

Oracle® Banking Collections

Oracle Banking Digital Experience Integration Guide



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Contents

Preface

| | |
|-----------------------------|----|
| Purpose | i |
| Audience | i |
| List of Topics | i |
| Documentation Accessibility | i |
| Critical Patches | ii |
| Diversity and Inclusion | ii |

1 Oracle Banking Digital Experience Integration

| | |
|-----------------------------|---|
| 1.1 Introduction | 1 |
| 1.2 Integration Touchpoints | 1 |

Preface

- [Purpose](#)
- [Audience](#)
- [List of Topics](#)
- [Documentation Accessibility](#)
- [Critical Patches](#)
- [Diversity and Inclusion](#)

Purpose

This guide is to help with Integration of Oracle Banking Collections with Oracle Banking Digital Experience product.

Audience

This guide is primarily intended for the following user/user roles:

Table 1 Audience

| Role | Function |
|-----------------------------|--|
| Implementation and IT Staff | Implementation and maintenance of the software |

List of Topics

Table 2 List of Topics

| Topics | Description |
|---|---|
| Oracle Banking Digital Experience Integration | This topic helps user to Integrate Oracle Banking Digital Experience with Oracle Banking Collections. |

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at [Critical Patches, Security Alerts and Bulletins](#). All critical patches should be applied in a timely manner to ensure effective security, as strongly recommended by [Oracle Software Security Assurance](#).

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

1

Oracle Banking Digital Experience Integration

This topic provide information about the Oracle Banking Digital Experience Integration.

This topic contains the following sub-topics:

- [Introduction](#)
This topic provide the information to an out-of-the-box interface with Oracle Banking Collections.
- [Integration Touchpoints](#)
This topic provide information about the Integration Touchpoints.

1.1 Introduction

This topic provide the information to an out-of-the-box interface with Oracle Banking Collections.

Oracle Banking Digital Experience provides an out-of-the-box interface with Oracle Banking Collections. Through this capability, end customers or borrowers who have a overdue with the bank, will be able to get delinquency notice in case their account is past due on their self-service portal, make a direct payment against their past due amount, or provide a promise to make the payment as of the future date.

The Oracle Banking Digital Experience interfaces with Oracle Banking Collections to obtain the customer or borrower's promise details and save the promise provided by the customer through the portal.

1.2 Integration Touchpoints

This topic provide information about the Integration Touchpoints.

Table 1-1 Integration Touchpoints

| Interface Id | Description | Request Type | Operation | Use Case (Actor and Response) |
|-----------------------------|---|--------------|--|---|
| obcr-ptp-services/ptp/fetch | Fetch all PTPs provided by the customer | Get | Fetch the list of all promises provided by the customer in Oracle Banking Collections. | Actor: Individual Customer Self Service – Customer should be able to see their delinquency notice and already active promise when they log into OBDX portal. Response: List of all the PTPs that are, or were associated, with an account with an active collections case in Oracle Banking Collections. |

Table 1-1 (Cont.) Integration Touchpoints

| Interface Id | Description | Request Type | Operation | Use Case (Actor and Response) |
|------------------------------|--|--------------|--|---|
| obcr-ntp-services/ntp/create | Create PTP in Oracle Banking Collections | Post | Enables Oracle Banking Digital Experience to create a promise in Oracle Banking Collections. | Actor: Individual Customer Self Service - Customer should be able to initiate a self-service Promise (PTP) by providing a future business date from OBDX portal. Response: Initiate the creation of promise in Oracle Banking Collections based on customer account number, promise amount and promise date. |