

# FINACLE SUPPORT CONNECT

## Knowledge Series

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Finacle Support brings you this fortnightly knowledge bulletin to augment your problem-solving capability. There is more to it. Every edition is put together with utmost diligence to ensure that best practices and known resolutions are shared. In this edition you will find the following articles:

- **RD Penalty Calculation for Delay Days at Product Level**
- **Ticker Maintenance for Broadcasting Bank Notifications**
- **CSIS Userhooks**
- **Webinar Announcement: Guidelines for L2 Analysis in FEBA ( versions 11.0.x and 11.2.x)**

So let's start reading!



### RD Penalty Calculation for Delay Days at Product Level

**Product: Finacle Core Banking Version: 10.2.x (10.2.18 onwards)**

A new **COMT** parameter has been introduced - **RD Penal Based on Delay Days**, which is a part of PSP20 in the 10.2.18 version. If the parameter is set as **Y**, then the penalty amount is calculated based on the delay period in days. The system will calculate the penalty based on the delay period using below formula:

$$\text{Penalty Amount} = ((\text{Delay Months} * (\text{EffectiveROI} \text{Pcnt} * \text{Deposit Amount of the Account})) / 1200) + (\text{Delay\_days} * (\text{EffectiveROI} \text{Pcnt} * \text{Deposit Amount of the Account}) / 36500)$$

If the parameter is set as **N** or not set, then the penalty is calculated based on the delay period in months, as per the earlier functionality. Depending upon the bank's requirement, this parameter can be enabled to cater to the RD penalty calculation based on delay period.

### Ticker Maintenance for Broadcasting Bank Notifications

**Product: Finacle Online Banking Version: 11.0.6 onwards**

In FEBA, there is an option to configure tickers which scrolls across the screen in every page. The ticker would start playing once the end user has logged into the application. These tickers can be enabled to broadcast bank messages or offers for users.

The ticker functionality can be activated with the help of the following steps:

**Admin Application → General Administration → Ticker Maintenance → Create New**

- The ticker can be in plain text or hyperlink or combination of both
- The text to be displayed can be added in the **Text** field and the link in the **Hyperlink** field of the **Ticker Creation** screen
- Different tickers can be configured for Retail and Corporate users
- Tickers to be displayed depends on the details provided in **Start Date, Start Time, End Date** and **End Time**
- The maximum number of tickers that can be configured at a particular time period depends on the **PRPM** parameter **MAX\_TICKERS\_ALLOWED**

Tickers can be configured to scroll only once across the screen. If it is set as recurring, the tickers will continue scrolling till the session is active.



Once the tickers are configured, the application checks them in the TCMT table and displays it to the end user with the below options:

- **Pause Button:** User can pause the scrolling of ticker at any point
- **Hide and Show Ticker:** To hide and display the ticker



### Central Stand In Server (CSIS) Userhooks

*Product: Finacle Core Banking Module: Connect24 Version: 10.2.x*

Customers might need a few changes to be made in Connect24, which are done with the help of **Uniser** scripts. Some of the functionalities are not maintained in **Central Stand In Server (CSIS)** as supported in Uniser. These can be overcome by customizing the functionalities through **CSIS** scripting with the help of certain userhooks or pre-defined functions. Given below is a list of userhooks supported in CSIS to handle functionalities in Connect24.

- **urhk\_SIS\_HandleBwayMiscMesg:** Enables handling of miscellaneous messages (Processing code – 97 for Balance inquiry for a list of non-operative accounts, balance inquiry for a list of operative accounts, account inquiry) in CSIS mode
- **urhk\_SIS\_dbSelectWithBind:** Provides feasibility of acquiring details from the database with queries formed in the CSIS scripts
- **urhk\_SIS\_dbSQLWithBind:** Provides feasibility of updating the database through the queries formed
- **urhk\_SIS\_GetAcctDetails:** Will fetch account-related details from **GAMSIS** table. This function checks whether the given account number exists in the database. If it exists, then it will return the account details into **Request** class of **CDCI** repository
- **urhk\_SIS\_CreateChequeBookRec:** Used for requesting the Cheque book. This userhook can be used to issue an cheque book once the account has been approved
- **urhk\_SIS\_ConvertAmount:** Will return the equivalent converted amount. Given an **Input Amount**, **From Currency**, **To Currency**, and either a **Rate Code** or **Conversion Rate**, this function gives the **Equivalent Amount** in the **To Currency**
- **urhk\_SIS\_GetCustDetails:** Will fetch customer-related details from CSIS after checking the validity of the Customer ID. Once verified, the customer details from the **CMGSIS** table are populated into repository fields

### Webinar Announcement: Guidelines for L2 Analysis in FEBA (Versions 11.0.x and 11.2.x)

Finacle Online Banking Support team is hosting a webinar on **Guidelines for L2 Analysis in FEBA**. The session will cover the following:

- Different types of logs in FEBA application and details on how to enable them
- Commonly encountered various types of online banking issues (both application and batch) and how to carry out L2 analysis for these issues.

You can also mention any specific points related to L2 analysis activity that you would like us to cover in the upcoming session.

Click [here](#) to register today!

**Date: Thursday, February 18, 2021**

**Time: 2:00 PM to 4:00 PM IST**

Hope you like this edition. Is there anything that you'd like to see in the forthcoming series? We'd love to hear from you!

Write to us at [finaclesupport@edgeverve.com](mailto:finaclesupport@edgeverve.com)