_HISTORY | View Identifier (Auto Number Generation) History |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|-----------------------------------------|-----------------------------------------------------------------|
| DM_FA_IDENTIFIERDEFINITION_NEW | Create Identifier (Auto Number Generation) |
| DM_FA_IDENTIFIERDEFINITION_REOPEN | Reopen Identifier (Auto Number Generation) |
| DM_FA_IDENTIFIERDEFINITION_VALIDATE_LOV | Validate List Of Values Of Identifier (Auto Number Generation) |
| DM_FA_IDENTIFIERDEFINITION_VIEW | View Identifier (Auto Number Generation) |
| DM_FA_IDENTIFIERDEFINITION_VIEWALL | View All Identifiers (Auto Number Generation) |
| DM_FA_IDENTIFIERDEFINITION_VIEWCHANGES | View Identifier Definition |
| DM_FA_INBOUND_DOC_UPLOAD | Case Summary - Inbound Document Upload |
| DM_FA_INBOUND_PROCESSES_UPLOAD | Inbound Account Upload By Feed |
| DM_FA_INSURANCE_AMEND | Modify Insurance Details |
| DM_FA_INSURANCE_PROCESS_UPDATE | Modify Insurance Process |
| DM_FA_KPI | Get Key Performance Indicators Of The Collector |
| DM_FA_LOOKUPTYPE_ACTIONS | Lookup Type Action |
| DM_FA_LOOKUPTYPE_AGENTVIEW | Fetch Lookup Type For Agent View |
| DM_FA_LOOKUPTYPE Amend | Modify Lookup Type Code Details |
| DM_FA_LOOKUPTYPE_AUTHORIZE | Authorize Lookup Type Code |
| DM_FA_LOOKUPTYPE_AUTHQUERY | Lookup Type Authorization |
| DM_FA_LOOKUPTYPE_CLOSE | Close Lookup Type Code |
| DM_FA_LOOKUPTYPE_COPY | Copy Lookup Type Code |
| DM_FA_LOOKUPTYPE_DELETE | Delete Lookup Type Code |
| DM_FA_LOOKUPTYPE_HISTORY | View Lookup Type History |
| DM_FA_LOOKUPTYPE_LOV | Fetch Lookup Type List |
| DM_FA_LOOKUPTYPE_NEW | Create Lookup Type Code |
| DM_FA_LOOKUPTYPE_REOPEN | Reopen Lookup Type Code |
| DM_FA_LOOKUPTYPE_VALIDATE_LOV | Validate List Of Values In Lookup Type Screen |
| DM_FA_LOOKUPTYPE_VIEW | View Lookup Type Code |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|-------------------------------------------|-----------------------------------------------------|
| DM_FA_LOOKUPTYPE_VIE WALL | View All Lookup Type Codes |
| DM_FA_LOOKUPTYPE_VIE WCHANGES | View Lookup type |
| DM_FA_NEW_AMEND_TAS K_FLAG_DETAILS | Add /Update Task Flag Details |
| DM_FA_NEXT_TASK_STATU S | Fetch Next Available Task Status |
| DM_FA_NOTES_ADD | Add Notes On An Account |
| DM_FA_NOTES_BY_ACTIO N_ID | Fetch Notes By Action Id |
| DM_FA_NOTES_GET | View Notes For An Account |
| DM_FA_NOTES_LOG_ACCT _ADDN_INFO | Fetch Notes Additional Information |
| DM_FA_NOTES_SERVICES _HEALTH_CHECK | Health Check For Notes Service |
| DM_FA_PARTYADDRESS_A MEND | Modify Party Address By Party Id |
| DM_FA_PARTYCONTACT_A MEND | Modify Party Contact Detail By Party Id |
| DM_FA_PARTYEMPLOYME NT_AMEND | Modify Party Employment Detail By Party Id |
| DM_FA_PARTYIDENTITY_A MEND | Modify Party Identifier Details By Party Id |
| DM_FA_PARTYNAME_AME ND | Modify Party Name By Party Id |
| DM_FA_PARTY_ADDRESS_ PROCESS_UPDATE | Modify Party Address |
| DM_FA_PARTY_AMEND | Modify Party Information |
| DM_FA_PARTY_CONTACT_ DTLS_BY_ACCTID | Fetch Party Contact Detail By Account Id |
| DM_FA_PARTY_CONTACT_ PROCESS_UPDATE | Modify Party Contact Detail |
| DM_FA_PARTY_EMPLOYME NT_PROCESS_UPDATE | Modify Party Employment Detail |
| DM_FA_PARTY_FOR_COM M_BY_ACCTID | Fetch Party Details for Communication By Account Id |
| DM_FA_PARTY_FOR_COM M_BY_TASKTYPE | Fetch Party Details for Communication By Task Type |
| DM_FA_PARTY_IDENTITY_ PROCESS_UPDATE | Modify Party Identifier Details |
| DM_FA_PARTY_LOV_FETC H | Fetch Party List |
| DM_FA_PARTY_NAME_PRO CESS_UPDATE | Modify Party Name Details |
| DM_FA_PARTY_PROCESS_ UPDATE | modify Party Process Details |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|----------------------------------------------|------------------------------------------------------------|
| DM_FA_PAST_DELINQUEN CY | Fetch Past Delinquency Details Of The Account |
| DM_FA_PAST_DELINQUEN CY_COUNT_FETCH | Fetch Delinquency Count Of The Account |
| DM_FA_PAYMENT_AMEND | Add Payment Details |
| DM_FA_PAYMENT_PROCES S_UPDATE | Add Payment Process |
| DM_FA_PDF_GENERATE | Generate the pdf blob array |
| DM_FA_POST_PAYMENT_T RXN_DETAIL | Save payment transaction details |
| DM_FA_PRIMARY_NAME_F OR_ALL_PARTIES_FETCH | Fetch Primary Name For All The Parties Of The Account |
| DM_FA_PRIMARY_NAME_F OR_PARTY_FETCH | Fetch Primary Name For The Party |
| DM_FA_PROB_OF_COLLEC TION | Add Probability Of Collections |
| DM_FA_PRODUCTPROCES SOR_ACTIONS | Add Product Processor Details |
| DM_FA_PRODUCTPROCES SOR_AMEND | Modify Product Processor Code Details |
| DM_FA_PRODUCTPROCES SOR_AUTHORIZE | Authorize Product Processor Code |
| DM_FA_PRODUCTPROCES SOR_AUTHQUERY | Product Processor Authorization |
| DM_FA_PRODUCTPROCES SOR_CLOSE | Close Product Processor Code |
| DM_FA_PRODUCTPROCES SOR_COPY | Copy Product Processor Code |
| DM_FA_PRODUCTPROCES SOR_DELETE | Delete Product Processor Code |
| DM_FA_PRODUCTPROCES SOR_GROUPBASIS_FETCH | Fetch Group Basis Details In Product Processor Code Screen |
| DM_FA_PRODUCTPROCES SOR_HISTORY | View Product Processor Code History |
| DM_FA_PRODUCTPROCES SOR_NEW | Create Product Processor Code |
| DM_FA_PRODUCTPROCES SOR_REOPEN | Reopen Product Processor Code |
| DM_FA_PRODUCTPROCES SOR_VALIDATE_LOV | Validate List Of Values In Product Processor Code Screen |
| DM_FA_PRODUCTPROCES SOR_VIEW | View Product Processor Code |
| DM_FA_PRODUCTPROCES SOR_VIEWALL | View All Product Processor Codes |
| DM_FA_PRODUCTPROCES SOR_VIEWCHANGES | View Product Processor |
| DM_FA_PROMISE_TO_PAY | Add Promise to Pay |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|----------------------------|------------------------------------------------------------|
| DM_FA_PTPTYPE_ACTIONS | Fetch Promise To Pay Type Action |
| DM_FA_PTPTYPE_AMEND | Modify Promise Type Details |
| DM_FA_PTPTYPE_AUTHORIZE | Authorize Promise Type |
| DM_FA_PTPTYPE_AUTHQUERY | Promise To Pay Type Authorization |
| DM_FA_PTPTYPE_CLOSE | Close Promise Type |
| DM_FA_PTPTYPE_COPY | Copy Promise Type |
| DM_FA_PTPTYPE_DELETE | Delete Promise Type |
| DM_FA_PTPTYPE_HISTORY | View Promise Type History |
| DM_FA_PTPTYPE_NEW | Create Promise Type |
| DM_FA_PTPTYPE_REOPEN | Reopen Promise Type |
| DM_FA_PTPTYPE_VALIDATE_LOV | Validate List Of Values In Promise Type Maintenance Screen |
| DM_FA_PTPTYPE_VIEW | View Promise Type |
| DM_FA_PTPTYPE_VIEWALL | View All Promise Types |
| DM_FA_PTPTYPE_VIEWCHANGES | View Promise To Pay Type |
| DM_FA_PTP_ACCT_ADDN_INFO | Fetch Promise to Pay Additional Details |
| DM_FA_PTP_APPR | Payment Appropriation For Promise To Pay |
| DM_FA_PTP_APPROVALSTATUS | Update PTP Approval Status with Remarks |
| DM_FA_PTP_CANCELBYACCT | Case Summary - Cancel Promise To Pay |
| DM_FA_PTP_CAPTURE_AUTH_1 | PTP Authorization Group 1 |
| DM_FA_PTP_CAPTURE_AUTH_10 | PTP Authorization Group 10 |
| DM_FA_PTP_CAPTURE_AUTH_2 | PTP Authorization Group 2 |
| DM_FA_PTP_CAPTURE_AUTH_3 | PTP Authorization Group 3 |
| DM_FA_PTP_CAPTURE_AUTH_4 | PTP Authorization Group 4 |
| DM_FA_PTP_CAPTURE_AUTH_5 | PTP Authorization Group 5 |
| DM_FA_PTP_CAPTURE_AUTH_6 | PTP Authorization Group 6 |
| DM_FA_PTP_CAPTURE_AUTH_7 | PTP Authorization Group 7 |
| DM_FA_PTP_CAPTURE_AUTH_8 | PTP Authorization Group 8 |
| DM_FA_PTP_CAPTURE_AUTH_9 | PTP Authorization Group 9 |
| DM_FA_PTP_COUNT | Case Summary - View Count Of Promise To Pay |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|------------------------------------|---------------------------------------------------|
| DM_FA_PTP_CREATE | Case Summary - Create Promise To Pay |
| DM_FA_PTP_DETAIL_VIEW | Case Summary - View Active Promise To Pay Details |
| DM_FA_PTP_FETCH | Case Summary - Fetch Active Promise To Pay |
| DM_FA_PTP_HISTORY | Case Summary - View Promise To Pay History |
| DM_FA_PTP_HISTORY_CANCEL_NEW | Case Summary - Cancel Promise To Pay |
| DM_FA_PTP_MIGRATION | Create New Promise To Pay For Migration |
| DM_FA_PTP_NEW | Case Summary - Create Promise To Pay |
| DM_FA_PTP_REVERTCANCELPTBYACCT | Case Summary - Cancel Promise To Pay |
| DM_FA_PTP_RUNBATCH | OBC PTP Batches |
| DM_FA_PTP_SERVICES_HEALTH_CHECK | Health Check For Promise To Pay Service |
| DM_FA_PTP_SIMULATE | Case Summary - Simulate Promise To Pay Schedule |
| DM_FA_PTP_VIEW | Case Summary - View Promise To Pay |
| DM_FA_PTP_WIDGET | Case Summary - Promise To Pay Widget |
| DM_FA_QUICK_CASE_SEARCH | Case Search - Quick Search |
| DM_FA_QUICK_LINKS | Case Summary - Quick Links |
| DM_FA_REASSIGN_ACCOUNT | User Assignment - Reassign Account |
| DM_FA_REASSIGN_ACCOUNTS | User Assignment - Reassign Account |
| DM_FA_REASSIGN_USERS | User Assignment - Reassign Users |
| DM_FA_REMOVE_TASKS_BY_ACCTID | Remove Tasks By Account Id |
| DM_FA_REPAY_SCHEDULE | Add Account Repayment Schedule |
| DM_FA_RISKINDICATOR_AMEND | Modify Risk Indicators In Seed Data Type |
| DM_FA_RISK_IND_PROCESSES_UPDATE | Add Account Risk Indicator |
| DM_FA_SAVE_SETTLEMENT_INIT_DETAILS | Add Settlement Initiation Details |
| DM_FA_SAVE_SETTLEMENT_OFFER | Add New Settlement Offer |
| DM_FA_SEEDDATACONFIG_ACTIONS | Fetch Seed Data Config Actions |
| DM_FA_SEEDDATACONFIG_AMEND | Modify Seed Data Type Details |
| DM_FA_SEEDDATACONFIG_AUTHORIZE | Authorize Seed Data Type |
| DM_FA_SEEDDATACONFIG_AUTHQUERY | Seed Data Configuration Authorization |
| DM_FA_SEEDDATACONFIG_CLOSE | Close Seed Data Type |
| DM_FA_SEEDDATACONFIG_DELETE | Delete Seed Data Type |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|------------------------------------------------------------|-----------------------------------------------------------|
| DM_FA_SEEDDATACONFIG_HISTORY | View Seed Data Type History |
| DM_FA_SEEDDATACONFIG_NEW | Create Seed Data Type |
| DM_FA_SEEDDATACONFIG_REOPEN | Reopen Seed Data Type |
| DM_FA_SEEDDATACONFIG_VALIDATE_LOV | Validate List Of Values In Seed Data Configuration Screen |
| DM_FA_SEEDDATACONFIG_VIEW | View Seed Data Configuration |
| DM_FA_SEEDDATACONFIG_VIEWALL | View All Seed Data Configuration |
| DM_FA_SEEDDATACONFIG_VIEWCHANGES | View Seed Data Configuration Changes |
| DM_FA_SEED_DESCRIPTION | Seed Data Description |
| DM_FA_SEGMENTATION_BATCH_SERVICES_HEALTH_CHECK | Health Check For Segmentation Batch Service |
| DM_FA_SEGMENTATION_RUN_BATCH | OBC Segmentation Batches |
| DM_FA_SEGMENTBATCH_FETCH_ACCOUNT | Fetch Account List In Segmentation Batch |
| DM_FA_SEGMENTBATCH_FETCH_SEG | Fetch Existing Segments In Segmentation Batch |
| DM_FA_SEGMENTBATCH_FETCH_SEGMENT_STRATEGY_MAPPING | Fetch Segment and strategy association |
| DM_FA_SEGMENTBATCH_SEGMENT_ACCOUNT_SEGMENT_MAPPING_NEW | Fetch Segment codes by Account Id |
| DM_FA_SEGMENTBATCH_SEGMENT_HISTORY_NEW | Update Segment History |
| DM_FA_SEGMENTBATCH_SEGMENT_HISTORY_REVERSE_NEW | Update the reversal of segment history |
| DM_FA_SEGMENTBATCH_FACTS_AMEND | Fetch Segmentation Fact Values |
| DM_FA_SEGMENTMAINTENANCE_SERVICES_HEALTH_CHECK | Health Check For Segmentation Service |
| DM_FA_SEGMENTMAINTENANCE_SERVICES_SEGMENT_STRATEGY_MAPPING | Segment To Strategy Mapping Service |
| DM_FA_SEGMENT_ACTIONS | Fetch Segment Maintenance Actions |
| DM_FA_SEGMENT_AMEND | Modify Segment Code Details |
| DM_FA_SEGMENT_AUTHORIZATION | Authorize Segment Code |
| DM_FA_SEGMENT_AUTHORIZATION_QUERY | Segment Maintained Authorization |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|--------------------------------------------------------|-------------------------------------------------------|
| DM_FA_SEGMENT_CLOSE | Close Segment Code |
| DM_FA_SEGMENT_CONFIG_FACT_DETAILS | Fetch Segmentation Facts |
| DM_FA_SEGMENT_COPY | Copy Segment Code |
| DM_FA_SEGMENT_DELETE | Delete Segment Code |
| DM_FA_SEGMENT_FACT_DETAILS | View Fact Details For Segmentation Rule |
| DM_FA_SEGMENT_HISTORY | View Segment Code History |
| DM_FA_SEGMENT_NEW | Create Segment Code |
| DM_FA_SEGMENT_REOPEN | Reopen Segment Code |
| DM_FA_SEGMENT_SEGMENT_CASE_ACCOUNT_SEGMENT_MAPPING_NEW | Fetch Segment Account And Case Mapping |
| DM_FA_SEGMENT_VALIDATE_LOV | Validate List Of Values On Segment Maintenance Screen |
| DM_FA_SEGMENT_VIEW | View Segment Code |
| DM_FA_SEGMENT_VIEWALL | View All Segment Codes |
| DM_FA_SEGMENT_VIEWCHANGES | View Segment Maintenance Changes |
| DM_FA_SEND_COMM | Send Communication |
| DM_FA_SETTLEMENT | Fetch Settlement Details |
| DM_FA_SETTLEMENT_FACTS | Fetch all settlement facts |
| DM_FA_SETTLEMENT_RUN_BATCH | OBC Settlement Batches |
| DM_FA_SETTLEMENT_UPDATE_OFFER | Update Settlement Offers |
| DM_FA_SPECIALIZED_TAB_REASSIGNED | Task Summary - Reassign Strategy On Specialized Tab |
| DM_FA_SPECIALIZED_UPDATE_STATUS | Update Specialized Collection Status |
| DM_FA_SPECIALIZED_UPDATE_STATUS_POST | Update Specialized Collection Status |
| DM_FA_SPECIFIC_PAYMENTS | Fetch Payment Details By Account ID |
| DM_FA_STRATEGYMAINTENANCE_ACTIONS | Fetch Strategy Maintenance details |
| DM_FA_STRATEGYMAINTENANCE_AMEND | Modify Strategy Code Details |
| DM_FA_STRATEGYMAINTENANCE_AUTHORIZE | Authorize Strategy Code |
| DM_FA_STRATEGYMAINTENANCE_AUTHQUERY | Fetch unauthorized strategy codes |
| DM_FA_STRATEGYMAINTENANCE_CLOSE | Close Strategy Code |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|---------------------------------------------------|-------------------------------------------------|
| DM_FA_STRATEGYMAINTENANCE_COPY | Copy Strategy Code |
| DM_FA_STRATEGYMAINTENANCE_DELETE | Delete Strategy Code |
| DM_FA_STRATEGYMAINTENANCE_HISTORY | View Strategy Code History |
| DM_FA_STRATEGYMAINTENANCE_NEW | Create Strategy Code |
| DM_FA_STRATEGYMAINTENANCE_REOPEN | Reopen Strategy Code |
| DM_FA_STRATEGYMAINTENANCE_SERVICES_HEALTH_CHECK | Health Check For Strategy Maintenance Service |
| DM_FA_STRATEGYMAINTENANCE_SERVICES_WORKFLOWSTATUS | Fetch workflow based on task code |
| DM_FA_STRATEGYMAINTENANCE_VALIDATE_LOV | Validate List Of Values In Strategy Code Screen |
| DM_FA_STRATEGYMAINTENANCE_VIEW | View Strategy Code |
| DM_FA_STRATEGYMAINTENANCE_VIEWALL | View All Strategy Codes |
| DM_FA_STRATEGYMAINTENANCE_VIEWCHANGES | View Strategy Codes |
| DM_FA_STRATEGY_HEALTHCHECK | Health Check For Strategy Service |
| DM_FA_STRATEGY_RUNBATCH | OBC Strategy Batches |
| DM_FA_SUBMENU_ACQUIRED_TRANSACTIONS | Acquired Transactions |
| DM_FA_SUBMENU_COMPLETED_TRANSACTIONS | Completed Transactions |
| DM_FA_SUBMENU_PENDING_TRANSACTIONS | Pending Transactions |
| DM_FA_SUBORDINATE_USERS | View Subordinate Users Of A Supervisor |
| DM_FA_TASKAGING | Dashboard - Aging Of Tasks |
| DM_FA_TASKCOUNT | Dashboard - Count Of Tasks |
| DM_FA_TASKS | Fetch task details |
| DM_FA_TASKTYPE_ACTIONS | Fetch task type details |
| DM_FA_TASKTYPE_AMEND | Modify Task Code Details |
| DM_FA_TASKTYPE_AUTHORIZATION | Authorize Task Code |
| DM_FA_TASKTYPE_AUTHQUERY | Fetch unauthorized task codes |
| DM_FA_TASKTYPE_CLOSE | Close Task Type Code |
| DM_FA_TASKTYPE_COPY | Copy Task Code |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|------------------------------------------------|-------------------------------------------------|
| DM_FA_TASKTYPE_DELETE | Delete Task Code |
| DM_FA_TASKTYPE_HISTORY | View Task Code History |
| DM_FA_TASKTYPE_NEW | Create Task Code |
| DM_FA_TASKTYPE_REOPEN | Reopen Task Code |
| DM_FA_TASKTYPE_VALIDATE_LOV | Validate List Of Values On Task Code Screen |
| DM_FA_TASKTYPE_VIEW | View Task Code |
| DM_FA_TASKTYPE_VIEWALL | View All Task Codes |
| DM_FA_TASKTYPE_VIEWCHANGES | View task type codes |
| DM_FA_TASKWORKFLOW_ACTIONS | Fetch task workflow details |
| DM_FA_TASKWORKFLOW_AMEND | Modify Task Workflow Code Details |
| DM_FA_TASKWORKFLOW_AUTHORIZE | Authorize Task Workflow Code |
| DM_FA_TASKWORKFLOW_AUTHQUERY | Fetch authorized task workflow codes |
| DM_FA_TASKWORKFLOW_BATCH_SERVICES_HEALTH_CHECK | Health Check For Task Workflow Batch Service |
| DM_FA_TASKWORKFLOW_CLOSE | Close Task Workflow Code |
| DM_FA_TASKWORKFLOW_COPY | Copy Task Workflow Code |
| DM_FA_TASKWORKFLOW_DELETE | Delete Task Workflow Code |
| DM_FA_TASKWORKFLOW_HISTORY | View Task Workflow History |
| DM_FA_TASKWORKFLOW_NEW | Create Task Workflow Code |
| DM_FA_TASKWORKFLOW_REOPEN | Reopen Task Workflow Code |
| DM_FA_TASKWORKFLOW_SERVICES_HEALTH_CHECK | Health Check For Task Workflow Service |
| DM_FA_TASKWORKFLOW_VALIDATE_LOV | Validate List Of Values On Task Workflow Screen |
| DM_FA_TASKWORKFLOW_VIEW | View Task Workflow |
| DM_FA_TASKWORKFLOW_VIEWALL | View List Of All Task Workflows |
| DM_FA_TASKWORKFLOW_VIEWCHANGES | View changes of task workflow |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|--------------------------------------------|---------------------------------------------------|
| DM_FA_TASKWORKFLOW_VIEW_BY_CODE | View task workflow codes |
| DM_FA_TASK_AGING | Dashboard - Task Aging Widget |
| DM_FA_TASK_COMM_HIST_COUNT | Case Summary - Communication History Widget Count |
| DM_FA_TASK_DETAILS_BY_ID | Fetch Task Details By Task Id |
| DM_FA_TASK_PRIORITIZATION_RUNBATCH | OBC Task Prioritization Batch |
| DM_FA_TASK_RUNBATCH | OBC Task Batches |
| DM_FA_TASK_SUMMARY_ACCOUNT_GETUSERASSIGNED | Fetch Task Summary details |
| DM_FA_TASK_SUMMARY_ACCOUNT | View Task Summary -Account Tab |
| DM_FA_TASK_SUMMARY_ESCALATED_TASK | Fetch the escalated tasks assigned to the user. |
| DM_FA_TASK_SUMMARY_ESCALATED_TASK_COUNT | Count the escalated tasks. |
| DM_FA_TASK_SUMMARY_ESCALATED_TASK_REVIEW | Review the escalated tasks. |
| DM_FA_TASK_SUMMARY_SPECIALIZEDCASE | View Task Summary - Specialized Case Tab |
| DM_FA_TASK_SUMMARY_TASK | View Task Summary |
| DM_FA_TASK_SUMMARY_TASK_MOBILE | View Task Summary On Agent User Interface |
| DM_FA_UPCOMING_PROMISE | View Upcoming Promises |
| DM_FA_UPCOMING_PTP | View Upcoming Promises |
| DM_FA_UPDATE_FETCH_REVERSE_FEE | Update Reverse Fee |
| DM_FA_UPDATE_FOLLOWUP_DATE | Modify Follow-Up Date Of The Task |
| DM_FA_UPDATE_TASK_AND_FOLLOWUP_DATE | Modify Follow-Up Date Of The Task |
| DM_FA_USERASSIGNMENT_ACTIONS | Fetch User Assignment details |
| DM_FA_USERASSIGNMENT_AMEND | Modify User Assignment Code Details |
| DM_FA_USERASSIGNMENT_AUTHORIZE | Authorize User Assignment Code |
| DM_FA_USERASSIGNMENT_AUTHQUERY | Fetch authorized user assignment codes |
| DM_FA_USERASSIGNMENT_CLOSE | Close User Assignment Code |
| DM_FA_USERASSIGNMENT_COPY | Copy User Assignment Code |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|--------------------------------------------|---------------------------------------------------|
| DM_FA_USERASSIGNMENT_DELETE | Delete User Assignment Code |
| DM_FA_USERASSIGNMENT_HISTORY | View History Of User Assignment Code |
| DM_FA_USERASSIGNMENT_NEW | Create User Assignment Code |
| DM_FA_USERASSIGNMENT_REOPEN | Re-Open User Assignment Code |
| DM_FA_USERASSIGNMENT_VALIDATE_LOV | Validate List Of Values In Assignment Code Screen |
| DM_FA_USERASSIGNMENT_VIEW | View User Assignment Code |
| DM_FA_USERASSIGNMENT_VIEWALL | View All User Assignment Codes |
| DM_FA_USERASSIGNMENT_VIEWCHANGES | View User Assignment Code details |
| DM_FA_USERGROUP_ACTIONS | View User Group Details |
| DM_FA_USERGROUP Amend | Modify User Group Details |
| DM_FA_USERGROUP_AUTHORIZE | Authorize User Group |
| DM_FA_USERGROUP_AUTHQUERY | Fetch authorized user group codes |
| DM_FA_USERGROUP_CLOSE | Close User Group |
| DM_FA_USERGROUP_COPY | Copy User Group |
| DM_FA_USERGROUP_DELETE | Delete User Group |
| DM_FA_USERGROUP_HISTORY | View History Of User Group |
| DM_FA_USERGROUP_NEW | Create User Group |
| DM_FA_USERGROUP_REOPEN | Re-Open User Group |
| DM_FA_USERGROUP_VALIDATE_LOV | Validate List Of Values In User Group Screen |
| DM_FA_USERGROUP_VIEW | View User Group |
| DM_FA_USERGROUP_VIEWALL | View All User Groups |
| DM_FA_USERGROUP_VIEWCHANGES | View user group details |
| DM_FA_USERMANAGEMENT_SERVICES_HEALTH_CHECK | Health Check For User Management Service |
| DM_FA_USERMGMT_RUNBATCH | OBC User Management Batches |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|-------------------------------------|------------------------------------------------------|
| DM_FA_VAL_BLOCK_PERIOD | Validate Block Period for communication template |
| DM_FA_VENDORMANAGEMENT_ACTIONS | Fetch vendor maintenance details |
| DM_FA_VENDORMANAGEMENT_AMEND | Modify Vendor Details |
| DM_FA_VENDORMANAGEMENT_AUTHORIZE | Authorize Vendor |
| DM_FA_VENDORMANAGEMENT_AUTHQUERY | Fetch authorized vendor details |
| DM_FA_VENDORMANAGEMENT_CLOSE | Close Vendor |
| DM_FA_VENDORMANAGEMENT_COPY | Copy Vendor |
| DM_FA_VENDORMANAGEMENT_DELETE | Delete Vendor |
| DM_FA_VENDORMANAGEMENT_HISTORY | View Vendor History |
| DM_FA_VENDORMANAGEMENT_NEW | Create Vendor |
| DM_FA_VENDORMANAGEMENT_REOPEN | Reopen Vendor |
| DM_FA_VENDORMANAGEMENT_VALIDATE_LOV | Validate List Of Values In Vendor Maintenance Screen |
| DM_FA_VENDORMANAGEMENT_VIEW | View Vendor Details |
| DM_FA_VENDORMANAGEMENT_VIEWALL | View All Vendors |
| DM_FA_VENDORMANAGEMENT_VIEWCHANGES | View Changes For Vendor |
| DM_FA_VENDORMGMT_HEALTHCHECK | Health Check for Vendor management |
| DM_FA_VENDORMGMT_RUNBATCH | OBC Vendor Management Batches |
| DM_FA_WD_ACCOUNT_DETAILS | Fetch Account Widget Details |
| DM_FA_CONTACT_METRICS | Get contact metric for an account |
| DM_FA_REGCONFIG_VIEWALL | Regulatory Config View All |
| DM_FA_REGCONFIG_VIEW | Regulatory Config View |
| DM_FA_REGCONFIG_NEW | Regulatory Config New |
| DM_FA_REGCONFIG_AMEND | Regulatory Config Amend |
| DM_FA_REGCONFIG_DELETE | Regulatory Config Delete |
| DM_FA_REGCONFIG_AUTHORIZE | Regulatory Config Authorize |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|-------------------------------------------|-----------------------------------------------------|
| DM_FA_REGCONFIG_CLOSE | Regulatory Config Close |
| DM_FA_REGCONFIG_REOPEN | Regulatory Config Reopen |
| DM_FA_REGCONFIG_AUTHQUERY | Regulatory Config AuthQuery |
| DM_FA_REGCONFIG_HISTORY | Fetch Country and State Details |
| DM_FA_REGCONFIG_CNTRY_STATE_DTLS | Fetch Country and State Details |
| DM_FA_REGCONFIG_COPY | Regulatory Config Copy |
| DM_FA_VALIDATE_CALL_ACTION | Validate Call Action with Regulatory Configuration. |
| DM_FA_GET_COMM_HISTORY | Communication History Search |
| DM_FA_GET_COMM_HISTORY_COUNT | Communication History Count |
| DM_FA_FETCH_PREF_ADDR | Get preferred addresses based on account ID. |
| DM_FA_GET_ALT_PARTY_CONTACT_DETAILS | Get Alternate Party Contact Details |
| DM_FA_GET_ALT_PARTY_CONTACT | Get alternate party contact |
| DM_FA_GET_ALT_PARTY_CONTACT | Generate new alternate party contact |
| DM_FA_AMEND_ALT_PARTY_CONTACT | Update existing alternate party contact |
| DM_FA_DELETE_ALT_PARTY_CONTACT | Delete existing alternate party contact |
| DM_FA_GET_PARTY_DETAILS | Get Party Details |
| DM_FA_SAVE_PARTY_DETAILS | Save Alternate Contact |
| DM_FA_UPDATE_PARTY_DETAILS | Update Alternate Contact |
| DM_FA_DELETE_PARTY_DETAILS | Delete Alternate Contact |
| DM_FA_GET_PARTY_ADDRESS | Get Party Address |
| DM_FA_SAVE_PARTY_ADDRESS | Save Alternate Address |
| DM_FA_UPDATE_PARTY_ADDRESS | Update Alternate Address |
| DM_FA_DELETE_PARTY_ADDRESS | Delete Alternate Address |
| DM_FA_INTERNAL_COMMUNICATION_PTP_DETAILS | Get promise details for internal communication |
| DM_FA_INTERNAL_COMMUNICATION_TASK_DETAILS | Task details for internal communication |

Table 20-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code | Description |
|-----------------------------------------|-------------------------------|
| DM_FA_ENTITY_DATA_SERVICES_HEALTH_CHECK | Health Check |
| DM_FA_FETCH_PARTY_CONTACT | Fetch Party Contact |
| DM_FA_GET_RISK_INDICATORS | Get Risk Indicators |
| DM_FA_SAVE_PARTY_INDICATORS | Get Risk Indicators |
| DM_FA_TASK_COUNT_FUD | Task count for follow up date |
| DM_FA_GET_LEAVE | Get the leave details |
| DM_FA_SAVE_LEAVE | Save the leave details |
| DM_FA_DELETE_LEAVE | Delete the leave details |
| DM_FA_GET_MYTEAM | Get the my team data |
| DM_FA_ENTITYDATA_RUNBATCH | OBC Entity Batches |
| DM_FA_ENTITYDATA_RUN | OBC Inbound Batches |

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