

# Oracle® FCCM Know Your Customer Cloud Service

## Getting Started



Release 24.11.01  
G18882-01  
November 2024

ORACLE®

Copyright © 2024, 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

## Preface

---

|                             |    |
|-----------------------------|----|
| Audience                    | iv |
| Help                        | iv |
| Documentation Accessibility | iv |
| Diversity and Inclusion     | iv |
| Related Resources           | iv |
| Conventions                 | v  |
| Comments and Suggestions    | v  |

## 1 About Oracle Financial Services Know Your Customer

---

|     |                                  |     |
|-----|----------------------------------|-----|
| 1.1 | Process Flow for Administrator   | 1-1 |
| 1.2 | Quick Tour of Know Your Customer | 1-2 |
| 1.3 | Know Your Customer Workflow      | 1-7 |

# Preface

*Getting Started* provides information to help you quickly get familiar with the Oracle FCCM Know Your Customer Cloud Service application.

## Audience

This document is intended for users who are responsible for provisioning and activating Oracle FCCM Know Your Customer Cloud Service or for adding other users who would manage the services, or for users who want to develop Oracle Cloud applications.

## Help

Use Help Icon  to access help in the application. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. Not all pages have help icons. You can also access the <https://docs.oracle.com/en/> to find guides and videos.

## 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 customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

## Diversity and Inclusion

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

## Related Resources

For more information, see these Oracle resources:

- Oracle Public Cloud: <http://cloud.oracle.com>

- Community: Use <https://community.oracle.com/customerconnect/> to get information from experts at Oracle, the partner community, and other users.
- Training: Take courses on Oracle Cloud from <https://education.oracle.com/oracle-cloud-learning-subscriptions>.

## Conventions

The following text conventions are used in this document:

| Convention      | Meaning                                                                                                                                |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>boldface</b> | 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. |

## Comments and Suggestions

Please give us feedback about Oracle Applications Help and guides! You can send an e-mail to: <https://support.oracle.com/portal/>.

# 1

## About Oracle Financial Services Know Your Customer

Introduction to Oracle Financial Services Know Your Customer.

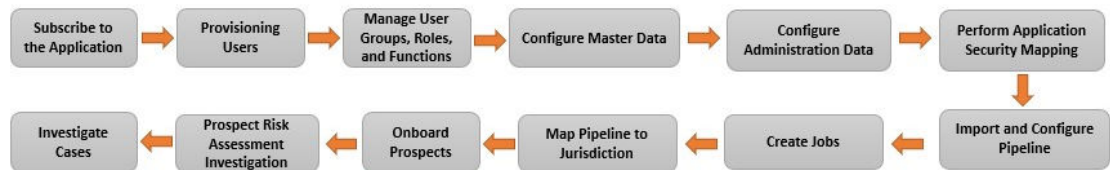
KYC assesses the risk a customer poses to the bank or Financial Institution (FI). It is an ongoing process of assessing a customers' risk. The FI can adjust the risk model based on your evaluation. Customers are assessed in different stages of their relationship with the bank. User administration involves creating and managing users and providing access rights based on their roles.

### 1.1 Process Flow for Administrator

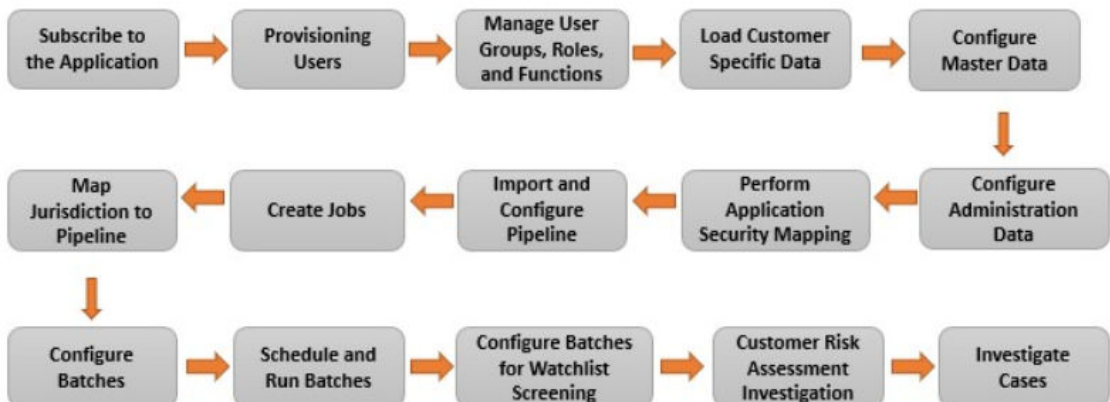
Know Your Customer workflow.

The system administrator can perform the required tasks and configurations in the following order. Optionally, you can also configure and execute pipelines on a new environment, and import or copy pipelines if you are moving data between environments.

**Figure 1-1 Onboarding Process Flow for Administrator**



**Figure 1-2 Batch Process Flow for Administrator**



## 1.2 Quick Tour of Know Your Customer

Overview of the tasks and the order to execute the tasks using the Know Your Customer (KYC) application.

Click the links to read details of each task.

**Table 1-1 Quick Tour of Know Your Customer**

| Order | Tasks                                    | Who Does This? | Applicable for Onboarding? | Applicable for Batch? | Details and Documentation Reference                                                                                                                                                                                |
|-------|------------------------------------------|----------------|----------------------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | Subscribe to the Application             | Tenant Admin   | Yes                        | Yes                   | Subscribe to the application. For more information on the subscription process, see <a href="#">Getting Started with Oracle Financial Services Crime and Compliance Management Cloud Service</a> .                 |
| 2     | Provision Users                          | System Admin   | Yes                        | Yes                   | Configure Security Management System (SMS) to create users, roles, and implement user authorization and authentication. For more information on provisioning users, see <a href="#">Setup your Cloud Account</a> . |
| 3     | Manage User Groups, Roles, and Functions | System Admin   | Yes                        | Yes                   | Create user groups, create roles, map users to user groups, map user groups to roles, and map roles to functions. For more information on the steps involved, see <a href="#">Identity Management</a> .            |
| 4     | Load Customer Specific Data              | Data Admin     | No                         | Yes                   | Load customer-specific data such as sample staging data, business domain, and jurisdiction data to the application for further processing. For more information, see <a href="#">Data Loading</a> .                |

**Table 1-1 (Cont.) Quick Tour of Know Your Customer**

| Order | Tasks                                            | Who Does This? | Applicable for Onboarding? | Applicable for Batch? | Details and Documentation Reference                                                                                                                                                                                                                                                    |
|-------|--------------------------------------------------|----------------|----------------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5     | Configure Master Data                            | KYC Admin      | Yes                        | Yes                   | Define the master data values. For more information, see <a href="#">Master Data</a> .                                                                                                                                                                                                 |
| 6     | Configure Know Your Customer Administration Data | KYC Admin      | Yes                        | Yes                   | Define the KYC Administration data values. For more information, see <a href="#">Know Your Customer Administration Data</a> .<br><b>Note:</b> It is mandatory to configure Relationship Type Assessment Mapping for Onboarding and Periodic Review Assessment Configuration for Batch. |
| 7     | Perform Application Security Mapping             | System Admin   | Yes                        | Yes                   | Create security attributes that allow or restrict access to users. For more information, see <a href="#">Oracle Financial Services Crime and Compliance Management Cloud Service Application Security</a> .                                                                            |

**Table 1-1 (Cont.) Quick Tour of Know Your Customer**

| Order | Tasks                          | Who Does This? | Applicable for Onboarding? | Applicable for Batch? | Details and Documentation Reference                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------|--------------------------------|----------------|----------------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8     | Import and Configure Pipelines | KYC Admin      | Yes                        | Yes                   | <ul style="list-style-type: none"> <li>Import the ready-to-use pipelines to the Customer Screening application, create a copy of the imported pipelines and save it as a new pipeline. For more information, see <a href="#">Importing Pipelines</a> and <a href="#">Copying Pipelines</a>.</li> <li>Create new pipelines and configure the same as per your requirements. To create pipelines, see <a href="#">Creating Pipelines</a>.</li> </ul> |
| 9     | Create Jobs                    | KYC Admin      | Yes                        | Yes                   | Create jobs to define a collection of instructions for executing pipelines against threshold sets. For more information on how to create jobs, see <a href="#">Using Jobs</a> .                                                                                                                                                                                                                                                                    |
| 10    | Map Pipeline to Jurisdiction   | KYC Admin      | Yes                        | Yes                   | Map a ready-to-use pipeline or add a new pipeline and map it to one or more jurisdictions. For more information, see <a href="#">Map Pipeline to a Jurisdiction</a> .                                                                                                                                                                                                                                                                              |

Table 1-1 (Cont.) Quick Tour of Know Your Customer

| Order | Tasks             | Who Does This? | Applicable for Onboarding? | Applicable for Batch? | Details and Documentation Reference                                                                                                                                                                            |
|-------|-------------------|----------------|----------------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11    | Configure Batches | KYC Admin      | No                         | Yes                   | Define the batches specific to KYC in the Scheduler Service window. For more information, see the <b>Managing Batches</b> section of <a href="#">Pipeline Designer</a> and <a href="#">Scheduler Service</a> . |

Table 1-1 (Cont.) Quick Tour of Know Your Customer

| Order | Tasks             | Who Does This? | Applicable for Onboarding? | Applicable for Batch? | Details and Documentation Reference                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------|-------------------|----------------|----------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12    | Onboard Prospects | KYC Admin      | Yes                        | No                    | <p>KYC supports both synchronous and asynchronous real-time API for risk assessment</p> <ul style="list-style-type: none"> <li>• <b>Asynchronous Call:</b> Source system (Onboarding application/ CRM) invokes KYC real-time API for risk assessment with required JSON payload. KYC Application returns back a request ID. Later, source system can fetch the risk assessment details by invoking feedback API with the request ID.</li> <li>• <b>Synchronous Call:</b> Source system (Onboarding application/ CRM) invokes KYC real-time API for risk assessment with required JSON payload and receives the risk assessment feedback.</li> </ul> <p>For more information on the sample JSON, see <a href="#">Know Your Customer API Guide</a>.</p> |

Table 1-1 (Cont.) Quick Tour of Know Your Customer

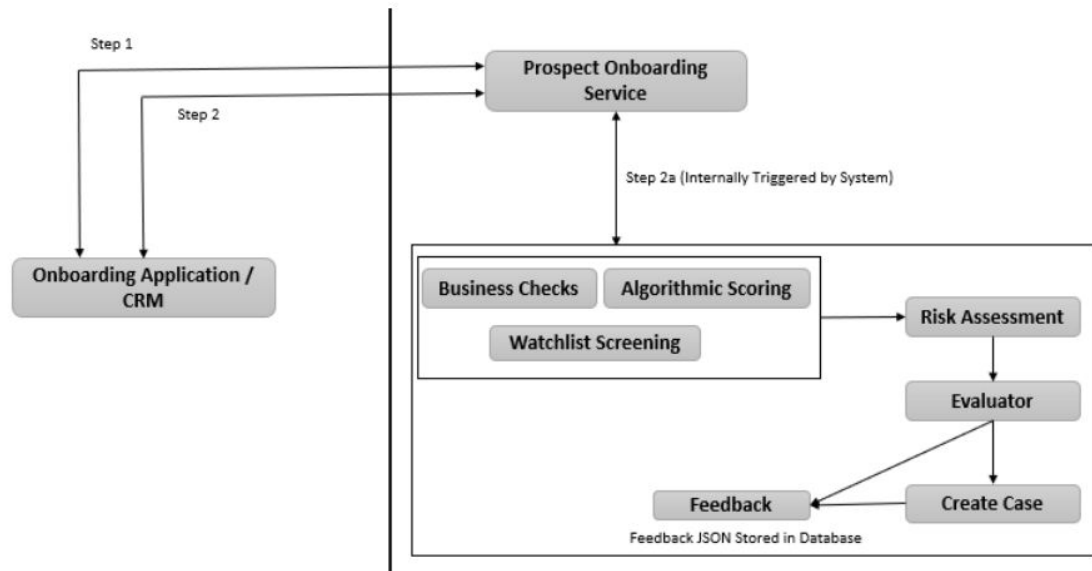
| Order | Tasks                                                 | Who Does This?             | Applicable for Onboarding? | Applicable for Batch? | Details and Documentation Reference                                                                                                                                                                                                                     |
|-------|-------------------------------------------------------|----------------------------|----------------------------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 13    | Schedule and run batches                              | KYC Admin                  | No                         | Yes                   | Schedule and run the KYC-specific batches in the Scheduler window to load data. For more information, see the <b>Managing Batches</b> section of <a href="#">Pipeline Designer</a> and <a href="#">Scheduler Service</a> .                              |
| 14    | Configure and run the batches for watchlist screening | KYC Admin                  | No                         | Yes                   | Configure and run the batches specific to watchlist screening in the Schedule window to load watchlist data. For more information, see the <b>Managing Batches</b> section of <a href="#">Pipeline Designer</a> and <a href="#">Scheduler Service</a> . |
| 15    | KYC Investigation (Prospect Risk Assessment)          | Analysts and Investigators | Yes                        | No                    | Investigate the KYC Prospect Risk assessments using the Know Your Customer Menu. For more information, see <a href="#">Risk Assessments Guide</a> .                                                                                                     |
| 16    | KYC Investigation (Customer Risk Assessment)          | Analysts and Investigators | No                         | Yes                   | Investigate the KYC Customer Risk assessments using the Know Your Customer Menu. For more information, see <a href="#">Risk Assessments Guide</a> .                                                                                                     |
| 17    | Investigate Cases                                     | Analysts and Investigators | Yes                        | Yes                   | Investigate and monitor cases. For more information, see <a href="#">Investigating Cases</a> .                                                                                                                                                          |

## 1.3 Know Your Customer Workflow

The figure illustrates the Know Your Customer workflows.

The following image illustrates the Know Your Customer Onboarding Workflow for Asynchronous Call.

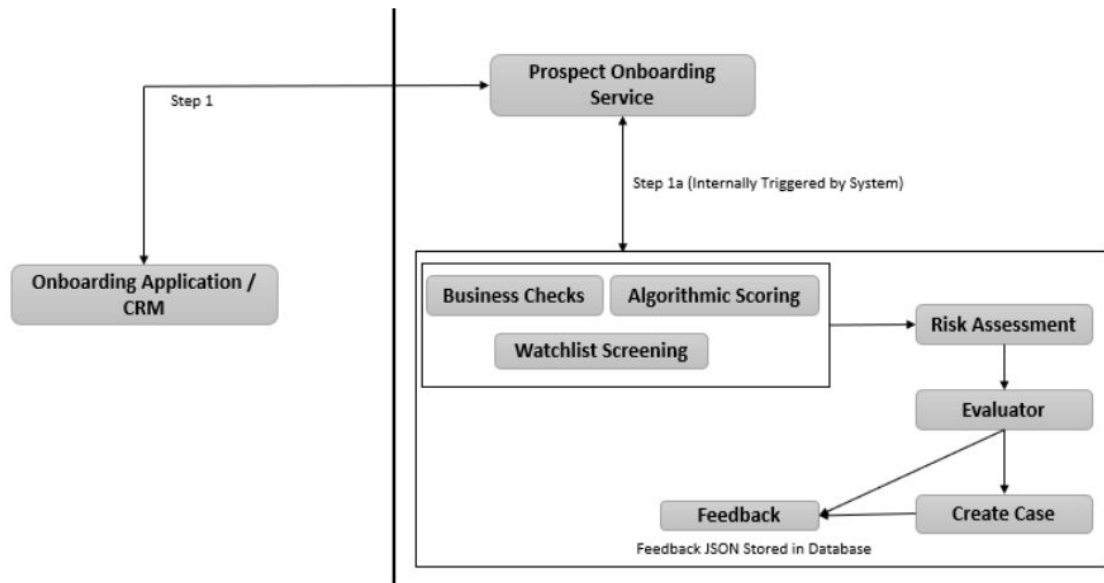
**Figure 1-3 Know Your Customer Onboarding Workflow for Asynchronous Call**



- **Step 1** indicates Post API request call with application details and response with Request ID and application ID.
- **Step 2** indicates Get API request call with Request ID and response with Risk Assessment details for all the applicant(s).
- **Step 2a** indicates Fetching risk assessment details.

The following image illustrates the Know Your Customer Onboarding Workflow for Synchronous Call.

**Figure 1-4 Know Your Customer Onboarding Workflow for Synchronous Call**



- **Step 1** indicates Post API request call with application details and response with risk assessment details for all the applicant(s).
- **Step 1a** indicates sending back risk assessment details.