Oracle® Banking Collections and Recovery
Release Notes

Release 14.7.2.0.0

ORACLE®

Oracle Banking Collections and Recovery Release Notes, Release 14.7.2.0.0

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Preface

The release notes contain details of the new features of Oracle Banking Collections and Recovery that are part of Release 14.7.2.0.0.

- Audience
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Audience

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

Documentation Accessibility

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

Access to Oracle Support

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

Diversity and Inclusion

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

Related Resources

For more information, see these related Oracle resources:

- *Oracle Banking Collections and Recovery License Guide - On-Premise*
- *Oracle Banking Collections and Recovery Security Guide*
- *Oracle Banking Collections and Recovery Maintenance User Guide*
- *Oracle Banking Collections and Recovery Transactions User Guide*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	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.

1
New Features

Oracle Banking Collections and Recovery is designed to assist financial institutions with managing the repayment of their consumer debt portfolios. The solution helps in accurate tracking and monitoring of delinquent accounts with high standards of efficiency.

Thesignificant features of Oracle Banking Collections and Recovery 14.7.2.0.0 release are:

- SMS Alerts
- Letter Communication
- Active Account History
- Collector's Dashboard

> ✏ **Note:**
>
> Oracle Banking Collections and Recovery is integrated with FLEXCUBE 14.7.0.0.0 (Retail Loan CL Module) and 14.7.2.0.0 (Islamic Finance CI Module) Release. The interface is file based and covers receiving new delinquent account data along with supporting entities, such as Party and Collateral information. Also, it covers the updates on these entities from FLEXCUBE.

- SMS Alerts
  Oracle Banking Collections and Recovery facilitates to send SMS alerts to customers based on configuration.

- Letter Communication
  Oracle Banking Collections and Recovery facilitates to generate Letters, based on the configuration, which can be sent to customers.

- Active Account History
  Oracle Banking Collections and Recovery provides an option to view history of an active account from Case Summary Screen. This screen displays timeline view based on start and end dates of the cases. Next level details display the segments, which ran on the account for the case in context.

- Collector's Dashboard
  Oracle Banking Collections and Recovery provides a comprehensive dashboard for Collectors. Collector's Dashboard is created to bring more transparency and deeper insights for individual collectors. Collectors can view and monitor vital information through various widgets. Additionally the widget-based interface of the screen is customizable.

1.1 SMS Alerts

Oracle Banking Collections and Recovery facilitates to send SMS alerts to customers based on configuration.

The key features of this functionality are:

- Facilitates in automatic triggering of SMS/Text to customers based on user defined configuration.
- Facilitates to integrate with any SMS gateway.

1.2 Letter Communication

Oracle Banking Collections and Recovery facilitates to generate Letters, based on the configuration, which can be sent to customers.

The key features of this functionality are:

- Facilitates in automatic triggering Letter generation based on user defined configuration.
- Facilitates to integrate with any document management system.

1.3 Active Account History

Oracle Banking Collections and Recovery provides an option to view history of an active account from Case Summary Screen. This screen displays timeline view based on start and end dates of the cases. Next level details display the segments, which ran on the account for the case in context.

The key features of this functionality are:

- **Task History** – This widget displays count of different task types that were created on the account for the selected case.
- **Promise History** - This widget displays count of Total Promises, Broken Promises, Kept Promises and Amount Collected against an account for the selected case.
- **Call Action History** - This widget displays count of Action/Results taken on the account for the selected case & their categorization - Inbound/Outbound/Other as well as Right Party Contacts.
- **Communication History** - This widget displays count of communications (Letter/SMS/Emal Alerts/Inbound Documents) done to customer against an account for the selected case.

1.4 Collector's Dashboard

Oracle Banking Collections and Recovery provides a comprehensive dashboard for Collectors. Collector's Dashboard is created to bring more transparency and deeper insights for individual collectors. Collectors can view and monitor vital information through various widgets. Additionally the widget-based interface of the screen is customizable.

Following key information is displayed through Collector's dashboard:

- Key Performance Indicators – KPIs for the logged in collector.
- Current Tasks - Real time update of all the ongoing tasks which are assigned to the logged in collector.
- Upcoming Promises - Real time update on all the upcoming promises lined up for the collector.

- Tasks History - Performance based tracking for total tasks worked by the collector in the past with detailed breakup.

- Collection Liquidation History – Performance update on all historical amount collected by the logged in collector.

2

System Requirements and Technology Stack

For successful installation and configuration of Oracle Banking Collections and Recovery, users must ensure following hardware and software prerequisite requirements are met before installation.

- Technology Stack
  The technology stack for Oracle Banking Collections and Recovery 14.7.2.0.0 is as listed below.
- Supported Browsers

2.1 Technology Stack

The technology stack for Oracle Banking Collections and Recovery 14.7.2.0.0 is as listed below.

Deployment Option: Single Instance Standalone

Table 2-1   Technology Stack

Machine	Operating System	Software and Version
Application Server	Oracle Enterprise Linux Server 8.3 (x86 64 Bit)	• Oracle WebLogic Server 14.1.1.0.0 with Patch 32077936. • Oracle JDK 11.0.16
Database Server	Oracle Enterprise Linux Server 8.3 (x86 64 Bit)	Oracle Database 19c Enterprise Edition Release 19.18.0.0.0 (19c)
Message Broker	Oracle Enterprise Linux Server 8.3 (x86 64 Bit)	• Apache Kafka 2.13-3.4.0 • Apache ZooKeeper (embedded with Kafka) 3.6.3

> **Note:**
>
> Patch 32077936: JSF APPLICATION RESPONSE ISSUE FOR HTTPS PROTOCOL WHEN HTTP2 IS ENABLED, needs to be applied to Weblogic version 14.1.1.0.0.

UI Stack

Table 2-2   UI Stack

Software Type	Recommended Software	Version Number
UI	Oracle JET	v13.0.0

2.2 Supported Browsers

The following browsers are supported:

- Microsoft Edge 103+

- Microsoft Internet Explorer 11.*

- Google Chrome 103+

- Mozilla Firefox 102+

- Apple Safari 14.*

- Apple Safari 15.*

> **Note:**
>
> - Browser support is no longer based on operating systems but strictly tied to the browser themselves, no matter on which operating systems they are installed. Current release is certified on client workstations with Windows 10 and Mac OS.
>
> - For detailed information on browser support, please see Oracle Software Web Browser Support Policy.

3
Third Party Software

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

4
Media and Documentation

- Media Pack
- Documentation Pack

4.1 Media Pack

The media package for Oracle Banking Collections and Recovery 14.7.2.0.0 is available at Oracle Software Delivery Cloud.

4.2 Documentation Pack

The Oracle Banking Collections and Recovery documentation is available on Oracle Help Center.