# Oracle® Banking Collections Cloud Service

Maintenance User Guide





Oracle Banking Collections Cloud Service Maintenance User Guide, Release 14.8.1.0.0

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## **Preface**

This user guide helps you to setup and maintain the day zero configurations using the maintenance pages of Oracle Banking Collections Cloud Service application.

- Purpose
- Before you Begin
- <u>Audience</u>
- Acronyms and Abbreviations
- Basic Actions
- Conventions
- Diversity and Inclusion
- Documentation Accessibility
- Related Resources
- Screenshot Disclaimer
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# Purpose

This guide is designed to help acquaint you with the Maintenance User Guide application. This guide provides answers to specific features and procedures that the user need to be aware of the module to function successfully.

# Before you Begin

Kindly refer to our Getting Started User for common elements, including Symbols and Icons, Convention, and so forth.

## **Audience**

This guide is intended for the users of Oracle Banking Collections Cloud Service application.

# Acronyms and Abbreviations

The list of the acronyms and abbreviations that are used in this guide are as follows:

Table Acronyms and Abbreviations

| Abbreviation | Description                       |
|--------------|-----------------------------------|
| DDA          | Demand Deposit Accounts           |
| ECA          | External Credit Approval          |
| EOD          | End of Day                        |
| IBAN         | International Bank Account Number |



# **Basic Actions**

The basic actions performed in the screens are as follows:

#### **Table Basic Actions**

| Actions              | Description                                                                                                                                                                                                                                                                           |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| New                  | Click <b>New</b> to add a new record. The system displays a new record to specify the required data. The fields marked with asterisk are mandatory.  This button is displayed only for the records that are already created.                                                          |
| Save                 | Click <b>Save</b> to save the details entered or selected in the screen.                                                                                                                                                                                                              |
| Unlock               | Click <b>Unlock</b> to update the details of an existing record. The system displays an existing record in editable mode.  This button is displayed only for the records that are already created.                                                                                    |
| Authorize            | Click Authorize to authorize the record created. A maker of the screen is not allowed to authorize the same. Only a checker can authorize a record.  This button is displayed only for the already created records. For more information on the process, refer Authorization Process. |
| Approve              | Click <b>Approve</b> to approve the initiated record.  This button is displayed once the user click <b>Authorize</b> .                                                                                                                                                                |
| Audit                | Click <b>Audit</b> to view the maker details, checker details of the particular record.  This button is displayed only for the records that are already created.                                                                                                                      |
| Close                | Click <b>Close</b> to close a record. This action is available only when a record is created.                                                                                                                                                                                         |
| Confirm              | Click Confirm to confirm the action performed.                                                                                                                                                                                                                                        |
| Cancel               | Click Cancel to cancel the action performed.                                                                                                                                                                                                                                          |
| Compare              | Click <b>Compare</b> to view the comparison through the field values of old record and the current record.  This button is displayed in the widget once the user click <b>Authorize</b> .                                                                                             |
| View                 | Click <b>View</b> to view the details in a particular modification stage.  This button is displayed in the widget once the user click <b>Authorize</b> .                                                                                                                              |
| View Difference only | Click View Difference only to view a comparison through the field element values of old record and the current record, which has undergone changes.  This button is displayed once the user click Compare.                                                                            |
| Expand All           | Click <b>Expand All</b> to expand and view all the details in the sections.  This button is displayed once the user click <b>Compare</b> .                                                                                                                                            |
| Collapse All         | Click Collapse All to hide the details in the sections.  This button is displayed once the user click Compare.                                                                                                                                                                        |
| ок                   | Click <b>OK</b> to confirm the details in the screen.                                                                                                                                                                                                                                 |

# 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. |

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# **Related Resources**

For more information, see these Oracle resources:

- Oracle Banking Collections Getting Started User Guide
- Oracle Banking Collections Transactions User Guide

## 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.

# Symbols and Icons

This guide has the following list of symbols and icons.



Table Symbols and Icons - Common

| Symbol/Icon                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Function                          |
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| K                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Navigate to the first record      |
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| 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Navigate to the previous record   |
| <b>&gt;</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Navigate to the next record       |
| and the same of th | Grid view                         |
| =                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | List view                         |
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| +                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Click this icon to add a new row. |



#### Table (Cont.) Symbols and Icons - Common

| Symbol/Icon | Function                                                 |
|-------------|----------------------------------------------------------|
|             | Click this icon to delete a row, which is already added. |
|             | Calendar                                                 |
| Û           | Alerts                                                   |

#### Table Symbols and Icons – Audit Details

| Symbol/Icon | Function                      |
|-------------|-------------------------------|
| 00          | A user                        |
| <b>⊞</b>    | Date and time                 |
| A           | Unauthorized or Closed status |
| <b>✓</b>    | Authorized or Open status     |
| $\odot$     | Rejected status               |

#### Table Symbols and Icons - Widget

| Symbol/Icon | Function            |
|-------------|---------------------|
| 6           | Open status         |
|             | Unauthorized status |
| ⊕           | Closed status       |



#### Table (Cont.) Symbols and Icons - Widget

| Symbol/Icon | Function            |
|-------------|---------------------|
|             | Authorized status   |
| <b>□</b> ×  | Rejected status     |
|             | Modification Number |

# Introduction

This topic describes the information about Introduction.

Oracle Banking Collections Cloud Service facilitates user to setup and maintain day zero configurations required to perform the day to day transactions efficiently.

The **Maintenance** menu pages help user with the following essential configurations:

- Configure lookups to create predefined values that appear in drop down lists of various fields.
- Configure product processors for receiving delinquent account details.
- Configure seed data codes to process, map, and store the corresponding information received from the product processors.
- Configure definitions to generate auto numbers based on predefined logic.
- Configure workflows to define life cycle of tasks that are performed by the system or collectors.
- Create tasks that need to be performed by the system or collectors to collect the amount due from the customer.
- Configure action and results that are used to process details of task performed under a strategy.
- Create strategies to group tasks that are required to performed on a case.
- Create segments to group the accounts based on certain rules.
- Create and manage user groups to manage users and agencies who perform collection tasks and activities for a case.
- Configure user assignment based on which tasks are assigned to users and agencies.
- Create promise types that are used to create promises made by the customer to repay the due amount.
- Configure communication templates for different communication channels like Letter, Email or SMS.
- Configure different type on fees and charges on the account to be calculated under specific conditions.
- Onboard Agencies which will be used in assignment process.
- Configure transaction approval conditions for promise capture process.

# Lookups

The lookups help you to configure values that appear in the drop down list of a field to which the lookup is mapped. This facilitates you to create predefined values for drop down lists as per your requirement and use it for processing information in the system.

#### A lookup can be:

- User-Defined: These are the lookups that are created manually using the Create Lookup page.
- System-Defined: These are the lookups that are created by the system at the time of day zero set-up. You can modify such lookups, if required.

You can create and manage lookups using the following pages:

- Create Lookup
- View Lookup

# 2.1 Create Lookup

The **Create Lookup** page facilitates you to create a lookup. You can create lookups for a field to display predefined values for a drop down list. These values appear in the drop down list of all the fields that are mapped to the lookup.

Table 2-1 Field Description: Create Lookup

| Field Name        | Description                                                                                                                                                                                                                                                         |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Information | This section is used to provide the basic information of the lookup.                                                                                                                                                                                                |
| Туре              | Indicates the name of the lookup.                                                                                                                                                                                                                                   |
| Description       | Indicates the description of the purpose of the lookup type.                                                                                                                                                                                                        |
| System Defined    | Displays whether the lookup is system defined. The lookups created using this page are called user-defined lookups since these are created manually by the user. Therefore, the value displayed in this field is always <b>No.</b>                                  |
| Lookup Codes      | This section is used to provide lookup codes for the lookup type.                                                                                                                                                                                                   |
| Code              | Indicates the unique identification code for the lookup type.                                                                                                                                                                                                       |
| Description       | Indicates the description of the lookup code. The description is the value that appears in the drop down list for the field mapped with the lookup.                                                                                                                 |
| Sort              | Indicates the sequence number at which the code description should appear in the drop down list.  For example, if you enter sort as 2 for a lookup code, then the particular description for the lookup code will appear second in the drop down list of the field. |
| System Defined    | Displays whether the lookup code is system defined. The lookups created using this page are called user-defined lookups since these are created manually by the user. Therefore, the value displayed in this field is always <b>No.</b>                             |

Table 2-1 (Cont.) Field Description: Create Lookup

| Field Name | Description                                                                                                                         |
|------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Sub Code 1 | Indicates the value used for processing logic.  This is used to handle small use case or filter to show value or perform an action. |
|            | You can specify multiple sub codes using comma separator.                                                                           |
| Sub Code 2 | Indicates the value used for processing logic.  This is used to handle small use case or filter to show value or perform an action. |
|            | You can specify multiple sub codes using comma separator.                                                                           |
| Active     | Toggle to indicate whether lookup code is active.                                                                                   |

Creating a Lookup

## 2.1.1 Creating a Lookup

For creating a lookup, you need to specify details, such as the lookup type, lookup code, and sub codes.

#### To create a lookup:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Lookups and then click Create Lookup.
  - The **Create Lookup** page appears.
- In the Type field, enter the type of lookup.
- In the **Description** field, enter the description of the lookup.
- 5. Click Save.

Once the lookup is created, you can view the same using the **View Lookup** page. Upon creation, the authorization status of the lookup is **Unauthorized** and the record status is **Open.** After a lookup is created, it must be authorized to be effective in the system.

# 2.2 View Lookup

The **View Lookup** page facilitates you to view the list of lookups created in the system and perform various actions on a lookup.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of a lookup.

You can perform the following actions:

 Modify details of a lookup. However, only the maker can modify a lookup before the first authorization. Once the first authorization is done, the lookup can be modified by any other user.

A system-defined lookup consists of system-defined lookup codes. When you modify a system-defined lookup, you can also add lookup codes manually. But you cannot delete or modify the system-defined lookup codes. You can only delete the user-defined lookup codes that you add manually for a system-defined lookup.



- Authorize the lookups that are created, modified, closed, or reopened.
- Close an authorized lookup that you don't want to use.
- Reopen a closed lookup.
- Delete a lookup that is not yet authorized upon creation. Only the maker of the lookup, can delete it. Once a lookup is authorized, you cannot delete it.
- View detailed information of a lookup in read-only mode.

Table 2-2 Field Description: View Lookups - Tile

| Field Name                                | Description                                                                                                                                                                                         |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lookup Type                               | Displays the lookup type.                                                                                                                                                                           |
| <b>Lookup Description</b>                 | Displays the description of the lookup.                                                                                                                                                             |
| System Defined                            | Displays whether the lookup is system defined. The possible options are:  Yes: This option is displayed for the system-defined lookups.  No: This option is displayed for the user-defined lookups. |
| <authorization status=""></authorization> | Displays the authorization status of the lookup. The possible options are:  Unauthorized  Authorized                                                                                                |
| <record status=""></record>               | Displays the status of the record. The possible options are:     Open     Closed                                                                                                                    |

The search section appears if you click  $\circ$ . Using this section, you can quickly search for lookups based on the specified search criteria.

Table 2-3 Field Description: View Lookup - Search

| Field Name           | Description                                                                                                                                                                                                                                                                    |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Туре                 | Indicates the lookup type.                                                                                                                                                                                                                                                     |
| Description          | Indicates the description of the lookup.                                                                                                                                                                                                                                       |
| Authorization Status | Indicates the authorization status of the lookup. The options are:  • Authorized: Select this option if you want to search for a lookup with Authorized status.  • Unauthorized: Select this option if you want to search for a lookup with Unauthorized status.               |
| Record Status        | <ul> <li>Indicates the status of the record.</li> <li>The options are:</li> <li>Open: Select this option if you want to search for a lookup with Open status.</li> <li>Closed: Select this option if you want to search for a lookup with Closed status.</li> </ul>            |
| System Defined       | <ul> <li>Indicates whether lookup is system-defined.</li> <li>The options are:</li> <li>Yes: Select this option if you want to search for a lookup that is system-defined.</li> <li>No: Select this option if you want to search for a lookup that is user-defined.</li> </ul> |



Viewing List of Lookups

## 2.2.1 Viewing List of Lookups

You can view the list of lookups created in the system and search for a particular lookup.

#### To view the list of lookups:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Lookups and then click View Lookup.
- 3. View the list of lookups created in the system.
- 4. If you want to search for a particular lookup:
  - a. Click Q.
  - b. Enter the search criteria and click Search.

#### (i) Note

If you want to create a lookup from this page, click +. For more information, see <u>Create Lookup</u>.

For information on how to perform various actions on a record, such as modify, delete, or authorize, see *Oracle Banking Collections Getting Started User Guide*.

## **Product Processor**

This topic describes the information about Product Processor.

A product processor helps to receive details of the delinquent accounts in **Oracle Banking Collections**. System receives various information of delinquent accounts from the product processor. For example, it helps user to receive details regarding the account numbers, customer names, and assets associated with the default account.

The information received from the product processor is then used to track and perform various collection activities to recover the amount due from the customers. While using the information received through the product processor, system checks that the business date falls between the effective date and expiry date defined for the product processor. It also checks that the product processor is authorized and is in open status. If a product processor is modified and a page is using the same product processor, then system validates information with the updated product processor that is in authorized and open status.

User can create and manage product processors using the following pages:

- <u>Create Product Processor</u>
   This topic describes the information about Create Product Processor.
- View Product Processor

## 3.1 Create Product Processor

This topic describes the information about Create Product Processor.

The **Create Product Processor** page facilitates user to create a product processor through which the details of the default accounts are received. User can create one or more product processors depending on the number of host systems from where the information is to be received.

Table 3-1 Field Description: Create Product Processor

| Field Name        | Description                                                                                                                                                                                                                                                                                                                                                            |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Information | This section is used to provide the basic information of the product processor.                                                                                                                                                                                                                                                                                        |
| Code              | Indicates the unique identification code of the product processor that user want to create for the host system.                                                                                                                                                                                                                                                        |
| Description       | Indicates the description of the product processor. This is the name of the source application or product name from where the default account details are received in <b>Oracle Banking Collections</b> application.                                                                                                                                                   |
| Group Basis       | Indicates the option based on which system should allocate the accounts received from the product processor to the collectors.  The options are:  Customer: Select this option if user want the accounts received to be allocated based on customer details.  Account: Select this option if user want the accounts received to be allocated based on account details. |



Table 3-1 (Cont.) Field Description: Create Product Processor

| Field Name     | Description                                                                                                                                                                                                                                    |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Effective Date | Indicates the date from when the application should accept information received from the product processor.  Note: The date should be later than or equal to the business date.  However, it must be earlier than or equal to the expiry date. |
| Expiry Date    | Indicates the date till when the application should accept information received from the product processor.  Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date. |

<u>Create a Product Processor</u>
 This topic describes the information about Create a Product Processor.

### 3.1.1 Create a Product Processor

This topic describes the information about Create a Product Processor.

For creating a product processor, user need to specify details, such as product processor code, description, and the date from when it is effective.

#### To create a product processor:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- From the Maintenance menu, click Product Processor and then click Create Product Processor.

The **Create Product Processor** page appears.

- 3. In the **Code** field, enter a unique identification code for the product processor.
- 4. In the **Description** field, enter a description of the product processor.
- 5. From the **Group Basis** list, select the option based on which the application should segment the accounts received from the product processor.
- **6.** In the **Effective Date** field, select the date from when the information received from the product processor is effective in the system.
- 7. Click Save.

Once the product processor is created, user can view the same using the **View Product Processor** page. Upon creation, the authorization status of the product processor is **Unauthorized** and the record status is **Open.** After a product processor is created, it must be authorized to be effective in the system.

# 3.2 View Product Processor

The **View Product Processor** page facilitates you to view the list of product processors created in the system and perform various actions on a product processor.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of a product processor.



You can perform the following actions:

- Modify details of a product processor. However, only the maker can modify a product processor before the first authorization. Once the first authorization is done, the product processor can be modified by any other user.
- Authorize the product processors that are created, modified, closed, or reopened.
- Close an authorized product processor that you don't want to use.
- Reopen a closed product processor.
- Delete a product processor that is not yet authorized upon creation. Only the maker of the product processor, can delete it. Once a product processor is authorized, you cannot delete it.
- View detailed information of a product processor in read-only mode.

Table 3-2 Field Description: View Product Processor - Tile

| Field Name                                | Description                                                                                                                                        |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Processor Code                            | Displays the product processor code.                                                                                                               |
| <b>Processor Description</b>              | Displays the description of the product processor.                                                                                                 |
| Group Basis                               | Displays the option based on which system segments the accounts received from the product processor.  The possible options are:  Customer  Account |
| Effective Date                            | Displays the date from when the information received through the product processor in the system is effective.                                     |
| <authorization status=""></authorization> | Displays the authorization status of the product processor. The possible values are:  Unauthorized  Authorized                                     |
| <record status=""></record>               | Displays the status of the record. The possible values are:     Open     Closed                                                                    |

The search section appears if you click Q. Using this section, you can quickly search for product processors based on the specified search criteria.

Table 3-3 Field Description: View Product Processor - Search

| Field Name                   | Description                                                                                                                                                                                                                                                                                                                            |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Processor Code               | Indicates the product processor code.                                                                                                                                                                                                                                                                                                  |
| <b>Processor Description</b> | Indicates the description of the product processor.                                                                                                                                                                                                                                                                                    |
| Group Basis                  | Indicates the option based on which system groups the accounts received from the product processor.  The options are:  Customer: Select this option if you want to search for product processors with group basis as Customer.  Accounts: Select this option if you want to search for product processors with group basis as Account. |



Table 3-3 (Cont.) Field Description: View Product Processor - Search

| Field Name           | Description                                                                                                                                                                                                                                                                                                                                |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authorization Status | <ul> <li>Indicates the authorization status of the product processor.</li> <li>The options are:</li> <li>Authorized: Select this option if you want to search for a product processor with Authorized status.</li> <li>Unauthorized: Select this option if you want to search for a product processor with Unauthorized status.</li> </ul> |
| Record Status        | <ul> <li>Indicates the status of the record.</li> <li>The options are:</li> <li>Open: Select this option if you want to search for a product processor with Open status.</li> <li>Closed: Select this option if you want to search for a product processor with Closed status.</li> </ul>                                                  |

Viewing List of Product Processors

# 3.2.1 Viewing List of Product Processors

You can view the list of product processors created in the system and search for a particular product processor.

#### To view the list of product processors:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- From the Maintenance menu, click Product Processor and then click View Product Processor.
- 3. View the list of product processors created in the system.
- 4. If you want to search for a particular product processor:
  - a. Click Q.
  - b. Enter the search criteria and click **Search**.

#### (i) Note

If you want to create a product processor from this page, click +. For more information, see Create Product Processor.

For information on how to perform various actions on a record, such as modify, delete, or authorize, see *Oracle Banking Collections Getting Started User Guide*.

# **Approval**

This topic describes the information about approval.

In Collections, certain transactions carry significant financial, operational, and reputational risk. Allowing these actions to be executed by a single user increases the likelihood of errors, misuse, or fraudulent activity.

To strengthen internal controls and ensure accountability, it is essential to implement a dual authorization mechanism, where high-risk or high-value transactions must be initiated by one user and approved by another authorized user before execution.

User can create and manage approval conditions using the following pages:

Create Approval

This topic describes the information about Create Approval.

View Approva

This topic describes the information about View Approval.

# 4.1 Create Approval

This topic describes the information about Create Approval.

The **Create Approval** page facilitates you to define the approval conditions to identify the transactions that require authorization.

Table 4-1 Field Description: Create Approval

| Field Name      | Description                                                                                            |
|-----------------|--------------------------------------------------------------------------------------------------------|
| Туре            | Indicates the type of transaction. Its value will always be Transaction Approval                       |
| Process Name    | Indicates the name of process or transaction which requires approval.                                  |
| Enable          | Toggle to indicate the process is enabled or not.                                                      |
| Rule            | Select the rule condition which decides whether the required transaction should go for approval or not |
| Rule Expression | Detailed expression of the selected rule.                                                              |

This section consists of the following topic:

Creating an Approval Condition

This topic describes the information about Create a Approval.

## 4.1.1 Creating an Approval Condition

This topic describes the information about Create a Approval.

For creating an approval, you need to specify details, such as process name and rule.

#### To create an approval condition:

1. From the main menu, navigate to **Collections** and then click **Maintenance**.



- From the Maintenance menu, click Approval and then click Create Approval.
  - The Create Approval page appears.
- 3. In the Type field, select Transaction Approval.
- Select Enable toggle button.
- 5. From the **Rule** list, select the valid pre-defined rule which determines approval condition.
- 6. Click Save.

A message appears that the record is saved successfully.

Once the approval condition is created, you can view the same using the **View Approval** page. Upon creation, the authorization status of the approval condition is **Unauthorized** and the record status is **Open**. After an approval condition is created, it must be authorized to be effective in the system.

# 4.2 View Approval

This topic describes the information about View Approval.

The **View Approval** page facilitates user to view the approval condition created in the system and perform various actions.

By default, it displays all the records that exist in open or closed and authorized or unauthorized status. However, user can search for records with specific search criteria. Each record displays the basic information of an approval condition.

User can perform the following actions:

- Modify details of the approval condition. However, only the maker can modify an approval condition before the first authorization. Once the first authorization is done, the approval condition can be modified by any other user.
- Authorize the strategy that are created, modified, closed, or reopened.
- Close an authorized approval condition that you don't want to use.
- Reopen a closed approval condition.
- Delete an approval condition that is not yet authorized upon creation. Only the maker of the approval condition, can delete it. Once an approval condition is authorized, user cannot delete it.
- View detailed information of an approval condition in read-only mode.

Table 4-2 Field Description: View Approval - Tile

| Field Name                                | Description                                                                                           |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Authorization Type                        | Indicates the type of transaction.                                                                    |
| Total number of processes                 | Displays the count of processes defined which requires approval.                                      |
| <authorization status=""></authorization> | Displays the authorization status of the strategy. The possible options are:  Unauthorized Authorized |
| <record status=""></record>               | Displays the status of the record. The possible options are:     Open     Closed                      |



The search section appears if user click Q. Using this section, user can quickly search for approval conditions based on the specified search criteria.

Table 4-3 Field Description: View Approval - Search

| Field Name           | Description                                                                                                                                                                                                                                                            |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authorization Type   | Indicates the type of transaction.                                                                                                                                                                                                                                     |
| Authorization Status | Indicates the authorization status of the strategy. The options are:  • Authorized: Select this option if you want to search for a strategy with Authorized status.  • Unauthorized: Select this option if you want to search for a strategy with Unauthorized status. |
| Record Status        | Indicates the status of the record. The options are:  Open: Select this option if user want to search for a strategy in Open status.  Closed: Select this option if user want to search for a strategy in Closed status.                                               |

#### (i) Note

If user want to create approval condition from this page, for more information see, **Create Approval.** 

For information how to perform various actions on a record, such as modify, delete, or authorize, see Oracle Banking Collections Getting Started User Guide.

# **Auto Number Generation**

A definition is the logic that the system uses to generate numbers automatically. This helps in generating auto numbers based on a predefined logic instead of any random numbers that the system may generate.

You can create and manage definitions for auto number generation using the following pages:

- Create Definition
- View Definition

## 5.1 Create Definition

The **Create Definition** page facilitates you to create a definition using which system generates the numbers automatically for different entity types. While creating a definition, you can specify various parameters based on which the system should generate a number for an entity type.

You can create only one definition for an entity type, product processor, and branch combination. This means when a definition is created for generating auto numbers, all the numbers for an entity type of the accounts received from the specified product processor and branch, are generated based on the definition created for the same.

You can create definition for generation of auto numbers for entity type - Case Number.

Table 5-1 Field Description: Create Definition

| E'.I.I.N.                          | Book and the                                                                                                                                                                                                                                                                              |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Field Name                         | Description                                                                                                                                                                                                                                                                               |
| Product Processor                  | Indicates the product processor.  The auto numbers are generated for the accounts received from the selected product processor.                                                                                                                                                           |
| Branch                             | Indicates the branch name. The auto numbers are generated for the accounts of the selected branch.                                                                                                                                                                                        |
| Entity Type                        | Indicates the entity type for which the auto number should be generated using the definition. The option is <b>Case.</b> By default, the option selected is <b>Case.</b>                                                                                                                  |
|                                    | The auto numbers are generated for the selected entity type for the accounts received from the specified product processor for the selected branch. The generated auto number is displayed or available in a list for selection for entity type fields wherever it appears in the system. |
| User Sequence #<br>Reset Frequency | Indicates the frequency at which the system should reset the auto number generation logic for an entity type. The options are: Annual None Monthly Weekly Daily Semi-Annual Quarterly                                                                                                     |



Table 5-1 (Cont.) Field Description: Create Definition

| Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicates the maximum length of the number that is generated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Toggle to indicate whether system should generate number with variable or fixed length.  If <b>Variable</b> is selected, system generates number that is of variable length but up to the maximum length specified in the <b>Max Length</b> field.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| If <b>Fixed</b> is selected, system generates number equal to the maximum length specified in the <b>Max Length</b> field.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Toggle to indicate whether system should add a check digit at the end of the auto number generated for the selected entity type.  Note: If this toggle is enabled, system checks that length of all the units and check digit together is not greater than the maximum length specified in the Max Length field.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| This section is used to specify what the number should constitute and the sequence of the same in the auto number to be generated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Indicates the sequence of the unit in the auto number generation logic. The value of the unit appears in the generated auto number as per the sequence number. By default, when you add a row it displays the sequence number. If you add multiple rows, system automatically provides a sequence number depending on the number of rows added in the table. You can modify the sequence number based on how you want the values of the unit should appear in the auto number to be generated. The sequence number must be unique for each unit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Indicates the unit with which the system should generate the number. The options are:  Record Creation Year (YYYY)  Record Creation (DD)  Record Creation Year/Month (YYYYMM)  Random Number > Length  Record Creation Year (YY)  System Sequence Number > Length  User Sequence Number > Length  Record Creation Month (MM)  Constant  For example, if you select Constant and specify AN as the value in the Value field with sequence as 1 for entity type as Case. In this scenario, auto number generated for all the case numbers will start with AN as a constant value.  Note: This list displays options based on the selected entity type. By default, Constant is selected.  You can add one or more units for generating auto number for an entity type. However, ensure that the total of values specified for each active unit is less than or equal to the maximum length specified in Max Length field.  It is mandatory to add and enable the System Sequence Number > Length unit. And it must be numbered last in the sequence if more than one units are |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |



Table 5-1 (Cont.) Field Description: Create Definition

| Field Name | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Value      | Indicates or displays the length of the unit.  For the following options in the Unit field, it displays the values by default and you cannot edit the same.  Record Creation Year (YYYY)  Record Creation (DD)  Record Creation Year/Month (YYYYMM)  Record Creation Year (YY)  Record Creation Month (MM)  Note: Ensure that the total of the values specified for all the active units is less than or equal to the maximum length specified in the Max Length field. |
| Enabled    | Toggle to indicate whether the unit is active.  Note: System uses only the active units for generating auto numbers.                                                                                                                                                                                                                                                                                                                                                    |

Creating a Definition

## 5.1.1 Creating a Definition

For creating a definition, you need to specify details, such as product processor, branch, and entity type.

#### To create a definition:

- From the main menu, navigate to Collections and then click Maintenance.
- From the Maintenance menu, click Auto Number Generation and then click Create Definition.

The **Create Definition** page appears.

- **3.** From the **Product Processor** list, select the product processor for which you want to generate the auto numbers for the entity type.
- 4. From the **Branch** list, select the branch for which you want generate the auto numbers for the entity type.
- 5. From the **Entity Type** list, select the entity type for which you want generate the auto numbers for the accounts received from the product processor for the selected branch.
- 6. In the Max Length field, enter the maximum length of the auto number to be generated.
- 7. In the **Length** field, toggle the switch as required to indicate whether the system should generate number with variable or fixed length.
- 8. In the **Add Check Digit** field, toggle the switch as required to indicate whether the system should add a check digit at the end of the auto number to be generated for the selected entity type.
- 9. Click .

A row is added in the unit details table. You can add one or more rows to add the units based on which the system should generate the auto number.

10. From the Units list, select the System Sequence Number > Length option.



It is mandatory that the **System Sequence Number > Length** unit is enabled and must be numbered last in the sequence order if more than one units are added.

- 11. In the **Value** field, enter a value for the option selected.
- 12. If you add more than one units, edit the default sequence number in the Sequence field for the units added depending on the order in which you want the value of the units to appear in the auto number to be generated.
- **13.** In the **Enabled** field, enable the toggle switch of the units to be used for auto number generation.

#### 14. Click Validate Sequence.

A message appears showing the sample auto number generated based on the selected active units. It also indicates whether the number generated is valid.

#### 15. Click Save.

Once the definition is created, you can view the same using the **View Definition** page. Upon creation, the authorization status of the definition is **Unauthorized** and the record status is **Open.** After a definition is created, it must be authorized to be effective in the system.

## 5.2 View Definition

The **View Definition** page facilitates you to view the list of definitions created in the system and perform various actions on a definition.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of a definition.

You can perform the following actions:

- Modify details of a definition. However, only the maker can modify a definition before the
  first authorization. Once the first authorization is done, the definition can be modified by
  any other user.
- Authorize the product processors that are created, modified, closed, or reopened.
- Close an authorized definition that you don't want to use.
- Reopen a closed definition.
- Delete a definition that is not yet authorized upon creation. Only the maker of the definition, can delete it. Once a definition is authorized, you cannot delete it.
- View detailed information of a definition in read-only mode.

Table 5-2 Field Description: View Definition - Tile

| Field Name                                | Description                                                                                             |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Entity Type                               | Displays the entity type.                                                                               |
| Product Processor                         | Displays the product processor code.                                                                    |
| Branch                                    | Displays the name of the branch.                                                                        |
| Sequence Reset                            | Displays the frequency of reset for auto number generation logic for an entity type.                    |
| <authorization status=""></authorization> | Displays the authorization status of the definition. The possible values are:  Unauthorized  Authorized |



Table 5-2 (Cont.) Field Description: View Definition - Tile

| Field Name                  | Description                                                                     |
|-----------------------------|---------------------------------------------------------------------------------|
| <record status=""></record> | Displays the status of the record. The possible values are:     Open     Closed |

The search section appears if you click Q. Using this section, you can quickly search for definitions based on the specified search criteria.

Table 5-3 Field Description: View Definition - Search

| Field Name           | Description                                                                                                                                                                                                                                                                   |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product Processor    | Indicates the product processor code.                                                                                                                                                                                                                                         |
| Entity Type          | Indicates the entity type. The options are:                                                                                                                                                                                                                                   |
| Branch               | Indicates the name of the branch.                                                                                                                                                                                                                                             |
| Authorization Status | Indicates the authorization status of the definition.  The options are:  • Authorized: Select this option if you want to search for a definition with Authorized status.  • Unauthorized: Select this option if you want to search for a definition with Unauthorized status. |
| Record Status        | Indicates the status of the record. The options are:  Open: Select this option if you want to search for a definition in Open status.  Closed: Select this option if you want to search for a definition in Closed status.                                                    |

This section consists of the following topic:

Viewing List of Definitions

# 5.2.1 Viewing List of Definitions

You can view the list of definitions created in the system and search for a particular definition.

#### To view the list of definitions:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Auto Number Generation and then click View Definition.
- 3. View the list of definitions.
- 4. If you want to search for a particular definition:
  - a. Click Q.



b. Enter the search criteria and click **Search.** 

#### (i) Note

If you want to create a definition from this page, click +. For more information, see Create Definition.

For information on how to perform various actions on a record, such as modify, delete, or authorize, see *Oracle Banking Collections Getting Started User Guide*.

# Workflow

A workflow is the predefined life cycle of a task that is performed by the system or a user. It consists of the statuses through which a task moves based on certain predefined rules and conditions. Workflows are created for various task types that are created using the **Create Task** page.

You can create and manage workflows for tasks using the following pages:

- <u>Create Workflow</u>
   This topic describes the information about Create Workflow.
- View Workflow

## 6.1 Create Workflow

This topic describes the information about Create Workflow.

The **Create Workflow** page facilitates user to create a workflow for a task.

Table 6-1 Field Description: Create Workflow

| Field Name     | Description                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details  | This section is used to provide basic information of the workflow.                                                                                                                                                                                                                                                                                                                                |
| Code           | Indicates the unique identification code of the workflow.                                                                                                                                                                                                                                                                                                                                         |
| Description    | Indicates the description of the workflow.                                                                                                                                                                                                                                                                                                                                                        |
| Status Details | This section is used to provide the status transition details of the task.  Note: If user click corresponding to a row, a section appears using which user can configure rules for the status transition record. For more information on how to configure rules, see Oracle Banking Common Core User Guide.                                                                                       |
| S.No.          | Displays the serial number of the status transition record.                                                                                                                                                                                                                                                                                                                                       |
| Current Status | Indicates the current workflow status of the task.  Note: The current status and next status cannot be same.                                                                                                                                                                                                                                                                                      |
| Next Status    | Indicates the next workflow status to which the task should move.  Note: The current status and next status cannot be same.                                                                                                                                                                                                                                                                       |
| Туре           | <ul> <li>Indicates how the status transition should happen. The options are:</li> <li>Manual: Select this option if you want the status transition to be done manually by the user.</li> <li>System: Select this option if you want the status transition to be done by the system.</li> <li>Note: The status transition of type as System can also be done manually by the collector.</li> </ul> |
| Active         | Toggle to indicate whether the status transition is active.                                                                                                                                                                                                                                                                                                                                       |



Table 6-1 (Cont.) Field Description: Create Workflow

| Field Name   | Description                                                                                                                                                                                                                                                                                                 |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Linked Tasks | Displays the list of open tasks linked to the workflow.  Note: This section appears if you click Linked Tasks, which is displayed only after user save the details. However, the open tasks details appear only after the tasks are created using Create Task page in which workflow is mapped to the task. |

Creating a Workflow

# 6.1.1 Creating a Workflow

For creating a workflow, you need to specify details, such as workflow code, description, and current and next status.

#### To create a workflow:

Before creating the workflow, you must create the statuses through which a task moves in the workflow.

- 1. From the main menu, navigate to Collections and then click Maintenance.
- 2. From the Maintenance menu, click Workflow and then click Create Workflow.

The **Create Workflow** page appears.

- 3. In the **Code** field, enter a unique identification code for the workflow.
- In the **Description** field, enter a description of the workflow.
- 5. In the **Status Details** section, click <u>+</u>.
- 6. From the **Current Status** list, select the current status of the task in the workflow.
- 7. From the **Next Status** list, select the next status of the task in the workflow.
- 8. From the **Type** list, select the option for transition of status.
- 9. Click corresponding to the required row.
- 10. Configure rules for the particular status transition record.
- 11. Click Save.

Once the workflow is created, you can view the same using the **View Workflow** page. Upon creation, the authorization status of the workflow is **Unauthorized** and the record status is **Open.** After a workflow is created, it must be authorized to be effective in the system. On authorization, the workflow is visible in the **Create Task** page from where you can map the task with the required workflow. A task moves through various statuses based on the workflow mapped to it.

## 6.2 View Workflow

The **View Workflow** page facilitates you to view the list of workflows created in the system and perform various actions on a workflow.



By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of a workflow.

You can perform the following actions:

- Modify details of a workflow. However, only the maker can modify a workflow before the
  first authorization. Once the first authorization is done, the workflow can be modified by
  any other user.
- Authorize the workflows that are created, modified, closed, or reopened.
- Close an authorized workflow that you don't want to use.
- Reopen a closed workflow.
- Delete a workflow that is not yet authorized upon creation. Only the maker of the workflow, can delete it. Once a workflow is authorized, you cannot delete it.
- View detailed information of a workflow in read-only mode. You can view the list of open tasks linked to the workflow. However, the open tasks details appear only after the tasks are created using Create Task page in which the workflow is mapped to the task.

Table 6-2 Field Description: View Workflow - Tile

| Field Name                  | Description                                                                                            |
|-----------------------------|--------------------------------------------------------------------------------------------------------|
| Workflow Code               | Displays the workflow code.                                                                            |
| <b>Workflow Description</b> | Displays the description of the workflow.                                                              |
| Authorization Status        | Displays the authorization status of the workflow. The possible options are:  Unauthorized  Authorized |
| Record Status               | Displays the status of the record. The possible options are:     Open     Closed                       |

The search section appears if you click Q. Using this section, you can quickly search for workflows based on the specified search criteria.

Table 6-3 Field Description: View Workflow - Search

| Field Name           | Description                                                                                                                                                                                                                                                            |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow Code        | Indicates the workflow code.                                                                                                                                                                                                                                           |
| Workflow Description | Indicates the workflow description.                                                                                                                                                                                                                                    |
| Authorization Status | Indicates the authorization status of the workflow. The options are:  • Authorized: Select this option if you want to search for a workflow with Authorized status.  • Unauthorized: Select this option if you want to search for a workflow with Unauthorized status. |
| Record Status        | Indicates the status of the record. The options are:  Open: Select this option if you want to search for a workflow in Open status.  Closed: Select this option if you want to search for a workflow in Closed status.                                                 |



Viewing List of Workflows

## 6.2.1 Viewing List of Workflows

You can view the list of workflows created in the system and search for a particular workflow.

#### To view the list of workflows:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Workflow and then click View Workflow.
- 3. View the list of workflows created in the system.
- 4. If you want to search for a particular workflow:
  - a. Click Q.
  - b. Enter the search criteria and click **Search**.

#### (i) Note

If you want to create a workflow from this page, click +. For more information, see Create Workflow.

For information on how to perform various actions on a record, such as modify, delete, or authorize, see *Oracle Banking Collections Getting Started User Guide*.

# Task

A task is an activity that the user or system performs to collect the amount due from the customer. For example, the collector sends an email to the customer or calls the customer over mobile.

The tasks are either executed automatically by the system, or the tasks need to be performed manually by the collector. A task has a predefined life cycle in which it goes through different statuses. This lifecycle is called the task workflow that is created using the **Create Workflow** page. For more information on workflow, see <u>Workflow</u>.

You can create and manage tasks using the following pages:

- Create Task
- View Task

## 7.1 Create Task

The **Create Task** page facilitates you to create a task. You can create a task for performing various actions on an account for collection of amount due from the customer. You can also provide the workflow for the task that you want to create.

Table 7-1 Field Description: Create Task

| Field Name         | Description                                                                                                           |
|--------------------|-----------------------------------------------------------------------------------------------------------------------|
| Task Type          | Indicates the task type. The options are: Customer Call Letter Email Data Capture                                     |
| Task Code          | Indicates the unique identification code of the task type.                                                            |
| Task Description   | Indicates the description of the task.                                                                                |
| Workflow           | Indicates the workflow of the task.                                                                                   |
| User Defined Field | Indicates the user defined field of the task. This field will only appear when task type is selected as Data Capture. |

This topic contains the following sub-topics:

Creating a Task

## 7.1.1 Creating a Task

For creating a task, you need to specify details, such as the task type, task code, and task description.

To create a task:



Before creating a task, ensure that the workflow for the task is created. For more information, see Workflow.

- From the main menu, navigate to Collections and then click Maintenance.
- 2. From the Maintenance menu, click Task and then click Create Task.
  - The **Create Task** page appears.
- 3. From the **Task Type** list, select the type of task that you want to create.
- 4. In the **Task Code** field, enter a unique identification code for the task.
- 5. In the **Task Description** field, enter a description for the task.
- 6. From the **Workflow** list, select the workflow of the task type.
- From the User Defined Field list, select the user defined field of the task type.
   This list is displayed only if the Task Type selected is 'User Defined Field'.
- 8. Click Save.

Once the task is created, you can view the same using the **View Task** page. Upon creation, the authorization status of the task is **Unauthorized** and the record status is **Open.** After a task is created, it must be authorized to be effective in the system.

## 7.2 View Task

The **View Task** page facilitates you to view the list of tasks created in the system and perform various actions on a task.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of a task.

You can perform the following actions:

- Modify details of a task. However, only the maker can modify a task before the first authorization. Once the first authorization is done, the task can be modified by any other user.
- Authorize the tasks that are created, modified, closed, or reopened.
- Close an authorized task that you don't want to use.
- Reopen a closed task.
- Delete a task that is not yet authorized upon creation. Only the maker of the task, can delete it. Once a task is authorized, you cannot delete it.
- View detailed information of a task in read-only mode.

Table 7-2 Field Description: View Task - Tile

| Field Name         | Description                           |
|--------------------|---------------------------------------|
| Task Code          | Displays the task code.               |
| Task Description   | Displays the description of the task. |
| Туре               | Displays the task type.               |
| Workflow           | Displays the task workflow.           |
| User Defined Field | Displays the user defined field.      |



Table 7-2 (Cont.) Field Description: View Task - Tile

| Field Name                                | Description                                                                                       |
|-------------------------------------------|---------------------------------------------------------------------------------------------------|
| <authorization status=""></authorization> | Displays the authorization status of the task. The possible options are:  Unauthorized Authorized |
| <record status=""></record>               | Displays the status of the record. The possible options are:     Open     Closed                  |

The search section appears if you click Q. Using this section, you can quickly search for tasks based on the specified search criteria.

Table 7-3 Field Description: Task - Search

| Field Name           | Description                                                                                                                                                                                                                                                |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Task Type            | Indicates the task type. The options are: Customer Call Letter Email Data Capture                                                                                                                                                                          |
| Task Code            | Indicates the task code.                                                                                                                                                                                                                                   |
| Task Description     | Indicates the description of the task.                                                                                                                                                                                                                     |
| Authorization Status | Indicates the authorization status of the task. The options are:  • Authorized: Select this option if you want to search for a task with Authorized status.  • Unauthorized: Select this option if you want to search for a task with Unauthorized status. |
| Record Status        | Indicates the status of the record. The options are:  Open: Select this option if you want to search for a task in Open status.  Closed: Select this option if you want to search for a task in Closed status.                                             |

This topic contains the following sub-topics:

Viewing List of Tasks

## 7.2.1 Viewing List of Tasks

You can view the list of tasks created in the system and search for a particular task.

#### To view the list of tasks:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Task and then click View Task.
- 3. View the list of tasks.
- 4. If you want to search for a particular task:



- a. Click Q.
- b. Enter the search criteria and click **Search.**

### (i) Note

If you want to create a task from this page, click +. For more information, see <u>Create Task</u>.

For information on how to perform various actions on a record, such as modify, delete, or authorize, see *Oracle Banking Collections Getting Started User Guide*.

## Call Action

This topic describes the information about Call Action.

User can configure the action types, results, and collection statuses that are used while maintaining and processing the details of the tasks that are performed under a strategy.

User can create and manage call actions using the following pages:

- <u>Create Call Action</u>
   This topic describes the information about Create Call Action.
- View Call Action

### 8.1 Create Call Action

This topic describes the information about Create Call Action.

The **Create Call Action** page facilitates user to create a call action. User can configure actions and its results for the follow-up calls that are made by collector to the customer.

User can add multiple results for an action. However, each action and result combination must be unique. User can also configure multiple collection statuses for a combination of action and result.

Table 8-1 Field Description: Create Call Action

| Field Name          | Description                                                                                                                                                                                                                                                                               |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details       | This section is used to provide basic information of the call action.                                                                                                                                                                                                                     |
| Code                | Indicates the unique identification code of the call action.                                                                                                                                                                                                                              |
| Description         | Indicates the description of the call action.                                                                                                                                                                                                                                             |
| Call Action Details | This section is used to specify details of the actions.                                                                                                                                                                                                                                   |
| S. No.              | Displays the serial number of the record.                                                                                                                                                                                                                                                 |
| Action              | Indicates the action type.  Note: User can add multiple actions. However, each action and result combination must be unique.                                                                                                                                                              |
| Call Type           | Indicates the call type.                                                                                                                                                                                                                                                                  |
| Active              | Toggle to indicate whether the call action record is active.  Note: Only the active call actions are displayed in transaction pages for call action fields.                                                                                                                               |
| Result Details      | This section is displayed if user click corresponding to a row in the <b>Call Action Details</b> table. In this section, user can specify details of the results that user want to configure for a particular action. <b>Note:</b> User must configure at least one result for an action. |
| Result              | Indicates the result for the action type.  Note: User can add multiple results for an action. However, each action and result combination must be unique.                                                                                                                                 |



Table 8-1 (Cont.) Field Description: Create Call Action

| Field Name            | Description                                                                                                                                                                                                                                                                                          |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Right Party Contacted | Indicates whether right party contact is enabled for action and result combination.                                                                                                                                                                                                                  |
| Status                | Click <b>Manage</b> to configure the collection statuses for the action and result combination.                                                                                                                                                                                                      |
| Active                | Toggle to indicate whether the result is active.  Note: Only the active results are displayed in transaction pages for call action fields.                                                                                                                                                           |
| Status Details        | This section is displayed if you click <b>Manage</b> in the <b>Status</b> field of <b>Result Details</b> section. It is used to specify collection status details for an action and result combination. <b>Note:</b> User can add multiple collection statuses for an action and result combination. |
| Collection Status     | Indicates the collection status of the action and result combination.                                                                                                                                                                                                                                |
| Action                | Indicates whether the collection status is open or closed for the action and result combination.                                                                                                                                                                                                     |

This section consists of the following topic:

Creating Call Action

### 8.1.1 Creating Call Action

For creating a call action, you need to specify details, such as code, description, actions, and results.

#### To create a call action:

- From the main menu, navigate to Collections and then click Maintenance.
- 2. From the Maintenance menu, click Call Action and then click Create Call Action.
  - The **Create Call Action** page appears.
- 3. In the **Code** field, enter a unique identification code for the call action.
- 4. In the **Description** field, enter a description of the call action.
- In the Call Action Details section, select action from the Action list.
- 6. From the **Call Type** list, select the call type.
- 7. In the **Active** field, toggle to indicate whether the action is enabled.
- Click corresponding to the required action for which you want to add results and enter details in the Result Details section.
  - a. From the **Result** list, select result for the action.
  - b. In the Right Party Contacted field, toggle to indicate whether right party is contact is enabled.
  - In the Status field, click Manage and enter collection status details in the Status Details section.
  - d. In the **Active** field, toggle to indicate whether result is active.
- Click Save.



### 8.2 View Call Action

The **View Call Action** page facilitates you to view the list of call actions created in the system and perform various actions on a call action.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of a call action.

You can perform the following actions:

- Modify details of a call action. However, only the maker can modify a call action before the
  first authorization. Once the first authorization is done, the call action can be modified by
  any other user.
- Authorize the call action that are created, modified, closed, or reopened.
- Close an authorized call action that you don't want to use.
- Reopen a closed call action.
- Delete a call action that is not yet authorized upon creation. Only the maker of the call action, can delete it. Once a call action is authorized, you cannot delete it.
- View detailed information of a call action in read-only mode.

Table 8-2 Field Description: View Call Action - Tile

| Field Name                                | Description                                                                                                   |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| Action Code                               | Displays the call action code                                                                                 |
| Action Description                        | Displays the description of the call action.                                                                  |
| <authorization status=""></authorization> | Displays the authorization status of the call action. The possible options are:  • Unauthorized  • Authorized |
| <record status=""></record>               | Displays the status of the record. The possible options are:     Open     Closed                              |

The search section appears if you click Q. Using this section, you can quickly search for call actions based on the specified search criteria.

Table 8-3 Field Description: View Call Action - Search

| Field Name           | Description                                                                                                                                                                                                                                                                                                              |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code                 | Indicates the call action code.                                                                                                                                                                                                                                                                                          |
| Description          | Indicates the description of the call action.                                                                                                                                                                                                                                                                            |
| Authorization Status | <ul> <li>Indicates the authorization status of the call action.</li> <li>The options are:</li> <li>Authorized: Select this option if you want to search for a call action with Authorized status.</li> <li>Unauthorized: Select this option if you want to search for a call action with Unauthorized status.</li> </ul> |



Table 8-3 (Cont.) Field Description: View Call Action - Search

| Field Name    | Description                                                                                                                                                                                                                      |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Record Status | Indicates the status of the record. The options are:  Open: Select this option if you want to search for a call action with Open status.  Closed: Select this option if you want to search for a call action with Closed status. |

This section consists of the following topic:

Viewing List of Call Actions

### 8.2.1 Viewing List of Call Actions

You can view the list of call actions created in the system and search for a particular call action.

#### To view the list of call actions:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Call Action and then click View Call Action.
- 3. View the list of call actions created in the system.
- 4. If you want to search for a particular call action:
  - a. Click Q.
  - b. Enter the search criteria and click **Search**.

#### (i) Note

If you want to create a call action from this page, click +. For more information, see Create Call Action.

For information on how to perform various actions on a record, such as modify, delete, or authorize, see *Oracle Banking Collections Getting Started User Guide*.

# Strategy

This topic describes the information about Strategy.

A strategy is a group of tasks to be performed on a case for collection of unpaid dues from the customer of a delinquent account. The tasks are performed either by the system or manually by the collectors. These tasks are grouped together under various strategies.

User can create and manage strategies using the following pages:

- Create Strategy
  - This topic describes the information about Create Strategy.
- View Strategy

This topic describes the information about View Strategy.

## 9.1 Create Strategy

This topic describes the information about Create Strategy.

The **Create Strategy** page facilitates user to create a strategy. While creating a strategy, user can associate multiple tasks to the strategy.

Table 9-1 Field Description: Create Strategy

| Field Name                       | Bereitster                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Field Name                       | Description                                                                                                                                                                                                                                                                                                                                                                                  |
| Basic Details                    | This section is used to provide basic information of the strategy.                                                                                                                                                                                                                                                                                                                           |
| Code                             | Indicates the unique identification code of the strategy.                                                                                                                                                                                                                                                                                                                                    |
| Description                      | Indicates the description of the strategy.                                                                                                                                                                                                                                                                                                                                                   |
| Effective Date                   | Indicates the date from when the strategy is effective in the system.  Note: The date should be later than or equal to the business date.  However, it must be earlier than or equal to the expiry date.                                                                                                                                                                                     |
| Expiry Date                      | Indicates the date till when the strategy is effective in the system.  Note: The date should be later than or equal to the business date.  However, it must be later than or equal to the effective date.                                                                                                                                                                                    |
| Task Details                     | This section is used to add the tasks that user want to group together under the strategy, and set the task related configurations.                                                                                                                                                                                                                                                          |
| S. No                            | Indicates the sequence number of performance of task.                                                                                                                                                                                                                                                                                                                                        |
| Task                             | Indicates the task type to be added to the strategy. User can search and select the required task code and description for the task type.                                                                                                                                                                                                                                                    |
| Mandatory                        | Toggle to indicate whether it is mandatory to perform the current task before proceeding to perform the next task in sequence.                                                                                                                                                                                                                                                               |
| Wait Period<br>(Days:Hours:Mins) | Indicates the waiting time before prompting the next task to the collector or initiating the system task after this task is completed. For example, if user specify the wait period as 2 days, 6 hours, and 30 minutes, system will prompt the next task to the collector after the specified wait period on completion of this task.  Note: This field is enabled only for mandatory tasks. |



Table 9-1 (Cont.) Field Description: Create Strategy

| Field Name                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Expiration<br>(Days:Hours:Mins) | Indicates the time after which the task will expire. If the task is not closed within the specified time, system will automatically expire the task and move to the next task in sequence.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Escalation Rule                 | Select the rule condition. If the condition is met, the task status will be updated to <b>Escalated</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Escalation Expression           | Detailed expression of the escalation rule.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Dependency                      | Click <b>Add</b> to configure the dependent task that needs to be performed before initiating the current task. This means before the current task is initiated, the dependent task must be performed and should be in a particular status.  When user click <b>Add</b> , the <b>Dependency</b> section is displayed using which user can add the expression for the dependent task. User need to select the sequence number and dependent task and specify the status in which the dependent task should exist. The task list displays the sequence number and task type of all the previous tasks that you added in the table before the current task. The status list displays the status in which the task must exist. Once you specify the details, the generated expression is displayed in the field. <b>Note:</b> This field is not applicable for the first task in sequence. User can add dependent task from second task onwards in the sequence. |
| Template                        | <u> </u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                 | Click 티 to add correspondence template for the task.  Note: User can add multiple correspondence templates for a task.  However, user need to mark one template as default.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

This section consists of the following topic:

Create a Strategy

This topic describes the information about Create a Strategy.

### 9.1.1 Create a Strategy

This topic describes the information about Create a Strategy.

For creating a strategy, user need to specify details, such as the code, description, and tasks to be associated with the strategy.

#### To create a strategy:

Before user create a strategy, ensure that tasks are created in the system.

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Strategy and then click Create Strategy.

The **Create Strategy** page appears.

- 3. In the **Code** field, enter a unique identification code for the strategy.
- 4. In the **Description** field, enter a description of the strategy.
- 5. In the **Effective Date** field, select the date from when the strategy is effective in the system.
- 6. In the **Task Details** section, click ∴.
- 7. In the **Task** field, click Q and select the task user want to associate with the strategy.



- 8. In the **Mandatory** field, toggle the switch as required to indicate whether it is mandatory to perform the current task before the next task in sequence is performed.
- 9. In the **Escalation Rule** field, select the rule condition to escalate the task automatically.
- 10. In the **Template** field, enter the correspondence template of the task is of type email.
- 11. Click Save.

A message appears that the record is saved successfully.

Once the strategy is created, user can view the same using the **View Strategy** page. Upon creation, the authorization status of the strategy is **Unauthorized** and the record status is **Open.** After a strategy is created, it must be authorized to be effective in the system. The strategies that need to be applied on an account or customer for collection of unpaid dues, should be associated with the required segment. For more information, refer <u>Segment</u>.

## 9.2 View Strategy

This topic describes the information about View Strategy.

The **View Strategy** page facilitates user to view the list of strategies created in the system and perform various actions on a strategy.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, user can search for records with specific search criteria. Each record displays the basic information of a strategy.

User can perform the following actions:

- Modify details of a strategy. However, only the maker can modify a strategy before the first authorization. Once the first authorization is done, the strategy can be modified by any other user.
- Authorize the strategy that are created, modified, closed, or reopened.
- Close an authorized strategy that user don't want to use.
- Reopen a closed strategy.
- Delete a strategy that is not yet authorized upon creation. Only the maker of the strategy, can delete it. Once a strategy is authorized, user cannot delete it.
- View detailed information of a strategy in read-only mode.

Table 9-2 Field Description: View Strategy - Tile

| Field Name                                | Description                                                                                            |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Strategy Code                             | Displays the strategy code.                                                                            |
| Strategy Description                      | Displays the description of the strategy.                                                              |
| Effective Date                            | Displays the date from when the strategy is effective in the system.                                   |
| <authorization status=""></authorization> | Displays the authorization status of the strategy. The possible options are:  Unauthorized  Authorized |
| <record status=""></record>               | Displays the status of the record. The possible options are:     Open     Closed                       |



The search section appears if you click Q. Using this section, user can quickly search for strategies based on the specified search criteria.

Table 9-3 Field Description: View Strategy - Search

| Field Name           | Description                                                                                                                                                                                                                                                            |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Strategy Code        | Indicates the strategy code.                                                                                                                                                                                                                                           |
| Strategy Description | Indicates the description of the strategy.                                                                                                                                                                                                                             |
| Authorization Status | Indicates the authorization status of the strategy. The options are:  • Authorized: Select this option if you want to search for a strategy with Authorized status.  • Unauthorized: Select this option if you want to search for a strategy with Unauthorized status. |
| Record Status        | Indicates the status of the record. The options are:  Open: Select this option if user want to search for a strategy in Open status.  Closed: Select this option if user want to search for a strategy in Closed status.                                               |

This section consists of the following topic:

View a List of Strategies

This topic describes the information about View List of Strategies.

### 9.2.1 View a List of Strategies

This topic describes the information about View List of Strategies.

The **View Strategy** page facilitates user to view the list of strategies created in the system and perform various actions on a strategy.

#### To view the list of strategies:

- From the main menu, navigate to Collections and then click Maintenance.
- 2. From the Maintenance menu, click Strategy and then click View Strategy.
- View the list of strategies created in the system.
- **4.** If user want to search for a particular strategy:
  - a. Click Q.
  - b. Enter the search criteria and click Search.

#### Note

If user want to create a strategy from this page, click +. For more information, refer Create Strategy.

For information on how to perform various actions on a record, such as modify, delete, or authorize, refer *Oracle Banking Collections Getting Started User Guide*.

# Segment

In Oracle Banking Collections, once the cases are created, the associated accounts are assigned to relevant segments. Accounts are identified and assigned to the segments based on the rules configured for a segment.

A segment is used to group accounts for applying various strategies to collect the amount due on the accounts. Each strategy consists of a group of tasks that are performed on the accounts assigned to the segment. The tasks to be performed on an account assigned to a segment are allocated based on the following configurations of the segment:

- If **Ignore Group Basis** toggle switch is enabled for a segment, then all the tasks are allocated to a particular collector based on the user assignment code set for the strategies mapped to segment.
- If **Ignore Group Basis** toggle switch is not enabled for a segment, then all the tasks are allocated to the default collector of the account.

You can create and manage segments using the following pages:

- Create Segment
- View Segment

## 10.1 Create Segment

The **Create Segment** page facilitates you to create a segment. You can create a segment to which the accounts are assigned. While creating a segment, you can configure rules based on which the accounts will be assigned to the segment. You can also associate one or more strategies with the segment.

Table 10-1 Field Description: Create Segment

| Field Name        | Description                                                                                                   |
|-------------------|---------------------------------------------------------------------------------------------------------------|
| Basic Details     | This section is used to provide basic information of the segment.                                             |
| Code              | Indicates the unique identification code of the segment.                                                      |
| Description       | Indicates description of the segment.                                                                         |
| Product Processor | Indicates the product processor applicable for the segment.                                                   |
| Group Basis       | Displays the group basis of the product processor that is applicable on the segment. The possible values are: |



Table 10-1 (Cont.) Field Description: Create Segment

| Field Name         | Description                                                                                                                                                                                                                                                                                                                        |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ignore Group Basis | Toggle to indicate whether the strategies mapped to the segment should be assigned to a specific collector.  If the toggle switch is enabled, strategies in the segment are assigned to a specific collector. If the toggle switch is not enabled, strategies in the segment are assigned to the default collector of the account. |
|                    | <b>Note:</b> If the switch is enabled, the allocation of tasks is done based on the user assignment code selected in the <b>User Assignment</b> field in <b>Strategy</b> tab.                                                                                                                                                      |
| Effective Date     | Indicates the date from when the segment is effective in the system. <b>Note:</b> The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date.                                                                                                                       |
| Expiry Date        | Indicates the date till when the segment is effective in the system.  Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date.                                                                                                                            |
| Selection Criteria | This tab is used to configure rules based on which account are allocated to the segment. For more information on how to configure rules, see <i>Oracle Banking Common Core User Guide</i> .                                                                                                                                        |
| Strategy           | This tab is used to associate strategies that are applicable on the segment.  Note: You can associated one or more strategies with the segment.                                                                                                                                                                                    |
| S.No               | Displays the sequence number of the strategy.                                                                                                                                                                                                                                                                                      |
| Strategy           | Indicates the strategy associated with the segment.                                                                                                                                                                                                                                                                                |
| User Assignment    | Indicates the user assignment code based on which all the tasks related to the strategies are allocated to the users.  Note: This field is displayed only if Ignore Group Basis switch is turned on.                                                                                                                               |
| Call Details       | Indicates the call action applicable for the strategy.                                                                                                                                                                                                                                                                             |
| Enabled            | Toggle to indicate whether the strategy is enabled for the segment.                                                                                                                                                                                                                                                                |

#### **Related Topics**

| For more information on       | See                         |
|-------------------------------|-----------------------------|
| How to create user assignment | Creating an User Assignment |

This section consists of the following topic:

Creating a Segment

### 10.1.1 Creating a Segment

For creating a segment, you need to specify details, such as code, description, and the date from when it is effective.

#### To create a segment:

Strategy and User Assignment must be created in the system.

- 1. From the main menu, navigate to Collections and then click Maintenance.
- 2. From the Maintenance menu, click Segment and then click Create Segment.
  - The **Create Segment** page appears.
- 3. In the **Code** field, enter a unique identification code for the segment.



- In the **Description** field, enter a description of the segment.
- 5. From the **Product Processor** list, select the product processor.
- 6. In the **Effective Date** field, select the date from when the information received from the product processor is effective in the system.
- In the Selection Criteria tab, configure the rules based on which segmentation of accounts will be done.
- 8. In the Strategy tab, enter the details.
  - a. From the **Strategy** list, select the strategy.
  - b. From the User Assignment list, select the user assignment code to which the segment should be assigned.
  - c. From the Call Details list, select the call action for the strategy.
- 9. Click Save.

A message appears that the record is saved successfully.

Once the segment is created, you can view the same using the **View Segment** page. Upon creation, the authorization status of the segment is **Unauthorized** and the record status is **Open.** After a segment is created, it must be authorized to be effective in the system.

# 10.2 View Segment

The **View Segment** page facilitates you to view the list of segments created in the system and perform various actions on a segment.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of a segment.

You can perform the following actions:

- Modify details of a segment. However, only the maker can modify a segment before the
  first authorization. Once the first authorization is done, the segment can be modified by any
  other user. If you modify a segment, the modified segment is applicable on the next
  segment assignment process and not to the current active assignment.
- Authorize the segment that are created, modified, closed, or reopened.
- Close an authorized segment that you don't want to use.
- · Reopen a closed segment.
- Delete a segment that is not yet authorized upon creation. Only the maker of the segment, can delete it. Once a segment is authorized, you cannot delete it.
- View detailed information of a segment in read-only mode.

Table 10-2 Field Description: View Segment - Tile

| Field Name          | Description                                     |
|---------------------|-------------------------------------------------|
| Segment Code        | Displays the segment code.                      |
| Segment Description | Displays the description of the segment.        |
| Product Processor   | Displays the product processor for the segment. |



Table 10-2 (Cont.) Field Description: View Segment - Tile

| Field Name                                | Description                                       |
|-------------------------------------------|---------------------------------------------------|
| Field Name                                | Description                                       |
| Group Basis                               | Displays the group basis of the segment.          |
| 1                                         | The possible values are:                          |
|                                           | Customer                                          |
|                                           | Account                                           |
| <authorization status=""></authorization> | Displays the authorization status of the segment. |
|                                           | The possible values are:                          |
|                                           | Unauthorized                                      |
|                                           | Authorized                                        |
| <record status=""></record>               | Displays the status of the record.                |
|                                           | The possible options are:                         |
|                                           | • Open                                            |
|                                           | • Closed                                          |

The search section appears if you click Q. Using this section, you can quickly search for segments based on the specified search criteria.

Table 10-3 Field Description: View Segment - Search

| Field Name           | Description                                                                                                                                                                                                                                                         |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Segment Code         | Indicates the segment code.                                                                                                                                                                                                                                         |
| Segment Description  | Indicates the description of the segment.                                                                                                                                                                                                                           |
| Authorization Status | Indicates the authorization status of the segment. The options are:  • Authorized: Select this option if you want to search for a segment with Authorized status.  • Unauthorized: Select this option if you want to search for a segment with Unauthorized status. |
| Record Status        | Indicates the status of the record. The options are:  Open: Select this option if you want to search for a segment in Open status.  Closed: Select this option if you want to search for a segment in Closed status.                                                |

This section consists of the following topic:

Viewing List of Segments

### 10.2.1 Viewing List of Segments

You can view the list of segments created in the system and search for a particular segment. **To view the list of segments:** 

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Segment and then click View Segment.
- View the list of segments created in the system.
- 4. If you want to search for a particular segment:
  - a. Click Q.



b. Enter the search criteria and click **Search.** 

### (i) Note

If you want to create a segment from this page, click +. For more information, see <a href="Create Segment">Create Segment</a>.

For information on how to perform various actions on a record, such as modify, delete, or authorize, see *Oracle Banking Collections Getting Started User Guide*.

# **User Group**

This topic describes the information about User Group.

A user group helps user to manage the collection users and agencies who perform various tasks and activities. When user create a user group, user can assign the users or agencies to the relevant user groups.

User can create and manage user groups using the following pages:

- Create User Group
  - This topic describes the information about Create User Group.
- View User Group

This topic describes the information about View User Group.

### 11.1 Create User Group

This topic describes the information about Create User Group.

The **Create User Group** page facilitates user to create a user group. While creating a user group, user can set the hierarchy order of the user group. User can set the supervisor group for the user group.

User can associate users or agencies IDs to the user group and set active status of the users or agencies in the user group. Strategies and Tasks are assigned to only active users or agencies of the user group.

Table 11-1 Field Description: Create User Group

| Field Name        | Description                                                                                                                                                                                                                                                                                                                                             |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details     | This section is used to provide the basic information of the user group.                                                                                                                                                                                                                                                                                |
| Code              | Indicates the unique identification code of the user group.                                                                                                                                                                                                                                                                                             |
| Description       | Indicates the description of the user group.                                                                                                                                                                                                                                                                                                            |
| Hierarchy Order   | Indicates the order of the user group in the hierarchy of user groups.  Note: User can set same hierarchy order for multiple user groups. The hierarchy order of the user group user want to create should be less than the hierarchy order of the supervisor group.                                                                                    |
| Supervisory Group | Indicates the supervisor group for the user group.  Note: User must select only that supervisor group which contains all the managers of the users that user select for the user group. Users are mapped to the managers while creating users in Security Management. For more information, refer Oracle Banking Security Management System User Guide. |



Table 11-1 (Cont.) Field Description: Create User Group

| Field Name       | Description                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default Assignee | Indicates whether the user group that user want to create is the default group.  If any accounts remain pending for assignment after all the accounts are assigned as per the user assignment priority, then such accounts are assigned to the default user group.  Note: User can mark only one user group as default assignee. If a default assignee user group is not defined in the system, the account |
| W. L.            | pending for assignment are not allocated to any user group or user.                                                                                                                                                                                                                                                                                                                                         |
| Vendor           | Indicates whether the user group user want to create is for agency.                                                                                                                                                                                                                                                                                                                                         |
| User Details     | This section is used to assign users to the user group. <b>Note</b> : This section will be displayed only when agency option is selected as off.                                                                                                                                                                                                                                                            |
| User ID          | Indicates the unique identification code of the user that user want to assign to the user group.  Note: User must select only those users that have the associated manager present in the selected supervisor group. For more information, refer Oracle Banking Security Management System User Guide.                                                                                                      |
| User Name        | Displays the user name of the selected user ID.                                                                                                                                                                                                                                                                                                                                                             |
| Active           | Indicates whether the user is active for the user group.                                                                                                                                                                                                                                                                                                                                                    |
| Vendor Details   | This section is used to assign agencies to the user group.  Note: This section will be displayed only when agency option is selected. It displays the following fields.                                                                                                                                                                                                                                     |
| Vendor Code      | Indicates the unique identification code of the agency that you want to assign to the user group.  Note: User must select only those users that have the associated manager present in the selected supervisor group. For more information, refer Oracle Banking Security Management System User Guide.                                                                                                     |
| Vendor Name      | Displays the name of the selected agency.                                                                                                                                                                                                                                                                                                                                                                   |
| Active           | Indicates whether the agency is active for the user group.                                                                                                                                                                                                                                                                                                                                                  |
| Task Priority    | This section is used to define priority of the tasks.                                                                                                                                                                                                                                                                                                                                                       |
| Priority         | Displays the priority sequence number.                                                                                                                                                                                                                                                                                                                                                                      |
| Parameter        | Displays the pre-defined list of parameters for prioritization.                                                                                                                                                                                                                                                                                                                                             |

This topic contains the following sub-topics:

Create a User Group
 This topic describes the information about Create a user Group.

### 11.1.1 Create a User Group

This topic describes the information about Create a user Group.

For creating a user group, user need to specify details, such as code, description, and hierarchy order of the user group.

#### To create a user group:

1. From the main menu, navigate to Collections and then click Maintenance.



- 2. From the Maintenance menu, click User Group and then click Create User Group.
  - The **Create User Group** page appears.
- 3. In the **Code** field, enter a unique identification code for the user group.
- In the **Description** field, enter a description of the user group.
- In the Hierarchy Order field, enter the order of the user group in the hierarchy of user groups.
- 6. In the **User Details** section, click .
  - A row is added in the user details table.
- 7. From the **User ID** list, select the user ID that user want to assign to the user group.
- 8. In the **Active** field, enable the toggle switch for the users that are active for the user group.
- 9. Click Save.

A message appears that the record is saved successfully.

Once the user group is created, user can view the same using the **View User Group** page. Upon creation, the authorization status of the user group is **Unauthorized** and the record status is **Open.** After a user group is created, it must be authorized to be effective in the system.

### 11.2 View User Group

This topic describes the information about View User Group.

The **View User Group** page facilitates user to view the list of user groups and perform various actions on a user group.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, user can search for records with specific search criteria. Each record displays the basic information of a user group.

User can perform the following actions:

- Modify details of a user group. However, only the maker can modify a user group before
  the first authorization. Once the first authorization is done, the user group can be modified
  by any other user.
- Authorize the user groups that are created, modified, closed, or reopened.
- Close an authorized user group that user don't want to use.
- Reopen a closed user group.
- Delete a user group that is not yet authorized upon creation. Only the maker of the user group, can delete it. Once a user group is authorized, user cannot delete it.
- View detailed information of a user group in read-only mode.

Table 11-2 Field Description: View User Group - Tile

| Field Name        | Description                                       |
|-------------------|---------------------------------------------------|
| Code              | Displays the user group code.                     |
| Description       | Displays the description of the user group.       |
| Supervisory Group | Displays the supervisor group for the user group. |
| Hierarchy Order   | Displays the hierarchy order of the user group.   |



Table 11-2 (Cont.) Field Description: View User Group - Tile

| Field Name                                | Description                                                                                              |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------|
| Default Assignee                          | Displays if the user group is marked as default group.                                                   |
| <authorization status=""></authorization> | Displays the authorization status of the user group. The possible options are:  Unauthorized  Authorized |
| <record status=""></record>               | Displays the status of the record. The possible options are:     Open     Closed                         |

The search section appears if user click Q. Using this section, user can quickly search for user groups based on the specified search criteria.

Table 11-3 Field Description: User Group - Search

| Field Name           | Bassistian                                                                                                                                                                                                                                                                                                              |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Field Name           | Description                                                                                                                                                                                                                                                                                                             |
| Code                 | Indicates the user group code.                                                                                                                                                                                                                                                                                          |
| Description          | Indicates the description of the user group.                                                                                                                                                                                                                                                                            |
| Supervisory Group    | Indicates the supervisor group of the user group.                                                                                                                                                                                                                                                                       |
| Default Assignee     | Indicates whether the user group that user want to search is the default group.                                                                                                                                                                                                                                         |
| Vendor               | Indicates whether the user group that you want to search is the agency group                                                                                                                                                                                                                                            |
| Authorization Status | <ul> <li>Indicates the authorization status of the user group.</li> <li>The options are:</li> <li>Authorized: Select this option if user want to search for a user group with Authorized status.</li> <li>Unauthorized: Select this option if user want to search for a user group with Unauthorized status.</li> </ul> |
| Record Status        | Indicates the status of the record. The options are:  • Open: Select this option if user want to search for a user group in Open status.  • Closed: Select this option if user want to search for a user group in Closed status.                                                                                        |

This topic contains the following sub-topics:

View List of User Groups
 This topic describe the information about View List of User Groups.

### 11.2.1 View List of User Groups

This topic describe the information about View List of User Groups.

User can view the list of user groups created in the system and search for a particular user group.

To view the list of user groups:



- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click User Group and then click View User Group.
- 3. View the list of user groups created in the system.
- 4. If user want to search for a particular user group:
  - a. Click Q.
  - b. Enter the search criteria and click **Search.**

#### (i) Note

If user want to create a user group from this page, click +. For more information, refer Create User Group.

For information on how to perform various actions on a record, such as modify, delete, or authorize, refer *Oracle Banking Collections Getting Started User Guide*.

# **User Assignment**

User Assignment facilitates you to set the required configurations to assign tasks to the users or agencies based on their capabilities, skill sets, and expertise. You can configure rules and associate user groups with the user assignment. The tasks are assigned to user groups associated with the user assignment.

You can create and manage user assignments using the following pages:

- Create User Assignment
- View User Assignment

### 12.1 Create User Assignment

The **Create User Assignment** page facilitates you to create a user assignment. A user assignment helps to configure rules based on which accounts, customers, and tasks are assigned to the users. You can select the product processor from where the account and customer details will be received for user assignment.

You can choose whether grouping basis is applicable for user assignment. You can also specify the user assignment method, which is the assignment logic to be used. You can associate the user groups with the user assignment. Based on the configurations you define for user assignment, strategies and its tasks are assigned to the users of the associated user groups.

Table 12-1 Field Description: Create User Assignment

| Field Name        | Description                                                                                                                                                                             |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details     | This section is used to provide basic information of the user assignment.                                                                                                               |
| Code              | Indicates the unique identification code of the user assignment.                                                                                                                        |
| Description       | Indicates the description of the user assignment.                                                                                                                                       |
| Priority          | Indicates the priority for execution of the user assignment.  Note: Priority must be unique for each user assignment. This field is disabled if Ignore Group Basis switch is turned on. |
| Assignment Method | Indicates the assignment method. The options are: Round Robin                                                                                                                           |
| Product Processor | Indicates the product processor applicable for user assignment.                                                                                                                         |



Table 12-1 (Cont.) Field Description: Create User Assignment

| Field Name         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Group Basis        | Displays the group basis. The possible options are:  • Account  • Customer  Note: The group option appears as defined for the selected product processor.  If the grouping option is Account, accounts received from the product processor are assigned to different collectors. Also, all the user tasks created on the accounts are assigned to different collectors.  If the grouping option is Customer all the accounts related to a customer are assigned to only one particular collector. All the tasks related to the customer are also assigned to one particular collector. |
| Ignore Group Basis | Toggle to indicate whether group basis is ignored for user assignment.  Note: If the toggle switch is enabled, then:  configurations set for rules in Selection Criteria tab are not applicable.  grouping basis of customer or account is ignored and tasks are assigned to various collectors based on skills and expertise.                                                                                                                                                                                                                                                         |
| Specialized        | Toggle to indicate whether this is specialized user assignment.  Note: When Ignore Group Basis is selected, the toggle switch is displayed.                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Agency             | Toggle to indicate whether this is agency assignment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Effective Date     | Indicates the date from when the user assignment is effective in the system.  Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date.                                                                                                                                                                                                                                                                                                                                                                         |
| Expiry Date        | Indicates the date till when the user assignment is effective in the system.  Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date.                                                                                                                                                                                                                                                                                                                                                                        |
| Selection Criteria | This tab is used to configure rules based on which system assigns the segment to a user group. It also identifies the accounts or customers to be assigned to the user group. For more information on how to configure rules, see <i>Oracle Banking Common Core User Guide</i> .                                                                                                                                                                                                                                                                                                       |
| User Group         | This tab is used to associate user groups to the user assignment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| User Group         | Indicates the user group.  If agency toggle is not selected, the list displays all the open and authorized user groups which are non-agency groups.  If agency toggle is selected, the list displays all the open and authorized user groups which are agency groups.                                                                                                                                                                                                                                                                                                                  |
| Description        | Displays the description of the user group.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Active             | Toggle to indicate whether user group association is active for the user or agency assignment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

This topic contains the following sub-topics:

Creating an User Assignment

# 12.1.1 Creating an User Assignment

For creating a user assignment, you need to specify details, such as the code, description, and product processor.



#### To create an user assignment:

Ensure that user groups are created in the system.

- From the main menu, navigate to Collections and then click Maintenance.
- From the Maintenance menu, click User Assignment and then click Create User Assignment.

The Create User Assignment page appears.

- 3. In the Code field, enter a unique identification code for the user assignment.
- 4. In the **Description** field, enter a description of the user group.
- 5. In the **Priority** field, enter the priority of the user assignment.
- From the Product Processor list, select the product processor.
- 7. From the Assignment Method list, select the assignment method.
- In the Effective Date field, enter the date from when the user assignment is effective in the system.
- In the Selection Criteria tab, configure rules for user assignment.
- In the User Group tab, enter the required details to associate user groups to the user assignment.
- 11. Click Save.

A message appears that the record is saved successfully.

Once the user assignment is created, you can view the same using the **View User Assignment** page. Upon creation, the authorization status of the user assignment is **Unauthorized** and the record status is **Open.** After a user assignment is created, it must be authorized to be effective in the system.

# 12.2 View User Assignment

The **View User Assignment** page facilitates you to view the list of user assignments created in the system and perform various actions on a user assignment.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of a user assignment.

You can perform the following actions:

- Modify details of a user assignment. However, only the maker can modify a user assignment before the first authorization. Once the first authorization is done, the user assignment can be modified by any other user.
- Authorize the user assignments that are created, modified, closed, or reopened.
- Close an authorized user assignment that you don't want to use.
- Reopen a closed user assignment.
- Delete a user assignment that is not yet authorized upon creation. Only the maker of the user assignment, can delete it. Once a user assignment is authorized, you cannot delete it.
- View detailed information of a user assignment in read-only mode.



Table 12-2 Field Description: View User Assignment - Tile

| Field Name                                | Description                                                                                                      |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| Code                                      | Displays the user assignment code.                                                                               |
| Description                               | Displays the description of the user assignment.                                                                 |
| Assignment Method                         | Displays the assignment method.                                                                                  |
| Priority                                  | Displays the priority of the user assignment.                                                                    |
| Product Processor                         | Displays the product processor of the user assignment.                                                           |
| <authorization status=""></authorization> | Displays the authorization status of the user assignment. The possible values are:  • Unauthorized  • Authorized |
| <record status=""></record>               | Displays the status of the record. The possible values are:     Open     Closed                                  |

The search section appears if you click Q. Using this section, you can quickly search for user assignments based on the specified search criteria.

Table 12-3 Field Description: View User Assignment - Search

| Field Name           | Description                                                                                                                                                                                                                                                                                                                   |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code                 | Indicates the user assignment code.                                                                                                                                                                                                                                                                                           |
| Description          | Indicates the description of the user assignment.                                                                                                                                                                                                                                                                             |
| Ignore Group Basis   | Toggle to indicate whether group basis is ignored for user assignment records that you want to search.                                                                                                                                                                                                                        |
| Agency               | Toggle to indicate whether you want to search for agency assignment.                                                                                                                                                                                                                                                          |
| Assignment Method    | Indicates the assignment method.                                                                                                                                                                                                                                                                                              |
| Authorization Status | <ul> <li>Indicates the authorization status of the user assignment. The options are:</li> <li>Authorized: Select this option if you want to search for an user assignment with Authorized status.</li> <li>Unauthorized: Select this option if you want to search for an user assignment with Unauthorized status.</li> </ul> |
| Record Status        | <ul> <li>Indicates the status of the record. The options are:</li> <li>Open: Select this option if you want to search for an user assignment in Open status.</li> <li>Closed: Select this option if you want to search for an user assignment in Closed status.</li> </ul>                                                    |

This topic contains the following sub-topics:

Viewing List of User Assignments

### 12.2.1 Viewing List of User Assignments

You can view the list of user assignments created in the system and search for a particular user assignment.

#### To view the list of user assignments:

1. From the main menu, navigate to **Collections** and then click **Maintenance**.



- From the Maintenance menu, click User Assignment and then click View User Assignment.
- 3. View the list of user assignments created in the system.
- 4. If you want to search for a particular user assignment:
  - a. Click Q.
  - b. Enter the search criteria and click **Search**.

#### (i) Note

If you want to create a user assignment from this page, click +. For more information, see <u>Create User Assignment</u>.

For information on how to perform various actions on a record, such as modify, delete, or authorize, see *Oracle Banking Collections Getting Started User Guide*.

# **Promise Type**

A promise type is used while creating a promise to pay to track the promise of payment made by the customer. You can create promise types based on your requirement for handling promise to pay of accounts that belong to different segments.

For example, you may want to create promise to pay for accounts that belong to a certain segment, with grace days as 20 and threshold limit as 30%. In this scenario, you can create a promise type with these configurations and choose the required segment to which it will be applicable.

You can create and manage promise types using the following pages:

- <u>Create Promise Type</u>
   This topic describes the information about Create Promise Type.
- View Promise Type

## 13.1 Create Promise Type

This topic describes the information about Create Promise Type.

The **Create Promise Type** page facilitates user to create a promise type. User can create promise types with different configurations that will be used to create promise to pay for various segments. A promise to pay is made by the customer to pay the amount due on the delinquent account.

While creating a promise type, user can select the segments to which the promise type will be applicable. User can set the grace days and threshold limit for the promise type. User can also configure any additional validations for the promise type.

User can configure alerts for various events and the templates for sending the alerts.

Table 13-1 Field Description: Create Promise Type

| Field Name          | Description                                                                                                                                                                                                                              |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Details       | This section is used to provide basic information of the promise type.                                                                                                                                                                   |
| Code                | Indicates the unique identification code of the promise type.                                                                                                                                                                            |
| Description         | Indicates the description of the promise type.                                                                                                                                                                                           |
| Segment             | Indicates the segment to which the promise type is associated. User can select multiple segments. If user do not select any segment, the promise type is applicable for all segments by default.                                         |
| Grace Days          | Indicates the number of grace days allowed to the customer for payment of the promised amount against the promise to pay. It is the additional number of days allowed to make payment if the customer fails to pay on the promised date. |
| Threshold (%)       | Indicates the threshold limit in percentage of the promised amount.  Note: The limit should not be greater than 100%.                                                                                                                    |
| Alert Configuration | This tab is used to set configurations for sending alerts to the customer.                                                                                                                                                               |



Table 13-1 (Cont.) Field Description: Create Promise Type

| Field Name            | Description                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Event                 | Indicates the event for which user want to configure alert. The options are: Reminder PTP Capture PTP Kept PTP Broken Note: If user are configuring multiple communication modes for an event type, ensure that each event type and communication mode combination is unique. However, this is not applicable if user select event type as Reminder.               |
| Reminder Days         | Indicates the number of days prior to the promised date of payment when the reminder should be sent to the customer.  Note: This field is enabled only if user select Reminder option in the Event field.                                                                                                                                                          |
| Recipient Type        | Indicates the recipient type to which the alert is to be sent. The options are: Primary Financial Owners All                                                                                                                                                                                                                                                       |
| Communication Mode    | Indicates the mode of communication for sending the alert. The options are:                                                                                                                                                                                                                                                                                        |
| Template/Rule         | Indicates the template in which the alert will be sent using the communication mode. The options are: Template: Select this option if user want to select a template. Rule: Select this option if user want to select a rule based on which the template will be selected by the system. Based on the option selected, user need to select template or rule in the |
| Additional Validation | adjacent field.  This tab is used to configure rules for additional validations for the promise type. For more information on how to configure rules, refer Oracle Banking Common Core User Guide.                                                                                                                                                                 |

This section consists of the following topic:

<u>Create a Promise Type</u>
 This topic describes the information about Create a Promise Type.

## 13.1.1 Create a Promise Type

This topic describes the information about Create a Promise Type.

For creating a promise type, user need to specify details, such as code, description, and grace days.

#### To create a promise type:

1. From the main menu, navigate to **Collections** and then click **Maintenance**.



- From the Maintenance menu, click Promise Type and then click Create Promise Type.The Create Promise Type page appears.
- 3. In the **Code** field, enter a unique identification code for the promise type.
- 4. In the **Description** field, enter a description of the promise type.
- In the Grace Days field, enter the number of grace days allowed to the customer for making payment against the promise type.
- 6. In the **Threshold (%)** field, enter the threshold limit in percentage for the promise type.
- 7. In the Alert Configuration tab, select the promise type event from the Event list.
- 8. If user have selected **Reminder** option in the **Event** field, enter the number of days after which reminder should be sent to the customer in the **Reminder Days** field.
- 9. From the Recipient Type list, enter the recipient type to which the alert is to be sent.
- From the Communication Mode list, select the mode of communication for sending the alert.
- 11. From the **Template/Rule** list, select the appropriate option.
  - In the adjacent field, click Q and select the required template or rule.
- 12. Click Additional Validation tab and configure rules for promise type.
- 13. Click Save.

Once the promise type is created, user can view the same using the **View Promise Type** page. Upon creation, the authorization status of the promise type is **Unauthorized** and the record status is **Open.** After a promise type is created, it must be authorized to be effective in the system.

## 13.2 View Promise Type

The **View Promise Type** page facilitates you to view the list of promise types created in the system and perform various actions on a promise type.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of a promise type.

You can perform the following actions:

- Modify details of a promise. However, only the maker can modify a promise type before the
  first authorization. Once the first authorization is done, the promise type can be modified by
  any other user.
- Authorize the promise types that are created, modified, closed, or reopened.
- Close an authorized promise types that you don't want to use.
- Reopen a closed promise type.
- Delete a promise type that is not yet authorized upon creation. Only the maker of the promise type, can delete it. Once a promise type is authorized, you cannot delete it.
- View detailed information of a promise type in read-only mode.



Table 13-2 Field Description: View Promise Type - Tile

| Field Name                                | Description                                                                                               |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Code                                      | Displays the promise type code.                                                                           |
| Description                               | Displays the description of the promise type.                                                             |
| Grace Days                                | Displays the number of grace days of the promise type.                                                    |
| <authorization status=""></authorization> | Displays the authorization status of the promise type. The possible options are:  Unauthorized Authorized |
| <record status=""></record>               | Displays the status of the record. The possible options are:     Open     Closed                          |

The search section appears if you click Q. Using this section, you can quickly search for promise types based on the specified search criteria.

Table 13-3 Field Description: Promise Type - Search

| Field Name           | Description                                                                                                                                                                                                                                                                                                                 |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code                 | Indicates the promise type code.                                                                                                                                                                                                                                                                                            |
| Description          | Indicates the description of promise type.                                                                                                                                                                                                                                                                                  |
| Authorization Status | <ul> <li>Indicates the authorization status of the promise type.</li> <li>The options are:</li> <li>Authorized: Select this option if you want to search for a promise type with Authorized status.</li> <li>Unauthorized: Select this option if you want to search for a promise type with Unauthorized status.</li> </ul> |
| Record Status        | Indicates the status of the record. The options are:  Open: Select this option if you want to search for a promise type in Open status.  Closed: Select this option if you want to search for a promise type in Closed status.                                                                                              |

This section consists of the following topic:

Viewing List of Promise Types

### 13.2.1 Viewing List of Promise Types

You can view the list of promise types created in the system and search for a particular promise type.

#### To view the list of promise types:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Promise Type and then click View Promise Type.
- 3. View the list of promise types created in the system.
- 4. If you want to search for a particular promise type:



- a. Click Q.
- b. Enter the search criteria and click **Search**.

### (i) Note

If you want to create a promise type from this page, click +. For more information, see <u>Create Promise Type</u>.

For information on how to perform various actions on a record, such as modify, delete, or authorize, see *Oracle Banking Collections Getting Started User Guide*.

## Seed Data

This topic describes the information about Seed Date.

The seed data codes are used to process, map, and store the corresponding information received for the same from the product processors. User can maintain seed data codes for various seed data types.

User need to configure seed data for a product processor at the time of day zero setup. However, system facilitates user to configure or update any seed data as and when required.

User can create and manage seed data using the following pages:

- <u>Create Seed Data</u>
   This topic describes the information about Create Seed Data.
- <u>View Seed Data</u>
   This topic describes the information about View Seed Data.

### 14.1 Create Seed Data

This topic describes the information about Create Seed Data.

The **Create Seed Data** page facilitates user to create seed data for various seed data types. While creating seed data codes for Oracle Banking Collections, user also need to specify the corresponding value for the same that will be received from the product processor.

When the batch is run, system will map the seed data codes with the values received for the same from the product processor. The details received are processed and stored in database based on the seed data codes configured for the same. In Oracle Banking Collections, these seed data codes are displayed across various pages based on the configurations and also used in transactions for processing information.



Table 14-1 Field Description: Create Seed Data

| Field Name         | Description                                                                                                                                                                                                                                                                                                                                                           |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seed Data Type     | Indicates the seed data type for which you want to create seed data. The options are:  Arrear Type  Asset Class  Collateral Realization Status  Collateral Type  Contact  Document Type  Employment Type  Gender  Identification  Industry Type  Marital Status  Name Type  Party Type  Product Code  Product Sub-Type  Relationship  Risk Indicators  Account Status |
| Additional Details | This section is used to specify seed data code details for the selected seed data type.                                                                                                                                                                                                                                                                               |
| Code               | Indicates the unique identification code of the seed data.  Note: User can configure same code and description for multiple product processors, if required.                                                                                                                                                                                                          |
| Description        | Indicates the description of the code. For example, if user want to create seed data for seed data type as Relationship, user can add the seed data codes with description as given below: For more information refer, Seed Data Note: The description of code will be displayed in relevant fields across the pages based on the configurations defined.             |
| Category           | Indicates the category of contact type. The options are: Phone Address EMAIL Messaging SNP Note: This field is displayed only if user select Contact in Seed Data Type field.                                                                                                                                                                                         |
| Primary            | Toggle to indicate whether the specified name type is primary.  Note: User must configure at least one name type as primary for a product processor.  This field is displayed only if user select Name Type in the Seed Data Type field.                                                                                                                              |



Table 14-1 (Cont.) Field Description: Create Seed Data

| Field Name                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Primary Party             | Toggle to indicate whether the specified relationship is the primary party. <b>Note:</b> You must configure at least one relationship as primary party for a product processor.                                                                                                                                                                                                                                                                                                                                    |
|                           | This field is displayed only if user select <b>Relationship</b> in the <b>Seed Data Type</b> field.                                                                                                                                                                                                                                                                                                                                                                                                                |
| Product Type              | Indicates the product type. For example, loans, overdraft, and credit card.  Note: This field is displayed only if user select Product Type in the Seed Data Type field.                                                                                                                                                                                                                                                                                                                                           |
| Product Processor Mapping | This section appears if user click corresponding to a row in the Additional Details table. It is used to specify details of the product processor to which user want to map the seed data. User can map one or more product processors with a seed data.                                                                                                                                                                                                                                                           |
| Product Processor         | Indicates the product processor to which user want to associate the seed data.                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Value                     | Indicates the corresponding value received from the product processor for the configured seed data code.  The value that user enter in the <b>Code</b> field is mapped with this value. When batch is run, system will map the seed data codes configured with these values that are received from the product processor, and process the information and store it in Oracle Banking Collections. These seed data details are used in transactions and displayed across the pages based on configurations defined. |
| Comment                   | Indicates any comments related to the product processor.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

Table 14-2 Seed Data

| Code | Description     |
|------|-----------------|
| SOW  | Sole Owner      |
| JAF  | Joint and First |
| GUA  | Guarantor       |

This section consists of the following topic:

<u>Create a Seed Data</u>
 This topic describes the information about Create a Seed Data.

### 14.1.1 Create a Seed Data

This topic describes the information about Create a Seed Data.

For creating seed data for a seed data type, user need to specify details, such as seed data type, code, and description.

#### To create seed data:

- 1. From the main menu, navigate to Collections and then click Maintenance.
- 2. From the Maintenance menu, click Seed Data and then click Create Seed Data.

The Create Seed Data page appears.



- From the Seed Data Type list, select the seed data type for which you want to configure seed data.
- 4. In Additional Details section, click .

A row is added in the table. User can add one or more rows depending on the number of seed data codes user want to configure for the seed data type.

- 5. In the **Code** field, enter a unique identification code for the seed data user want to configure for the seed data type.
- 6. In the **Description** field, enter a description of the code.
- 7. Click corresponding to the required row.
- 8. In the **Product Processor Mapping** section, click .

A row is added in the table. User can add one or more rows depending on the number of product processors to which user want to map the seed data code. If user want to map the seed data code with all the product processors, enable the **Select All Processor** toggle switch.

- 9. From the **Product Processor** list, select the product processor to which user want to map the seed data code.
- **10.** In the **Value** field, enter the corresponding value that will be received from the product processor for the seed data code.
- 11. Click Save.

Once the seed data is created, user can view the same using the **View Seed Data** page. Upon creation, the authorization status of the seed data is **Unauthorized** and the record status is **Open.** After a seed data is created, it must be authorized to be effective in the system.

### 14.2 View Seed Data

This topic describes the information about View Seed Data.

The **View Seed Data** page facilitates user to view the list of seed data created in the system and perform various actions on seed data.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, user can search for records with specific search criteria. Each record displays the basic information of a seed data.

User can perform the following actions:

- Modify details of a seed data. However, only the maker can modify a seed data before the
  first authorization. Once the first authorization is done, the seed data can be modified by
  any other user. While modifying a seed data, user cannot delete a code in the Additional
  Details section, if it used for any transactions in the system.
- Authorize the seed data that are created, modified, closed, or reopened.
- Close an authorized seed data that user don't want to use.
- Reopen a closed seed data.
- Delete a seed data that is not yet authorized upon creation. Only the maker of the seed data, can delete it. Once a seed data is authorized, user cannot delete it.
- View detailed information of a seed data in read-only mode.



Table 14-3 Field Description: View Seed Data - Tile

| Field Name                                | Description                                                                                            |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Seed Data Type                            | Displays the seed data type.                                                                           |
| Total Number of Codes                     | Displays the total number of codes defined for the seed data type.                                     |
| <authorization status=""></authorization> | Displays the authorization status of the seed data. The possible options are:  Unauthorized Authorized |
| <record status=""></record>               | Displays the status of the record. The possible options are:     Open     Closed                       |

The search section appears if user click Q. Using this section, user can quickly search for seed data based on the specified search criteria.

Table 14-4 Field Description: View Seed Data - Search

| Field Name           | Description                                                                                                                                                                                                                                                                |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seed Data Type       | Indicates the seed data type.                                                                                                                                                                                                                                              |
| Authorization Status | Indicates the authorization status of the seed data.  The options are:  • Authorized: Select this option if you want to search for a seed data with Authorized status.  • Unauthorized: Select this option if you want to search for a seed data with Unauthorized status. |
| Record Status        | Indicates the status of the record. The options are:  Open: Select this option if you want to search for a seed data with Open status.  Closed: Select this option if you want to search for a seed data with Closed status.                                               |

This section consists of the following topic:

<u>View List of Seed Data</u>
 This topic describes the information about View List of Seed Data.

### 14.2.1 View List of Seed Data

This topic describes the information about View List of Seed Data.

User can view the list of seed data created in the system and search for a particular seed data.

#### To view the list of seed data:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Seed Data and then click View Seed Data.
- 3. View the list of seed data created in the system.
- 4. If user want to search for a particular seed data:
  - a. Click Q.



b. Enter the search criteria and click **Search.** 

### (i) Note

If user want to create seed data from this page, click +. For more information, refer Create Seed Data.

For information on how to perform various actions on a record, such as modify, delete, or authorize, refer *Oracle Banking Collections Getting Started User Guide*.

## Communication

You can define a template based on which various types of communication are sent to the customers. For example, emails.

You can create and manage communications using the following pages:

- <u>Create Communication</u>
   This topic describes the information about Create Communication.
- View Communication

### 15.1 Create Communication

This topic describes the information about Create Communication.

The **Create Communication** page facilitates user to create a communication.

Table 15-1 Field Description: Create Communication

| Field Name             | Description                                                                                                                                                                                               |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mode                   | Indicates the mode of communication. The options are:     Letter     Email     Message     WhatsApp                                                                                                       |
| Code                   | Indicates the unique identification code of the communication.                                                                                                                                            |
| Description            | Indicates the description of the communication.                                                                                                                                                           |
| Purpose                | Indicates purpose of the communication. For example, bankruptcy, delinquency, and legal.                                                                                                                  |
| Advice                 | Indicates template for the attachment that should be sent to the customer along with the communication.  Note: This field is displayed only if user select Email or Letter in the Mode field.             |
| Recipient              | Indicates the recipients of the communication. You can select multiple recipients for a communication.                                                                                                    |
| Block Period (in Days) | Indicates the number of days for block period.                                                                                                                                                            |
| Applicability          | Indicates applicability of the communication. By default, <b>Customer</b> is selected. <b>Note:</b> This field is displayed only if user select <b>Email</b> or <b>Text Message</b> in <b>Mode</b> field. |
| Execution Type         | Indicates the execution type for sending communication. The options are:  • Automatic • Manual                                                                                                            |



Table 15-1 (Cont.) Field Description: Create Communication

| Field Name                     | Description                                                                                                                                                                                                                                                                                 |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Effective Date                 | Indicates the date from when the communication is effective in the system.  Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date.                                                                                |
| Expiry Date                    | Indicates the date till when the communication is effective in the system.  Note: The date should be later than or equal to the business date.  However, it must be later than or equal to the effective date.                                                                              |
| Subject                        | Indicates the template for subject of the email. User can define the subject to send dynamic values for emails.  Note: This field is enabled only if user select Email option in the Mode field.                                                                                            |
| Message Delivery<br>Preference | Indicates the delivery preference. <b>Note:</b> User must select the WhatsApp option in the Mode field to enable this field.                                                                                                                                                                |
| Message                        | Indicates the template for message body of the email. User can define the message body to send dynamic values for emails.  User can use the formatting options provided in the box for drafting the message. Click be to expand the field.                                                  |
|                                | <b>Note:</b> This field is enabled only if user select <b>Email</b> or <b>Message</b> option in the <b>Mode</b> field.                                                                                                                                                                      |
| Selection Criteria             | This section is used to configure rules for auto generation of communication by the system. For more information on how to configure rules, refer <i>Oracle Banking Common Core User Guide</i> .  Note: This tab is displayed only if user select Automatic option in Execution Type field. |

Create a Communication
 This topic describes the information about Create a Communication.

### 15.1.1 Create a Communication

This topic describes the information about Create a Communication.

For creating a communication, user need to specify details, such as mode of communication, code, and purpose of communication.

#### To create a communication:

- 1. From the main menu, navigate to Collections and then click Maintenance.
- 2. From the Maintenance menu, click Communication and then click Create Communication.

The **Create Communication** page appears.

- 3. From the **Mode** list, select the communication mode.
- 4. In the **Code** field, enter a unique identification code for the communication template.
- 5. In the **Description** field, enter a description of the communication template.
- **6.** From the **Purpose** list, select the purpose of communication.



- In the Attachment field, select the template for the attachment that should be sent to the customer along with the communication.
  - This is mandatory if you are creating communication for Letter.
- 8. From the **Recipient** list, select the recipients of the communication.
- 9. From the **Execution Type** list, select the type of execution for sending communication.
- 10. From the Effective Date list, select the date from when the communication is effective.
- 11. In the **Subject** field, enter the subject of the email.
- 12. In the Message field, enter the message of the email.
- 13. Click Save.

### 15.2 View Communication

The **View Communication** page facilitates you to view the list of communications created in the system and perform various actions on a communication.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of a communication.

You can perform the following actions:

- Modify details of a communication. However, only the maker can modify a communication before the first authorization. Once the first authorization is done, the communication can be modified by any other user.
- Authorize the communications that are created, modified, closed, or reopened.
- Close an authorized communication that you don't want to use.
- Reopen a closed communication.
- Delete a communication that is not yet authorized upon creation. Only the maker of the communication, can delete it. Once a communication is authorized, you cannot delete it.
- View detailed information of a communication in read-only mode.

Table 15-2 Field Description: View Communication - Tile

| Field Name                                | Description                                                                                                |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------|
| Code                                      | Displays the communication code.                                                                           |
| Description                               | Displays the description of the communication.                                                             |
| Mode                                      | Displays the mode of communication.                                                                        |
| <authorization status=""></authorization> | Displays the authorization status of the communication. The possible values are:  Unauthorized  Authorized |
| <record status=""></record>               | Displays the status of the record. The possible values are:     Open     Closed                            |

The search section appears if you click Q. Using this section, you can quickly search for communications based on the specified search criteria.



Table 15-3 Field Description: View Communication - Search

| Field Name           | Description                                                                                                                                                                                                                                                                                                                    |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code                 | Indicates the communication code.                                                                                                                                                                                                                                                                                              |
| Description          | Indicates the description of the communication.                                                                                                                                                                                                                                                                                |
| Mode                 | Indicates the mode of the communication.                                                                                                                                                                                                                                                                                       |
| Authorization Status | <ul> <li>Indicates the authorization status of the communication.</li> <li>The options are:</li> <li>Authorized: Select this option if you want to search for a communication with Authorized status.</li> <li>Unauthorized: Select this option if you want to search for a communication with Unauthorized status.</li> </ul> |
| Record Status        | Indicates the status of the record. The options are:  Open: Select this option if you want to search for a communication with Open status.  Closed: Select this option if you want to search for a communication with Closed status.                                                                                           |

Viewing Communication

## 15.2.1 Viewing Communication

You can view the list of communications created in the system and search for a particular communication.

#### To view the list of communications:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Communication and then click View Communication.
- View the list of communications created in the system.
- **4.** If you want to search for a particular communication.
  - a. Click Q.
  - b. Enter the search criteria and click Search.

#### (i) Note

If you want to create a communication from this page, click +. For more information, see <u>Create Communication</u>.

For information on how to perform various actions on a record, such as modify, delete, or authorize, see *Oracle Banking Collections Getting Started User Guide*.

## Fees and Charges

Fees and Charges facilitates you to set the required configurations to calculate different types of fees and charges on the account. You can configure rules and associate fees and charges to them. The system will then calculate the appropriate fees and charges and apply it to the account.

You can create and manage fees and charges using the following pages:

- Create Fees and Charges
- View Fees and Charges

## 16.1 Create Fees and Charges

The **Create Fees and Charges** page facilitates you to create a fee to be applied on the account.

Table 16-1 Create Fees and Charges

| Field Name        | Description                                                                                                                                                                                                     |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code              | Indicates the unique identification code of the fees and charge.                                                                                                                                                |
| Description       | Indicates the description of the fees and charge.                                                                                                                                                               |
| Туре              | Indicates the type of fee to be calculated. The options are:  Late Fees  PTP Broken Reversal  Legal Charges  Agency Fees  Repossession Charges  Bankruptcy Charges  Others                                      |
| Product Processor | Indicates the product processor applicable for the fees and charge.                                                                                                                                             |
| Effective Date    | Indicates the date from when the fees and charge is effective in the system.  Note: The date should be later than or equal to the business date. However, it must be earlier than or equal to the expiry date.  |
| Expiry Date       | Indicates the date till when the fees and charge is effective in the system.  Note: The date should be later than or equal to the business date. However, it must be later than or equal to the effective date. |
| Fee Category      | Indicates the category of the fee to be calculated. The options are:  • Fixed Amount  • Fixed Percent                                                                                                           |
| Fee Method        | Indicates the method used for fee calculation. The options are displayed dynamically depending on the fee category selected:  • Fixed Amount  • Fixed Percent                                                   |
| Fee Value         | Indicates the actual value of Fee that will be calculated and applied.                                                                                                                                          |



Table 16-1 (Cont.) Create Fees and Charges

| Field Name         | Description                                                                                                                                                                                 |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Base Amount Field  | Indicates the Amount field based on which fee will be calculated. The options are:  Overdue Amount  Outstanding Amount  Promised Amount  Received Amount  Principal Amount  Interest Amount |
| Selection Criteria | This section is used to configure rules for auto calculation of fees and charge by the system. For more information on how to configure rules, see Oracle Banking Common Core User Guide.   |

Creating Fees and Charges

### 16.1.1 Creating Fees and Charges

For creating a fees and charge, you need to specify details, such as code, description, type, product processor, fee category and fee method.

#### To create a fees and charge:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Fees and Charges and then click Create Fees and Charges.

The Create Fees and Charges page appears.

- In the Code field, enter a unique identification code for the fees and charge.
- 4. In the **Description** field, enter a description of the fees and charge.
- 5. From the **Type** list, select the type of fees and charge.
- 6. From the **Product Processor** list, select the product processor of the fees and charge.
- 7. From the **Effective Date** list, select the date from when the communication is effective.
- 8. In the **Fee Category list**, select the category of the fees and charge.
- 9. In the **Fee Method list**, select the method of the fees and charge.
- 10. In the Fee Value field, enter a value for the fees and charge.
- 11. In the Base Amount list, select the base amount field of the fees and charge.
- 12. In the **Selection Criteria** tab, configure the rules based on which fees and charge will be calculated.
- 13. Click Save.

Once the fees and charge is created, you can view the same using the **View Fees and Charges page**. Upon creation, the authorization status of the fees and charge is **Unauthorized** and the record status is **Open**. After a fees and charge is created, it must be authorized to be effective in the system.



## 16.2 View Fees and Charges

The **View Fees and Charges** page facilitates you to view the list of fees and charge created in the system and perform various actions on a fees and charge.

By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of a fees and charge.

You can perform the following actions:

- Modify details of a fees and charge. However, only the maker can modify a fees and charge before the first authorization. Once the first authorization is done, the fees and charge can be modified by any other user.
- 2. Authorize the fees and charge that are created, modified, closed, or reopened.
- 3. Close an authorized fees and charge that you don't want to use.
- 4. Reopen a closed fees and charge.
- 5. Delete a fees and charge that is not yet authorized upon creation. Only the maker of the fees and charge, can delete it. Once a fees and charge is authorized, you cannot delete it.
- 6. View detailed information of a fees and charge in read-only mode.

Table 16-2 View Fees and Charges - Tile

| Field Name           | Description                                                                                                 |
|----------------------|-------------------------------------------------------------------------------------------------------------|
| Fee Code             | Displays the fee and charge code.                                                                           |
| Description          | Displays the description of the fee and charge.                                                             |
| Fee Category         | Displays the category of fee and charge.                                                                    |
| Fee Type             | Displays the type of fee and charge.                                                                        |
| Authorization Status | Displays the authorization status of the fee and charge. The possible values are:  Unauthorized  Authorized |
| Record Status        | Displays the status of the record. The possible values are:  Open Closed                                    |

The search section appears if you click Q. Using this section, you can quickly search for fee and charge based on the specified search criteria.

Table 16-3 View Fees and Charges - Search

| Field Name           | Description                                                                                                                                                                                                                                                                                                           |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Code             | Indicates the fees and charge code.                                                                                                                                                                                                                                                                                   |
| Fee Type             | Indicates the type of the fees and charge.                                                                                                                                                                                                                                                                            |
| Fee Category         | Indicates the category of the fees and charge.                                                                                                                                                                                                                                                                        |
| Authorization Status | <ul> <li>Indicates the authorization status of the communication. The options are:</li> <li>Authorized: Select this option if you want to search for a communication with Authorized status.</li> <li>Unauthorized: Select this option if you want to search for a communication with Unauthorized status.</li> </ul> |



Table 16-3 (Cont.) View Fees and Charges - Search

| Field Name    | Description                                                                                                                                                                                                                                                              |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Record Status | <ul> <li>Indicates the status of the record. The options are:</li> <li>Open: Select this option if you want to search for a communication with Open status.</li> <li>Closed: Select this option if you want to search for a communication with Closed status.</li> </ul> |

Viewing Fees and Charges

### 16.2.1 Viewing Fees and Charges

You can view the list of fees and charges created in the system and search for a particular fees and charge.

#### To view the list of fees and charges:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Fees and Charges and then click View Fees and Charges. View the list of fees and charges created in the system.
- 3. To search for a particular fees and charge, click Q.
- 4. Enter the search criteria and click **Search**.

#### Note

If you want to create a fees and charge from this page, click +. For more information, see Create Fees and Charges. For information on how to perform various actions on a record, such as modify, delete, or authorize, see **Oracle Banking Collections Getting Started User Guide**.

## **Agency Onboarding**

Agency Onboarding facilitates you to create the agencies in the system to which accounts and their related tasks can be assigned.

You can create and manage fees and charges using the following pages:

- Create Agency
- View Agency

## 17.1 Create Agency

The Create Agency page facilitates you to create an agency.

Table 17-1 Field Description: Create Agency

| Field Name  | Description                                                                                                   |
|-------------|---------------------------------------------------------------------------------------------------------------|
| Agency Code | Indicates the unique agency code.  The list displays all the open and authorized users created in the system. |
| Agency Name | Indicates the name of the agency.                                                                             |

This section consists of the following topic:

Creating Agency

### 17.1.1 Creating Agency

For creating an agency, you need to specify details, such as agency code and agency name.

#### To create an agency:

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- From the Maintenance menu, click Agency Onboarding and then click Create Agency.
   The Create Agency page appears.
- 3. In the **Agency Code** field, search for a unique agency code.
- 4. The **Agency Name** field will be auto populated based on agency code selected.
- 5. Click Save.

Once the agency is created, you can view the same using the **View Agency page**. Upon creation, the authorization status of the agency is **Unauthorized** and the record status is **Open**. After an agency is created, it must be authorized to be effective in the system.

## 17.2 View Agency

The **View Agency** page facilitates you to view the list of agencies created in the system and perform various actions.



By default, it displays all the records that exist in open or closed, and authorized or unauthorized status. However, you can search for records with specific search criteria. Each record displays the basic information of an agency.

You can perform the following actions:

- Authorize the agency that are created, modified, closed, or reopened.
- Close an authorized agency that you don't want to use.
- Reopen a closed agency.
- Delete an agency that is not yet authorized upon creation. Only the maker of the agency, can delete it. Once an agency is authorized, you cannot delete it.
- View detailed information of an agency in read-only mode.

Table 17-2 Field Description: View Agency - Tile

| Field Name  | Description                      |
|-------------|----------------------------------|
| Agency Code | Displays the agency code.        |
| Agency Name | Displays the name of the agency. |

The search section appears if you click Q. Using this section, you can quickly search for agency based on the specified search criteria.

Table 17-3 Field Description: View Agency - Search

| Field Name  | Description                |
|-------------|----------------------------|
| Agency Code | Indicates the agency code. |
| Agency Name | Indicates the agency name. |

This topic contains the following sub-topic:

Viewing Agency

### 17.2.1 Viewing Agency

You can view the list of agency created in the system and search for a particular agency. **To view the list of agencies:** 

- 1. From the main menu, navigate to Collections and then click Maintenance.
- From the Maintenance menu, click Agency Onboarding and then click View Agency.View the list of agencies created in the system.
- **3.** To search for a particular agency:
  - a. Click Q.
  - b. Enter the search criteria and click **Search.**





If you want to create an agency from this page, click +. For more information, see **Create Agency**. For information on how to perform various actions on a record, such as modify, delete, or authorize, see **Oracle Banking Collections Getting Started User Guide**.

# Other Configurations

This topic provide information about the Other Configurations.

Below mentioned are other additional configurations required to be verified and setup.

Other Configurations

This topic describes the information about Other Configurations.

## 18.1 Other Configurations

This topic describes the information about Other Configurations.

- 1. From the main menu, navigate to **Collections** and then click **Maintenance**.
- 2. From the Maintenance menu, click Lookup and then click View Lookup.

The View Lookup page contains the below listed lookup's.

Table 18-1 Field Description: View Lookup

| Lookup Type           | Purpose                                                                                                                       |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------|
| ACTION_CD             | List of applicable action types.                                                                                              |
| ACTIONRESULT_CD       | List of applicable result types.                                                                                              |
| COMMUNICATION_MODE    | List of communication modes.                                                                                                  |
| COL_STAT_CD           | List of collection status codes.                                                                                              |
| INBOUND_DOC_CATEGO RY | Indicates purpose of the communication. For example, bankruptcy, delinquency, and legal.                                      |
| INBOUND_DOC_NAME      | List of documents for inbound document upload.                                                                                |
| OBDX_PARAM            | Promise Type when promise to pay is created through digital channel.                                                          |
| PRIORITY_PARAM        | List of attributes used for task prioritization.                                                                              |
| PTP_FREQ              | List of promise frequency.                                                                                                    |
| PTP_CAN_REASON        | List of promise cancel reasons.                                                                                               |
| PAYMENT_MODE          | List of Payment Modes for payment processing.                                                                                 |
|                       | Note: Sub Code 1 should be Product Processor Code and Sub Code 2 should be C for cash payment and D for direct debit payment. |
| SETTLEMENT_PARAM      | Indicates Type of promise to be created when customer accepts the settlement offer.                                           |
| Workflow_Status       | List of task status in its lifecycle.                                                                                         |

# **Functional Activity Codes**

This topic describes the information about the Functional Activity Codes.

The table provides the list of functional activity codes for **Oracle Banking Collections** application. These activity codes are required to be mapped to the role which is required to be created for the user mapping. For additional roles to be mapped, refer **Oracle Banking Common Core User Guide**.

Table 19-1 List of Functional Activity Codes

| Functional Activity Code              | Description                              |
|---------------------------------------|------------------------------------------|
| DM_FA_ACCOUNTALLOC_A<br>MEND          | Modify Account Allocation                |
| DM_FA_ACCOUNTALLOC_G<br>ETALL         | Get Account Allocation                   |
| DM_FA_ACCOUNTARREAR<br>S_AMEND        | Modify Account Arrear Details            |
| DM_FA_ACCOUNTBILLDET AILS_AMEND       | Modify Account Bill Details              |
| DM_FA_ACCOUNTDELHIST<br>ORY_VIEWALL   | View Delinquency History For An Account  |
| DM_FA_ACCOUNTDETAILS _GET_ACCNT_ID    | Fetch Account Details By Account Id      |
| DM_FA_ACCOUNTING_FAC TS               | Get All Accounting Facts                 |
| DM_FA_ACCOUNTPARTY_A<br>MEND          | Modify Existing Account Party Relation   |
| DM_FA_ACCOUNTPARTY_G<br>ET_PARTY_ID   | Fetch Account Party Relation by Party Id |
| DM_FA_ACCOUNTREPAYSC<br>H_AMEND       | Modify Account Repayment Schedule        |
| DM_FA_ACCOUNTUSERMA<br>PPING          | Account To User Mapping                  |
| DM_FA_ACCOUNT_AMEND                   | Modify Accounts Details from Feed        |
| DM_FA_ACCOUNT_IN_COL<br>LECTIONS      | Fetch Accounts In Collections            |
| DM_FA_ACCOUNT_LIMITED _DETAILS_FETCH  | Fetch Account Details by Account Id      |
| DM_FA_ACCOUNT_PARTY_<br>DETAILS_FETCH | Fetch Party Details Of An Account        |
| DM_FA_ACCOUNT_REVIEW _AMEND           | Modify Account Review Date               |
| DM_FA_ACCOUNT_REVIEW _FETCH           | Fetch Accounts by Review Date            |
| DM_FA_ACCOUNT_SUMMA<br>RY             | Fetch Account Summary                    |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                            | Description                                         |
|-----------------------------------------------------|-----------------------------------------------------|
| DM_FA_ACCOUNT_TOTAL_<br>OVERDUE_AMOUNT_FETC<br>H    | Fetch Total Overdue For An Account                  |
| DM_FA_ACCOUNT_WIDGET _CARD_FETCH                    | Fetch Account Widget Card Details                   |
| DM_FA_ACCOUNT_WIDGET<br>_CARD_FETCH_BY_ACCT_I<br>D  | Fetch Account Widget By Account Id                  |
| DM_FA_ACCOUNT_WIDGET<br>_CARD_FETCH_BY_ACCT_<br>NBR | Fetch Account Widget By Account Number              |
| DM_FA_ACCOUNT_WIDGET _COMPLETE_FETCH                | Fetch All Details Of Account Widget                 |
| DM_FA_ACCTID_ACCTNBR<br>_MAPPING                    | Mapping Of Account Id With Account Number           |
| DM_FA_ACCTNG_SERVICE<br>S_HEALTH_CHECK              | Healthcheck for OBC Accounting Service              |
| DM_FA_ACCTPARTY_ACCT<br>S                           | Fetch Account Party Relation by Account Id          |
| DM_FA_ACCT_ARREARS_P<br>ROCESS_UPDATE               | Modify Account Arrears Details                      |
| DM_FA_ACCT_BILL_DTLS_<br>PROCESS_UPDATE             | Modify Bill Details                                 |
| DM_FA_ACCT_DTLS_PROC<br>ESS_UPDATE                  | Modify Accounts Details                             |
| DM_FA_ACCT_NUMBER_C<br>OUNT                         | Fetch Count Of Accounts                             |
| DM_FA_ACCT_PARTY_LIMI<br>TED                        | Fetch Account And Party Details                     |
| DM_FA_ACCT_PARTY_PRO<br>CESS_UPDATE                 | Modify Account And Party Details                    |
| DM_FA_ACCT_PAYMENT_D<br>TLS_BY_ACCTID               | Fetch Payment Details By Account                    |
| DM_FA_ACCT_PAYMENT_D<br>TLS_BY_DTFLTR               | Fetch Payment Details By Date                       |
| DM_FA_ACCT_REPAY_SCH<br>_PROCESS_UPDATE             | Modify Account Repayment Schedule                   |
| DM_FA_ACTION_ACCOUNT<br>_MAPPING                    | Add Account And Action Mapping                      |
| DM_FA_ACTION_ACC_ALL_<br>COLL_STAT                  | Fetch Collection Status Details For Account Id      |
| DM_FA_ACTIVE_CASE_AC COUNTS_FETCH                   | Fetch Active Case For Account                       |
| DM_FA_ACTIVITY                                      | Fetch Active Case For Account                       |
| DM_FA_ACTIVITY_ADD                                  | Add Activity Log                                    |
| DM_FA_ACTIVITY_LOG                                  | Fetch Activity Logs                                 |
| DM_FA_ACTIVITY_LOG_AC<br>CT_ADDN_INFO               | Fetch Additional Information On Activity Log Widget |



Table 19-1 (Cont.) List of Functional Activity Codes

| ,——————————————————————————————————————                 |                                                      |
|---------------------------------------------------------|------------------------------------------------------|
| Functional Activity Code                                | Description                                          |
| DM_FA_ACTIVITY_LOG_EX P_WID                             | View Activity Log Expanded Widget                    |
| DM_FA_ACTIVITY_LOG_UNI<br>QUE_USERS                     | Fetch Activity Log By Unique Users                   |
| DM_FA_ACTIVITY_LOG_WI<br>DGET_CARD_FETCH_BY_A<br>CCT_ID | Fetch Activity Log By Account                        |
| DM_FA_ACTIVITY_SERVICE<br>S_HEALTH_CHECK                | Health Check For Activity Services                   |
| DM_FA_ADHOC_TASK_NE<br>W                                | Create Adhoc Task                                    |
| DM_FA_ADHOC_TASK_VIE                                    | View Adhoc Task                                      |
| DM_FA_ALERTS                                            | Fetch Collections Alerts                             |
| DM_FA_ALL_ASSOCIATEDS EGMENTS                           | Fetch All Linked Segments With Accounts              |
| DM_FA_ALL_CASE_HIST_C<br>OUNT                           | Fetch Historical Count of Communication Details      |
| DM_FA_ALL_KPI_VALUES                                    | Fetch All Key Performance Indicator Values           |
| DM_FA_ALL_PTP_KPI_INFO                                  | Fetch All Promise Related Key Performance Indicators |
| DM_FA_APPROVAL_DATA                                     | Fetch Account data for authorization                 |
| DM_FA_ARREARS_FETCH                                     | Fetch Account Widget Arrears.                        |
| DM_FA_ASSIGN_TASK                                       | Assign Task To User                                  |
| DM_FA_AUTHORIZATION_A<br>MEND                           | Amend Existing Authorization Record                  |
| DM_FA_AUTHORIZATION_A UTHORIZE                          | Authorize Saved Authorization                        |
| DM_FA_AUTHORIZATION_A UTHQUERY                          | Fetch Unauthorized Authorization Records             |
| DM_FA_AUTHORIZATION_C<br>LOSE                           | Close Authorization Record                           |
| DM_FA_AUTHORIZATION_D<br>ELETE                          | Delete Authorization Record                          |
| DM_FA_AUTHORIZATION_H<br>ISTORY                         | View Authorization Record History                    |
| DM_FA_AUTHORIZATION_N<br>EW                             | Save New Authorization Record                        |
| DM_FA_AUTHORIZATION_R<br>EOPEN                          | Reopen Closed Authorization Record                   |
| DM_FA_AUTHORIZATION_V<br>IEW                            | View Authorization Record by ID                      |
| DM_FA_AUTHORIZATION_V<br>IEWALL                         | View All Authorization Records                       |
| DM_FA_CALLACTIONMAINT ENANCE_ACTIONS                    | Fetch Actions for Call Action Maintenance            |
| DM_FA_CALLACTIONMAINT<br>ENANCE_AMEND                   | Modify Call Action Code Details                      |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                                  | Description                                               |
|-----------------------------------------------------------|-----------------------------------------------------------|
| DM_FA_CALLACTIONMAINT<br>ENANCE_AUTHORIZE                 | Authorize Call Action Code                                |
| DM_FA_CALLACTIONMAINT<br>ENANCE_AUTHQUERY                 | Call Action Authorization                                 |
| DM_FA_CALLACTIONMAINT ENANCE_CLOSE                        | Close Call Action Code                                    |
| DM_FA_CALLACTIONMAINT<br>ENANCE_COLLSTAT_HIST_<br>NEW     | Add Collections Status History                            |
| DM_FA_CALLACTIONMAINT<br>ENANCE_COLLSTAT_REVE<br>RSE_NEW  | Remove Collections Status History                         |
| DM_FA_CALLACTIONMAINT ENANCE_COPY                         | Copy Call Action Code                                     |
| DM_FA_CALLACTIONMAINT ENANCE_DELETE                       | Delete Call Action Code                                   |
| DM_FA_CALLACTIONMAINT ENANCE_GETACCTID                    | Fetch Collections Status by Account Id                    |
| DM_FA_CALLACTIONMAINT<br>ENANCE_GETEXISTINGCO<br>LLSTATUS | Get Existing Collection Status In Call Action Maintenance |
| DM_FA_CALLACTIONMAINT ENANCE_HISTORY                      | View Call Action Code History                             |
| DM_FA_CALLACTIONMAINT<br>ENANCE_NEW                       | Create Call Action Code                                   |
| DM_FA_CALLACTIONMAINT ENANCE_REOPEN                       | Reopen Call Action Code                                   |
| DM_FA_CALLACTIONMAINT<br>ENANCE_SERVICES_HEAL<br>TH_CHECK | Health Check For Call Action Service                      |
| DM_FA_CALLACTIONMAINT<br>ENANCE_VALIDATE_LOV              | Validate List Of Values On Call Action Code Screen        |
| DM_FA_CALLACTIONMAINT ENANCE_VIEW                         | View Call Action Code                                     |
| DM_FA_CALLACTIONMAINT ENANCE_VIEWALL                      | View All Call Action Codes                                |
| DM_FA_CALLACTIONMAINT ENANCE_VIEWCHANGES                  | View Collections Status                                   |
| DM_FA_CALLACTION_ACTI<br>ON_BATCH_FACTS                   | Fetch Facts for Actions                                   |
| DM_FA_CALLACTION_ACTI<br>ON_DETAILS                       | Fetch Collections Action Details                          |
| DM_FA_CALLACTION_ACTI<br>ON_DETAILS_NEW                   | View Action Details On Call Action                        |
| DM_FA_CALLACTION_ACTI<br>ON_DETAILS_VIEW                  | View Action Details On Call Action                        |
| DM_FA_CALL_ACTION_ACT IONRESULTCNTBYTASKID                | Fetch Action Result By Task                               |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                           | Description                                         |
|----------------------------------------------------|-----------------------------------------------------|
| DM_FA_CALL_ACTION_GET ALLACTIONRELATEDKPIS         | Fetch All Action Related Key Performance Indicators |
| DM_FA_CALL_ACTION_GET<br>CALLACTIONRESULTCOUN<br>T | Fetch Action Result Count For Dashboard             |
| DM_FA_CALL_ACTION_SU<br>MMARY                      | Fetch Call Action Summary                           |
| DM_FA_CALL_HISTORY                                 | Fetch Call History Details                          |
| DM_FA_CALL_SUMMARY                                 | Fetch Call Task Details                             |
| DM_FA_CALL_TYPE_COUN<br>T                          | Fetch Count Of Call Types                           |
| DM_FA_CASECLOSURE_C<br>ONFIG_FACT_DETAILS          | Fetch Facts for Case Closure                        |
| DM_FA_CASE_ACC_ASSO_<br>HIST_NEW                   | Fetch History Of Associated Accounts With Case      |
| DM_FA_CASE_ID_FETCH                                | Fetch Case Id By Account Id                         |
| DM_FA_CASE_ID_FETCH_B<br>Y_PARTY_ID                | Fetch Case Details By Party                         |
| DM_FA_CASE_PARTY_REL<br>ATED_ACCOUNTS_FETCH        | Fetch Accounts Related To Party                     |
| DM_FA_CASE_SEARCH                                  | Case Search                                         |
| DM_FA_CASE_SUMMARY                                 | Fetch Case Summary Details                          |
| DM_FA_CASE_WIDGET_CA<br>RD_FETCH                   | Fetch Case Widget Details                           |
| DM_FA_CASE_WIDGET_CA<br>RD_FETCH_BY_CASE_ID        | Fetch Case Widget Details by Case Id                |
| DM_FA_CASE_WIDGET_CA<br>RD_FETCH_BY_CASE_NO        | Fetch Case Widget Details by Case No                |
| DM_FA_CASE_WIDGET_CO<br>MPLETE_FETCH               | Fetch Details Of Case Widget                        |
| DM_FA_CASE_WIDGET_FE TCH_BY_ACCOUNTS               | Fetch Case Details By Account                       |
| DM_FA_CASE_WIDGET_FE TCH_BY_PARTIES                | Fetch Case Details By Party                         |
| DM_FA_CHECK_SUPERVIS OR                            | Check Supervisor Role Of The User                   |
| DM_FA_CLOSED_CASE_LIS<br>T                         | Fetch Closed Cases                                  |
| DM_FA_COLLATERALCHAR<br>GE_AMEND                   | Modify Collateral Charge                            |
| DM_FA_COLLATERALLINKA<br>GE_AMEND                  | Modify Collateral Linkage With Account              |
| DM_FA_COLLATERALOWNE<br>R_AMEND                    | Modify Collateral Owner                             |
| DM_FA_COLLATERAL_AME ND                            | Modify Collateral Details                           |
| DM_FA_COLLATERAL_CHA<br>RGE_PROCESS_UPDATE         | Modify Collateral Charges                           |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code               | Description                                          |
|----------------------------------------|------------------------------------------------------|
| DM_FA_COLLATERAL_LINK _PROCESS_UPDATE  | Modify Collateral Linkage With Account               |
| DM_FA_COLLATERAL_OWN ER_PROCESS_UPDATE | Modify Collateral Owner                              |
| DM_FA_COLLATERAL_PRO<br>CESS_UPDATE    | Modify Collateral Details                            |
| DM_FA_COLLECTION_PRO<br>MISE_HISTORY   | Promise History                                      |
| DM_FA_COLLECTION_PTP_<br>HISTORY       | Promise History                                      |
| DM_FA_COLLECTOR_TASK<br>_HISTORY       | Task History Details For Collector                   |
| DM_FA_COLL_TASK_HISTO<br>RY            | Task History Details                                 |
| DM_FA_COLL_TASK_HISTO<br>RY            | Get dashboard task history                           |
| DM_FA_COMMON_SERVIC<br>ES_HEALTH_CHECK | Health Check For Common Service                      |
| DM_FA_COMMUNICATION_<br>ACTIONS        | Fetch Communication Actions                          |
| DM_FA_COMMUNICATION_<br>AMEND          | Modify Communication Code Details                    |
| DM_FA_COMMUNICATION_<br>AUTHORIZE      | Authorize Communication Code                         |
| DM_FA_COMMUNICATION_<br>AUTHQUERY      | Communication Template Authorization                 |
| DM_FA_COMMUNICATION_<br>CLOSE          | Close Communication Code                             |
| DM_FA_COMMUNICATION_<br>COPY           | Copy Communication Code                              |
| DM_FA_COMMUNICATION_<br>DELETE         | Delete Communication Code                            |
| DM_FA_COMMUNICATION_<br>DETAIL         | Fetch Communication Details                          |
| DM_FA_COMMUNICATION_<br>HISTORY        | View Communication Code History                      |
| DM_FA_COMMUNICATION_<br>NEW            | Create Communication Code                            |
| DM_FA_COMMUNICATION_<br>ONLOADCOMM     | Fetch Communications Details by Seed Type            |
| DM_FA_COMMUNICATION_<br>REOPEN         | Reopen Communication Code                            |
| DM_FA_COMMUNICATION_<br>VALIDATE_LOV   | Validate List Of Values In Communication Code Screen |
| DM_FA_COMMUNICATION_<br>VIEW           | View Communication Code                              |
| DM_FA_COMMUNICATION_<br>VIEWALL        | View All Communication Codes                         |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                                  | Description                                                    |
|-----------------------------------------------------------|----------------------------------------------------------------|
| DM_FA_COMMUNICATION_<br>VIEWCHANGES                       | View Communication Details                                     |
| DM_FA_COMPLIANCE                                          | Compliance Check For The Customer Call                         |
| DM_FA_CONFIG_FACT_DE<br>TAILS_BY_FACT_NAMES               | Fetch All Config Fact List                                     |
| DM_FA_CORRESPONDENC<br>E_RUNBATCH                         | OBC CORRESPONDENCE Batches                                     |
| DM_FA_CORRESPONDENC<br>E_SERVICES_HEALTH_CHE<br>CK        | Health Check For Correspondence Services                       |
| DM_FA_CURRENT_TASKS                                       | Get Current Tasks On Account                                   |
| DM_FA_CUSTOMER_LIMITE<br>D_DETAILS_FETCH                  | Fetch Customer Details On Customer Widget Of Case Summary      |
| DM_FA_CUSTOMER_SUMM<br>ARY                                | Fetch Customer Summary                                         |
| DM_FA_CUSTOMER_WIDG<br>ET_CARD_FETCH                      | Fetch Customer Widget Details                                  |
| DM_FA_CUSTOMER_WIDG<br>ET_CARD_FETCH_BY_CUS<br>T_ID       | Fetch Customer Widget Details By Customer Id                   |
| DM_FA_CUSTOMER_WIDG<br>ET_CARD_FETCH_BY_CUS<br>T_NBR      | Fetch Customer Widget Details By Customer No                   |
| DM_FA_CUSTOMER_WIDG<br>ET_COMMUNICATION_DET<br>AILS_FETCH | Fetch Communication Details On Customer Widget Of Case Summary |
| DM_FA_CUSTOMER_WIDG<br>ET_EMPLOYMENT_DETAIL<br>S_FETCH    | Fetch Employment Details On Customer Widget Of Case Summary    |
| DM_FA_DASHBOARD_GETA<br>LLKPIS                            | Get All Key Performance Indicators For Dashboard               |
| DM_FA_DASHBOARD_HEAL<br>THCHECK                           | Health Check For Dashboard Service                             |
| DM_FA_DASHBOARD_RUN<br>BATCH                              | OBC Dashboard Batches                                          |
| DM_FA_DATAEXCHANGE_H<br>EALTHCHECK                        | Health Check For Data Exchange Service                         |
| DM_FA_DATAEXCHANGE_R<br>UNBATCH                           | OBC Data Exchange Batches                                      |
| DM_FA_DEALLOCATEUSER<br>BYACCTID                          | Remove User Allocation From An Account                         |
| DM_FA_DEFAULT_AUTH                                        | Default Authorization                                          |
| DM_FA_DOWNLOAD_INBO<br>UND_DOC                            | Download Inbound Document                                      |
| DM_FA_ENTITY_ADD_CAS<br>EID_FOR_DEL_ACC                   | Add Case Id For A Delinquent Account                           |
| DM_FA_ENTITY_FACTS_AM<br>END                              | Fetch Entity Facts                                             |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code               | Description                                      |
|----------------------------------------|--------------------------------------------------|
| DM_FA_ENTITY_GETACCO<br>UNTHISTORY     | Get Account History                              |
| DM_FA_ENTITY_GET_PART<br>Y             | Get Party Details                                |
| DM_FA_ENTITY_RUNBATC                   | OBC Entity Batches                               |
| DM_FA_ENTITY_SERVICES _HEALTH_CHECK    | Health Check For Entity Service                  |
| DM_FA_ENTITY_WIDGET_R<br>EPAYMENT_TAB  | Fetch Account Repayment Schedule                 |
| DM_FA_ESCALATE_TASK                    | Escalate Task                                    |
| DM_FA_ESCALATION_NOT ES_SET            | Save notes for task escalation and review.       |
| DM_FA_FACT_DETAILS                     | View Fact Details                                |
| DM_FA_FASTDATA_RUNBAT<br>CH            | OBC Fast Data Transport Batches                  |
| DM_FA_FEECHARGETRAN<br>SACTION_ACCOUNT | Fetch Fees And Charges Details by Account Id     |
| DM_FA_FEECHARGE_ACC<br>OUNT_HISTORY    | Get Fees And Charges History For An Account      |
| DM_FA_FEECHARGE_ACTI<br>ONS            | Add Fees And Charges Actions                     |
| DM_FA_FEECHARGE_AME<br>ND              | Modify Fees And Charges Code Details             |
| DM_FA_FEECHARGE_AUTH<br>ORIZE          | Authorize Fees And Charges Code                  |
| DM_FA_FEECHARGE_AUTH<br>QUERY          | Fees And Charges Actions Authorization           |
| DM_FA_FEECHARGE_CLO<br>SE              | Close Fees And Charge Code                       |
| DM_FA_FEECHARGE_COP                    | Copy Fees And Charges Code                       |
| DM_FA_FEECHARGE_DELE<br>TE             | Delete Fees And Charges Code                     |
| DM_FA_FEECHARGE_HEAL<br>THCHECK        | Health Check For Fees And Charges Code Service   |
| DM_FA_FEECHARGE_HIST<br>ORY            | View Fees And Charges Code History               |
| DM_FA_FEECHARGE_NEW                    | Create Fees And Charges Code                     |
| DM_FA_FEECHARGE_REO PEN                | Reopen Fees And Charges Code                     |
| DM_FA_FEECHARGE_VALI<br>DATE_LOV       | Validate List Of Values In Fees And Charges Code |
| DM_FA_FEECHARGE_VIEW                   | View Fees And Charges Code                       |
| DM_FA_FEECHARGE_VIEW ALL               | View All Fees And Charges Codes                  |
| DM_FA_FEECHARGE_VIEW CHANGES           | View Fees And Charges                            |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                 | Description                                 |
|------------------------------------------|---------------------------------------------|
| DM_FA_FEEDENTITY_NEW                     | Add New Feed Entity                         |
| DM_FA_FEESCHARGES_R<br>UNBATCH           | OBC Fees Charges Batches                    |
| DM_FA_FEES_FETCH                         | Fetch Fees.                                 |
| DM_FA_FETCHSTRATASSIGN                   | Fetch Strategy Assignment                   |
| DM_FA_FETCHSTRATASSIGNHIST               | Fetch Strategy Assignment History           |
| DM_FA_FETCHVENDORUS ERS                  | Fetch Vendor Users                          |
| DM_FA_FETCH_COLLATER<br>AL_CHARGES       | Fetch Collateral Charges Details By Account |
| DM_FA_FETCH_COMM_DE<br>TAILS             | Get Communication Details                   |
| DM_FA_FETCH_DIALER_AC COUNTS             | Fetch Accounts for Dialer                   |
| DM_FA_FETCH_INBOUND_<br>DOCS             | Get Inbound Documents                       |
| DM_FA_FETCH_STRATEGY<br>_ASSIGN          | Get Strategy Assignment                     |
| DM_FA_FETCH_VNDRACCA<br>SSO              | Fetch Vendor And Account Association        |
| DM_FA_FILTERED_TASKS_<br>SUMMARY_DETAILS | Get Filtered Task Summary Details           |
| DM_FA_GET_AGENTACCOU<br>NT               | Get Agent Account                           |
| DM_FA_GET_AGENTACCOU<br>NTDETAILS        | Get Agent Account Details                   |
| DM_FA_GET_AGENTPARTY                     | Get Agent Party Names                       |
| DM_FA_GET_AGENTPARTY<br>NAMES            | Get Agent Party Names                       |
| DM_FA_GET_BEHAVIOR_D<br>TLS              | Fetch Customer Behavioral Details           |
| DM_FA_GET_COLLATERAL DATA                | Fetch Collateral Data                       |
| DM_FA_GET_COMM_DETAI<br>LS_HIS           | Get Communication Details History           |
| DM_FA_GET_DIALERACCT<br>S                | Fetch Dialer Accounts                       |
| DM_FA_GET_EARLIESTPTP                    | Fetch Earliest PTP Details                  |
| DM_FA_GET_GROUPBASIS                     | Get Group Basis Of The Product Processor    |
| DM_FA_GET_NOTES_BY_N<br>OTESTYPE         | Fetch notes by Notes Type.                  |
| DM_FA_GET_OBCR_RULES                     | Get All Rules for Collection                |
| DM_FA_GET_OBRS_DETAIL<br>S               | Fetch WhatsApp Template Details             |
| DM_FA_GET_PARTYIDFRO<br>MCASENO          | Get Party Information From Case             |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                  | Description                                                           |
|-------------------------------------------|-----------------------------------------------------------------------|
| DM_FA_GET_PAYMENT_TR<br>XN_DETAIL         | Get payment transaction details                                       |
| DM_FA_GET_PRIMARY_CU<br>STOMER_NBR        | Get primary customer number based on account ID.                      |
| DM_FA_GET_PTPDETAILS_<br>BY_ACCTIDS       | Get PTP details associated with list of account IDs                   |
| DM_FA_GET_PTP_BY_ID                       | Fetch PTP By Id                                                       |
| DM_FA_GET_SETTLEMENT _COMM_DETAILS        | Fetch Settlement Communication Details                                |
| DM_FA_GET_SETTLEMENT _DETAILS             | Fetch Settlement Details                                              |
| DM_FA_GET_SOURCE_AC<br>C_DETAILS          | Get source account details                                            |
| DM_FA_GET_SUBPRIORITY _VALUES             | Fetch SubPriority Values                                              |
| DM_FA_GET_TASKPRIORIT<br>Y_ACCT_DETAILS   | Get Account details associated with Task Priority Assignment Process. |
| DM_FA_GET_TASKPRIORIT<br>Y_DETAILS        | Get Priority Details Associated with User Group.                      |
| DM_FA_GET_TASKPRIORIT<br>Y_PTP_DETAILS    | Get PTP details associated with Task Priority Assignment Process.     |
| DM_FA_GET_TASK_DETAIL<br>S_FOR_PTP        | Get Task Details For Promise Creation                                 |
| DM_FA_GET_TASK_DETAIL<br>S_MIGR           | Fetch Task Details for Migration                                      |
| DM_FA_GET_TASK_METAD<br>ATA               | Fetch Task Meta Data                                                  |
| DM_FA_GET_USERGRPCO DES                   | Get User Group Codes associated with User Id.                         |
| DM_FA_IDENTIFIERDEFINIT ION_ACTIONS       | Fetch Identifier Definition Action                                    |
| DM_FA_IDENTIFIERDEFINIT ION_AMEND         | Modify Identifier ( Auto Number Generation) Details                   |
| DM_FA_IDENTIFIERDEFINIT ION_AUTHORIZE     | Authorize Identifier ( Auto Number Generation)                        |
| DM_FA_IDENTIFIERDEFINIT ION_AUTHQUERY     | Identifier Definition Authorization                                   |
| DM_FA_IDENTIFIERDEFINIT ION_CLOSE         | Close Identifier ( Auto Number Generation)                            |
| DM_FA_IDENTIFIERDEFINIT ION_COPY          | Copy Identifier ( Auto Number Generation)                             |
| DM_FA_IDENTIFIERDEFINIT ION_DELETE        | Delete Identifier ( Auto Number Generation)                           |
| DM_FA_IDENTIFIERDEFINIT ION_GEN_NUM       | Identifier Number Generation                                          |
| DM_FA_IDENTIFIERDEFINIT ION_GET_ANGCONFIG | Identifier Definition Configuration                                   |
| DM_FA_IDENTIFIERDEFINIT ION_HISTORY       | View Identifier ( Auto Number Generation) History                     |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                 | Description                                                     |
|------------------------------------------|-----------------------------------------------------------------|
| DM_FA_IDENTIFIERDEFINIT ION_NEW          | Create Identifier ( Auto Number Generation)                     |
| DM_FA_IDENTIFIERDEFINIT ION_REOPEN       | Reopen Identifier ( Auto Number Generation)                     |
| DM_FA_IDENTIFIERDEFINIT ION_VALIDATE_LOV | Validate List Of Values Of Identifier ( Auto Number Generation) |
| DM_FA_IDENTIFIERDEFINIT ION_VIEW         | View Identifier ( Auto Number Generation)                       |
| DM_FA_IDENTIFIERDEFINIT ION_VIEWALL      | View All Identifiers ( Auto Number Generation)                  |
| DM_FA_IDENTIFIERDEFINIT ION_VIEWCHANGES  | View Identifier Definition                                      |
| DM_FA_INBOUND_DOC_UP LOAD                | Case Summary - Inbound Document Upload                          |
| DM_FA_INBOUND_PROCES<br>S_UPLOAD         | Inbound Account Upload By Feed                                  |
| DM_FA_INSURANCE_AMEN D                   | Modify Insurance Details                                        |
| DM_FA_INSURANCE_PROC<br>ESS_UPDATE       | Modify Insurance Process                                        |
| DM_FA_KPI                                | Get Key Performance Indicators Of The Collector                 |
| DM_FA_LOOKUPTYPE_ACT                     | Lookup Type Action                                              |
| DM_FA_LOOKUPTYPE_AGE<br>NTVIEW           | Fetch Lookup Type For Agent View                                |
| DM_FA_LOOKUPTYPE_AM<br>END               | Modify Lookup Type Code Details                                 |
| DM_FA_LOOKUPTYPE_AUT<br>HORIZE           | Authorize Lookup Type Code                                      |
| DM_FA_LOOKUPTYPE_AUT<br>HQUERY           | Lookup Type Authorization                                       |
| DM_FA_LOOKUPTYPE_CLO<br>SE               | Close Lookup Type Code                                          |
| DM_FA_LOOKUPTYPE_CO<br>PY                | Copy Lookup Type Code                                           |
| DM_FA_LOOKUPTYPE_DEL<br>ETE              | Delete Lookup Type Code                                         |
| DM_FA_LOOKUPTYPE_HIS TORY                | View Lookup Type History                                        |
| DM_FA_LOOKUPTYPE_LOV                     | Fetch Lookup Type List                                          |
| DM_FA_LOOKUPTYPE_NE<br>W                 | Create Lookup Type Code                                         |
| DM_FA_LOOKUPTYPE_RE<br>OPEN              | Reopen Lookup Type Code                                         |
| DM_FA_LOOKUPTYPE_VALIDATE_LOV            | Validate List Of Values In Lookup Type Screen                   |
| DM_FA_LOOKUPTYPE_VIE<br>W                | View Lookup Type Code                                           |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                  | Description                                         |
|-------------------------------------------|-----------------------------------------------------|
| DM_FA_LOOKUPTYPE_VIE WALL                 | View All Lookup Type Codes                          |
| DM_FA_LOOKUPTYPE_VIE<br>WCHANGES          | View Lookup type                                    |
| DM_FA_NEW_AMEND_TAS<br>K_FLAG_DETAILS     | Add<br>/Update Task Flag Details                    |
| DM_FA_NEXT_TASK_STATU<br>S                | Fetch Next Available Task Status                    |
| DM_FA_NOTES_ADD                           | Add Notes On An Account                             |
| DM_FA_NOTES_BY_ACTIO<br>N_ID              | Fetch Notes By Action Id                            |
| DM_FA_NOTES_GET                           | View Notes For An Account                           |
| DM_FA_NOTES_LOG_ACCT<br>_ADDN_INFO        | Fetch Notes Additional Information                  |
| DM_FA_NOTES_SERVICES<br>_HEALTH_CHECK     | Health Check For Notes Service                      |
| DM_FA_PARTYADDRESS_A<br>MEND              | Modify Party Address By Party Id                    |
| DM_FA_PARTYCONTACT_A<br>MEND              | Modify Party Contact Detail By Party Id             |
| DM_FA_PARTYEMPLOYME<br>NT_AMEND           | Modify Party Employment Detail By Party Id          |
| DM_FA_PARTYIDENTITY_A<br>MEND             | Modify Party Identifier Details By Party Id         |
| DM_FA_PARTYNAME_AME<br>ND                 | Modify Party Name By Party Id                       |
| DM_FA_PARTY_ADDRESS_<br>PROCESS_UPDATE    | Modify Party Address                                |
| DM_FA_PARTY_AMEND                         | Modify Party Information                            |
| DM_FA_PARTY_CONTACT_<br>DTLS_BY_ACCTID    | Fetch Party Contact Detail By Account Id            |
| DM_FA_PARTY_CONTACT_<br>PROCESS_UPDATE    | Modify Party Contact Detail                         |
| DM_FA_PARTY_EMPLOYME<br>NT_PROCESS_UPDATE | Modify Party Employment Detail                      |
| DM_FA_PARTY_FOR_COM<br>M_BY_ACCTID        | Fetch Party Details for Communication By Account Id |
| DM_FA_PARTY_FOR_COM<br>M_BY_TASKTYPE      | Fetch Party Details for Communication By Task Type  |
| DM_FA_PARTY_IDENTITY_<br>PROCESS_UPDATE   | Modify Party Identifier Details                     |
| DM_FA_PARTY_LOV_FETC<br>H                 | Fetch Party List                                    |
| DM_FA_PARTY_NAME_PRO<br>CESS_UPDATE       | Modify Party Name Details                           |
| DM_FA_PARTY_PROCESS_<br>UPDATE            | modify Party Process Details                        |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                     | Description                                                |
|----------------------------------------------|------------------------------------------------------------|
| DM_FA_PAST_DELINQUEN<br>CY                   | Fetch Past Delinquency Details Of The Account              |
| DM_FA_PAST_DELINQUEN<br>CY_COUNT_FETCH       | Fetch Delinquency Count Of The Account                     |
| DM_FA_PAYMENT_AMEND                          | Add Payment Details                                        |
| DM_FA_PAYMENT_PROCES S_UPDATE                | Add Payment Process                                        |
| DM_FA_PDF_GENERATE                           | Generate the pdf blob array                                |
| DM_FA_POST_PAYMENT_T<br>RXN_DETAIL           | Save payment transaction details                           |
| DM_FA_PRIMARY_NAME_F<br>OR_ALL_PARTIES_FETCH | Fetch Primary Name For All The Parties Of The Account      |
| DM_FA_PRIMARY_NAME_F<br>OR_PARTY_FETCH       | Fetch Primary Name For The Party                           |
| DM_FA_PROB_OF_COLLEC TION                    | Add Probability Of Collections                             |
| DM_FA_PRODUCTPROCES<br>SOR_ACTIONS           | Add Product Processor Details                              |
| DM_FA_PRODUCTPROCES<br>SOR_AMEND             | Modify Product Processor Code Details                      |
| DM_FA_PRODUCTPROCES<br>SOR_AUTHORIZE         | Authorize Product Processor Code                           |
| DM_FA_PRODUCTPROCES<br>SOR_AUTHQUERY         | Product Processor Authorization                            |
| DM_FA_PRODUCTPROCES<br>SOR_CLOSE             | Close Product Processor Code                               |
| DM_FA_PRODUCTPROCES<br>SOR_COPY              | Copy Product Processor Code                                |
| DM_FA_PRODUCTPROCES<br>SOR_DELETE            | Delete Product Processor Code                              |
| DM_FA_PRODUCTPROCES<br>SOR_GROUPBASIS_FETCH  | Fetch Group Basis Details In Product Processor Code Screen |
| DM_FA_PRODUCTPROCES<br>SOR_HISTORY           | View Product Processor Code History                        |
| DM_FA_PRODUCTPROCES<br>SOR_NEW               | Create Product Processor Code                              |
| DM_FA_PRODUCTPROCES<br>SOR_REOPEN            | Reopen Product Processor Code                              |
| DM_FA_PRODUCTPROCES<br>SOR_VALIDATE_LOV      | Validate List Of Values In Product Processor Code Screen   |
| DM_FA_PRODUCTPROCES<br>SOR_VIEW              | View Product Processor Code                                |
| DM_FA_PRODUCTPROCES<br>SOR_VIEWALL           | View All Product Processor Codes                           |
| DM_FA_PRODUCTPROCES<br>SOR_VIEWCHANGES       | View Product Processor                                     |
| DM_FA_PROMISE_TO_PAY                         | Add Promise to Pay                                         |



Table 19-1 (Cont.) List of Functional Activity Codes

| Formation at Antimity Code     | Paradistica                                                |
|--------------------------------|------------------------------------------------------------|
| Functional Activity Code       | Description                                                |
| DM_FA_PTPTYPE_ACTION S         | Fetch Promise To Pay Type Action                           |
| DM_FA_PTPTYPE_AMEND            | Modify Promise Type Details                                |
| DM_FA_PTPTYPE_AUTHOR IZE       | Authorize Promise Type                                     |
| DM_FA_PTPTYPE_AUTHQU<br>ERY    | Promise To Pay Type Authorization                          |
| DM_FA_PTPTYPE_CLOSE            | Close Promise Type                                         |
| DM_FA_PTPTYPE_COPY             | Copy Promise Type                                          |
| DM_FA_PTPTYPE_DELETE           | Delete Promise Type                                        |
| DM_FA_PTPTYPE_HISTORY          | View Promise Type History                                  |
| DM_FA_PTPTYPE_NEW              | Create Promise Type                                        |
| DM_FA_PTPTYPE_REOPEN           | Reopen Promise Type                                        |
| DM_FA_PTPTYPE_VALIDAT<br>E_LOV | Validate List Of Values In Promise Type Maintenance Screen |
| DM_FA_PTPTYPE_VIEW             | View Promise Type                                          |
| DM_FA_PTPTYPE_VIEWALL          | View All Promise Types                                     |
| DM_FA_PTPTYPE_VIEWCH<br>ANGES  | View Promise To Pay Type                                   |
| DM_FA_PTP_ACCT_ADDN_I<br>NFO   | Fetch Promise to Pay Additional Details                    |
| DM_FA_PTP_APPR                 | Payment Appropriation For Promise To Pay                   |
| DM_FA_PTP_APPROVALST<br>ATUS   | Update PTP Approval Status with Remarks                    |
| DM_FA_PTP_CANCELBYAC<br>CT     | Case Summary - Cancel Promise To Pay                       |
| DM_FA_PTP_CAPTURE_AU<br>TH_1   | PTP Authorization Group 1                                  |
| DM_FA_PTP_CAPTURE_AU<br>TH_10  | PTP Authorization Group 10                                 |
| DM_FA_PTP_CAPTURE_AU<br>TH_2   | PTP Authorization Group 2                                  |
| DM_FA_PTP_CAPTURE_AU<br>TH_3   | PTP Authorization Group 3                                  |
| DM_FA_PTP_CAPTURE_AU<br>TH_4   | PTP Authorization Group 4                                  |
| DM_FA_PTP_CAPTURE_AU<br>TH_5   | PTP Authorization Group 5                                  |
| DM_FA_PTP_CAPTURE_AU<br>TH_6   | PTP Authorization Group 6                                  |
| DM_FA_PTP_CAPTURE_AU<br>TH_7   | PTP Authorization Group 7                                  |
| DM_FA_PTP_CAPTURE_AU<br>TH_8   | PTP Authorization Group 8                                  |
| DM_FA_PTP_CAPTURE_AU<br>TH_9   | PTP Authorization Group 9                                  |
| DM_FA_PTP_COUNT                | Case Summary - View Count Of Promise To Pay                |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code               | Description                                       |
|----------------------------------------|---------------------------------------------------|
| DM_FA_PTP_CREATE                       | Case Summary - Create Promise To Pay              |
| DM_FA_PTP_DETAIL_VIEW                  | Case Summary - View Active Promise To Pay Details |
| DM_FA_PTP_FETCH                        | Case Summary - Fetch Active Promise To Pay        |
| DM_FA_PTP_HISTORY                      | Case Summary - View Promise To Pay History        |
| DM_FA_PTP_HISTORY_CA<br>NCEL_NEW       | Case Summary - Cancel Promise To Pay              |
| DM_FA_PTP_MIGRATION                    | Create New Promise To Pay For Migration           |
| DM_FA_PTP_NEW                          | Case Summary - Create Promise To Pay              |
| DM_FA_PTP_REVERTCANC<br>ELPTPBYACCT    | Case Summary - Cancel Promise To Pay              |
| DM_FA_PTP_RUNBATCH                     | OBC PTP Batches                                   |
| DM_FA_PTP_SERVICES_HE<br>ALTH_CHECK    | Health Check For Promise To Pay Service           |
| DM_FA_PTP_SIMULATE                     | Case Summary - Simulate Promise To Pay Schedule   |
| DM_FA_PTP_VIEW                         | Case Summary - View Promise To Pay                |
| DM_FA_PTP_WIDGET                       | Case Summary - Promise To Pay Widget              |
| DM_FA_QUICK_CASE_SEA<br>RCH            | Case Search - Quick Search                        |
| DM_FA_QUICK_LINKS                      | Case Summary - Quick Links                        |
| DM_FA_REASSIGN_ACCOU<br>NT             | User Assignment - Reassign Account                |
| DM_FA_REASSIGN_ACCOU<br>NTS            | User Assignment - Reassign Account                |
| DM_FA_REASSIGN_USERS                   | User Assignment - Reassign Users                  |
| DM_FA_REMOVE_TASKS_B<br>Y_ACCTID       | Remove Tasks By Account Id                        |
| DM_FA_REPAY_SCHED                      | Add Account Repayment Schedule                    |
| DM_FA_RISKINDICATOR_A<br>MEND          | Modify Risk Indicators In Seed Data Type          |
| DM_FA_RISK_IND_PROCES<br>S_UPDATE      | Add Account Risk Indicator                        |
| DM_FA_SAVE_SETTLEMEN<br>T_INIT_DETAILS | Add Settlement Initiation Details                 |
| DM_FA_SAVE_SETTLEMEN<br>T_OFFER        | Add New Settlement Offer                          |
| DM_FA_SEEDDATACONFIG<br>_ACTIONS       | Fetch Seed Data Config Actions                    |
| DM_FA_SEEDDATACONFIG<br>_AMEND         | Modify Seed Data Type Details                     |
| DM_FA_SEEDDATACONFIG<br>_AUTHORIZE     | Authorize Seed Data Type                          |
| DM_FA_SEEDDATACONFIG<br>_AUTHQUERY     | Seed Data Configuration Authorization             |
| DM_FA_SEEDDATACONFIG<br>_CLOSE         | Close Seed Data Type                              |
| DM_FA_SEEDDATACONFIG<br>_DELETE        | Delete Seed Data Type                             |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                                     | Description                                               |
|--------------------------------------------------------------|-----------------------------------------------------------|
| DM_FA_SEEDDATACONFIG<br>_HISTORY                             | View Seed Data Type History                               |
| DM_FA_SEEDDATACONFIG<br>_NEW                                 | Create Seed Data Type                                     |
| DM_FA_SEEDDATACONFIG<br>_REOPEN                              | Reopen Seed Data Type                                     |
| DM_FA_SEEDDATACONFIG<br>_VALIDATE_LOV                        | Validate List Of Values In Seed Data Configuration Screen |
| DM_FA_SEEDDATACONFIG _VIEW                                   | View Seed Data Configuration                              |
| DM_FA_SEEDDATACONFIG<br>_VIEWALL                             | View All Seed Data Configuration                          |
| DM_FA_SEEDDATACONFIG<br>_VIEWCHANGES                         | View Seed Data Configuration Changes                      |
| DM_FA_SEED_DESCRIPTION                                       | Seed Data Description                                     |
| DM_FA_SEGMENTATION_B<br>ATCH_SERVICES_HEALTH_<br>CHECK       | Health Check For Segmentation Batch Service               |
| DM_FA_SEGMENTATION_R<br>UNBATCH                              | OBC Segmentation Batches                                  |
| DM_FA_SEGMENTBATCH_F<br>ETCH_ACC                             | Fetch Account List In Segmentation Batch                  |
| DM_FA_SEGMENTBATCH_F<br>ETCH_SEG                             | Fetch Existing Segments In Segmentation Batch             |
| DM_FA_SEGMENTBATCH_F<br>ETCH_STGYSEGACC                      | Fetch Segment and strategy association                    |
| DM_FA_SEGMENTBATCH_S<br>EG_ACCOUNT_SEGMENT_<br>MAPPING_NEW   | Fetch Segment codes by Account Id                         |
| DM_FA_SEGMENTBATCH_S<br>EG_HIST_NEW                          | Update Segment History                                    |
| DM_FA_SEGMENTBATCH_S<br>EG_HIST_REVERSE_NEW                  | Update the reversal of segment history                    |
| DM_FA_SEGMENTB_FACTS<br>_AMEND                               | Fetch Segmentation Fact Values                            |
| DM_FA_SEGMENTMAINTEN<br>ANCE_SERVICES_HEALTH_<br>CHECK       | Health Check For Segmentation Service                     |
| DM_FA_SEGMENTMAINTEN<br>ANCE_SERVICES_SEGSTR<br>ATEGYMAPPING | Segment To Strategy Mapping Service                       |
| DM_FA_SEGMENT_ACTION S                                       | Fetch Segment Maintenance Actions                         |
| DM_FA_SEGMENT_AMEND                                          | Modify Segment Code Details                               |
| DM_FA_SEGMENT_AUTHO                                          | Authorize Segment Code                                    |
| DM_FA_SEGMENT_AUTHQ<br>UERY                                  | Segment Maintained Authorization                          |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                                   | Description                                           |
|------------------------------------------------------------|-------------------------------------------------------|
| DM_FA_SEGMENT_CLOSE                                        | Close Segment Code                                    |
| DM_FA_SEGMENT_CONFIG<br>_FACT_DETAILS                      | Fetch Segmentation Facts                              |
| DM_FA_SEGMENT_COPY                                         | Copy Segment Code                                     |
| DM_FA_SEGMENT_DELETE                                       | Delete Segment Code                                   |
| DM_FA_SEGMENT_FACT_D<br>ETAILS                             | View Fact Details For Segmentation Rule               |
| DM_FA_SEGMENT_HISTOR<br>Y                                  | View Segment Code History                             |
| DM_FA_SEGMENT_NEW                                          | Create Segment Code                                   |
| DM_FA_SEGMENT_REOPE<br>N                                   | Reopen Segment Code                                   |
| DM_FA_SEGMENT_SEG_C<br>ASE_ACCOUNT_SEGMENT<br>_MAPPING_NEW | Fetch Segment Account And Case Mapping                |
| DM_FA_SEGMENT_VALIDAT E_LOV                                | Validate List Of Values On Segment Maintenance Screen |
| DM_FA_SEGMENT_VIEW                                         | View Segment Code                                     |
| DM_FA_SEGMENT_VIEWAL L                                     | View All Segment Codes                                |
| DM_FA_SEGMENT_VIEWC<br>HANGES                              | View Segment Maintenance Changes                      |
| DM_FA_SEND_COMM                                            | Send Communication                                    |
| DM_FA_SETTLEMENT                                           | Fetch Settlement Details                              |
| DM_FA_SETTLEMENT_FAC<br>TS                                 | Fetch all settlement facts                            |
| DM_FA_SETTLEMENT_RUN<br>BATCH                              | OBC Settlement Batches                                |
| DM_FA_SETTLEMENT_UPD<br>ATE_OFFER                          | Update Settlement Offers                              |
| DM_FA_SPECIALIZED_TAB_<br>REASSIGNED                       | Task Summary - Reassign Strategy On Specialized Tab   |
| DM_FA_SPECIALIZED_UPD<br>ATE_STATUS                        | Update Specialized Collection Status                  |
| DM_FA_SPECIALIZED_UPD<br>ATE_STATUS_POST                   | Update Specialized Collection Status                  |
| DM_FA_SPECIFIC_PAYMEN TS                                   | Fetch Payment Details By Account ID                   |
| DM_FA_STRATEGYMAINTE NANCE_ACTIONS                         | Fetch Strategy Maintenance details                    |
| DM_FA_STRATEGYMAINTE<br>NANCE_AMEND                        | Modify Strategy Code Details                          |
| DM_FA_STRATEGYMAINTE<br>NANCE_AUTHORIZE                    | Authorize Strategy Code                               |
| DM_FA_STRATEGYMAINTE<br>NANCE_AUTHQUERY                    | Fetch unauthorized strategy codes                     |
| DM_FA_STRATEGYMAINTE<br>NANCE_CLOSE                        | Close Strategy Code                                   |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                                  | Description                                     |
|-----------------------------------------------------------|-------------------------------------------------|
| DM_FA_STRATEGYMAINTE<br>NANCE_COPY                        | Copy Strategy Code                              |
| DM_FA_STRATEGYMAINTE<br>NANCE_DELETE                      | Delete Strategy Code                            |
| DM_FA_STRATEGYMAINTE NANCE_HISTORY                        | View Strategy Code History                      |
| DM_FA_STRATEGYMAINTE<br>NANCE_NEW                         | Create Strategy Code                            |
| DM_FA_STRATEGYMAINTE NANCE_REOPEN                         | Reopen Strategy Code                            |
| DM_FA_STRATEGYMAINTE<br>NANCE_SERVICES_HEALT<br>H_CHECK   | Health Check For Strategy Maintenance Service   |
| DM_FA_STRATEGYMAINTE<br>NANCE_SERVICES_WORKF<br>LOWSTATUS | Fetch workflow based on task code               |
| DM_FA_STRATEGYMAINTE<br>NANCE_VALIDATE_LOV                | Validate List Of Values In Strategy Code Screen |
| DM_FA_STRATEGYMAINTE<br>NANCE_VIEW                        | View Strategy Code                              |
| DM_FA_STRATEGYMAINTE<br>NANCE_VIEWALL                     | View All Strategy Codes                         |
| DM_FA_STRATEGYMAINTE NANCE_VIEWCHANGES                    | View Strategy Codes                             |
| DM_FA_STRATEGY_HEALT HCHECK                               | Health Check For Strategy Service               |
| DM_FA_STRATEGY_RUNBA                                      | OBC Strategy Batches                            |
| DM_FA_SUBMENU_ACQUIR<br>ED_TRANSACTIONS                   | Acquired Transactions                           |
| DM_FA_SUBMENU_COMPL<br>ETED_TRANSACTIONS                  | Completed Transactions                          |
| DM_FA_SUBMENU_PENDIN<br>G_TRANSACTIONS                    | Pending Transactions                            |
| DM_FA_SUBORDINATE_US<br>ERS                               | View Subordinate Users Of A Supervisor          |
| DM_FA_TASKAGEING                                          | Dashboard - Aging Of Tasks                      |
| DM_FA_TASKCOUNT                                           | Dashboard - Count Of Tasks                      |
| DM_FA_TASKS                                               | Fetch task details                              |
| DM_FA_TASKTYPE_ACTION S                                   | Fetch task type details                         |
| DM_FA_TASKTYPE_AMEND                                      | Modify Task Code Details                        |
| DM_FA_TASKTYPE_AUTHO                                      | Authorize Task Code                             |
| DM_FA_TASKTYPE_AUTHQ<br>UERY                              | Fetch unauthorized task codes                   |
| DM_FA_TASKTYPE_CLOSE                                      | Close Task Type Code                            |
| DM_FA_TASKTYPE_COPY                                       | Copy Task Code                                  |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                               | Description                                     |
|--------------------------------------------------------|-------------------------------------------------|
| DM_FA_TASKTYPE_DELET<br>E                              | Delete Task Code                                |
| DM_FA_TASKTYPE_HISTOR                                  | View Task Code History                          |
| DM_FA_TASKTYPE_NEW                                     | Create Task Code                                |
| DM_FA_TASKTYPE_REOPE                                   | Reopen Task Code                                |
| DM FA TASKTYPE VALIDA                                  | Validate List Of Values On Task Code Screen     |
| TE_LOV                                                 | validate List Of values Off fask Code Screen    |
| DM_FA_TASKTYPE_VIEW                                    | View Task Code                                  |
| DM_FA_TASKTYPE_VIEWAL<br>L                             | View All Task Codes                             |
| DM_FA_TASKTYPE_VIEWC<br>HANGES                         | View task type codes                            |
| DM_FA_TASKWORKFLOW_<br>ACTIONS                         | Fetch task workflow details                     |
| DM_FA_TASKWORKFLOW_<br>AMEND                           | Modify Task Workflow Code Details               |
| DM_FA_TASKWORKFLOW_<br>AUTHORIZE                       | Authorize Task Workflow Code                    |
| DM_FA_TASKWORKFLOW_<br>AUTHQUERY                       | Fetch authorized task workflow codes            |
| DM_FA_TASKWORKFLOW_<br>BATCH_SERVICES_HEALTH<br>_CHECK | Health Check For Task Workflow Batch Service    |
| DM_FA_TASKWORKFLOW_<br>CLOSE                           | Close Task Workflow Code                        |
| DM_FA_TASKWORKFLOW_<br>COPY                            | Copy Task Workflow Code                         |
| DM_FA_TASKWORKFLOW_<br>DELETE                          | Delete Task Workflow Code                       |
| DM_FA_TASKWORKFLOW_<br>HISTORY                         | View Task Workflow History                      |
| DM_FA_TASKWORKFLOW_<br>NEW                             | Create Task Workflow Code                       |
| DM_FA_TASKWORKFLOW_<br>REOPEN                          | Reopen Task Workflow Code                       |
| DM_FA_TASKWORKFLOW_<br>SERVICES_HEALTH_CHEC<br>K       | Health Check For Task Workflow Service          |
| DM_FA_TASKWORKFLOW_<br>VALIDATE_LOV                    | Validate List Of Values On Task Workflow Screen |
| DM_FA_TASKWORKFLOW_<br>VIEW                            | View Task Workflow                              |
| DM_FA_TASKWORKFLOW_<br>VIEWALL                         | View List Of All Task Workflows                 |
| DM_FA_TASKWORKFLOW_<br>VIEWCHANGES                     | View changes of task workflow                   |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                           | Description                                       |
|----------------------------------------------------|---------------------------------------------------|
| DM_FA_TASKWORKFLOW_<br>VIEW_BY_CODE                | View task workflow codes                          |
| DM_FA_TASK_AGING                                   | Dashboard - Task Aging Widget                     |
| DM_FA_TASK_COMM_HIST<br>_COUNT                     | Case Summary - Communication History Widget Count |
| DM_FA_TASK_DETAILS_BY _ID                          | Fetch Task Details By Task Id                     |
| DM_FA_TASK_PRIORITIZATI<br>ON_RUNBATCH             | OBC Task Prioritization Batch                     |
| DM_FA_TASK_RUNBATCH                                | OBC Task Batches                                  |
| DM_FA_TASK_SUMMARY_A<br>CCOUNT_GETUSERASSIG<br>NED | Fetch Task Summary details                        |
| DM_FA_TASK_SUMMARY_A                               | View Task Summary -Account Tab                    |
| DM_FA_TASK_SUMMARY_E<br>SCALATED_TASK              | Fetch the escalated tasks assigned to the user.   |
| DM_FA_TASK_SUMMARY_E<br>SCALATED_TASK_COUNT        | Count the escalated tasks.                        |
| DM_FA_TASK_SUMMARY_E<br>SCALATED_TASK_REVIEW       | Review the escalated tasks.                       |
| DM_FA_TASK_SUMMARY_S<br>PECIALIZEDCASE             | View Task Summary - Specialized Case Tab          |
| DM_FA_TASK_SUMMARY_T<br>ASK                        | View Task Summary                                 |
| DM_FA_TASK_SUMMARY_T<br>ASK_MOBILE                 | View Task Summary On Agent User Interface         |
| DM_FA_UPCOMING_PROMI<br>SE                         | View Upcoming Promises                            |
| DM_FA_UPCOMING_PTP                                 | View Upcoming Promises                            |
| DM_FA_UPDATE_FETCH_R<br>EVERSE_FEE                 | Update Reverse Fee                                |
| DM_FA_UPDATE_FOLLOWU<br>P_DATE                     | Modify Follow-Up Date Of The Task                 |
| DM_FA_UPDATE_TASK_AN<br>D_FOLLOWUP_DATE            | Modify Follow-Up Date Of The Task                 |
| DM_FA_USERASSIGNMENT _ACTIONS                      | Fetch User Assignment details                     |
| DM_FA_USERASSIGNMENT<br>_AMEND                     | Modify User Assignment Code Details               |
| DM_FA_USERASSIGNMENT<br>_AUTHORIZE                 | Authorize User Assignment Code                    |
| DM_FA_USERASSIGNMENT<br>_AUTHQUERY                 | Fetch authorized user assignment codes            |
| DM_FA_USERASSIGNMENT<br>_CLOSE                     | Close User Assignment Code                        |
| DM_FA_USERASSIGNMENT<br>_COPY                      | Copy User Assignment Code                         |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                           | Description                                       |
|----------------------------------------------------|---------------------------------------------------|
| DM_FA_USERASSIGNMENT<br>_DELETE                    | Delete User Assignment Code                       |
| DM_FA_USERASSIGNMENT<br>_HISTORY                   | View History Of User Assignment Code              |
| DM_FA_USERASSIGNMENT<br>_NEW                       | Create User Assignment Code                       |
| DM_FA_USERASSIGNMENT<br>_REOPEN                    | Re-Open User Assignment Code                      |
| DM_FA_USERASSIGNMENT<br>_VALIDATE_LOV              | Validate List Of Values In Assignment Code Screen |
| DM_FA_USERASSIGNMENT<br>_VIEW                      | View User Assignment Code                         |
| DM_FA_USERASSIGNMENT<br>_VIEWALL                   | View All User Assignment Codes                    |
| DM_FA_USERASSIGNMENT<br>_VIEWCHANGES               | View User Assignment Code details                 |
| DM_FA_USERGROUP_ACTI<br>ONS                        | View User Group Details                           |
| DM_FA_USERGROUP_AME<br>ND                          | Modify User Group Details                         |
| DM_FA_USERGROUP_AUT<br>HORIZE                      | Authorize User Group                              |
| DM_FA_USERGROUP_AUT<br>HQUERY                      | Fetch authorized user group codes                 |
| DM_FA_USERGROUP_CLO<br>SE                          | Close User Group                                  |
| DM_FA_USERGROUP_COP                                | Copy User Group                                   |
| DM_FA_USERGROUP_DEL<br>ETE                         | Delete User Group                                 |
| DM_FA_USERGROUP_HIST<br>ORY                        | View History Of User Group                        |
| DM_FA_USERGROUP_NEW                                | Create User Group                                 |
| DM_FA_USERGROUP_REO PEN                            | Re-Open User Group                                |
| DM_FA_USERGROUP_VALIDATE_LOV                       | Validate List Of Values In User Group Screen      |
| DM_FA_USERGROUP_VIE<br>W                           | View User Group                                   |
| DM_FA_USERGROUP_VIE WALL                           | View All User Groups                              |
| DM_FA_USERGROUP_VIE WCHANGES                       | View user group details                           |
| DM_FA_USERMANAGEMEN<br>T_SERVICES_HEALTH_CHE<br>CK | Health Check For User Management Service          |
| DM_FA_USERMGMT_RUNB<br>ATCH                        | OBC User Management Batches                       |



Table 19-1 (Cont.) List of Functional Activity Codes

| Functional Activity Code                | Description                                          |
|-----------------------------------------|------------------------------------------------------|
| DM_FA_VAL_BLOCK_PERIO D                 | Validate Block Period for communication template     |
| DM_FA_VENDORMANAGEM<br>ENT_ACTIONS      | Fetch vendor maintenance details                     |
| DM_FA_VENDORMANAGEM<br>ENT_AMEND        | Modify Vendor Details                                |
| DM_FA_VENDORMANAGEM<br>ENT_AUTHORIZE    | Authorize Vendor                                     |
| DM_FA_VENDORMANAGEM<br>ENT_AUTHQUERY    | Fetch authorized vendor details                      |
| DM_FA_VENDORMANAGEM<br>ENT_CLOSE        | Close Vendor                                         |
| DM_FA_VENDORMANAGEM<br>ENT_COPY         | Copy Vendor                                          |
| DM_FA_VENDORMANAGEM<br>ENT_DELETE       | Delete Vendor                                        |
| DM_FA_VENDORMANAGEM<br>ENT_HISTORY      | View Vendor History                                  |
| DM_FA_VENDORMANAGEM<br>ENT_NEW          | Create Vendor                                        |
| DM_FA_VENDORMANAGEM<br>ENT_REOPEN       | Reopen Vendor                                        |
| DM_FA_VENDORMANAGEM<br>ENT_VALIDATE_LOV | Validate List Of Values In Vendor Maintenance Screen |
| DM_FA_VENDORMANAGEM<br>ENT_VIEW         | View Vendor Details                                  |
| DM_FA_VENDORMANAGEM<br>ENT_VIEWALL      | View All Vendors                                     |
| DM_FA_VENDORMANAGEM<br>ENT_VIEWCHANGES  | View Changes For Vendor                              |
| DM_FA_VENDORMGMT_HE<br>ALTHCHECK        | Health Check for Vendor management                   |
| DM_FA_VENDORMGMT_RU<br>NBATCH           | OBC Vendor Management Batches                        |
| DM_FA_WD_ACCOUNT_DE<br>TAILS            | Fetch Account Widget Details                         |

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