

Oracle® Banking Collections

Maintenance User Guide



Release 14.9.0.0.0

G61246-01

August 2026

ORACLE®

Copyright © 2022, 2026, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

1	Introduction	
2	Lookups	
2.1	Process to Create Lookup	1
2.2	Process to View Lookup	3
3	Product Processor	
3.1	Process to Create Product Processor	1
3.2	Process to View Product Processor	3
4	Approval	
4.1	Create Approval	1
4.1.1	Process to Create Approval	1
4.2	View Approval	3
5	Auto Number Generation	
5.1	Process to Create Definition	1
5.2	Process to View Definition	4
6	Workflow	
6.1	Process to Create Workflow	1
6.2	Process to View Workflow	3
7	Task	
7.1	Process to Create Task	1
7.2	Process to View Tasks	3

8	Call Action	
8.1	Process to Create Call Action	1
8.2	Process to View Call Action	3
9	Strategy	
9.1	Process to Create Strategy	1
9.2	Process to View Strategies	3
10	Segment	
10.1	Process to Create Segment	1
10.2	Process to View Segments	3
11	User Group	
11.1	Process to Create User Group	1
11.2	Process to View User Group	3
12	User Assignment	
12.1	Process to Create User Assignment	1
12.2	Process to View User Assignment	4
13	Promise Type	
13.1	Process to Create Promise Type	1
13.2	Process to View Promise Types	2
14	Seed Data	
14.1	Process to Create Seed Data	1
14.2	Process to View Seed Data	3
15	Communication	
15.1	Process to Create Communication	1
15.2	Process to View Communication	4

16	Fees and Charges	
16.1	Process to Create Fees and Charges	1
16.2	Process to View Fees and Charges	3
17	Vendor Onboarding	
17.1	Create Agency	1
17.1.1	Process to Create Vendor	1
17.2	View Agency	2
17.2.1	Process to View Vendor	3
18	Other Configurations	
18.1	Other Configurations	1
19	Functional Activity Codes	
	Index	

Preface

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

- [Purpose](#)
- [Before you Begin](#)
- [Audience](#)
- [Acronyms and Abbreviations](#)
- [Basic Actions](#)
- [Conventions](#)
- [Diversity and Inclusion](#)
- [Documentation Accessibility](#)
- [Related Resources](#)
- [Screenshot Disclaimer](#)
- [Icons](#)

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.

Audience

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

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

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. 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. 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. 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. This button is displayed once the user click Authorize.
Audit	Click Audit to view the maker details, checker details of the particular record. 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. This button is displayed in the widget once the user click Authorize.
View	Click View to view the details in a particular modification stage. 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. This button is displayed once the user click Compare.
Expand All	Click Expand All to expand and view all the details in the sections. This button is displayed once the user click Compare.
Collapse All	Click Collapse All to hide the details in the sections. This button is displayed once the user click Compare.
OK	Click OK to confirm the details in the screen.

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.

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.

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.

Related Resources

For more information, see these Oracle resources:

- *Oracle Banking Collections Getting Started User Guide*
- *Oracle Banking Collections Transactions User Guide*

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
	Refresh

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
	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.

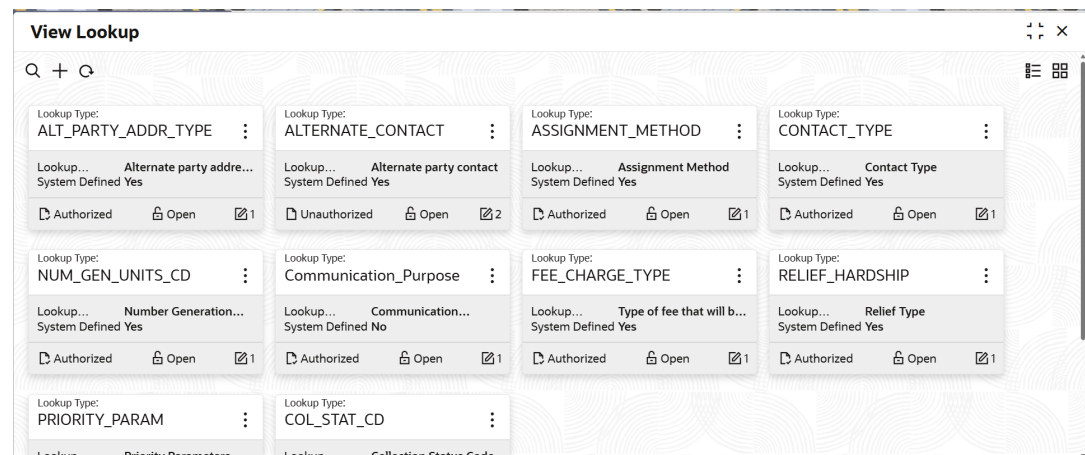
User can view the list of lookups created in the system and search for a particular lookup.

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: • 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: • Unauthorized • Authorized
Record Status	Displays the status of the record. The possible options are: • 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: • Authorized • Rejected • Unauthorized
Record Status	Select the record status from the drop-down list. The available options are: • 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

☐	Code	Description	Sort	System Defined	Sub Code 1	Sub Code 2	Enabled
☐	ALT_ADDR_CD_HOME	Alternate Home	1	Yes			☒
☐	ALT_ADDR_CD_OFFICE	Alternate Office	1	Yes			☒

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

☐	Code	Description	Sort	System Defined	Sub Code 1	Sub Code 2	Enabled
☐	ALT_ADDR_CD_HOME	Alternate Home	1	Yes			Yes
☐	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: 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

The screenshot displays the 'View Product Processor' interface. It features a search bar at the top left and a list of three product processors. Each processor entry is shown in a card format with the following details:

- TPH:** Processor Code: TPH, Processor Group Basis: Third Party Host Account, Effective Date: Mar 30, 2018, Authorization Status: Authorized, Open, 1.
- EXT:** Processor Code: EXT, Processor Group Basis: External Product Customer, Effective Date: Mar 30, 2018, Authorization Status: Authorized, Open, 1.
- ASDFG:** Processor Code: ASDFG, Processor Group Basis: asfdgfdgfdgfdhdf Customer, Effective Date: Dec 10, 2025, Authorization Status: Unauthorized, Open, 1.

At the bottom, a pagination bar shows 'Page 1 of 1 (1 - 3 of 3 items)' with navigation arrows.

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: • 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: • 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 - SearchA screenshot of the 'Search Filter' dialog box. It has a title bar with 'Search Filter' and a close button (X). The dialog contains 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: • Authorized • Rejected • Unauthorized
Record Status	Select the record status of the product processor. The available options are: • 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 'asfdgfdgfdghadf', '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:

- [Create Approval](#)
This topic describes the information about Create Approval.
- [View Approval](#)
This topic describes the information about View Approval.

4.1 Create Approval

This topic describes the information about Create Approval.

The **Create Approval** page facilitates you to define the approval conditions to identify the transactions that require authorization.

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.

This section consists of the following topic:

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

4.1.1 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

Create Approval

Type

Transaction Approval

Process Name	Enable	Rule	Rule Expression
PTP Capture	☒	DPD_BETWN_201_TO_210 - Ver...	((DaysPastDue > 201) && (DaysPastDue ...

Cancel

Save

- 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 4-2 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 View Approval

This topic describes the information about View Approval.

The **View Approval** page facilitates user to view the approval condition created in the system and perform various actions.

By default, it displays all the records that exist in open or closed and authorized or unauthorized status. However, user can search for records with specific search criteria. Each record displays the basic information of an approval condition.

User can perform the following actions:

- Modify details of the approval condition. However, only the maker can modify an approval condition before the first authorization. Once the first authorization is done, the approval condition can be modified by any other user.
- Authorize the strategy that are created, modified, closed, or reopened.
- Close an authorized approval condition that you don't want to use.
- Reopen a closed approval condition.
- Delete an approval condition that is not yet authorized upon creation. Only the maker of the approval condition, can delete it. Once an approval condition is authorized, user cannot delete it.
- View detailed information of an approval condition in read-only mode.

Table 4-3 Field Description: View Approval - Tile

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>	Displays the authorization status of the strategy. The possible options are: • Unauthorized • Authorized
<Record Status>	Displays the status of the record. The possible options are: • Open • Closed

The search section appears if user click 🔍. Using this section, user can quickly search for approval conditions based on the specified search criteria.

Table 4-4 Field Description: View Approval - Search

Field Name	Description
Authorization Type	Indicates the type of transaction.

Table 4-4 (Cont.) Field Description: View Approval - Search

Field Name	Description
Authorization Status	Indicates the authorization status of the strategy. The options are: • Authorized: Select this option if you want to search for a strategy with Authorized status. • Unauthorized: Select this option if you want to search for a strategy with Unauthorized status.
Record Status	Indicates the status of the record. The options are: • 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.

Note

If user want to create approval condition from this page, for more information see, [Create Approval](#).

For information how to perform various actions on a record,such as modify, delete, or authorize, see Oracle Banking Collections Getting Started User Guide.

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

Create Definition

Product Processor: Third Party Host
Branch: 140-140
Entity Type: Case
User Sequence # Reset Frequency: Monthly
Max Length: 123
Length: Variable ☒ Fixed ☐
Add Check Digit: ☐
Validate Sequence: + -
Sequence: Units: Value: Enabled:
No data to display.
Page 1 (0 of 0 items) |< < 1 > >|
Cancel Save

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: • 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	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. 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.
Units	Indicates the unit with which the system should generate the number. The options are: • 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 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. Note: This list displays options based on the selected entity type. By default, Constant is selected. 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. 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.
Value	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. • Record Creation Year (YYYY) • Record Creation (DD) • Record Creation Year/Month (YYYYMM) • Record Creation Year (YY) • Record Creation Month (MM) 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.
Enabled	Toggle to indicate whether the unit is active. Note: System uses only the active units for generating auto numbers.

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.

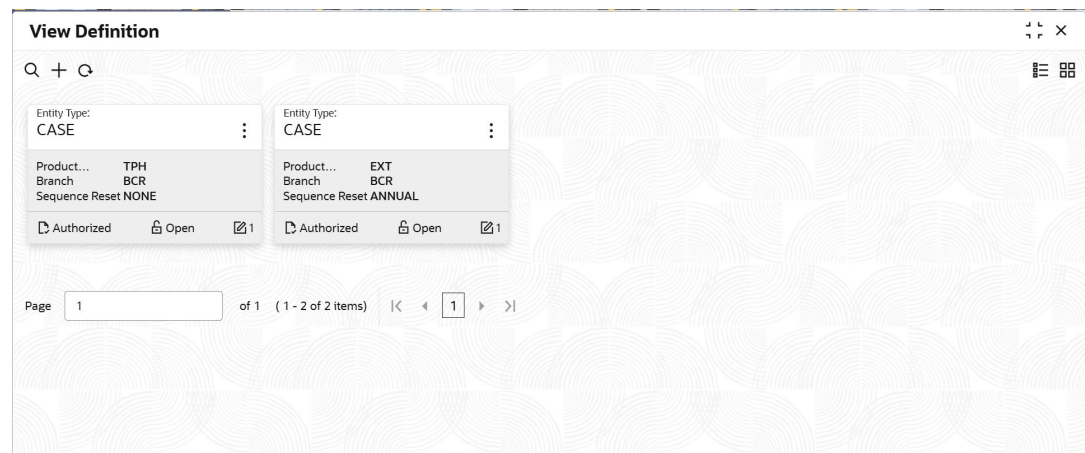
User can view the list of definitions created in the system and search for a particular definition.

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: • Unauthorized • Authorized
<Record Status>	Displays the status of the record. The possible values are: • Open • Closed

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



icon.

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

Figure 5-3 View Definition - Search

The screenshot shows a 'Search Filter' dialog box with a close button (X) in the top right corner. It contains 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: • Case • Strategy • Task • Segment
Branch	Indicates the name of the branch.
Authorization Status	Indicates the authorization status of the definition. The options are: • 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: • 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 Description
Required Required

Status Details

☐	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	This section is used to provide the status transition details of the task. 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>.
S.No.	Displays the serial number of the status transition record.
Current Status	Indicates the current workflow status of the task. Note: The current status and next status cannot be same.
Next Status	Indicates the next workflow status to which the task should move. Note: The current status and next status cannot be same.
Type	Indicates how the status transition should happen. The options are: 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. Note: The status transition of type as System can also be done manually by the collector.
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.

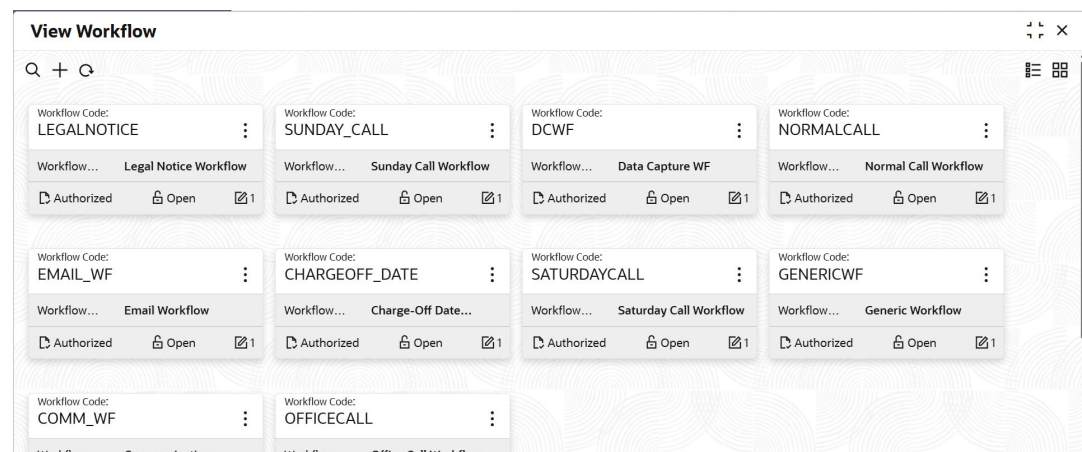
User can view the list of workflows created in the system and search for a particular workflow.

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: • Unauthorized • Authorized
Record Status	Displays the status of the record. The possible options are: • 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: • 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: • 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 Workflow.
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
☐	1	Open	Succesfull Contact	Manual	☒
☐	2	Succesfull Contact	Send Email	Manual	☒
☐	3	Succesfull Contact	Closed	Manual	☒

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

☐	S. No.	Current Status	Next Status	Type	Active
☐	1	Open	Succesfull Contact	Manual	Yes
☐	2	Succesfull Contact	Send Email	Manual	Yes
☐	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: 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

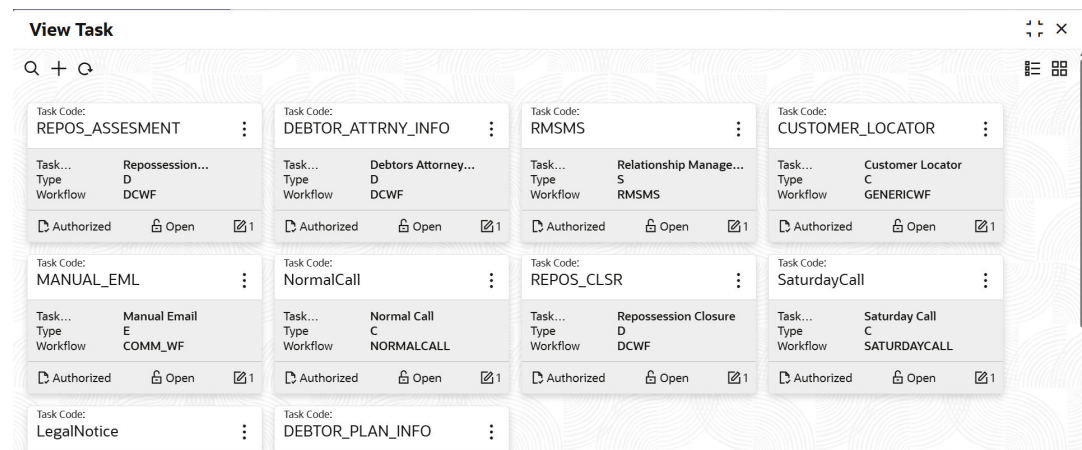
User can view the list of tasks created in the system and search for a particular task.

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: • Unauthorized • Authorized
<Record Status>	Displays the status of the record. The possible options are: • 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: • 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: • 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: • 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: • 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: • 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.

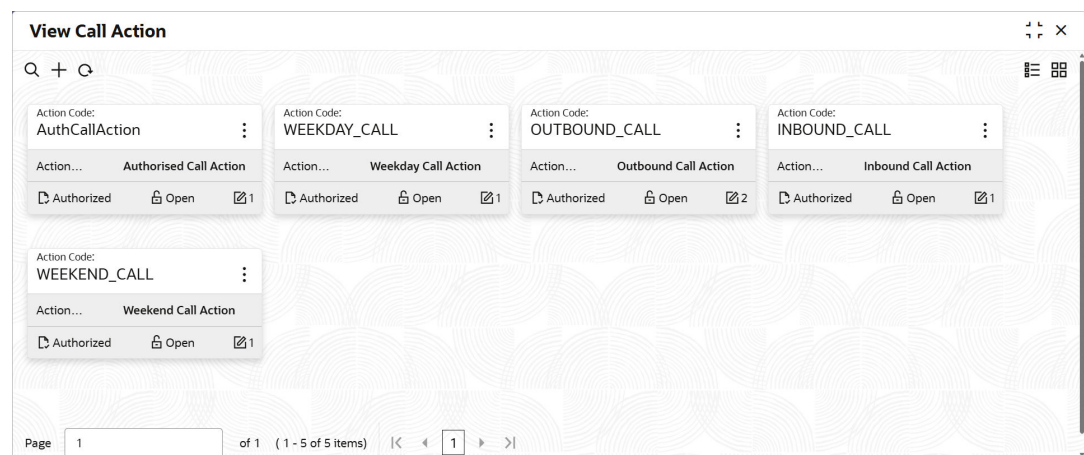
User can view the list of call actions created in the system and search for a particular call action.

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: • Unauthorized • Authorized
<Record Status>	Select the status of the record. The possible options are: • 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

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 Call Action.

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: 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: 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 Call Action.

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 Call Action.
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		☐	Days : Hour : Mins	Days : Hour : Mins	DPD_BETWN...	((DaysPastDue > 201) &...		

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

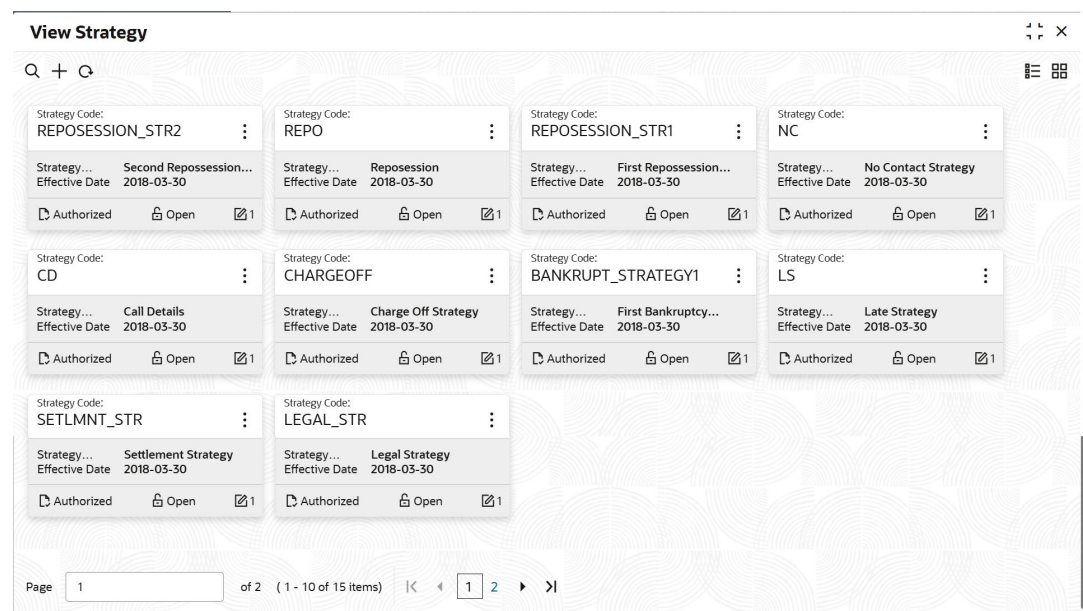
This topic describes the information about View List of Strategies.

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	Status	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 >

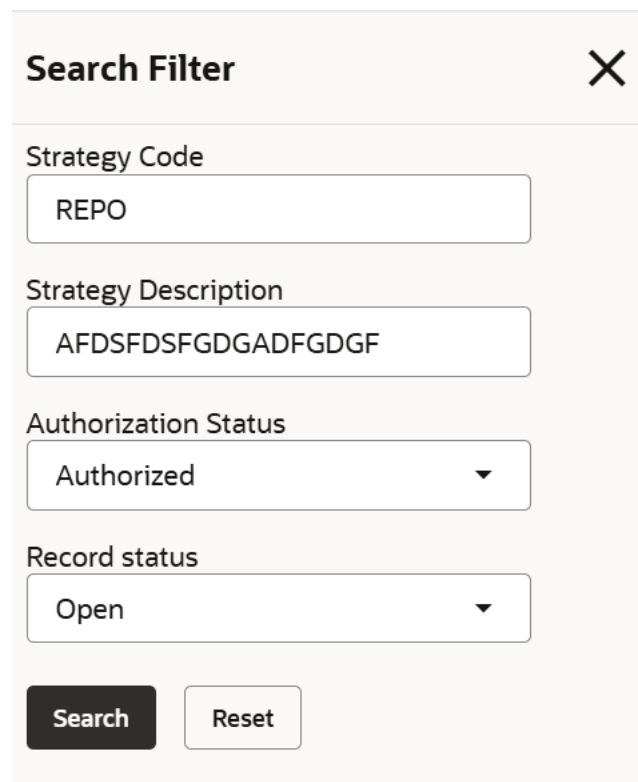
For more information on fields, refer to the field description table.

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: • Unauthorized • Authorized
<Record Status>	Select the status of the record. The possible options are: • Open • Closed

3. 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**

4. 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: • 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: • 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

S. No	Task	Mandatory	Wait Period (Days:Hours:Mins)	Expiration (Days:Hours:Mins)	Escalation Rule	Escalation Expression	Dependency	Template
1	FILING_INF	☐	0 : Hou : Mins	45 : Hou : Mins				
2	DEBTOR_A	☐	0 : Hou : Mins	45 : Hou : Mins				
3	TRUSTEE_I	☐	0 : Hou : Mins	45 : Hou : Mins				
4	BKPCY_PRI	☐	0 : Hou : Mins	45 : Hou : Mins				
5	DEBTOR_P	☐	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									
☐	S. No	Task	Mandatory	Wait Period (Days:Hours:Mins)	Expiration (Days:Hours:Mins)	Escalation Rule	Escalation Expression	Dependency	Template
☐	1	FILING_INFO	☐	0 Days : Hours : Mins	45 Days : Hours : Mins				
☐	2	DEBTOR_ATTRNY_INFO	☐	0 Days : Hours : Mins	45 Days : Hours : Mins				
☐	3	TRUSTEE_INFO	☐	0 Days : Hours : Mins	45 Days : Hours : Mins				
☐	4	BKPCY_PROC_INFO	☐	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	Select the group basis of the product processor that is applicable on the segment. The possible values are: Account Customer The group basis is displayed as per configurations defined for the selected product processor. Note: The value in this field is displayed once user select the product processor.
Ignore Group Basis	Toggle to indicate whether the strategies mapped to the segment should be assigned to a specific collector. 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. 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.
Effective Date	Indicates the date from 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 earlier than or equal to the expiry date.

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

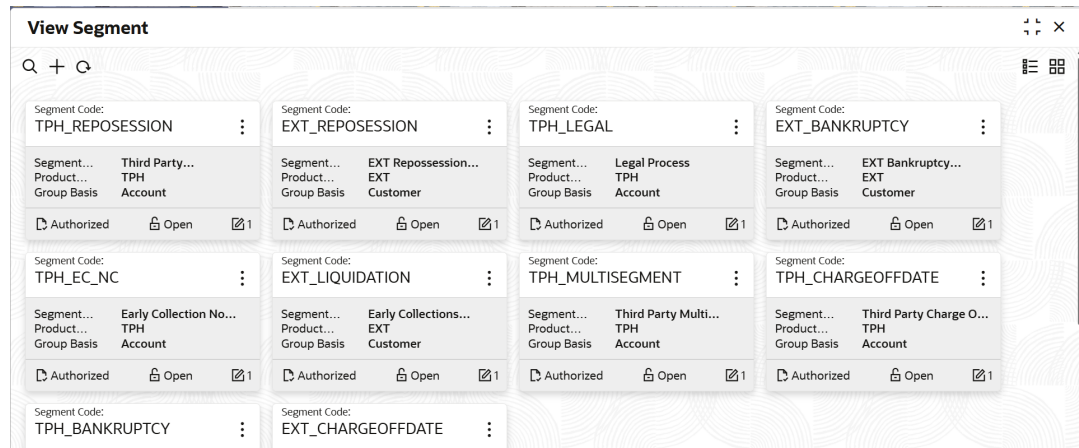
This topic describes the information about View List of Segments.

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: • Customer • Account
<Authorization Status>	Select the authorization status of the segment. The possible values are: • Unauthorized • Authorized
<Record Status>	Select the status of the record. The possible options are: • 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

Authorized ▼

Record status

Open ▼

Search

Reset

- 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: • 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: • 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	Select the group basis of the product processor that is applicable on the segment. The possible values are: • Account • Customer The group basis is displayed as per configurations defined for the selected product processor. Note: The value in this field is displayed once user select the product processor.
Ignore Group Basis	Toggle to indicate whether the strategies mapped to the segment should be assigned to a specific collector. 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. 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.
Effective Date	Displays the date from 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 earlier than or equal to the expiry date.

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

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

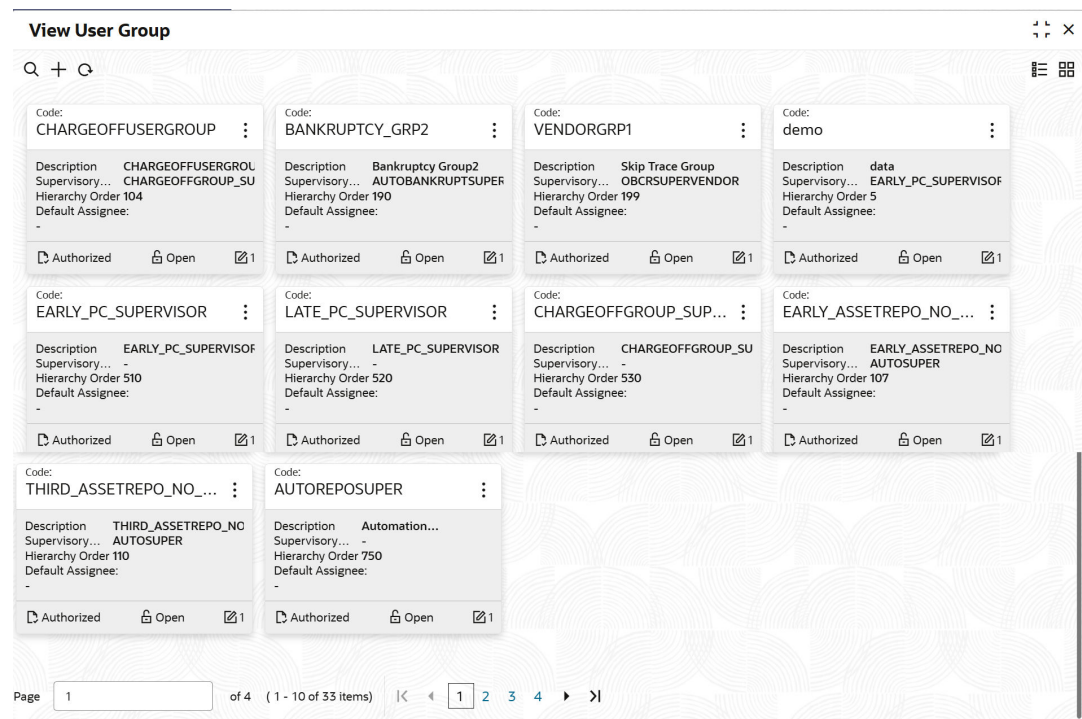
This topic describe the information about View List of User Groups.

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: Unauthorized Authorized
<Record Status>	Displays the status of the record. The possible options are: 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

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

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: 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: 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 User Groups.
- 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	☒
☐	AUTOUSER103	Automation User 103	☒
☐	AUTOUSER101	Automation User 101	☒

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 **User Assignment**, 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: 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	Displays the group basis. The possible options are: • Account • Customer Note: The group option appears as defined for the selected product processor. 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. 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.
Ignore Group Basis	Toggle to indicate whether group basis is ignored for user assignment. Note: If the toggle switch is enabled, then: • 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	Toggle to indicate whether this is specialized user assignment. Note: When Ignore Group Basis is selected, the toggle switch is displayed.
Agency	Toggle to indicate whether this is agency assignment.
Effective Date	Indicates the date from when the user assignment 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 user assignment 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 system assigns the segment to a user group. It also identifies the accounts or customers to be assigned to the user group. For more information on how to configure rules, refer <i>Oracle Banking Common Core User Guide</i>.
User Group	This tab is used to associate user groups to the user assignment.
User Group	Indicates the user group. If agency toggle is not selected, the list displays all the open and authorized user groups which are non-agency groups. If agency toggle is selected, the list displays all the open and authorized user groups which are agency groups.
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

View User Assignment	
Code: TPH_CHARGEOFFUSERA... Description Charge off User... Assignment... ROUND_ROBIN Priority 28 Product Processor: TPH Authorized Open 1	Code: EXT_LC_PC Description Late Collection EXT Assignment... ROUND_ROBIN Priority 32 Product Processor: EXT Authorized Open 1
Code: EXT_ASSETREPO_NO_CO... Description Early Collection Asset... Assignment... ROUND_ROBIN Priority 44 Product Processor: EXT Authorized Open 1	Code: EXT_BANKRUPTCY Description Early Collections... Assignment... ROUND_ROBIN Priority - Product Processor: EXT Authorized Open 1
Code: TPH_REPO Description Repossession_TPH Assignment... ROUND_ROBIN Priority - Product Processor: TPH Authorized Open 1	Code: VENDOR_GRP2 Description Legal Group Assignment... ROUND_ROBIN Priority 123 Product Processor: TPH Authorized Open 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: • Unauthorized • Authorized
<Record Status>	Select the status of the record. The possible values are: • 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 User Assignment .

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: 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: 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 Create User 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
asdfghj	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.

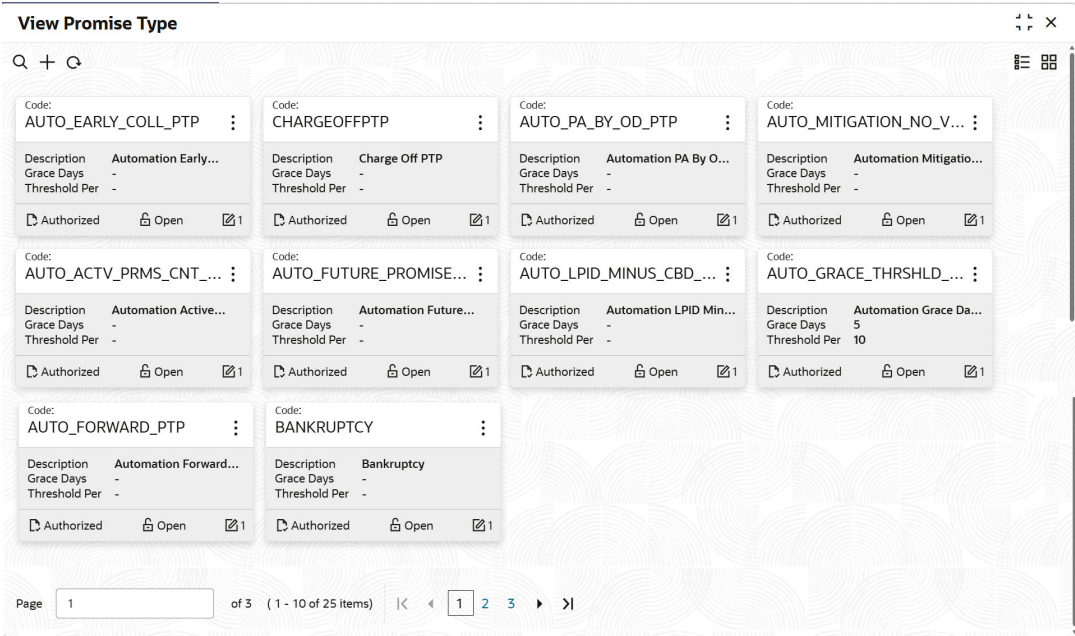
User can view the list of promise types created in the system and search for a particular promise type.

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

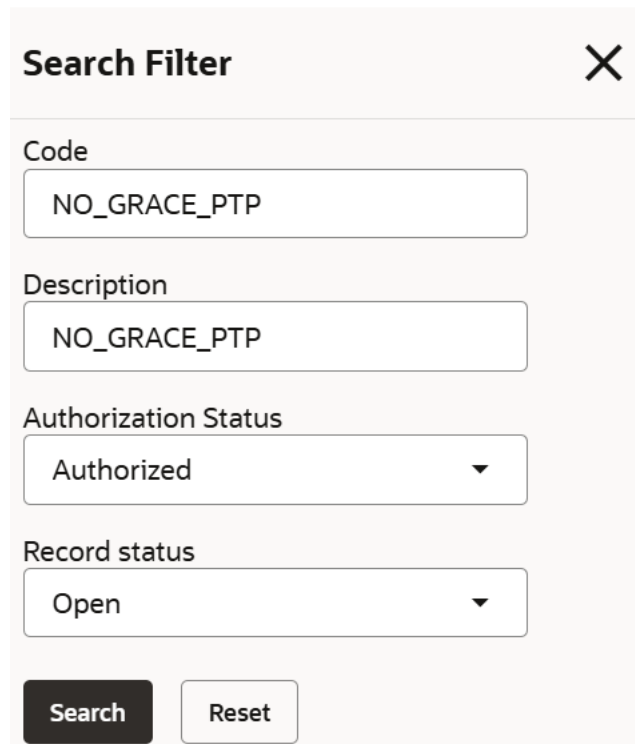
Field Name	Description
Code	Displays the promise type code.
Description	Displays the description of the promise type.
Grace Days	Displays the number of grace days of the promise type.
<Authorization Status>	Select the authorization status of the promise type. The possible options are: - Unauthorized - Authorized
<Record Status>	Select the status of the record. The possible options are: - Open - Closed

- 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

Description

Authorization Status

Record status

Search

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: • 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: • 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: 1 Threshold (%): 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
☒			
☐			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	Select the seed data type for which user want to create seed data. The options are: • 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	Indicates the unique identification code of the seed data. Note: User can configure same code and description for multiple product processors, if required.
Description	Indicates the description of the code. 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 Note: The description of code will be displayed in relevant fields across the pages based on the configurations defined.
Category	Select the category of contact type. The options are: • Phone • Address • EMAIL • Messaging • SNP Note: This field is displayed only if user select Contact in Seed Data Type field.
Primary	Toggle to indicate whether the specified name type is primary. Note: User must configure at least one name type as primary for a product processor. This field is displayed only if user select Name Type in the Seed Data Type field.

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.

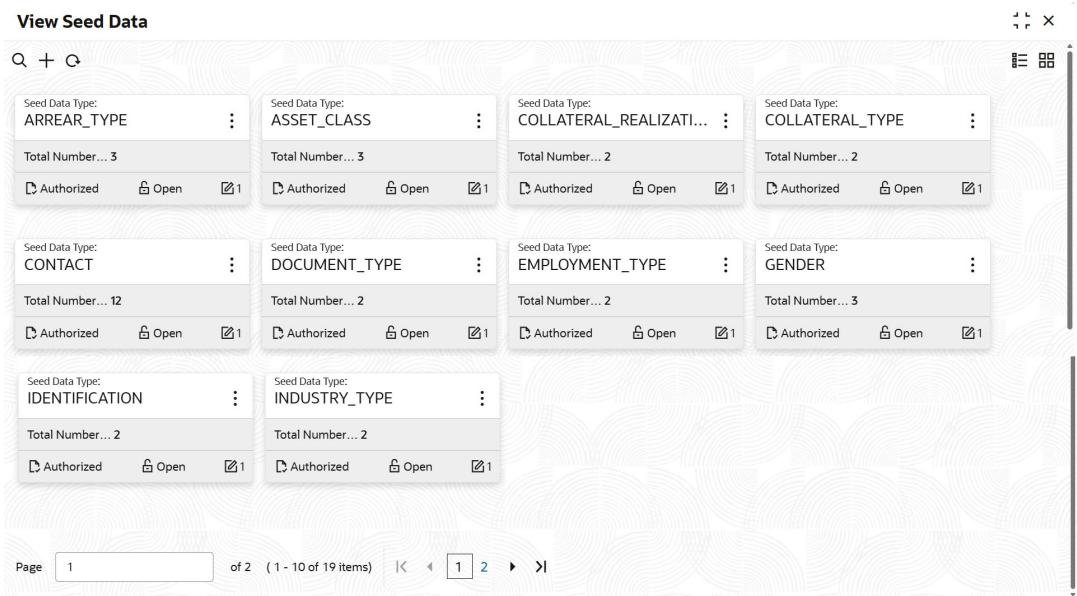
User can view the list of seed data created in the system and search for a particular seed data.

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: - Unauthorized - Authorized
<Record Status>	Select the status of the record. The possible options are: - Open - Closed

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: • 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: • 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

☐	Code	Description	Product Processor
☐	F	Fees	Manage
☐	I	Interest	Manage
☐	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

☐	Code	Description	Product Processor
☐	F	Fees	Manage
☐	I	Interest	Manage
☐	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

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: • Customer • Internal
Mode	Indicates the mode of communication. The options are: • Letter • Email • Message • WhatsApp Note: If applicability is selected as Internal, then only Email is displayed in the Mode.
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: • 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: • Unauthorized • Authorized
<Record Status>	Select the status of the record. The possible values are: • 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: • 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: • 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

Create Communication

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

Cancel Save

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 **Fees and Charges**. Under **Fees and Charges**, 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: - 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: - Fixed Amount - Fixed Percent
Fee Method	Indicates the method used for fee calculation. The options are displayed dynamically depending on the fee category selected: - 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: - 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.

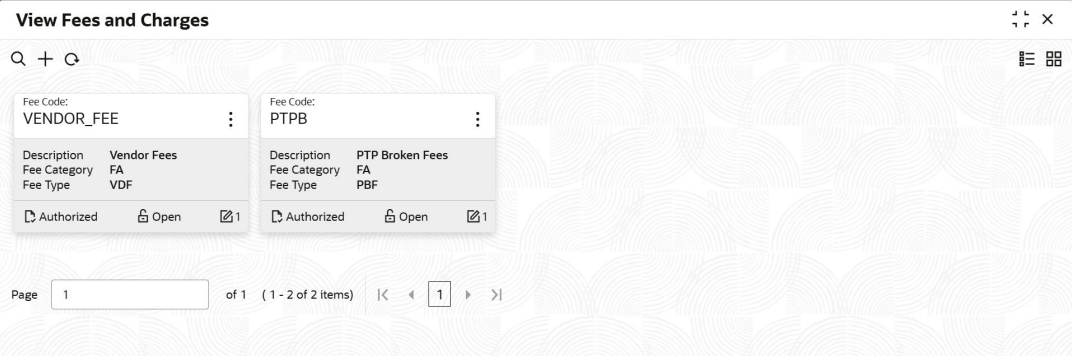
User can view the list of fees and charges created in the system and search for a particular fees and charge.

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: - Unauthorized - Authorized
Record Status	Select the status of the record. The possible values are: - Open - Closed

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: • 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: • 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.
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.
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.

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.
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.

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.
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:

- [Create Agency](#)
- [View Agency](#)

17.1 Create Agency

The **Create Agency** page facilitates you to create an agency.

Table 17-1 Field Description: Create Agency

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.

This section consists of the following topic:

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

17.1.1 Process to Create Vendor

This topic describes the information about Create Vendor.

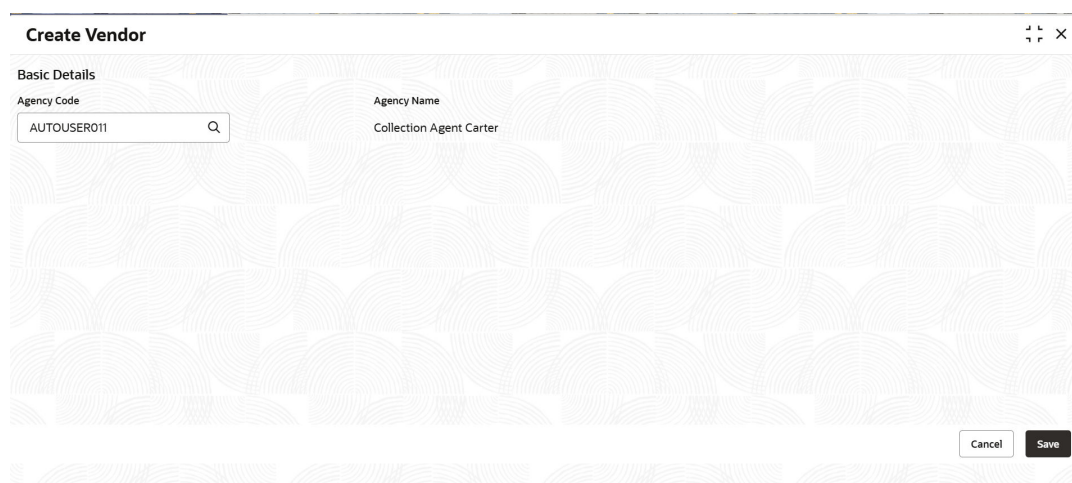
For creating Vendor, user need to specify details, such as agency code and agency name.

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



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 17-2 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 View Agency

The **View Agency** page facilitates you to view the list of agencies created in the system and perform various actions.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of an agency.

You can perform the following actions:

- Authorize the agency that are created, modified, closed, or reopened.
- Close an authorized agency that you don't want to use.
- Reopen a closed agency.
- Delete an agency that is not yet authorized upon creation. Only the maker of the agency, can delete it. Once an agency is authorized, you cannot delete it.
- View detailed information of an agency in read-only mode.

Table 17-3 Field Description: View Agency - Tile

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

The search section appears if you click 🔍. Using this section, you can quickly search for agency based on the specified search criteria.

Table 17-4 Field Description: View Agency - Search

Field Name	Description
Agency Code	Indicates the agency code.
Agency Name	Indicates the agency name.

This topic contains the following sub-topic:

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

17.2.1 Process to View Vendor

This topic describes the information about View Vendor.

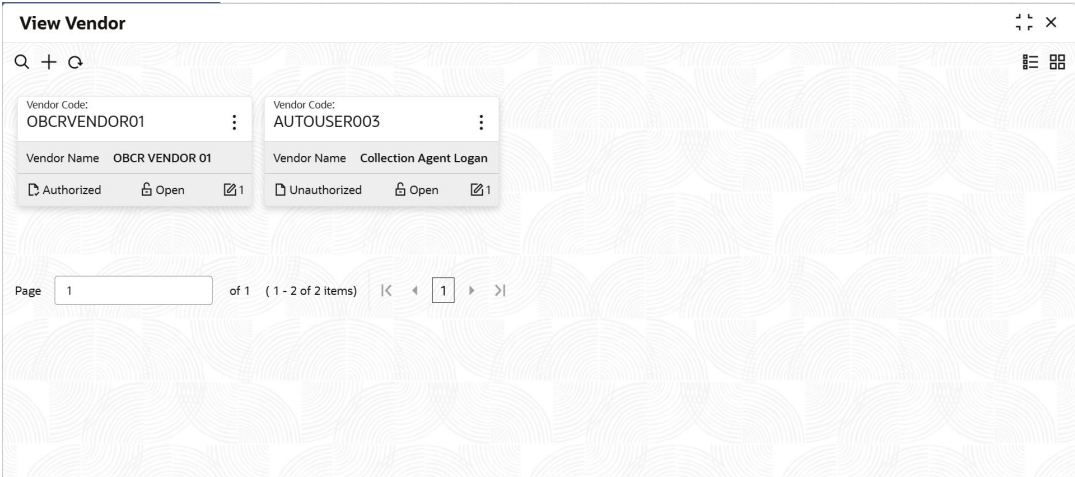
User can view the list of agency created in the system and search for a particular vendor.

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



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

Table 17-5 Field Description: View Vendor

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

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



icon.

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

Figure 17-3 View Vendor- Search

Search Filter

×

Vendor Code

OBCRVENDOR01

Vendor Name

OBCR VENDOR 01

Authorization Status

Authorized

Record Status

Open

Search

Reset

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

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

Table 17-6 View Vendor - Search - Field Description

Field Name	Description
Agency Code	Indicates the agency code.
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 17-7 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 Vendor.
- 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 17-8 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

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.

18.1 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 18-1 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 promiseto 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.

19

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 19-1 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 19-1 (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 19-1 (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_SERVICE_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 19-1 (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 19-1 (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 19-1 (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 19-1 (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_SUMMARY	Fetch Customer Summary
DM_FA_CUSTOMER_WIDGET_CARD_FETCH	Fetch Customer Widget Details
DM_FA_CUSTOMER_WIDGET_CARD_FETCH_BY_CUS T_ID	Fetch Customer Widget Details By Customer Id
DM_FA_CUSTOMER_WIDGET_CARD_FETCH_BY_CUS T_NBR	Fetch Customer Widget Details By Customer No
DM_FA_CUSTOMER_WIDGET_COMMUNICATION_DET AILS_FETCH	Fetch Communication Details On Customer Widget Of Case Summary
DM_FA_CUSTOMER_WIDGET_EMPLOYMENT_DETAIL S_FETCH	Fetch Employment Details On Customer Widget Of Case Summary
DM_FA_DASHBOARD_GETALLKPIS	Get All Key Performance Indicators For Dashboard
DM_FA_DASHBOARD_HEALTHCHECK	Health Check For Dashboard Service
DM_FA_DASHBOARD_RUNBATCH	OBC Dashboard Batches
DM_FA_DATAEXCHANGE_HEALTHCHECK	Health Check For Data Exchange Service
DM_FA_DATAEXCHANGE_RUNBATCH	OBC Data Exchange Batches
DM_FA_DEALLOCATEUSERBYACCTID	Remove User Allocation From An Account
DM_FA_DEFAULT_AUTH	Default Authorization
DM_FA_DOWNLOAD_INBOUND_DOC	Download Inbound Document
DM_FA_ENTITY_ADD_CASEID_FOR_DEL_ACC	Add Case Id For A Delinquent Account
DM_FA_ENTITY_FACTS_AM END	Fetch Entity Facts

Table 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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 19-1 (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

Index

A

Action Result, [1](#)
Approval, [1](#)
Auto Number Generation, [1](#)

C

Communication, [1](#)
Create Definition, [1](#)

F

Fees and Charges, [1](#)
Functional Activity Codes, [1](#)

I

Introduction, [1](#)

L

Lookup, [1](#)

O

Other Configurations, [1](#)

P

Product Processor, [1](#)

Promise Type, [1](#)

S

S, [1](#)
Seed Data, [1](#)
Segment, [1](#)
Strategy, [1](#)

T

Task, [1](#)

U

User Assignment, [1](#)
User Group, [1](#)

V

Vendor Onboarding, [1](#)
View Definition, [1](#)

W

workflow, [1](#)