Oracle® Banking Collections
Functional Overview Guide

Release 14.7.5.0.0

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Oracle Banking Collections Functional Overview Guide, Release 14.7.5.0.0

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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.

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Purpose

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

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.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at Critical Patches, Security Alerts and Bulletins. All critical patches should be applied in a timely manner to ensure effective security, as strongly recommended by Oracle Software Security Assurance.

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*
- *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.
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.

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.

Acronyms and Abbreviations

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

Table 1   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 2   Basic Actions

Actions	Description
New	Click **New** 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 **Save** to save the details entered or selected in the screen.
Unlock	Click **Unlock** 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 **Approve** to approve the initiated record. • This button is displayed once the user click **Authorize**.
Audit	Click **Audit** 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 **Close** 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 **Compare** 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 **Authorize**.
View	Click **View** to view the details in a particular modification stage. • This button is displayed in the widget once the user click **Authorize.**
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 **Expand All** to expand and view all the details in the sections. • This button is displayed once the user click **Compare**.

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Table 2   (Cont.) Basic Actions

Actions	Description
Collapse All	Click **Collapse All** to hide the details in the sections. • This button is displayed once the user click **Compare**.
OK	Click **OK** to confirm the details in the screen.

Symbols and Icons

This guide has the following list of symbols and icons.

Table 3   Symbols and Icons - Common
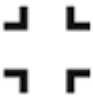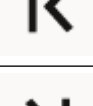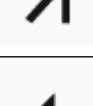
Symbol/Icon	Function
	Minimize
	Maximize
	Close
	Perform Search
	Open a list
	Add a new record
	Navigate to the first record
	Navigate to the last record
	Navigate to the previous record
	Navigate to the next record

Table 3   (Cont.) Symbols and Icons - Common

Symbol/Icon	Function
	Grid view
	List view
	Refresh
	Click this icon to add a new row.
	Click this icon to delete a row, which is already added.
	Calendar
	Alerts

Table 4   Symbols and Icons – Audit Details

Symbol/Icon	Function
	A user
	Date and time
	Unauthorized or Closed status
	Authorized or Open status
	Rejected status

Table 5   Symbols and Icons - Widget

Symbol/Icon	Function
	Open status
	Unauthorized status
	Closed status
	Authorized status
	Rejected status
	Modification Number

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 and Supervisor Dashboard
- Manual Email Alerts and Letters
- 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
- Agent User Interface
- Self Service Collections through OBDX
- Bi-directional WhatsApp communication through OBDX
- Document Upload

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/ Emal Alerts/Inbound Documents) done to customer against an account for the selected case.

2.13 Collector and Supervisor Dashboard

Oracle Banking Collections provides a comprehensive dashboard for Collectors and Supervisors. These dashboards are high-level interfaces that provides the real-time insights into the work and performance of the collections process, helping them oversee the activities of collectors in their team, track key metrics, and ensure the effectiveness of collection strategies. It acts as a central hub for monitoring operations and making data-driven decisions.

Following key information is displayed through dashboard:

- Key Performance Indicators – KPIs for the logged in collector or supervisor's team.

- Current Tasks - Real time update of all the ongoing tasks which are assigned to the logged in collector or supervisor's team.

- Upcoming Promises - Real time update on all the upcoming promises lined up for the collector or supervisor's team.

- Tasks History - Performance based tracking for total tasks worked by the collector or supervisor's team in the past with detailed breakup.

- Collection Liquidation History – Performance update on all historical amount collected by the logged in collector or supervisor's team.

2.14 Manual Email Alerts and Letters

Customers receive email alerts and letters from Oracle Banking Collections, which are sent based on configuration, allowing for customized and timely communication during the collections process.

The key features of this functionality are:

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

2.22 Agent User Interface

Field collectors can access a detailed web-based interface provided by Oracle Banking Collections on their hand held devices while on the move. Through the agent user interface, field collectors can carry out the following operations:

- View all collection tasks assigned to them through the agent task summary screen.
- View individual account information from the task summary screen.
- View customer/party specific correspondence details from the task summary screen.
- Capture a simple promise.
- Capture action results, update task status along with notes.

2.23 Self Service Collections through OBDX

Oracle Banking Collections supports self service capability through integration with Oracle Banking Digital Experience (OBDX).

Delinquent borrowers can login into their OBDX portal and carry out the following:

- View their delinquency information on a "**Delinquency Notice**" widget.
- Make a promise by providing a future promise date.

2.24 Bi-directional WhatsApp communication through OBDX

Oracle Banking Collections introduces the capability to initiate bi-directional communication allowing them to make "Promise to Pay". System captures and records these commitments, enhancing the debt collection process.

The delinquent borrower can be triggered to receive WhatsApp communications through Oracle Banking Collection's Communication Maintenance. Further delinquent borrower can make a promise by providing a future promise date.

2.25 Document Upload

Each delinquent account can be uploaded and viewed with documents supported by Oracle Banking Collections.

Customers manage and organize documents through the document upload functionality. Collectors, supervisors, and other stakeholders can store, access, and share documents related to the customer's case, ensuring that all necessary paperwork is readily available throughout the collection process.

From the Case Summary screen, you can open the Document Upload quick link and perform the following actions:

*   Upload document by selecting the document category and name.

*   Download the already uploaded documents.

> ✎ **Note:**
>
> The DMS server will save all documents that are uploaded. Each document up to 10MB in size can be uploaded.