Oracle Banking Digital Experience

Retail Customer Services Transaction Dashboard User Manual
Release 15.1.0.0.0

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Retail Customer Services Transaction Dashboard User Manual

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Oracle Financial Services Software Limited

Oracle Park

Off Western Express Highway

Goregaon (East)

Mumbai, Maharashtra 400 063

India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax:+91 22 6718 3001

www.oracle.com/financialservices/

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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

NH	No Host Interface Required.
★	Host Interface to be developed separately.
✓	Pre integrated Host interface available.
✕	Pre integrated Host interface not available.

Transaction Name	FLEXCUBE UBS	Third Party Host System
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.

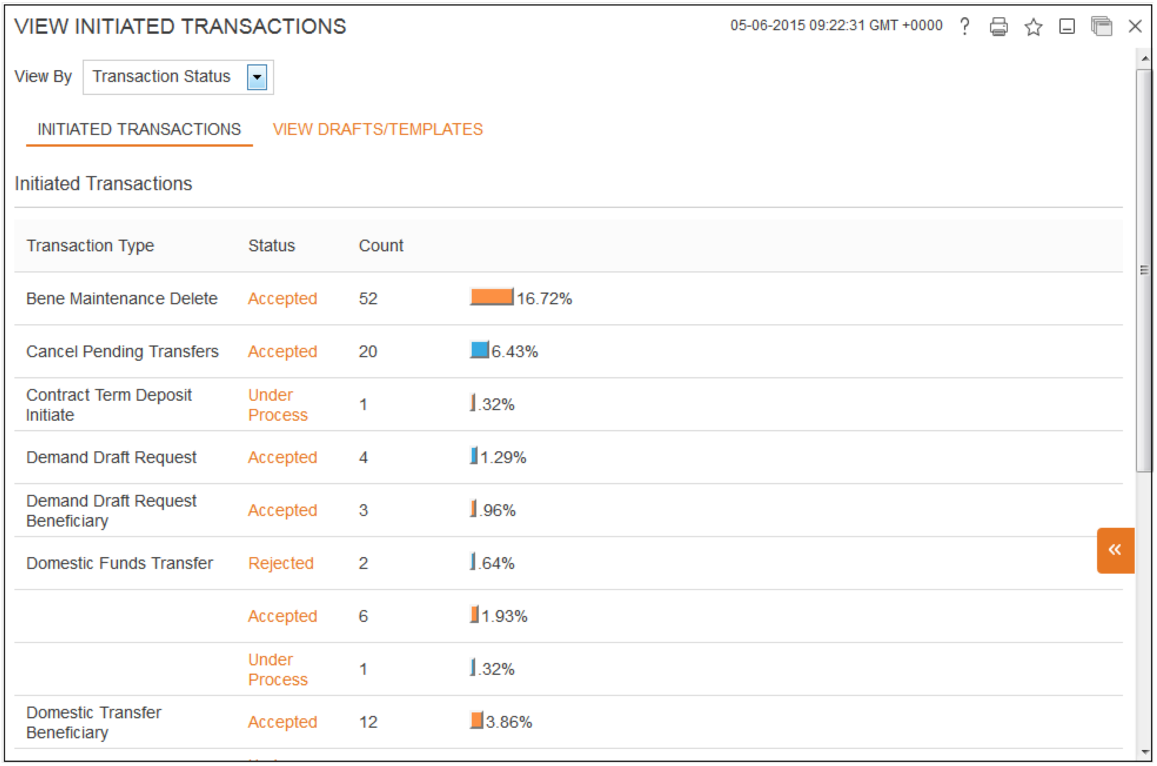
You can modify your transactions if the status of the transaction is Initiated or Sent Back for Modification.

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



Column Description

Column Name	Description
Initiated Transactions	
Transaction Type	[Display] Displays the type of initiated transactions.
Status	[Display, Hyperlink] Displays the current status of the initiated transactions. Displays the link to search initiated transactions. This field appears if you select the **Transaction Status** option from the **View By** list.
Amount	[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 **Transaction Currency** option from the **View By** list.

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

3. 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

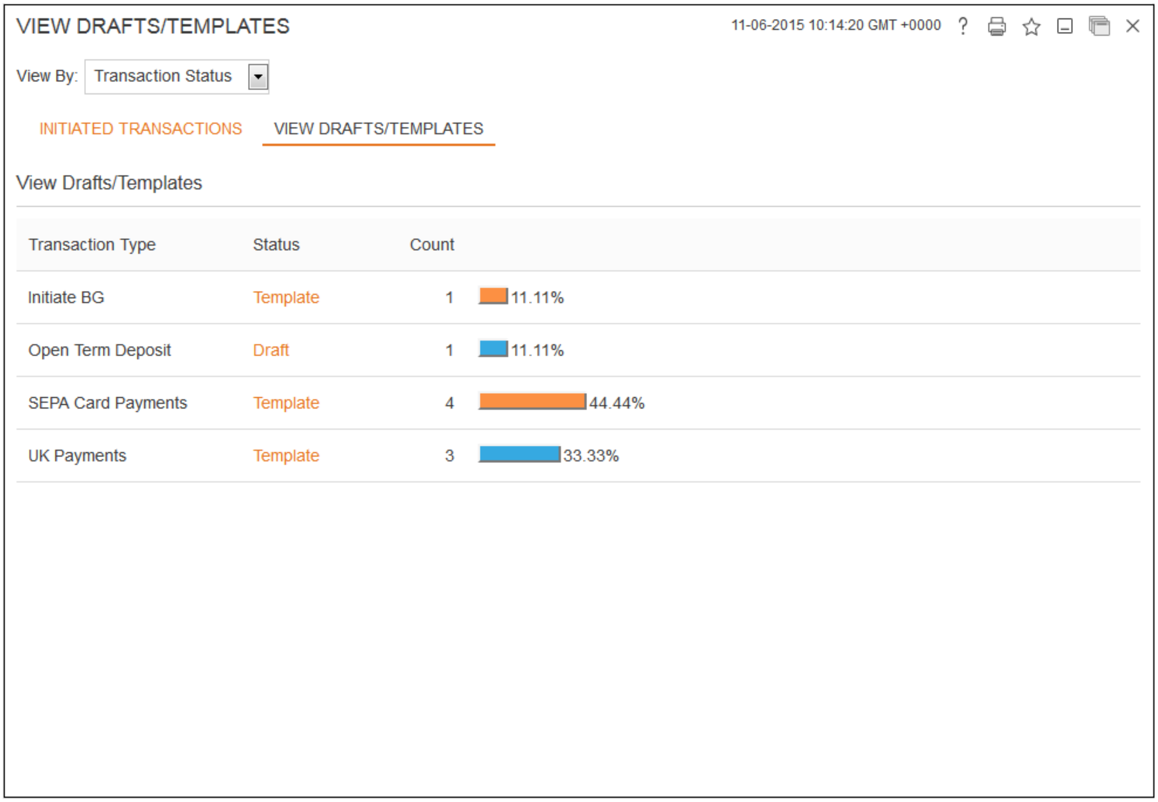
1. From the **Customer Services** menu, select **Transaction Activities**, and then select **Transactions**.
   The **View Initiated Transactions** screen appears.
   By default, the **Initiated Transactions** tab appears.

Field Description

Field Name	Description
View By	[Optional, Drop-Down] Indicates the type of view for the initiated transactions. The options are: • Transaction Status • Transaction Currency

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	
Transaction Type	[Display] Displays the type of the transaction for the draft or template.
Status	[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 **Transaction Status** option from the **View By** list.

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

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.

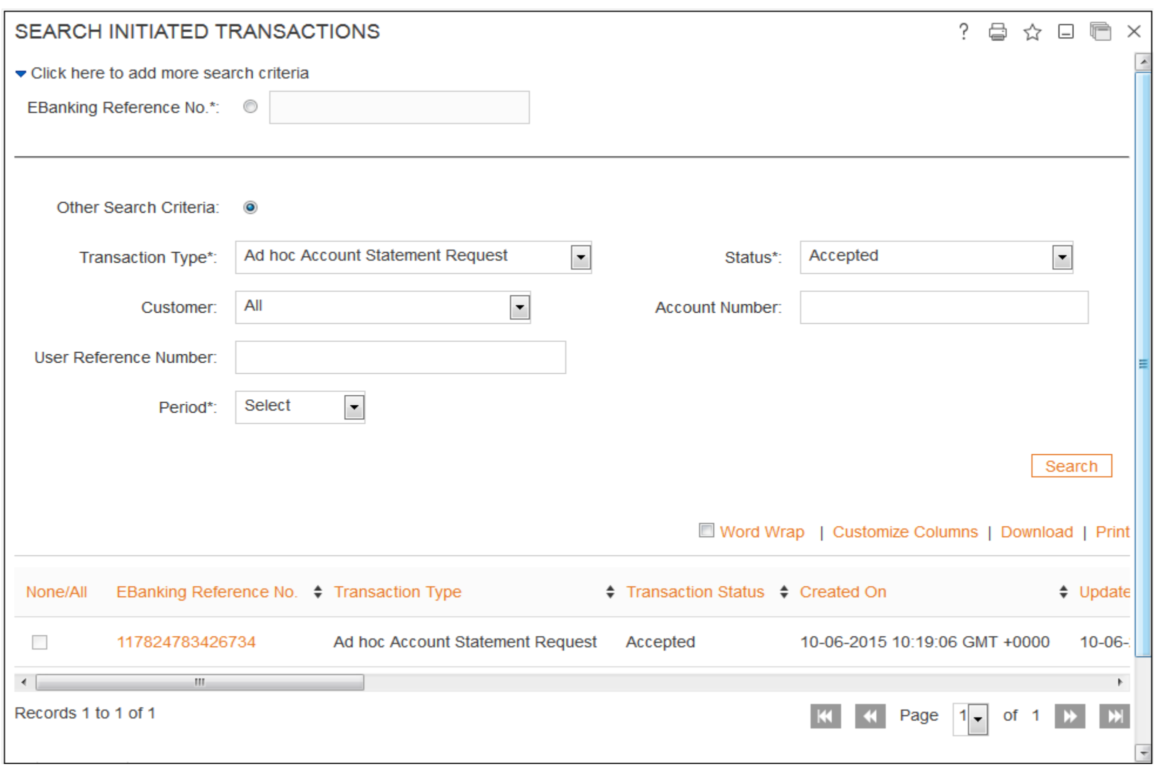
6. Search Transactions

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

To search transactions or drafts and templates

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. Click any other tab if required.
   The required tab showing the details appears.
3. 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.
4. Click in the **Click here to add more search criteria** field.
   The fields for entering search criteria for initiated transactions appear.

Search Initiated Transactions



Field Description

Field Name	Description
It is mandatory to select either **E-Banking Reference No.** or **Other Search Criteria** option.	
E-Banking Reference No.	[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.
Other Search Criteria	[Optional, Option] Indicates that you want to search transactions using other search criteria.
The fields mentioned below are enabled when you select the **Other Search Criteria** option.	
Transaction Type	[Mandatory, Drop-Down] Indicates the type of the transaction.
Status	[Mandatory, Drop-Down] Indicates the status of the transaction.
Customer	[Mandatory, Drop-Down] Indicates your Customer ID in the application.
Account Number	[Optional, Numeric] Indicates the account number for which transaction is initiated.
User Reference Number	[Optional, Numeric] Indicates the reference number that you have entered for the initiated transaction.
Period	[Mandatory, Drop-Down] Indicates the period in which the transaction is initiated. The options are: • Last 1 Day • Last 6 Months • Custom Date
From Date	[Conditional, Pick List] Indicates the start date of the date range in which the transaction is initiated This field appears if you select the **Custom Date** option from the **Period** list.

Field Name	Description
To Date	[Conditional, Pick List] Indicates the end date of the date range in which the transaction is initiated This field appears if you select the **Custom Date** option from the **Period** list.
The fields mentioned below appear only for payment transactions.	
Currency	[Optional, Drop-Down] Indicates the currency of the initiated transaction.
From Amount	[Optional, Numeric] Indicates the minimum amount of the amount range in which the transaction is initiated.
To Amount	[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

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

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

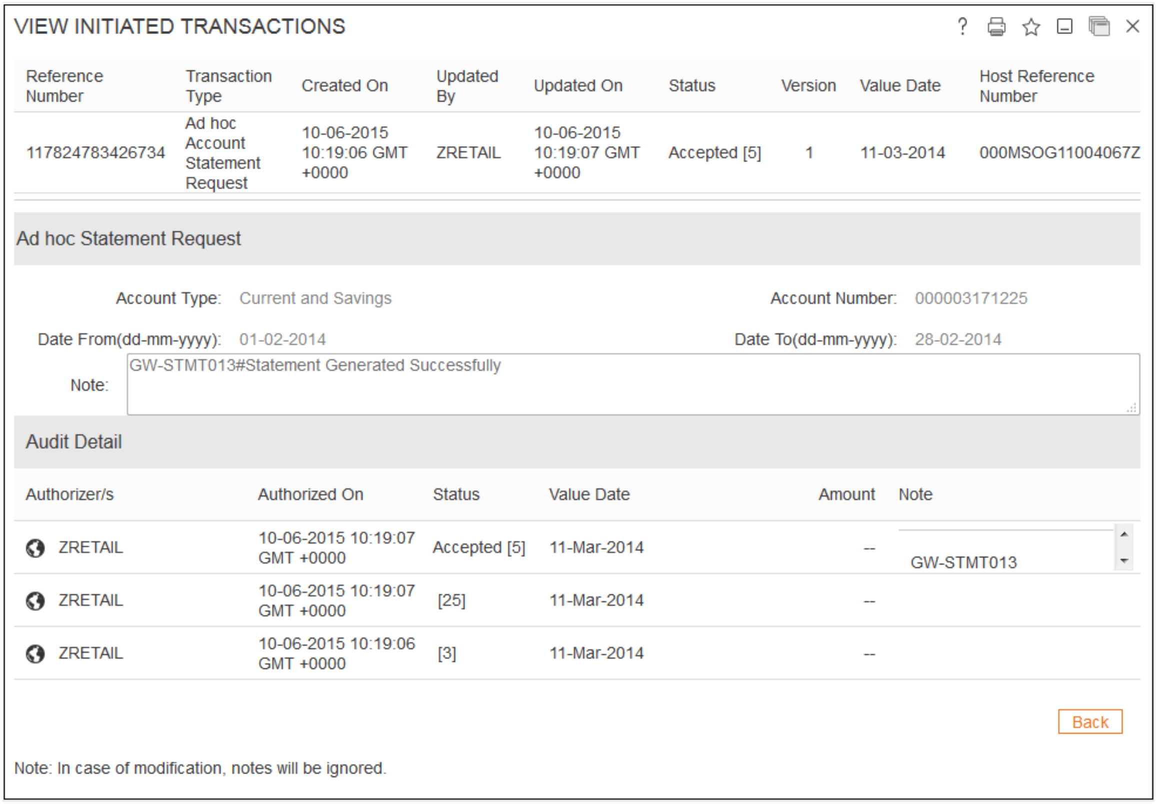
Click to view the last page of the transaction details list.

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



Field Description

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

Field Name	Description
Status	[Display] Displays the status of the transaction.
Version	[Display] Displays the version number of the transaction.
Value Date	[Display] Displays the value date of the transaction.
Host Reference No.	[Display] Displays the host reference number of the transaction.
Note	[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.
Audit Details	[Display] Displays all authorization details of the transaction.

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