Finacle Support brings you this fortnightly knowledge bulletin to augment your problem-solving capability. 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:

- **Setups for Customer Assist Login**
- **Skipping Accounts from Interest Application Batch Job for Amounts Below Threshold**
- **Thank You for Joining the FSC Webinar!**
- **What's New in FSC?**
- **Webinar Announcements**

So, let's start reading!

Setups for Customer Assist Login
Product: Finacle Online Banking Version: 11.2.x

In the Finacle Online Banking application, an Admin or bank user can log in on behalf of a retail or corporate customer and can perform certain activities (like customer post login activities).

To fulfill this function, here are certain steps that need to be followed:

1. Admin user must be linked to a **Customer Assist Menu Profile**

    ➢ This can be set in Admin→ General Administration→ Bank User Maintenance

    ➢ This will be mapped in the **CUST_ASST_MENU_PRF** field in the **CUSR** table of the admin record

    ➢ If this field is not set, the admin will get a blank page while trying to log in on behalf of the end-user and the following message is displayed: **"You do not have sufficient permissions to log in on behalf of the cited customer"**

2. Admin should be mapped to a role to which the administrative ID of the end user is linked

    ➢ Admin roles can be checked in Admin→ General Administration→ Approval Policy Setup→ User Role Maintenance

    ➢ Roles are mapped in the **URMP** table

    ➢ The administrative ID of the end user can be checked in Admin→ Corporate/Retail Customer Entitlements→ User Maintenance

    ➢ The administrative ID is mapped in **ADM_ID** of **the CUSR** table of the end-user record

## Skipping Accounts from Interest Application Batch Job for Amounts Below Threshold
Product: Finacle Core Banking Version: 10.2.x

For banks that hold large volumes of accounts for credit interest, it is observed that the interest amount is not significant for most accounts. However, they contribute to the overall interest application processing time in the batch job.

In Finacle, there is a feature to evaluate if the interest amount being applied is more than a **threshold value**. The account is selected to be processed for interest application only if it is more than the **threshold value**. This will help improve the interest application batch job processing time significantly.

As a pre-requisite, regular interest booking, or interest accrual should be undertaken for these accounts. The steps involved in using this feature are as follows:

➢ An Env variable **SKIP_INT_FOR_LOW_BAL** should be exported to **'Y'**

➢ In the **HSRGPM** menu, at the **GCTL – GCT Level**, the field "**Low-Interest Amt. for Skipping Interest Calculation**" needs to be set to an appropriate **threshold value**
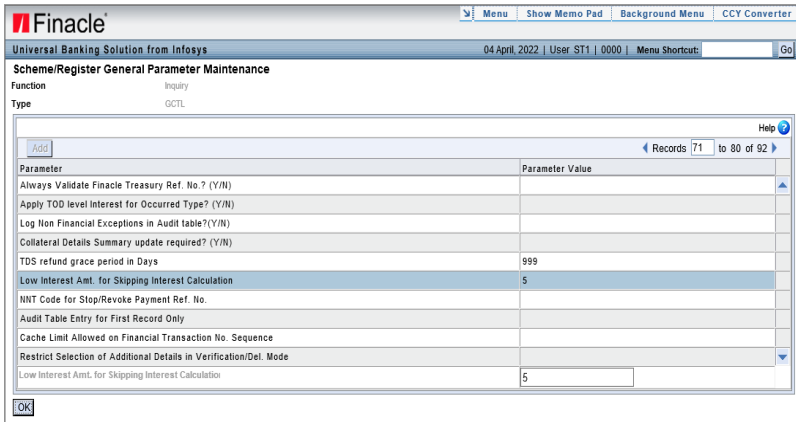
With the above setups in place, whenever the **Interest Application Batch Process** is invoked, the system will validate if the difference between interest accrued, and interest applied to date is higher than the **threshold value** maintained and picks up the account for further processing.

Thank You for Participating in the Finacle Support Center Webinar!

The Finacle Support Center webinar held on 23 August 2022 was a rousing success thanks to your active participation and engagement.

We hope that the detailed demonstration of the portal effectively presented by our Finacle experts will empower you to leverage the portal better.

The event also featured an interesting banking crossword. Congratulations to the following winners:

1st Prize: Taduri Nithil

2nd Prize: Prabhu Natarajan

For those who missed the webinar, the video recording of the event is now live on FSC!

Click **here** to access the webinar!

What's New in FSC?

750+ new incident resolutions have been added to the FSC portal. Log on today to check out these artifacts!

Webinar Announcements

Customer Approval Process Webinar is live on FSC!

The recording of the webinar on **Customer Approval Processes** is now on FSC. The session provides an insight into the different types of processes available for customer approval and configurations required to execute different steps of the process.

Click **here** to view the webinar

Log4J Vulnerability and Logging in Finacle Online Banking

Finacle Online Banking Support team is hosting a webinar on "Log4J Vulnerability and Logging in Finacle Online Banking". The session will provide insights into vulnerabilities identified in Apache Log4J and mitigation steps to be implemented in Finacle Online Banking products and cover the logging framework of the product

Date: 15 September 2022

Time: 3:00 to 4:00 PM (IST)

Do you have the most useful Finacle URLs handy? Bookmark these Finacle links:
- **Finacle Support Center:** https://support.finacle.com/
- **Finacle Knowledge Center:** https://content.finacle.com
- **TechOnline:** https://interface.infosys.com/TechonlineV2/base/globallogin

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

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