Oracle® Banking Collections
Release Notes

Release 14.7.5.0.0
G14845-02
September 2024

ORACLE

Oracle Banking Collections Release Notes, Release 14.7.5.0.0

G14845-02

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Preface

The release notes contain details of the new features of Oracle Banking Collections that are part of Release 14.7.5.0.0.

- Purpose
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Purpose

The purpose of this Release Notes is to highlight the various features in Oracle Banking Collections.

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 related Oracle resources:

- *Oracle Banking Collections License Guide - On-Premise*
- *Oracle Banking Collections Security Guide*
- *Oracle Banking Collections Maintenance User Guide*
- *Oracle Banking Collections Transactions User Guide*

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.

1
New Features

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

The key features developed as part of Oracle Banking Collections 14.7.5.0.0 release are:

> **Note:**
>
> Oracle Banking Collections is integrated with FLEXCUBE 14.7.0.0.0 (Retail Loan CL Module) and 14.7.2.0.0 (Islamic Finance CI Module) Release. The interface is file based and covers receiving new delinquent account data along with supporting entities, such as Party and Collateral information. Also, it covers the updates on these entities from FLEXCUBE.

- Manual Letter
- Supervisor Dashboard
- Agent User Interface
- Self Service Collections through OBDX
- Bi-directional WhatsApp communication through OBDX
- Document Upload

1.1 Manual Letter

The Manual Letter Generation capability in Oracle Banking Collections provides collectors with the ability to manually create and send letters to customers, enabling customized and timely communication during the collections process.

The key features of this functionality are:
- Ability to create a task of type letter.
- Collectors to get the capability to manually trigger letters to customers based on the task that is assigned to them.
- Collectors have the option to manually generate and trigger the letter from either case summary or task summary screens.
- This solution can be integrated with any document management system of customer's choice.

1.2 Supervisor Dashboard

Oracle Banking Collections provides a comprehensive dashboard for Collectors and Supervisors.

Supervisory Dashboard is a high-level interface that provides supervisors or managers with real-time insights into the 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 the dashboard:

- **Key Performance Indicators** – Key performance indicators of the logged in supervisor's team.

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

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

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

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

1.3 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.

1.4 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.

1.5 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.

1.6 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.

2

System Requirements and Technology Stack

For successful installation and configuration of Oracle Banking Collections, users must ensure following hardware and software prerequisite requirements are met before installation.

- Technology Stack
- Supported Browsers

2.1 Technology Stack

The technology stack for Oracle Banking Collections 14.7.5.0.0 is as listed below.

Deployment Option: Single Instance Standalone

Table 2-1   Technology Stack

Machine	Operating System	Software and Version
Application Server	Oracle Linux Server 8.7 (x86 64 Bit)	• Oracle WebLogic Server 14.1.1.0.0 with Patch 32077936** and p35778900_141100_Generic. • Oracle JDK 11.0.16
Database Server	Oracle Linux Server 8.7 (x86 64 Bit)	Oracle Database 19c Enterprise Edition Release 19.18.0.0.0 (19c)
Message Broker	Oracle Linux Server 8.7 (x86 64 Bit)	Apache Kafka 2.13-3.7.0

> **Note:**
>
> - **Patch 32077936: JSF APPLICATION RESPONSE ISSUE FOR HTTPS PROTOCOL WHEN HTTP2 IS ENABLED, needs to be applied to Weblogic version 14.1.1.0.0.
> - Oracle Applications are developed and tested on Oracle Linux, which is optimized for performance, stability and security.

UI Stack

Table 2-2   UI Stack

Software Type	Recommended Software	Version Number
UI	Oracle JET	v15.1.8

2.2 Supported Browsers

The following browsers are supported:

- Microsoft Edge 103+

- Google Chrome 103+

- Mozilla Firefox 102+

- Apple Safari 14.*

- Apple Safari 15.*

> **Note:**
>
> - Browser support is no longer based on operating systems but strictly tied to the browser themselves, no matter on which operating systems they are installed. Current release is certified on client workstations with Windows 10 and Mac OS.
>
> - For detailed information on browser support, please see Oracle Software Web Browser Support Policy.

3

Third Party Software

For information on the third-party software, refer *Oracle Banking Collections License Guide - On-Premise.*

4

Media and Documentation

- Media Pack
- Documentation Pack

4.1 Media Pack

The media package for Oracle Banking Collections 14.7.5.0.0 is available at Oracle Software Delivery Cloud.

4.2 Documentation Pack

The Oracle Banking Collections documentation is available on Oracle Help Center.