

Oracle® Banking Originations Cloud Service

Alerts and Dashboards User Guide



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ORACLE®

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Purpose

Welcome to the **Alerts and Dashboard** user guide for Oracle Banking Originations Cloud Service. This document provides an overview on the **Dashboard** widgets and **Alerts** available in Oracle Banking Originations Cloud Service and guides you through the various features in dashboards and notifications can are available respectively. This document helps you conveniently make use of dashboards.

Audience

The user guide is intended for the Relationship Managers (RMs) and Sales Officers in-charge of sourcing the bank products from prospect and customer of the bank. The user guide is also intended for the other bank personas such as Account Opening Officer, Account Opening Supervisor, Loan Officer and Credit Manager handling the specific stages of the Savings Account, Current Account and Loan lifecycle.

Documentation Accessibility

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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.

Acronyms and Abbreviations

The list of the acronyms and abbreviations that you are likely to find in the manual are as follows:

Table 1 Acronyms table

Abbreviation	Description
DS	Data Segment
System	Oracle Banking Origination Module
OBA	Oracle Banking Accounts
OBOCS	Oracle Banking Originations Cloud Service

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.

Symbol and Icons

Table 2 Symbols and Icons - Common

Symbol/Icon	Function
	Minimize
	Maximize

Table 2 (Cont.) Symbols and Icons - Common

Symbol/Icon	Function
	Close
	Perform Search
	Open a list
	Add a new record
	Navigate to the previous record
	Navigate to the next record
	Refresh
	Calendar
	Alerts

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.

1

Dashboards

This topic provides the information about the Dashboards available in Oracle Banking Originations Cloud Service

Oracle Banking Originations Cloud Service is the middle office banking solution with a comprehensive coverage of Retail Banking Origination processes for Savings Account, Current Account, Term Deposit, Credit Card, and Loans comprising of Home Loan, Personal Loan, Education Loan, and Vehicle Loan. It is a Host-Agnostic solution.

It enables banks to deliver improved user experience for various Bank persons such as Sales Officers, Relationship Manager, Account Opening Officers, Branch Supervisor/Managers, Loan Officers, and Credit Officers and so on; handling defined functions in the life-cycle of the various product origination.

Oracle Banking Originations Cloud Service supports the various dashboards to aid in enhancing the productivity and operational efficiency by providing a quick insight into various pertinent areas. The idea of these Dashboards is to ease the trouble of looking for data or statistics in the system.

Each dashboard has a unique **Functional Activity Codes**. The access of the dashboard is provided to the individual user either by assigning the specific functional activity code to the role that they belong to or can also be provided by assigning the dashboard functional activity code directly to their User ID.



Note:

Refer to the **Configuration User Guide** for more details.

By default, all the dashboard that has been assigned for the User or User Role are displayed in the dashboard. The user can define their personal dashboard preferences by:

1. Removing any dashboard tile that they do not want to see by clicking on **x** icon available on the top right side of the dashboard tile or widget.
2. They can add a dashboard tile by clicking on the **+** icon on the top right side of the dashboard screen named **Add Tile to the Dashboard**. System displays all the dashboards that are allowed for the user to select.
3. They can move the dashboard tile to their preferred position in the dashboard screen through drag and drop.
4. Certain dashboard tiles can be expanded or minimized, for which User has to click on the  icon available in the bottom right side panel of the dashboard tile.

This topic contains the following subtopics:

- [My Applications](#)
This topic describes systematic instructions to view My Applications dashboard.
- [Application Search](#)
This topic describes systematic instructions to view Application Search dashboard.

- [Conversion Analysis](#)
This topic describes systematic instructions to view Conversion Analysis dashboard.
- [Account Opening Trends](#)
This topic describes about the various account opening trends in Oracle Banking Originations Cloud Service.
- [Stage Wise Loan Details](#)
This topic describes systematic instructions to display Stage Wise Loan Details dashboard.
- [Loan Offer Status](#)
This topic describes systematic instructions to view Loan Offer Status dashboard.
- [Loan Exposure to Collateral](#)
This topic describes systematic instructions to view Loan Exposure to Collateral dashboard.
- [Product Application Near Expiration](#)
This topic describes systematic instructions to view Product Application Near Expiry dashboard.
- [Loan Offers Near Expiration](#)
This topic describes systematic instructions to view Loan Offers Near Expiry dashboard.
- [SLA Status Summary](#)
This topic describes systematic instructions to view SLA Status Summary dashboard.

1.1 My Applications

This topic describes systematic instructions to view My Applications dashboard.

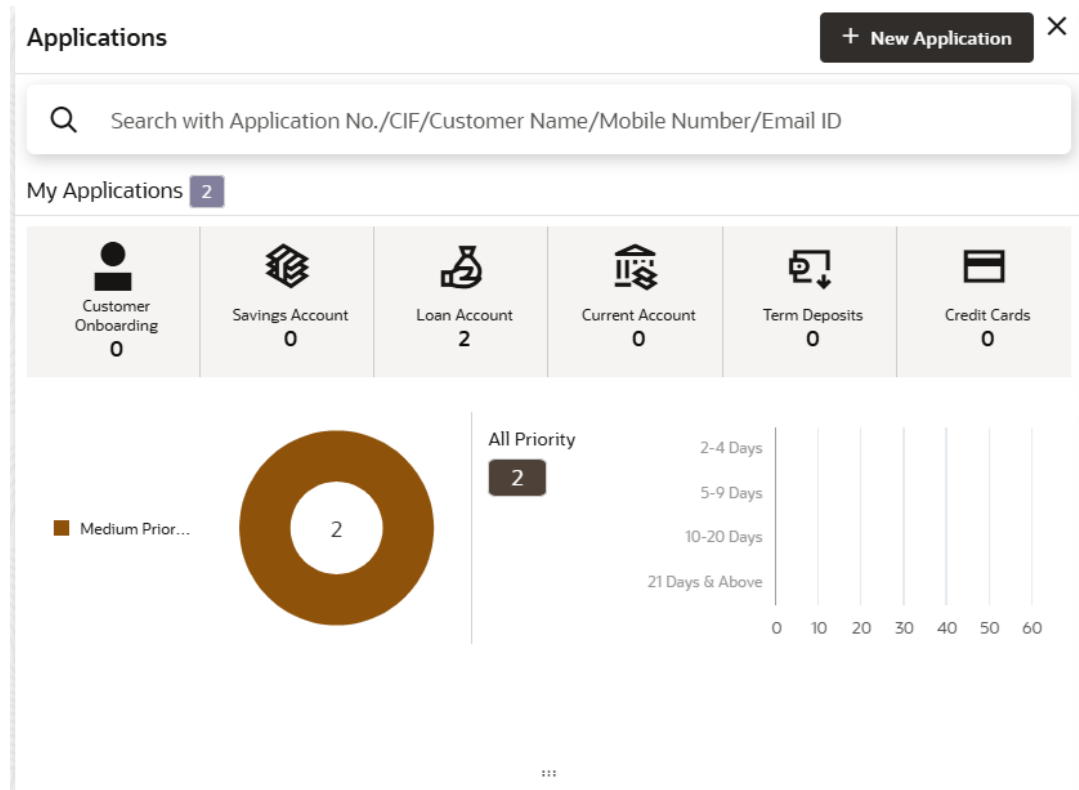
A bank user who is logged in, including roles such as Relationship Manager, Sales Manager, or Loan Officer, has the ability to access the details of applications they have initiated through the **Application** dashboard.

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Dashboard**.

The **Applications** dashboard displays in **Dashboard** screen.

Figure 1-1 Applications



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

Table 1-1 My Applications – Field Description

Field	Description
Customer Onboarding	The application displays the total number of new customer onboarding requests initiated.
Savings Account	The application displays the total number of Savings Account requests initiated.
Loans	The application displays the total number of loan requests initiated.
Current Account	The application displays the total number of Current Account requests initiated.
Term Deposits	The application displays the total number of Term Deposits requests initiated.
Credit Cards	The application displays the total number of Credit Card requests initiated.

The donut view presents the overall count of applications started by the user, organized according to the priority assigned to each application at the time of initiation.

The available priorities are:

- **High**
- **Medium**
- **Low**

2. Hover on the donut split for the specific priority and click it.

The right side screen displays the number for the specified selected priority, with applications split into various age buckets as described below.

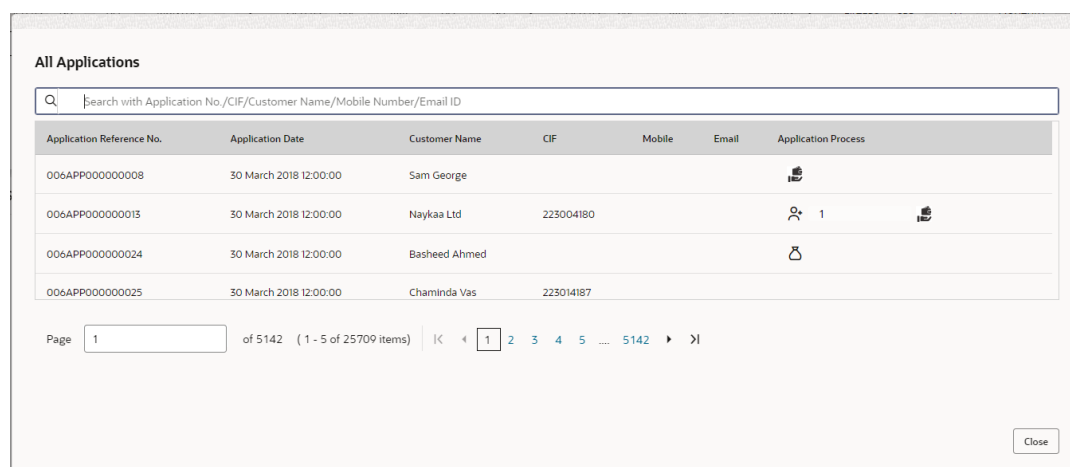
- **Less than 5 Days**
- **5-10 Days**
- **10-20 Days**
- **21 Days and Above**

User can drill down and view the application list by clicking the hyperlinks on the displayed numbers.

3. Click on hyperlinked number.

The **All Applications** screen displays.

Figure 1-2 Applications Drill-Down



The screenshot shows the 'All Applications' screen with a search bar and a table of application data. The table has columns for Application Reference No., Application Date, Customer Name, CIF, Mobile, Email, and Application Process. Below the table is a pagination bar showing 'Page 1 of 5142 (1 - 5 of 25709 items)' and a 'Close' button.

Application Reference No.	Application Date	Customer Name	CIF	Mobile	Email	Application Process
006APP000000008	30 March 2018 12:00:00	Sam George				
006APP000000013	30 March 2018 12:00:00	Naykaa Ltd	223004180		1	
006APP000000024	30 March 2018 12:00:00	Basheed Ahmed				
006APP000000025	30 March 2018 12:00:00	Chaminda Vas	223014187			

The **All Applications** screen displays the list of various applications.

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

Table 1-2 All Applications – Field Description

Field	Description
Application Reference Number	Displays the application reference number.
Application Date	Displays the application date.
Customer Name	Displays the customer name.
CIF	Displays the CIF.
Mobile Number	Displays the mobile number.
Email	Displays the e-mail ID.
Application Process	Displays the icons representing the Product or Application process.

The user can further search a specific application by entering one of the following:

- **Application Number**

- CIF
 - Customer Name
 - Mobile Number
 - Email ID
4. Click on an application row to view more details about the application.
The **Application Details Drill-Down** screen displays.

Figure 1-3 Application Details Drill-Down

Application Details

Application Number: HELAPP000139700 | Application Date: 30/3/2020, 02:39 AM | Channel: RPM | Source by: | Priority: Medium

US Classic Home Loan | Related Task

Stage Details

1 Application Entry Completed | 2 Application Enrichment Completed | 3 Underwriting Completed | 4 Assessment Completed | 5 Account Parameter Setup Completed | 6 Offer Issue Completed | 7 Customer Offer Accept/Reject Completed

Acquire & Edit Task | Acquire Task | View Stage Details

User ID Assigned: | Stage Start Date: 30/3/2020, 02:58 PM | Time Spent: 0 days 0 hours 0 min

Completed

Account Opening Date: 30/3/2020, 12:00 AM
Account Number: HELMOTG200905464
Loan Amount: GBP 10000
Total Time Spent: 0 days 0 hours 19 min

Joint KYC Compliant

Jacob Luther Martin
MR
Customer 360
Date of Birth: 1990-05-24
Mobile: 44 8448030163
Email: abc@h.com
CIF Number: HEL004806

Primary KYC Compliant

Donald G Ressler JR
MR
Customer 360
Date of Birth: 1986-01-01
Mobile: 91 893366778
Email: ajay.v.athavale@oracle.com
CIF Number: HEL004944

View Clarification Details

ID	Subject	Raised By	Date	Status
No data to display.				

Advices

Advice Name	Event	Recipients	Mode of Delivery	Delivery Details	Status Details	Action
LoanApplication	Application Entry					📄 ⚙️
LoanCrdtScrInfo	Document Generation	Donald G Ressler,	Email	ajay.v.athavale@oracle.com		📄 ⚙️

The **Application Information** screen displays separate cards for various products initiated as part of the application.

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

Table 1-3 Application Information – Field Description

Field	Description
Application Date	Displays the application date.
Phone	Displays the phone number.
Email	Displays the e-mail ID.
Source By	Displays the username who has sourced the application.

Table 1-3 (Cont.) Application Information – Field Description

Field	Description
Channel	Displays the channel name.
Priority	Displays the priority of the application. • High • Medium • Low
Product Name	Displays the product name of the application.
Stage Bar	Indicates the current stage of the application.
Account Number	Displays the HOST account number. Note: The application is displayed once all stages are completed and the account is created in Host.
Total time spent	Displays the time spent for the product process since initiation of the application.
User ID Assigned	Displays the User ID of the user currently working on the product process. NOTE: This is blank in case the product process task is not acquired by any user.
Time spent	Displays the days spent in the current phase/stage.
Current Stage	Displays the stage in which the product process is currently in. NOTE: If the phase is configured for the product, the current stage is displayed as current phase.
Stage Start Date	Displays the stage in which the product process is currently in. NOTE: If the phase is configured for the product, the stage start date is displayed as phase start date.
Account Opening Date	Displays the account opening date.
Expected Account Opening Date	Displays the expected account opening date.
Actions Tab	 Displays the information on the features considered to predict the expected account opening date.
More Info	Click More Info hyperlink to view more details about the customer clarification raised.
Application Number	Displays the application number.

5. Click  icon to launch the Data Points pop-up screen.
The **Data Points** pop-up displays.

Figure 1-4 Data Points

Generalized Linear Model			
Name	Actual Value	Weight	Rank
NO_OF_APPLICANTS	0	-.713	2
Name	Actual Value	Weight	Rank
NO_OF_APPLICANTS	0	-.713	2

- Click on **More Info** hyperlink.
The **More Info** pop-up displays.

Figure 1-5 More Info

Premier Checking Account - 006APP000000008

Clarification ID	Clarification Subject	Raised By	Clarification Date	Clarification Status	Status Update Date
No data to display.					

Close

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

Table 1-4 Clarification Details – Field Description

Field	Description
Clarification	Displays the subject of the requested clarification.
Raised By	Displays the user id of the user who raised the clarification request.
Clarification Date	Displays the clarification date on which the request was raised.
Response Type	Displays the response type.
Clarification Status	Displays the status of clarification. The available options are: • Clarification Requested • Clarification Withdrawn • Clarification Completed
Status Update Date	Displays the date on which status was updated.
New Clarification	Click New Clarification to raise a new clarification request.

- Select any specific clarification request row.
The **Clarification Details** for the selected clarification request displays.
The **Clarification Details** screen displays details about the specific customer clarification request raised.
For more information on fields, refer to the field description table.

Table 1-5 Clarification Details – Field Description

Field	Description
Clarification ID	Displays the unique clarification ID.
Clarification Subject	Displays the subject of clarification request.
Raised By	Displays the user id of the user who has raised the clarification request.
Clarification Date	Displays the clarification date.
Status	Displays the status of clarification.
Status Update Date	Displays the date on which status was updated.
New Conversation	Click New Conversation to raise conversation for the selected clarification request. User can access and modify the conversation through the My Applications and Application Search dashboard by selecting the More Info hyperlink located on the Product card. If any user other than the one who originally submitted the clarification request updates the new conversation, a bell notification will be dispatched to the individual who made the request. The available options are: • Save and Close: Click Save and Close to save the conversation. • Cancel: Click Cancel to cancel the conversation update.
Withdraw Clarification	To withdraw and finalize the selected clarification request, please click on Withdraw Clarification. It is essential to update the clarification details before proceeding with the withdrawal. Users have the ability to modify the reason for withdrawing the clarification and may also upload any necessary documents. The available options are: • Save and Close: Click Save and Close to withdraw the clarification. • Cancel: Click Cancel to withdraw the clarification action. Note : Remove the Clarification display if the request for clarification was submitted by the same user. For others, New Conversation is available, which can be used to update conversations on the specified Clarification ID.
Accept Clarification	To finalize the raised clarification, please click on Accept Clarification. It is essential to update the clarification details before proceeding with the acceptance. Users have the ability to modify the reasons for accepting the clarification and may also upload any necessary documents. Upon acceptance of the clarification request, no additional discussions may occur regarding the Clarification ID. Furthermore, the application status will be updated to My Task. The available options are: • Save and Close: Click Save and Close to accept the clarification. • Cancel: Click Cancel to cancel the withdrawal clarification action. Note: The Accept Clarification indicates whether the Clarification request originated from the same user. For some users, only the New Conversation option is accessible, allowing them to update conversations associated with the designated Clarification ID.

 Note:

- System sends an e-mail notification to the customer for clarification requests raised for an application.
- Additionally, Bell Notification is sent to the user who had raised the request, whenever a conversation is raised for the **Clarification Request**.

1.2 Application Search

This topic describes systematic instructions to view Application Search dashboard.

The **Application Search** dashboard allows the user to enquire an application through the various search criteria based on the following:

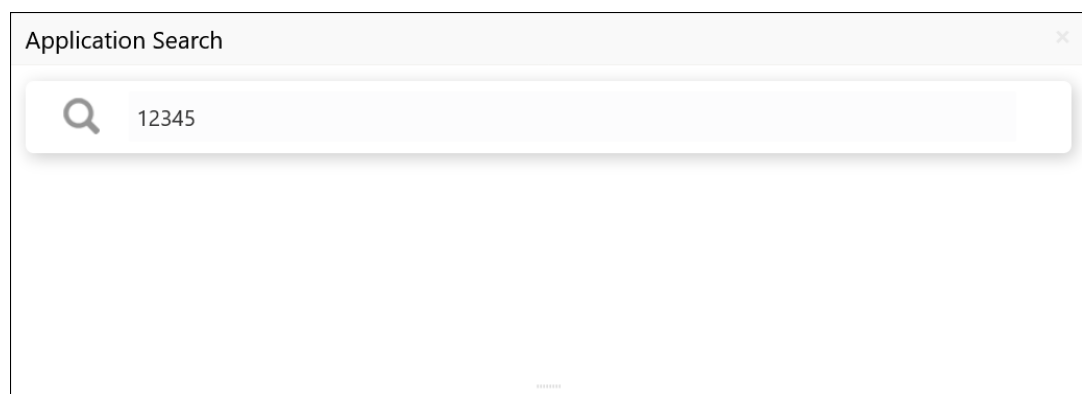
- **Application Number**
- **Customer Name**
- **CIF**
- **Mobile Number**
- **E-mail ID**
- **Unique ID**
- **SSN**

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Dashboard**.

The **Application Search** dashboard displays in **Dashboard** screen.

Figure 1-6 Application Search



2. Click **Search** icon.

It allows to view the application list and allows further drill-down to view the application details.

Please refer **My Application** to know more about the **All Applications Drill-Down** screen and **Application Details Drill-Down** screen.

1.3 Conversion Analysis

This topic describes systematic instructions to view Conversion Analysis dashboard.

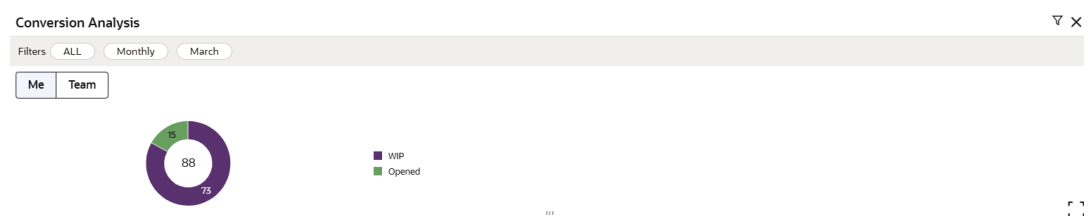
The **Conversion Analysis** dashboard allows the logged-in bank user to view the details of the conversion for the various products originated by them.

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Dashboard**.

The **Conversion Analysis** dashboard displays in **Dashboard** screen.

Figure 1-7 Conversion Analysis



2. Click



icon to filter the data.

The available options are:

- **Products**
- **Period**

By default, the system displays the month-wise conversion details of all the products originated for the current month. This dashboard provides bifurcations across **Work-In-Progress (WIP)**, **Completed**, and **Rejected** for the products originated.

3. Click on hyper-linked number.

The **All Applications** screen displays.

Figure 1-8 All Applications Drill-Down

All Applications

Search with Application No./CIF/Customer Name/Mobile Number/Email ID

Application Reference No.	Application Date	Customer Name	CIF	Mobile	Email	Application Process
006APP000000008	30 March 2018 12:00:00	Sam George				
006APP000000013	30 March 2018 12:00:00	Naykaa Ltd	223004180			1
006APP000000024	30 March 2018 12:00:00	Basheed Ahmed				
006APP000000025	30 March 2018 12:00:00	Chaminda Vas	223014187			

Page 1 of 5142 (1 - 5 of 25709 items) | < 1 2 3 4 5 ... 5142 > |

Close

The **All Applications** screen displays the list of various applications for the selected Conversion Status

The All Applications Drill-Down screen displays the list of various applications for the selected Conversion Status. Refer **My Application** , to read more about the All Applications Drill-Down screen and Application Details Drill-Down screen.

1.4 Account Opening Trends

This topic describes about the various account opening trends in Oracle Banking Originations Cloud Service.

This topic contains the following subtopics:

- [New Savings Account](#)
This topic describes systematic instructions to view New Savings Account dashboard.
- [New Current Account](#)
This topic describes systematic instructions to view New Current Account dashboard.
- [New Loan Account](#)
This topic describes systematic instructions to view New Loan Account dashboard.
- [New Term Deposits](#)
This topic describes systematic instructions to view New Term Deposit dashboard.

1.4.1 New Savings Account

This topic describes systematic instructions to view New Savings Account dashboard.

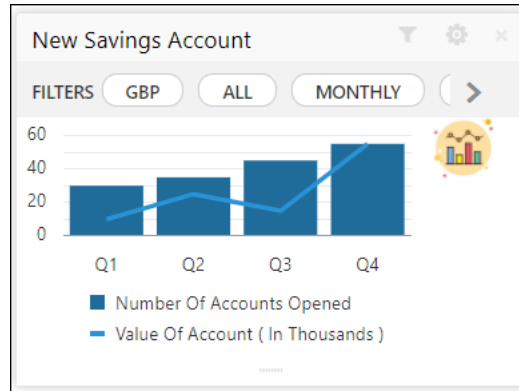
The **New Savings Account** dashboard allows the logged-in bank user to view the trend of the savings account opened for the specified period.

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Dashboard**.

The **New Savings Account** dashboard displays in **Dashboard** screen.

Figure 1-9 New Savings Account



2. Click **Filter** icon to filter the data.

The available options are:

- **Currency**
- **Period**

By default, the system displays month-wise trend of the savings account opened.

3. Click  icon to change the chart type.

4. Click  icon to expand the dashboard.

1.4.2 New Current Account

This topic describes systematic instructions to view New Current Account dashboard.

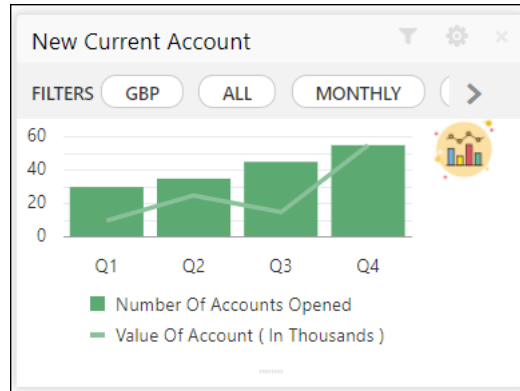
The **New Current Account** dashboard allows the logged-in bank user to view the trend of the current account opened for the specified period.

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Dashboard**.

The **New Current Account** dashboard displays in **Dashboard** screen.

Figure 1-10 New Current Account



2. Click **Filter** icon to filter the data.

The available options are:

- **Currency**
- **Period**

By default, the system displays month-wise trend of the current account opened.

3. Click  icon to change the chart type.

4. Click  icon to expand the dashboard.

1.4.3 New Loan Account

This topic describes systematic instructions to view New Loan Account dashboard.

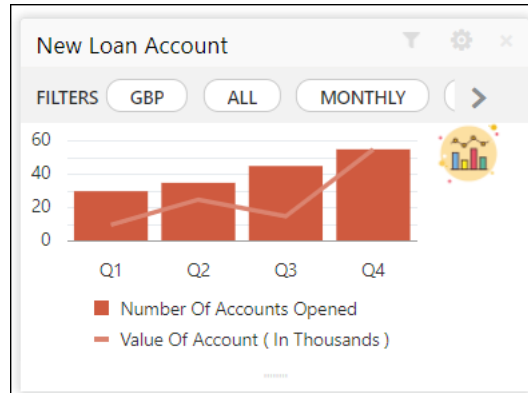
The **New Loan Account** dashboard allows the logged-in bank user to view the trend of the loan account opened for the specified period.

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Dashboard**.

The **New Loan Account** dashboard displays in **Dashboard** screen.

Figure 1-11 New Loan Account



2. Click **Filter** icon to filter the data.

The available options are:

- **Currency**
- **Period**

By default, the system displays month-wise trend of the loan account opened.

3. Click  icon to change the chart type.

4. Click  icon to expand the dashboard.

1.4.4 New Term Deposits

This topic describes systematic instructions to view New Term Deposit dashboard.

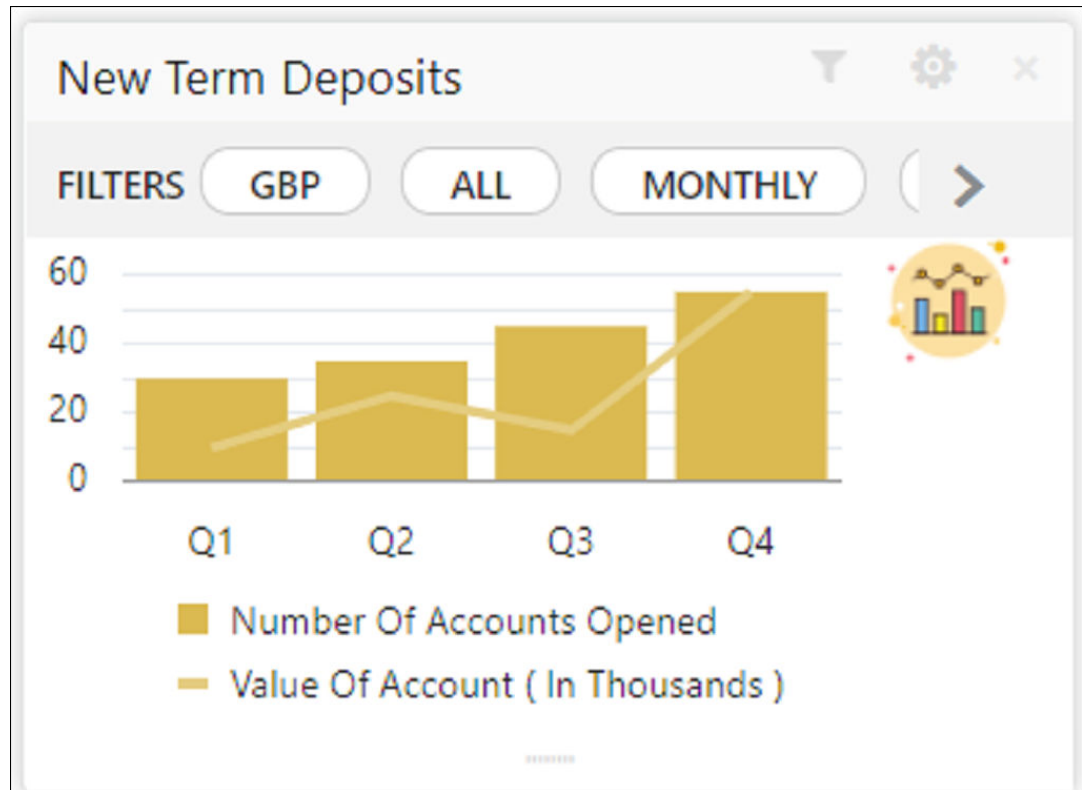
The **New Term Deposits** dashboard allows the logged-in bank user to view the trend of the term deposit account opened for the specified period.

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Dashboard**.

The **New Term Deposits** dashboard displays in **Dashboard** screen.

Figure 1-12 New Term Deposits



- Click **Filter** icon to filter the data.

The available options are:

- **Currency**
- **Period**

By default, the system displays month-wise trend of the term deposit account opened.

- Click  icon to change the chart type.

- Click  icon to expand the dashboard.

1.5 Stage Wise Loan Details

This topic describes systematic instructions to display Stage Wise Loan Details dashboard.

The **Stage Wise Loan Details** dashboard allows the logged-in bank user, who could be a Loan Officer or a Loan Head, to view the stage-wise details of the loans for their branch.

Specify **User ID** and **Password**, and login to **Home** screen.

- On **Home** screen, click **Dashboard**.

The **Stage Wise Loan Details** dashboard displays on **Dashboard** screen.

Figure 1-13 Stage Wise Loan Details

2. Click **Filter** icon to filter the data.

The available options are:

- **Currency**
- **Branch**
- **Sub-Products**
- **Period**
- **Select Month**

By default, the system displays the stage-wise details of the loans of the logged-in user for the current month.

1.6 Loan Offer Status

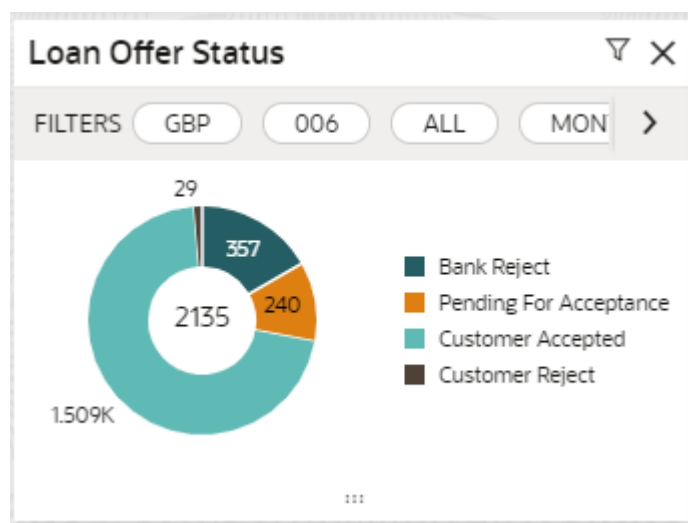
This topic describes systematic instructions to view Loan Offer Status dashboard.

The **Loan Offer Status** dashboard allows the logged-in bank user, who could be a Loan Officer or a Loan Head, to view the status of the loans for which offers have been made for their branch.

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Dashboard**.

The **Loan Offer Status** dashboard displays in **Dashboard** screen.

Figure 1-14 Loan Offer

In a doughnut chart, the dashboard reveals the numbers and the value of the loan offers for the below mentioned status:

- **Pending for Acceptance**
- **Customer Accepted**
- **Customer Reject**
- **Bank Reject**

2. Click



icon to filter the data.

The available options are:

- **Currency**
- **Period**

By default, the system displays the status for the current month, logged-in branch and the base currency of the branch.

3. Click on hyper-linked number.

The **All Applications** screen displays.

Figure 1-15 All Applications

A screenshot of the 'All Applications' web application interface. At the top, there is a search bar with a magnifying glass icon and the placeholder text 'Search with Application Number / CIF Number / Customer Name / Mobile Number / Email ID / Unique ID / National ID'. Below the search bar is a table with the following columns: Application Number, Application Date, Product Type, Business Product Name, Customer Name, CIF Number, Status, Application Expiry Date, Days To Expire, Mobile, and Email. The table body is currently empty, displaying the message 'No data to display.' at the top. A 'Close' button is located in the bottom right corner of the application window.

The **All Applications** screen displays the list of various Loan applications.

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

Table 1-6 All Applications – Field Description

Field	Description
Application Reference Number	Displays the application reference number.
Application Date	Displays the application date.

Table 1-6 (Cont.) All Applications – Field Description

Field	Description
Product Type	Displays the sub-product type.
Business Product Name	Displays the product name.
Customer Name	Displays the customer name.
CIF	Displays the CIF.
Status	Displays the status of the application.
Offer Issue Date	Displays the offer issue date.
Mobile	Displays the mobile number.
Email	Displays the Email ID.

The user can further search a specific application by entering one of the following:

- **Application Number**
 - **CIF**
 - **Customer Name**
 - **Mobile Number**
 - **Email ID**
4. Click the specific application row to view more details about the application.

The **Application Information** screen displays.

Figure 1-16 Application Details Drill-Down

Application Details

Application Number: HELAPR000159700 Application Date: 30/3/2020, 02:39 AM Channel: RPM Source by: Priority: Medium

US Classic Home Loan Related Task

Stage Details

1 Application Entry **Completed** 2 Application Enrichment **Completed** 3 Underwriting **Completed** 4 Assessment **Completed** 5 Account Parameter Setup **Completed** 6 Offer Issue **Completed** 7 Customer Offer Accept/Reject **Completed**

Acquire & Edit Task Acquire Task View Stage Details

User ID Assigned: Stage Start Date: 30/3/2020, 02:58 PM Time Spent: 0 days 0 hours 0 min

Completed

Account Opening Date: 30/3/2020, 12:00 AM
Account Number: HELMOTG200903464
Loan Amount: GBP 10000
Total Time Spent: 0 days 0 hours 19 min

Joint **KYC Compliant**



Jacob Luther Martin
MR
Customer 360
Date of Birth: 1990-05-24
Mobile: 44 8448030163
Email: abc@ih.com
CIF Number: HEL004806

Primary **KYC Compliant**



Donald G Ressler JR
MR
Customer 360
Date of Birth: 1986-01-01
Mobile: 91 895366778
Email: ajay.v.athavale@oracle.com
CIF Number: HEL004944

View Clarification Details

ID	Subject	Raised By	Date	Status
No data to display.				

Advices

Advice Name	Event	Recipients	Mode of Delivery	Delivery Details	Status Details	Action
LoanApplication	Application Entry					
LoanCrdtScrInfo	Document Generation	Donald G Ressler,	Email	ajay.v.athavale@oracle.com		

The **Application Information** screen displays separate cards for various products initiated as part of the application.

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

Table 1-7 Application Information – Field Description

Field	Description
Application Number	Displays the application number.
Application Date	Displays the application date.
Phone	Displays the phone number.
E-mail	Displays the E-mail ID.
Source By	Displays the username who has sourced the application.
Channel	Displays the channel name.
Priority	Displays the priority of the application. - High - Medium - Low
Product Name	Displays the product name of the application.
Stage Bar	Indicates the current stage of the application.

Table 1-7 (Cont.) Application Information – Field Description

Field	Description
Account Number	Displays the HOST account number. NOTE: This field displays once all the stages are completed for the application and the account is created in Host.
Total time spent	Displays the time spent for the product process since initiation of the application.
User ID Assigned	Displays the User ID of the user currently working on the product process. NOTE: This is blank in case the product process task is not acquired by any user.
Time spent	Displays the days spent in the current phase/stage.
Current Stage	Displays the stage in which the product process is currently in. NOTE: If the phase is configured for the product, the current stage is displayed as current phase.
Stage Start Date	Displays the stage in which the product process is currently in. NOTE: If the phase is configured for the product, the stage start date is displayed as phase start date.
Account Opening Date	Displays the account opening date.
Expected Account Opening Date	Displays the expected account opening date.
Figure 1-17 More Info 	Displays the information on the features considered to predict the expected account opening date.
More Info	Click More Info hyperlink to view more details about the customer clarification raised.

1.7 Loan Exposure to Collateral

This topic describes systematic instructions to view Loan Exposure to Collateral dashboard.

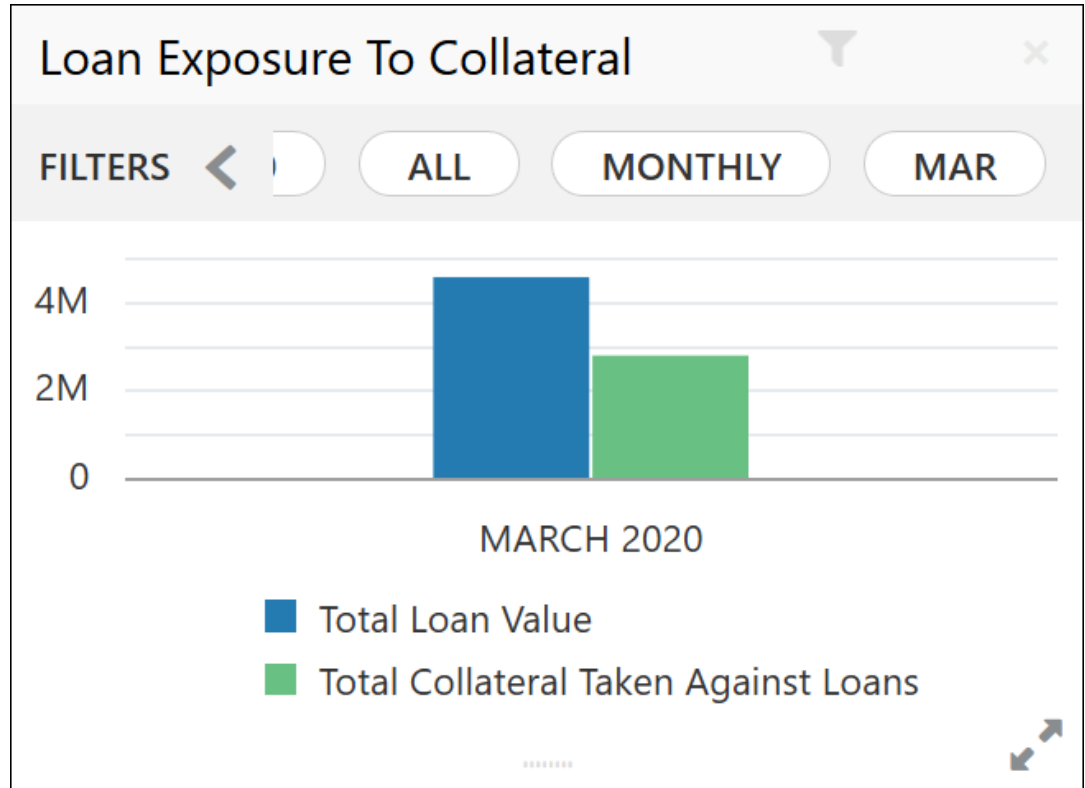
The **Loan Exposure to Collateral** dashboard allows the logged-in bank user who could be a Lending Head to view the collateral available against the Loans Exposures for their Branch.

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Dashboard**.

The **Loan Exposure to Collateral** dashboard displays in **Dashboard** screen.

Figure 1-18 Loan Exposure to Collateral



This dashboard displays the **Loan Exposure Value** against the **Collateral Value**.

- Click **Filter** icon to filter the data.

The available options are:

- **Currency**
- **Sub-Products**
- **Period**

By default, the system displays the status for the current month, logged-in branch and the base currency of the branch.

1.8 Product Application Near Expiration

This topic describes systematic instructions to view Product Application Near Expiry dashboard.

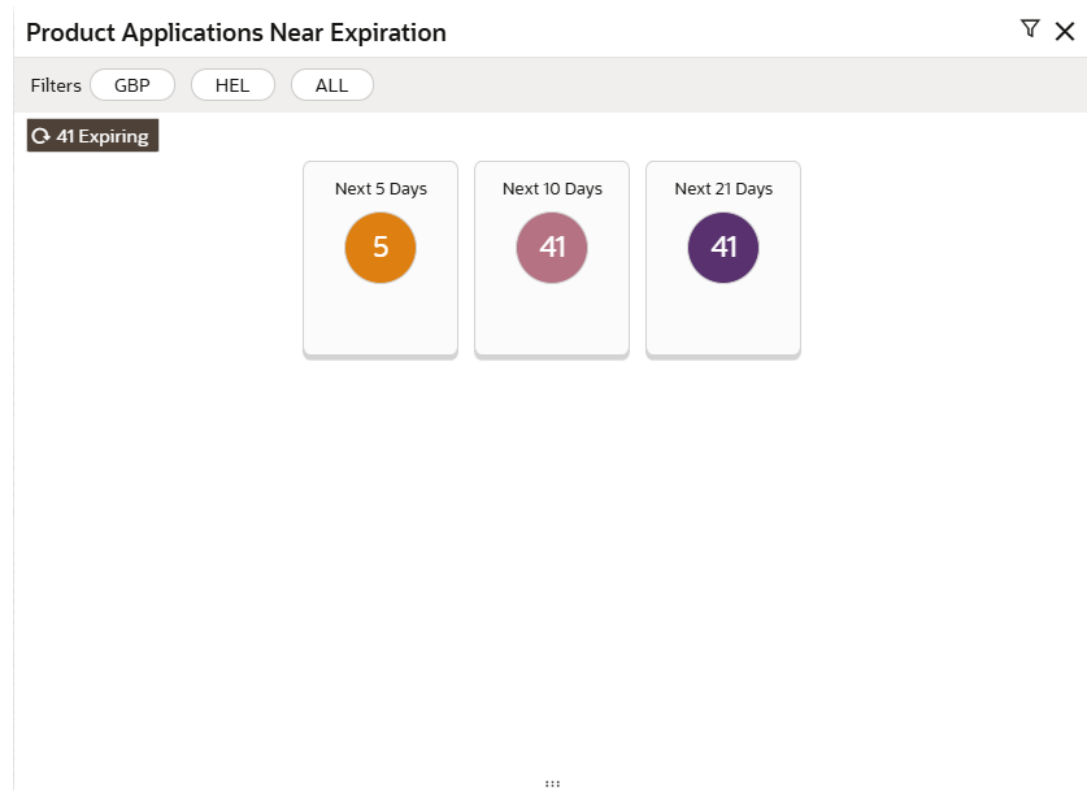
The **Product Application Near Expiry** dashboard allows the logged-in bank user to view the details of applications which are nearing to expiry date.

Specify **User ID** and **Password**, and login to **Home** screen.

- On **Home** screen, click **Dashboard**.

The **Product Application Near Expiry** dashboard displays in **Dashboard** screen.

Figure 1-19 Product Application Near Expiry



2. Click



icon to filter the data.

The available options are:

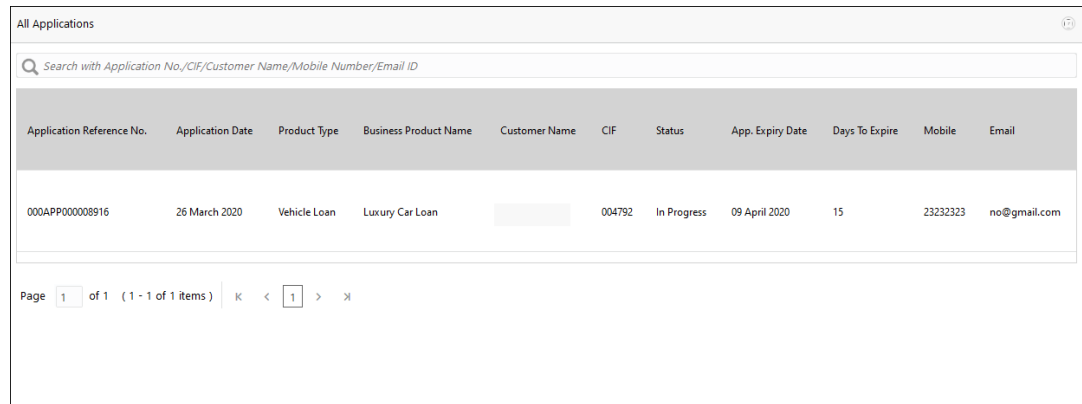
- **Currency**
- **Branch**
- **Users**
- **Products**
- **Sub-Products**

By default, the system displays the details of all the products, the base currency and the branch of the logged-in user.

3. Click on hyper-linked number.

The **All Applications** screen displays.

The **All Applications** screen displays the list of various applications.

Figure 1-20 All Applications

The screenshot shows a web interface titled 'All Applications'. At the top, there is a search bar with the placeholder text 'Search with Application No./CIF/Customer Name/Mobile Number/Email ID'. Below the search bar is a table with the following columns: Application Reference No., Application Date, Product Type, Business Product Name, Customer Name, CIF, Status, App. Expiry Date, Days To Expire, Mobile, and Email. A single row of data is visible, showing an application reference number of 000APP000008916, dated 26 March 2020, for a Vehicle Loan (Luxury Car Loan). The customer name is redacted, the CIF is 004792, the status is 'In Progress', the expiry date is 09 April 2020, there are 15 days to expire, the mobile number is 23232323, and the email is no@gmail.com. At the bottom, there is a pagination control showing 'Page 1 of 1 (1 - 1 of 1 items)' with navigation buttons.

Application Reference No.	Application Date	Product Type	Business Product Name	Customer Name	CIF	Status	App. Expiry Date	Days To Expire	Mobile	Email
000APP000008916	26 March 2020	Vehicle Loan	Luxury Car Loan		004792	In Progress	09 April 2020	15	23232323	no@gmail.com

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

Table 1-8 All Applications – Field Description

Field	Description
Application Reference Number.	Displays the application reference number.
Application Date	Displays the application date.
Product Type	Displays the sub-product type.
Product Name	Displays the product name.
Customer Name	Displays the customer name.
CIF	Displays the CIF.
Status	Displays the status of the application.
App. Expiry Date	Displays the application expiry date.
Days to Expire	Displays the total days to expire.
Mobile	Displays the mobile number.
Email	Displays the Email ID.

The user can further search a specific application by entering one of the following:

- **Application Number**
- **CIF**
- **Customer Name**
- **Mobile Number**
- **Email ID**

1.9 Loan Offers Near Expiration

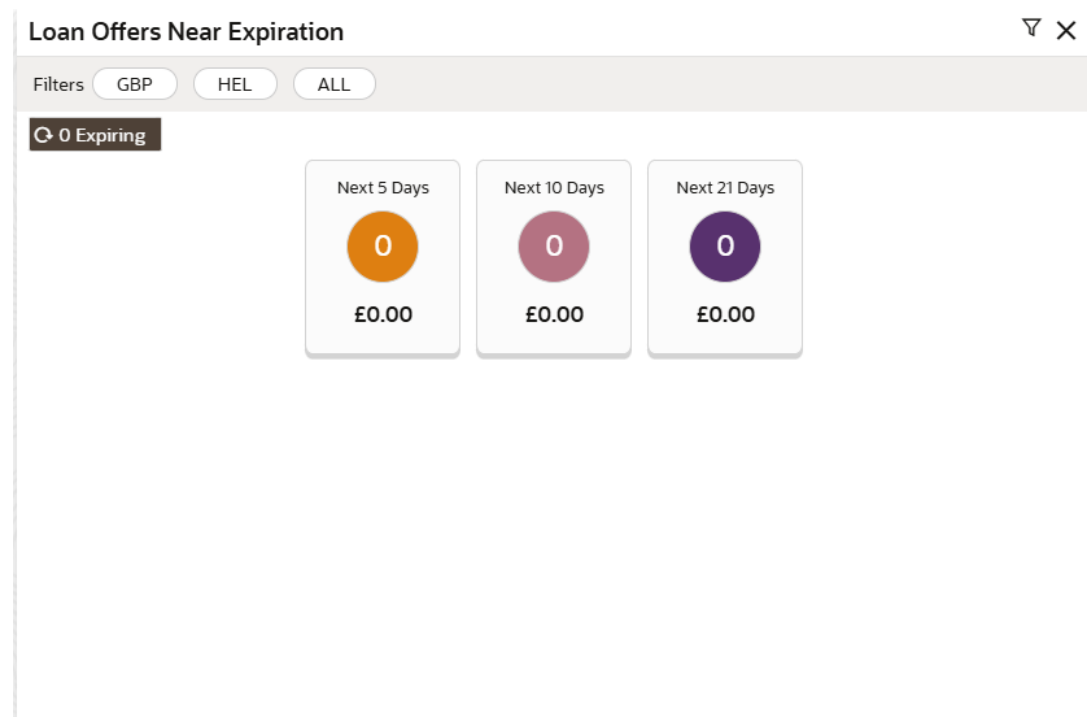
This topic describes systematic instructions to view Loan Offers Near Expiry dashboard.

The **Loan Offers Near Expiry** dashboard allows the logged-in bank user, such as Relationship Manager, Loan Officer or Loan Head, to view the details of loan offers which are nearing to expiry date.

1. On **Home** screen, click **Dashboard**.

The **Loan Offers Near Expiry** dashboard displays in **Dashboard** screen.

Figure 1-21 Loan Offers Near Expiry



2. Click



icon to filter the data.

The available options are:

- **Currency**
- **Branch**
- **Users**
- **Sub-Products**

By default, the system displays the details of all the loan offers for the logged-in user and their team, and the base currency of the branch.

3. Click on the count of applications in bucket list.

The **All Applications** screen displays.

Figure 1-22 Loan Offers Near Expiry Drill-Down

All Applications

Search with Application Number / CIF Number / Customer Name / Mobile Number / Email ID / Unique ID / National ID

Application Number	Application Date	Product Type	Business Product Name	Customer Name	CIF Number	Status	Application Expiry Date	Days To Expire	Mobile	Email
No data to display.										

Close

The **All Applications** screen displays the list of various loan offers for the selected Loan offer status.

Table 1-9 All Applications – Field Description

Field	Description
Application Reference Number	Displays the application reference number.
Application Date	Displays the application date.
Product Sub-Type	Displays the product sub-type.
Product Name	Displays the product name.
Customer Name	Displays the customer name.
CIF	Displays the CIF.
Status	Displays the status of the application.
Offer Issue Date	Displays the offer issue date.
App. Expiry Date	Displays the application expiry date
Days to Expire	Displays the total days to expire.
Mobile	Displays the mobile number.
E-mail	Displays the E-mail ID.

The user can further search a specific application by entering one of the following:

- **Application Number**
- **CIF**
- **Customer Name**
- **Mobile Number**
- **E-mail ID**

1.10 SLA Status Summary

This topic describes systematic instructions to view SLA Status Summary dashboard.

The SLA status widget is available in the Dashboard and is accessible as per user credentials. The Widget displays the SLA status maintained at the process level. The Widget displays only those tasks that are not being handed off to the Back Office system.

Click the right arrow on the widget to view the SLA widget in graphical chart (doughnut chart) as well as in tabular form.

The SLA Status Widget highlights the tasks that are **Within SLA** (in green), **Nearing SLA breach** (in amber) and **breached SLA** (in red)

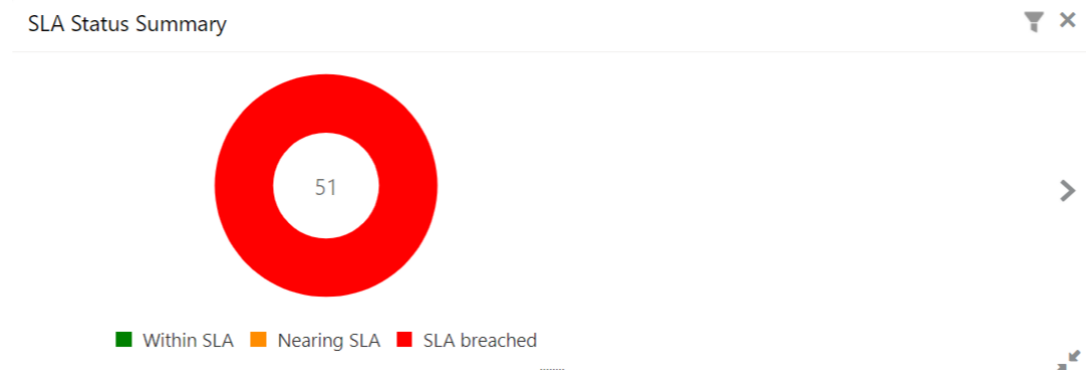
The **SLA Status Summary** dashboard allows the logged-in bank user to view the details of the SLA Status for the various products originated by them.

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Dashboard**.

The **SLA Status Summary - Graphical View** dashboard displays in **Dashboard** screen.

Figure 1-23 SLA Status Summary - Graphical View



2. Click  icon to view the SLA status summary in Tabular view.

The **SLA Status Summary - Tabular view** dashboard displays in **Dashboard** screen.

Figure 1-24 SLA Status Summary - Tabular View

The figure shows a dashboard titled 'SLA Status Summary'. It contains a table with the following columns: Status, Process Reference Number, Branch, Process Name, Stage Name, Customer Id, Currency, and amount. The table is currently empty, and a message 'No data to display.' is shown below the table header. At the bottom of the table, there is a pagination bar showing 'Page 1 (0 of 0 items)' and navigation icons.

Status	Process Reference Number	Branch	Process Name	Stage Name	Customer Id	Currency	amount
No data to display.							

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

Table 1-10 SLA Status Summary – Field Description

Field	Description
Status	Displays the SLA Status.
Process Reference Number	Displays the Process Reference Number.
Branch	Displays the Branch.
Process Name	Displays the Process Name
Stage Name	Displays the Stage Name.
Customer ID	Displays the Customer Id.
Currency	Displays the Currency.
Amount	Displays the Amount.

3. Click **Filter** icon to filter the data.

The **Filter by** screen displays.

Figure 1-25 Filter By

Filter By

Customer Id

Branch Required

Process Name

From Date

To Date

SLA Status

Fetch **Close**

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

Table 1-11 Filter By – Field Description

Field	Description
Customer Id	Click Search icon and select the Customer Id from the list
Branch	Select the required Branch Code & Name from the drop-down list.
Process Name	Select the process name.
From Date	Select the date from when the SLA information needs to be fetched.
To Date	Select the date till when SLA information needs to be fetched. Note : By default branch date will be shown.
SLA Status	Select the SLA Status from the drop-down list. The available options are: • Within SLA • nearBreach • breached

2

Alerts

This topic provides information about alerts.

Oracle Banking Originations Cloud Service supports alert to the external customers, and to the internal users for specified actions. The bank customers may require critical information on their applications to help them take appropriate actions. The bank staff may also require certain information on the customer applications that they may have initiated or have been working on. A business alert is a message that conveys such information by e-mail to the external customer or by bell notification to the internal application users.

Oracle Banking Originations Cloud Service generates business alerts for the bank staff as well as bank customers. The alerts are generated to the customers and staff at specified events.

This topic contains the following subtopics:

Events triggering E-mail Notifications to the customer

Below mentioned events in the Application Processing, triggers e-mail notification to the customer:

- **Offer Issue**
On submit of the **Offer Issue** stage, the system triggers an e-mail notification with the Offer Document to the e-mail IDs of the customers.
- **Clarification Request**
If Clarification request is raised for an application, system triggers an e-mail notification with the clarification details to the e-mail IDs of the customers.

The E-mail notification are sent to the customer's e-mail ID from the configured bank user ID in the Property table. The e-mail template can include the login link to the Digital Banking website maintained in the Property table so that customer is re-directed to the Bank's Digital Banking login page and take required action on the notification raised.

Events triggering Bell Notification to the internal application user

Below mentioned events in the Application Processing trigger bell notification to the internal users:

- **Action on Offer Issued from digital channel by the customer**
The possible actions that the customer can take on the offer issued to them from Digital channel are Accept, Reject or Amend. Once the customer takes an action from the digital channel, system raises bell notification to user who has initiated the application.
- **Manual Conversation updated for Clarification Request**
If any conversation is updated manually by internal application user on the clarification request raised, system triggers a bell notification to the user who has raised the request. This allows the user to take immediate action on the response received for the clarification request.

A

Error Code and Messages

This topic contains the error codes and messages.

Table A-1 Error Codes and Messages

Error Code	Messages
RPM-AT-003	Failed to fetch user hierarchy information from sms-core-services
RPM-CMN-001	Exception Occurred while Executing Query
RPM-CMN-002	Number format exception
RPM-CMN-003	Server Error Occurred during API call
RPM-CMN-004	Illegal State Exception
RPM-CMN-005	JTA Transaction unexpectedly rolled back
RPM-CMN-006	Exception Occurred while creating Bean
RPM-CMN-007	Internal server error occurred
RPM-CMN-009	InValid date format
RPM-CMN-010	toDate is greater than fromDate
RPM-COM-001	JSONException Occured
RPM-DB-001	Error occured in Dashboard Util
RPM-DB-002	Error while getting reportees
RPM-DB-003	Error occured while getting current Half year
RPM-DB-004	Error occured while getting current Quarter
RPM-DB-005	Error occured while fetching Dashboard data from DB
RPM-DS-030	Could not resolve the filter criteria
RPM-MN-001	Error while fetching \$1 from maintenance table

B

Functional Activity Code

This topic contains the functional activity codes.

Table B-1 Functional Activity Code

Screen Name	Functional Activity Code
Account Opening Trends	RPM_FA_PROCESS_DRIVER_Dashboard_ACCOUNT_OPENING_TREND
Application Search	RPM_FA_WD_MY_SEARCH
Conversion Analysis	RPM_FA_PROCESS_DRIVER_Dashboard_CONVERSION_ANALYSIS
Loan Exposure to Collateral	RPM_FA_PROCESS_DRIVER_Dashboard_COLLATERAL
Loan Offers Near Expiry	RPM_FA_WD_MY_LOAN_EXPIRY
Loan Offer Status	RPM_FA_PROCESS_DRIVER_Dashboard_LOAN_OFFER_STATUS
Loan Pipeline	RPM_FA_PROCESS_DRIVER_Dashboard_PARKEDLOAN
My Applications	RPM_FA_DASHBOARD_MY_APPLICATIONS
My Applications	RPM_FA_PROCESS_DRIVER_Dashboard_MY_APPLICATION
Product Application Near Expiry	RPM_FA_WD_MY_PRODUCT_EXPIRY

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