

# **Oracle Banking Digital Experience**

**Retail Customer Services Transaction Dashboard  
User Manual  
Release 15.1.0.0.0**

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**ORACLE®**

Retail Customer Services Transaction Dashboard User Manual  
October 2015

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# 1. Preface

## 1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

## 1.2 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>.

## 1.3 Access to OFSS Support

<https://support.us.oracle.com>

## 1.4 Structure

This manual is organized into the following categories:

*Preface* gives information on the intended audience. It also describes the overall structure of the User Manual.

*Transaction Host Integration Matrix* provides information on host integration requirements for the transactions covered in the User Manual.

*Introduction* provides brief information on the overall functionality covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction

The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.

- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure.

If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

## 1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 15.1.0.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals

## 2. Transaction Host Integration Matrix

### Legends

<b>NH</b>	No Host Interface Required.
<b>★</b>	Host Interface to be developed separately.
<b>✓</b>	Pre integrated Host interface available.
<b>×</b>	Pre integrated Host interface not available.

<b>Transaction Name</b>	<b>FLEXCUBE UBS</b>	<b>Third Party Host System</b>
Transaction Activities	✓	★

### **3. Introduction**

The dashboard of a retail business user displays all the transactions that have been initiated or drafts and templates saved by the user in the application,

## 4. View Initiated Transactions

Using this option, you can view transactions that you have initiated in the application along with the current status of the transactions and number of transaction count for each type with specific status.

You can modify your transactions if the status of the transaction is Initiated or Sent Back for Modification.

You can delete your transactions if the status of the transaction is Initiated or Draft.

### To view initiated transactions

1. From the **Customer Services** menu, select **Transaction Activities**, and then select **Transactions**.  
The **View Initiated Transactions** screen appears.  
By default, the **Initiated Transactions** tab appears.
2. From the **View By** list, select the appropriate option, if required.

## Initiated Transactions tab

VIEW INITIATED TRANSACTIONS 05-06-2015 09:22:31 GMT +0000 ? [Print] [Star] [Close]

View By Transaction Status [v]

INITIATED TRANSACTIONS [VIEW DRAFTS/TEMPLATES](#)

Initiated Transactions

Transaction Type	Status	Count	
Bene Maintenance Delete	Accepted	52	 16.72%
Cancel Pending Transfers	Accepted	20	 6.43%
Contract Term Deposit Initiate	Under Process	1	 0.32%
Demand Draft Request	Accepted	4	 1.29%
Demand Draft Request Beneficiary	Accepted	3	 0.96%
Domestic Funds Transfer	Rejected	2	 0.64%
	Accepted	6	 1.93%
	Under Process	1	 0.32%
Domestic Transfer Beneficiary	Accepted	12	 3.86%

## Column Description

Column Name	Description
<b>Initiated Transactions</b>	
<b>Transaction Type</b>	[Display] Displays the type of initiated transactions.
<b>Status</b>	[Display, Hyperlink] Displays the current status of the initiated transactions. Displays the link to search initiated transactions. This field appears if you select the <b>Transaction Status</b> option from the <b>View By</b> list.
<b>Amount</b>	[Display] Displays the cumulative amount of all initiated transactions under a particular transaction type and for a particular currency. This field appears if you select the <b>Transaction Currency</b> option from the <b>View By</b> list.

Column Name	Description
<b>Currency</b>	<p>[Display]</p> <p>Displays the currency of initiated transactions.</p> <p>Displays the link to search initiated transactions.</p> <p>This field appears if you select the <b>Transaction Currency</b> option from the <b>View By</b> list.</p>
<b>Count</b>	<p>[Display]</p> <p>Displays the number of times the transaction has been initiated.</p>
<b>Graph</b>	<p>[Display]</p> <p>Displays the completion of the transaction as a percentage.</p>

- Click the link in the **Status** field.

OR

Click the link in the **Currency** field.

The details of the selected transaction appear in the **Search Initiated Transactions** screen.

## 5. View Drafts/ Templates

Using this option, you can view transactions for which you have created templates or drafts in the application along with the current status of the transactions and number of transaction count for each type with specific status.

A draft in the application indicates that you have saved a transaction without entering its complete details.

A template in the application indicates that you have saved a transaction after entering its complete details.

You can view the details of the drafts and templates and use them to initiate the related transaction.

### To view transactions for which drafts or templates created

1. From the **Customer Services** menu, select **Transaction Activities**, and then select **Transactions**.

The **View Initiated Transactions** screen appears.

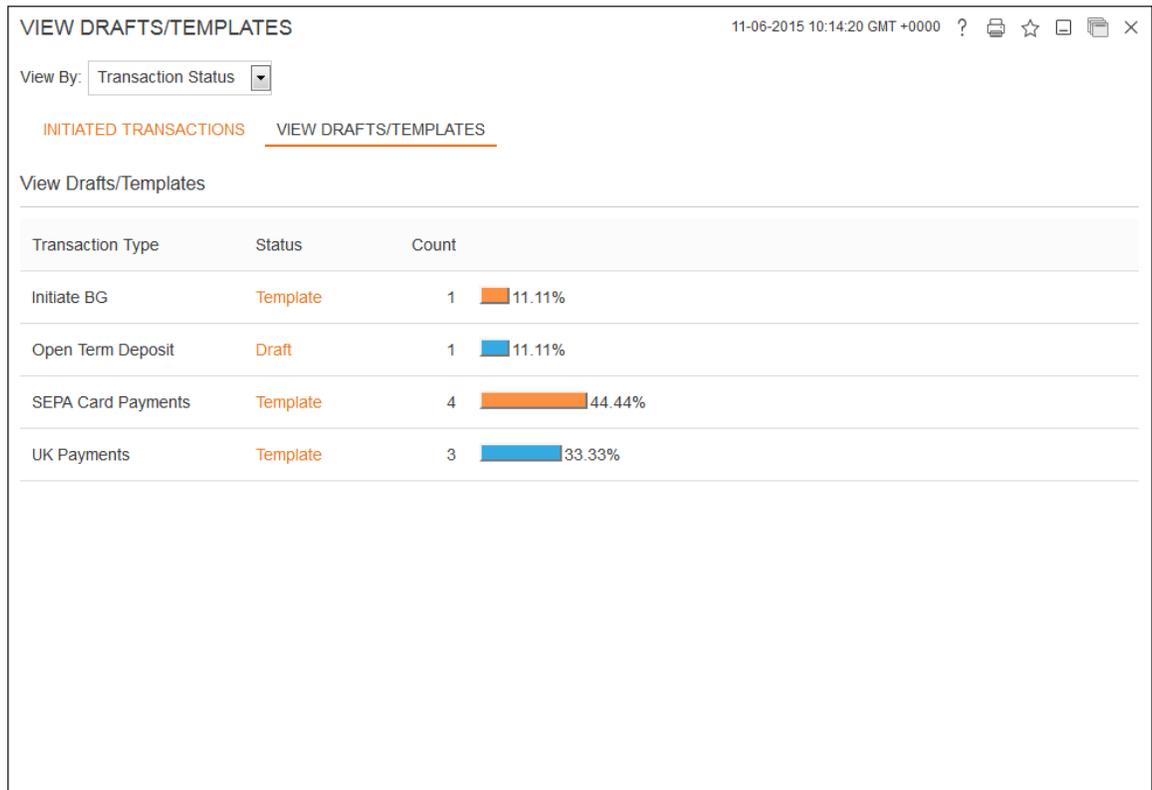
By default, the **Initiated Transactions** tab appears.

### Field Description

Field Name	Description
<b>View By</b>	[Optional, Drop-Down] Indicates the type of view for the initiated transactions. The options are: <ul style="list-style-type: none"> <li>• Transaction Status</li> <li>• Transaction Currency</li> </ul>

2. From the **View By** list, select the appropriate option, if required.
3. Click **View Drafts/Templates** tab.  
The **View Drafts/Templates** screen appears.

## View Drafts/Templates tab



## Column Description

Column Name	Description
-------------	-------------

## View Drafts/Templates

<b>Transaction Type</b>	[Display] Displays the type of the transaction for the draft or template.
<b>Status</b>	[Display] Displays whether the transaction is saved as a draft or template. Displays the link to search transactions. This field appears if you select the <b>Transaction Status</b> option from the <b>View By</b> list.

Column Name	Description
<b>Amount</b>	<p>[Display]</p> <p>Displays the cumulative amount as present in all drafts and templates under a particular transaction type and for a particular currency.</p> <p>Displays the link to search transactions.</p> <p>This field appears if you select the <b>Transaction Currency</b> option from the <b>View By</b> list.</p>
<b>Currency</b>	<p>[Display]</p> <p>Displays the currency of transactions as present in all drafts and templates under a particular transaction type.</p> <p>Displays the link to search transactions.</p> <p>This field appears if you select the <b>Transaction Currency</b> option from the <b>View By</b> list.</p>
<b>Count</b>	<p>[Display]</p> <p>Displays the number of times the draft or template has been created.</p>
<b>Graph</b>	<p>[Display]</p> <p>Displays the completion of the template as a percentage.</p>

4. Click the link in the **Status** field.  
OR  
Click the link in the **Currency** field.  
The details of the selected transaction appear in the **Search Transactions** screen.

## 6. Search Transactions

You can view search transactions or drafts and templates that you have saved in the application.

### To search transactions or drafts and templates

- From the **Customer Services** menu, select **Transaction Activities**, and then select **Transactions**.  
The **View Initiated Transactions** screen appears.  
By default, the **Initiated Transactions** tab appears.
- Click any other tab if required.  
The required tab showing the details appears.
- Click the link in the **Status** field for the selected transaction or draft or template in the **Transactions** screen.  
OR  
Click the link in the **Currency** field for the selected transaction or draft or template in the **Transactions** screen.  
For example, click link in the **Status** field for the selected transaction in the **View Initiated Transactions** screen.  
The details of the selected transaction appear in the **Search Initiated Transactions** screen.
- Click  in the **Click here to add more search criteria** field.  
The fields for entering search criteria for initiated transactions appear.

### Search Initiated Transactions

SEARCH INITIATED TRANSACTIONS

[?](#)
[Print](#)
[Star](#)
[Close](#)

▼ Click here to add more search criteria

EBanking Reference No.\*:

---

Other Search Criteria:

Transaction Type\*:

Status\*:

Customer:

Account Number:

User Reference Number:

Period\*:

Word Wrap | 
 [Customize Columns](#) | 
 [Download](#) | 
 [Print](#)

None/All	EBanking Reference No.	Transaction Type	Transaction Status	Created On	Update
<input type="checkbox"/>	117824783426734	Ad hoc Account Statement Request	Accepted	10-06-2015 10:19:06 GMT +0000	10-06-

Records 1 to 1 of 1

Page  of 1

**Field Description**

<b>Field Name</b>	<b>Description</b>
It is mandatory to select either <b>E-Banking Reference No.</b> or <b>Other Search Criteria</b> option.	
<b>E-Banking Reference No.</b>	[Optional, Option, Alphanumeric] Indicates that you want to search transactions using the e-banking reference number and the e-banking reference number of the transaction.
<b>Other Search Criteria</b>	[Optional, Option] Indicates that you want to search transactions using other search criteria.
The fields mentioned below are enabled when you select the <b>Other Search Criteria</b> option.	
<b>Transaction Type</b>	[Mandatory, Drop-Down] Indicates the type of the transaction.
<b>Status</b>	[Mandatory, Drop-Down] Indicates the status of the transaction.
<b>Customer</b>	[Mandatory, Drop-Down] Indicates your Customer ID in the application.
<b>Account Number</b>	[Optional, Numeric] Indicates the account number for which transaction is initiated.
<b>User Reference Number</b>	[Optional, Numeric] Indicates the reference number that you have entered for the initiated transaction.
<b>Period</b>	[Mandatory, Drop-Down] Indicates the period in which the transaction is initiated. The options are: <ul style="list-style-type: none"> <li>• Last 1 Day</li> <li>• Last 6 Months</li> <li>• Custom Date</li> </ul>
<b>From Date</b>	[Conditional, Pick List] Indicates the start date of the date range in which the transaction is initiated  This field appears if you select the <b>Custom Date</b> option from the <b>Period</b> list.

Field Name	Description
<b>To Date</b>	[Conditional, Pick List] Indicates the end date of the date range in which the transaction is initiated This field appears if you select the <b>Custom Date</b> option from the <b>Period</b> list.

The fields mentioned below appear only for payment transactions.

<b>Currency</b>	[Optional, Drop-Down] Indicates the currency of the initiated transaction.
<b>From Amount</b>	[Optional, Numeric] Indicates the minimum amount of the amount range in which the transaction is initiated.
<b>To Amount</b>	[Conditional, Numeric] Indicates the maximum amount of the amount range in which the transaction is initiated.

5. Select the appropriate option to search initiated transactions:
  - a. If you select the **E-Banking Reference No.** option:
    - i. In the **E-Banking Reference No** field, enter the E-Banking Reference number of the transaction.
  - b. If you select the **Other Search Criteria** option:
    - i. From the **Transaction Type** list, select the appropriate option.
    - ii. From the **Status** list, select the appropriate option.
    - iii. From the **Customer** list, select the appropriate option.
    - iv. From the **Period** list, select the appropriate option and enter the date range in which the transaction is initiated, if required.
6. Click **Search**.  
The details of initiated transactions as per the search criteria appear.
7. Click **Back**.  
The **View Initiated Transactions** screen appears.

### Search Initiated Transactions - Search Result

**Column Description**

<b>Column Name</b>	<b>Description</b>
<b>E-Banking Reference No.</b>	[Display, Hyperlink] Displays the e-banking reference number of the transaction. Displays the link to view details of the transaction.
<b>Transaction Type</b>	[Display] Displays the type of the transaction.
<b>Transaction Status</b>	[Display] Displays the status of the transaction.
<b>Created On</b>	[Display] Displays the date on which the transaction is created.
<b>Updated On</b>	[Display] Displays the date on which the transaction is updated.
<b>Created By</b>	[Display] Displays the name of the user who has created the transaction.
<b>Updated By</b>	[Display] Displays the name of the user who has updated the transaction.
<b>Version</b>	[Display] Displays the version number of the transaction. The version number of the transaction increases when the transaction is updated.
<b>State Bit</b>	[Display] Displays the state bit number of the transaction.
<b>User Reference No.</b>	[Display] Displays the reference number that you have entered for the transaction.
<b>Account Number</b>	[Display] Displays the account number from which transaction is initiated.

Column Name	Description
<b>Transaction Amount</b>	[Display] Displays the amount of the transaction.
<b>Value Date</b>	[Display] Displays the value date of the transaction.
<b>Spot/Online Deal</b>	[Display] Displays whether the transaction involves any spot or online deal booking.
<b>Created On – My Timezone</b>	[Display] Displays the date as per your timezone on which the transaction is created.
<b>Updated On – My Timezone</b>	[Display] Displays the date as per your timezone on which the transaction is updated.

**The options mentioned below are applicable for records of transaction details.**

To enable the word wrap in the columns, select the **Word Wrap** check box.

Click **Customize Columns** to reorder the columns or select the columns that appear in the transaction details list.

Click **Download** to download all or selected columns in the transaction details list. You can download the list in PDF, XLS, HTML and RTF formats.

Click **Print** to print the transaction details list and open the list as a PDF document.

Click  to view the first page of the transaction details list.

Click  to view the previous page of the transaction details list.

Click  to view the next page of the transaction details list.

Click  to view the last page of the transaction details list.

From the **Page** list, select the required page number of the transaction details list.

Click  next to the required column to sort the records of transaction details in ascending or descending order.

8. Click the link in **E-Banking Reference No.** field.  
The details of initiated transaction appear in the **View Initiated Transactions** screen.  
OR  
Click **Back**.  
The previous **View Initiated Transactions** screen appears.

**View Initiated Transactions - Details**

**VIEW INITIATED TRANSACTIONS** ? 🖨️ ☆ 📄 ✕

Reference Number	Transaction Type	Created On	Updated By	Updated On	Status	Version	Value Date	Host Reference Number
117824783426734	Ad hoc Account Statement Request	10-06-2015 10:19:06 GMT +0000	ZRETAIL	10-06-2015 10:19:07 GMT +0000	Accepted [5]	1	11-03-2014	000MSOG11004067Z

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**Ad hoc Statement Request**

Account Type: Current and Savings Account Number: 000003171225

Date From(dd-mm-yyyy): 01-02-2014 Date To(dd-mm-yyyy): 28-02-2014

Note: GW-STMT013#Statement Generated Successfully

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**Audit Detail**

Authorizer/s	Authorized On	Status	Value Date	Amount	Note
🌐 ZRETAIL	10-06-2015 10:19:07 GMT +0000	Accepted [5]	11-Mar-2014	--	GW-STMT013
🌐 ZRETAIL	10-06-2015 10:19:07 GMT +0000	[25]	11-Mar-2014	--	
🌐 ZRETAIL	10-06-2015 10:19:06 GMT +0000	[3]	11-Mar-2014	--	

[Back](#)

Note: In case of modification, notes will be ignored.

**Field Description**

Field Name	Description
<b>Reference Number</b>	[Display] Displays the e-banking reference number of the transaction.
<b>Transaction Type</b>	[Display] Displays the type of the transaction.
<b>Created On</b>	[Display] Displays the date on which the transaction is created.
<b>Updated On</b>	[Display] Displays the date on which the transaction is updated.
<b>Updated By</b>	[Display] Displays the name of the user who has updated the transaction.

Field Name	Description
<b>Status</b>	[Display] Displays the status of the transaction.
<b>Version</b>	[Display] Displays the version number of the transaction.
<b>Value Date</b>	[Display] Displays the value date of the transaction.
<b>Host Reference No.</b>	[Display] Displays the host reference number of the transaction.
<b>Note</b>	[Conditional, Alphanumeric] Indicates the remark or reason for modifying or deleting the transaction.  This field is enabled only if the status of the transaction is Initiated.
<b>Audit Details</b>	[Display] Displays all authorization details of the transaction.

9. Click **Back**.  
The **Search Initiated Transactions** screen appears.