

Oracle® Banking Collections

Functional Overview Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Banking Collections Functional Overview Guide, Release 14.7.4.0.0

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Contents

Preface

Audience	iv
Documentation Accessibility	iv
Diversity and Inclusion	iv
Related Resources	iv
Conventions	v

1 Overview

2 Key Features

2.1 Case Creation for Delinquent Accounts	2-1
2.2 Rules Engine to Automate Decision Making	2-2
2.3 Intelligent Segmentation and Task Workflow Management	2-2
2.4 User Allocation and User Management	2-2
2.5 Capture Customer Interactions	2-3
2.6 Email Alerts	2-3
2.7 SMS Alerts	2-3
2.8 Letter Communication	2-3
2.9 Promise to Pay	2-3
2.10 Task Management	2-4
2.11 Case Management	2-4
2.12 Active Account History	2-4
2.13 Collector's Dashboard	2-5
2.14 Manual Email Alerts	2-5
2.15 Fees & Charges	2-5
2.16 Specialized Cases Tab	2-6
2.17 Business Configurations	2-6
2.18 Specialized Collections Process	2-7
2.19 Automatic Notes capture using GenAI	2-7
2.20 Automatic Compliance Check using GenAI	2-8
2.21 Borrower Behavior Score using Pricing and Decision service	2-8

Preface

This guide describes the features of Oracle Banking Collections solution. The solution facilitates to manage delinquent accounts for collection of outstanding debts from the customers.

- [Audience](#)
- [Documentation Accessibility](#)
- [Diversity and Inclusion](#)
- [Related Resources](#)
- [Conventions](#)

Audience

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

Documentation Accessibility

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

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Diversity and Inclusion

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

Related Resources

For more information, see these Oracle resources:

- *Oracle Banking Collections Installation Guide*
- *Oracle Banking Collections Security Guide*

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- *Oracle Banking Collections License Guide - On Premise*

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.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Overview

Oracle Banking Collections is a comprehensive web-based innovative solution that addresses end to end debt collection needs, thereby delivering higher business benefits to financial institutions by focusing on customer centricity, communication and experience, compliance, and cost reduction.

The application provides a unified solution that improves collections and optimizes operations through intelligent segmentation with personalized strategies, configurable workflow and tasks, streamlined multi-channel engagement, and smart account management. Oracle Banking Collections is based on a highly configurable framework which helps financial institutions to streamline the entire debt collection process, minimize operational inefficiencies, and manage regulatory requirements, thereby assisting them to maintain a robust lending portfolio.

2

Key Features

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

Key capabilities of Oracle Banking Collections are as follows:

- [Case Creation for Delinquent Accounts](#)
- [Rules Engine to Automate Decision Making](#)
- [Intelligent Segmentation and Task Workflow Management](#)
- [User Allocation and User Management](#)
- [Capture Customer Interactions](#)
- [Email Alerts](#)
- [SMS Alerts](#)
- [Letter Communication](#)
- [Promise to Pay](#)
- [Task Management](#)
- [Case Management](#)
- [Active Account History](#)
- [Collector's Dashboard](#)
- [Manual Email Alerts](#)
- [Fees & Charges](#)
- [Specialized Cases Tab](#)
- [Business Configurations](#)
- [Specialized Collections Process](#)
- [Automatic Notes capture using GenAI](#)
- [Automatic Compliance Check using GenAI](#)
- [Borrower Behavior Score using Pricing and Decision service](#)

2.1 Case Creation for Delinquent Accounts

Oracle Banking Collections provides framework to accept delinquent accounts from various hosts across multiple products. Based on the delinquent accounts received, cases are created against the customer.

The following methods are supported to receive data of delinquent accounts from any host system:

- Through file interface
- Through online API calls

For any subsequent changes in the data, because of financial or non-financial transactions in accounts marked for collections, application facilitates to update the same using the above methods. This helps the collectors to take appropriate follow up action on the accounts based on latest information available.

2.2 Rules Engine to Automate Decision Making

Oracle Banking Collections has an inbuilt rules engine which is highly configurable and manageable. It helps to reduce manual intervention without impacting the key performance measures.

The key features of rules engine are:

- Facilitates in segmentation, task allocation, and task workflow, based on facts, such as external risk score, balance, and days past due.
- Supports wide range of product shipped facts for rule creation. It also helps to create additional customized facts as per your business requirements.

2.3 Intelligent Segmentation and Task Workflow Management

Oracle Banking Collections provides an extensive and configurable functionality of segments and strategies which helps in managing workflow of delinquent accounts efficiently.

Segments facilitate in grouping of accounts based on rules, and configuring the strategies applicable on accounts associated with segments. Strategies help in grouping of tasks that are to be performed for collection of amount due from the customers associated with the delinquent accounts.

The key features of this functionality are:

- Facilitates in automatic segmentation and allocation of accounts to collectors.
- Helps in grouping various tasks through strategies and mapping it to segments.
- Provides framework to define tasks, and the sequence and life cycle of tasks.
- Facilitates to define task dependencies for the tasks mapped with strategies.
- Facilitates to configure task escalation and task expiry parameters for the tasks mapped with strategies.

2.4 User Allocation and User Management

Oracle Banking Collections supports work items to be assigned based on predefined configurable logic.

The key features of user allocation and user assignment are:

- Facilitates user allocation at customer or account level.
- Facilitates in automated allocation of specialized cases to specific collectors with Round Robin allocation method.
- Facilitates to group users in multiple user groups and define supervisors for user groups.
- Helps in bulk allocation and reallocation of accounts.

2.5 Capture Customer Interactions

Oracle Banking Collections provides the capability to capture details of customer interactions. This helps in various processes, such as further segmentation of accounts.

The key features of this functionality are:

- Provides an exhaustive and configurable framework to capture actions performed related to customer interactions and results of the actions.
- Facilitates automated update of the collection status of the account based on results of the actions, which further triggers multiple processes on the accounts.
- Facilitates in both manual and automatic update of follow-up dates to help collectors prioritize work accordingly.

2.6 Email Alerts

Oracle Banking Collections facilitates to send email alerts to customers based on configuration.

The key features of this functionality are:

- Facilitates in automatic triggering of emails to customers based on user defined configuration.
- Ability to add an attachment to an email as per the predefined template.
- Facilitates to integrate with any email system.

2.7 SMS Alerts

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

The key features of this functionality are:

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

2.8 Letter Communication

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

The key features of this functionality are:

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

2.9 Promise to Pay

Oracle Banking Collections facilitates the collectors to capture and track promise made by the customer to pay amount due on the delinquent account.

The key features of this functionality are:

- Facilitates to capture single and multiple promises.
- Helps to define threshold percentage and grace days for promised amount based on different parameters.
- Facilitates tracking and appropriation of payments received against the promises.
- Facilitates to track broken promises.

2.10 Task Management

Oracle Banking Collections provides a smart and user friendly interface for collectors to manage and work on the assigned tasks. For supervisors, it also facilitates to view and track the tasks of collectors under the supervisor's user groups.

The key features of this functionality are:

- Facilitates collectors to view list of all the assigned tasks and work on the same based on priority.
- Facilitates supervisors to view task list allocated to the team of collectors under the supervisor.
- Facilitates the supervisor to reallocate the tasks to different collectors if required.
- Provides option to flag tasks as per collector's choice.

2.11 Case Management

Oracle Banking Collections provides a comprehensive **Case Summary** screen to manage cases created against the delinquent accounts. The widget-based interface of the screen is customizable. It provides collectors all the information related to the case and helps in performing various transactions.

The key features of **Case Summary** screen are:

- Provides case specific details related to the account.
- Displays list of accounts associated with the customer.
- Displays details of customers associated with the accounts.
- Provides details of all tasks that the collector needs to perform.
- Facilitates to add ad hoc tasks, update task details, and escalate tasks.
- Facilitates to create Promises to Pay for the promise of payment made by the customer.
- Displays details of the activities performed on the accounts linked to the case.
- Facilitates to view details of all the payment transactions of accounts related to a case.

2.12 Active Account History

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

The key features of this functionality are:

- **Task History** – This widget displays count of different task types that were created on the account for the selected case.

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

2.13 Collector's Dashboard

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

Following key information is displayed through Collector's dashboard:

- Key Performance Indicators – KPIs for the logged in collector.
- Current Tasks - Real time update of all the ongoing tasks which are assigned to the logged in collector.
- Upcoming Promises - Real time update on all the upcoming promises lined up for the collector.
- Tasks History - Performance based tracking for total tasks worked by the collector in the past with detailed breakup.
- Collection Liquidation History – Performance update on all historical amount collected by the logged in collector.

2.14 Manual Email Alerts

Oracle Banking Collections facilitates to send email alerts to customers based on configuration.

The key features of this functionality are:

- Ability to create a task of type email.
- Facilitates in manual sending of emails to customers by the collector based on the task that is assigned to the collector.
- Ability to manually trigger email from case summary or task summary screen.
- Facilitates to integrate with any email system.

2.15 Fees & Charges

Oracle Banking Collections facilitates the calculation of specific fees and charges on individual delinquent accounts.

The key features of this functionality are:

- Ability to define different fee or charge headers with fixed or percentage-based calculation methods.

- Ability to calculate different fees and charges automatically based on pre-defined configurations.
- View different fee headers on individual accounts from case summary dashboard.

2.16 Specialized Cases Tab

Oracle Banking Collections facilitates specialized action on accounts belonging to specialized condition or segment like litigation, bankruptcy etc.

The key features of this functionality are:

- A new tab in Task Summary dashboard called Specialized cases will display all account which belong to specialized segment and assigned to logged in collector.
- Through this tab, collector can view all tasks assigned to them, filter search task, escalate task, perform action and navigate to case summary dashboard.
- In addition, Supervisor will be able to reassign the account belonging to a collector in his hierarchy to a different collector.

2.17 Business Configurations

Oracle Banking Collections provides maintenance screens that facilitate to setup and maintain day zero configurations required to perform various transactions efficiently.

The maintenance screens facilitate in following essential configurations:

- **Lookups:** Lookups help to configure predefined values for drop down lists that are used for processing various information in the system.
- **Product Processor:** Product Processors facilitate to receive details of the delinquent accounts from various host systems.
- **Auto Number Generation:** Definitions for auto number generation facilitates to generate case numbers automatically by the system with a predefined logic.
- **Workflow:** Workflows help to create predefined life cycle for tasks that are performed by the system or collector. It consists of statuses through which a task moves based on certain predefined rules and conditions.
- **Task:** Tasks help to define type of activities to be performed for collection of amount due from the customer. The tasks are either executed automatically by the system, or the tasks need to be performed manually by the collector.
- **Call Action:** Call Action helps to configure actions types and their corresponding results for the tasks. It also helps to configure the collection statuses applicable on an account based on action and results captured for the task performed.
- **Strategy:** Strategy helps to group tasks that are applicable on the accounts associated to various segments.
- **Segment:** Segment facilitates to group accounts for applying various strategies to collect the amount due on the accounts.
- **User Group:** User Group facilitates to manage the collectors who perform various tasks. It helps to assign collectors to the relevant user groups, and also assign supervisor for each user groups to manage the team of collectors.
- **User Assignment:** User Assignment facilitates to assign accounts, customers, and tasks to the collectors based on rules.

- **Promise Type:** Promise Type facilitates to define promises types that are used to create promise to pay which is used to track the promise of payment made by the customer.
- **Seed Data:** Seed Data facilitates to create seed data codes for various seed data types for which inbound data is received from the product processor.
- **Communication:** Communication helps to define template and other parameters for generating various types of communication that are sent to customers.
- **Fees & Charges:** Fees and Charges helps to define the different fee and charge headers, calculation methods on the account based on defined rules.

2.18 Specialized Collections Process

Oracle Banking Collections supports execution of the following specialized collections process by capturing relevant data:

- Legal/Litigation
- Bankruptcy
- Deceased
- Hardship
- Repossession
- Re-marketing
- Forbearance

The key features of this functionality are:

- Using the Additional Field Maintenance, you can define the fields for which information needs to be captured for each process.
- Ability to define a task of type data capture and link it to specialized strategy and segment.
- Ability to select and enable the specialized flag on accounts from the case summary page.
- Ability to capture information from the relevant data capture task pop-up.
- Ability to view all information captured in the data capture task for the specialized collections process from case summary screen.



Note:

With the data capture task as a prerequisite, create Relevant Segments and Strategies.

2.19 Automatic Notes capture using GenAI

Call transcripts and capturing information as notes in the system are facilitated automatically by Oracle Banking Collections. Collectors can save substantial effort by using this feature to automatically capture notes, thereby improving productivity.

The key features of this functionality are:

- Ability to ingest the call transcript from dialer.
- Ability to summarize the transcript by leveraging genAI model and saving it as notes against the specific case.

- Ability to view the summarized notes from notes widget in the Case Summary screen.
- Ability to view the summarized notes from Call Summary tab in Task Summary screen.
- Ability to toggle(enable/disable) the feature through product maintenance screen.

 **Note:**

Output captured as part of this feature is generated by an artificial intelligence language model. While we strive for accuracy and quality, please note that the information provided may not be entirely error-free or up-to-date. We recommend independently verifying the content to supplement the information provided. We do not assume any responsibility or liability for the use or interpretation of this content.

2.20 Automatic Compliance Check using GenAI

Oracle Banking Collections facilitates automatic verification of call transcript by validating it against the guidelines of Fair Debt Collections Practice Act (FDCPA) and capturing the compliance report in the system. This feature will provide the collections team with a clear view of any compliance violations at real time so that corrective actions can be taken upfront to ensure compliance against regulations.

The key features of this functionality are:

- Ability to ingest the call transcript from dialer.
- Ability to validate the transcript against FDCPA guidelines by leveraging genAI model and saving it against the specific case.
- Ability to view the compliance report from Call Summary tab in Task Summary screen.
- Ability to toggle (enable/disable) the feature through product maintenance screen.

 **Note:**

Output captured as part of this feature is generated by an artificial intelligence language model. While we strive for accuracy and quality, please note that the information provided may not be entirely error-free or up-to-date. We recommend independently verifying the content to supplement the information provided. We do not assume any responsibility or liability for the use or interpretation of this content.

2.21 Borrower Behavior Score using Pricing and Decision service

Oracle Banking Collections facilitates generation of behavior/risk score for each delinquent borrower account and updates the same against the account.

The key features of this functionality are:

- Integration with the Oracle Pricing and Decision Service engine.
- Ability to create a quantitative Scoring Model with feature (fact) available.
- Ability to generate the Borrower Behavior Score using the Quantitative Scoring Model.
- Ability to use the score as a fact to create segments and strategies.



Note:

Numeric data type facts can be used as features for the model.