

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:

- **KYC Feature in CRM**
- **How to Configure Alerts in Vernacular Languages**
- **Troubleshoot Queries Using Finacle Support Center!**
- **Process Creation in CRM Webinar Now Live on FSC!**
- **Financial Year-End Processing – Best Practices**

So, let's start reading!

KYC Feature in CRM

Product: Finacle CRM Version: 10.2.10 onwards

This is the second part of a series on the KYC feature in Finacle CRM. The previous article can be found here(link to be added).

The KYC process has 2 steps:

KYC Decision Step

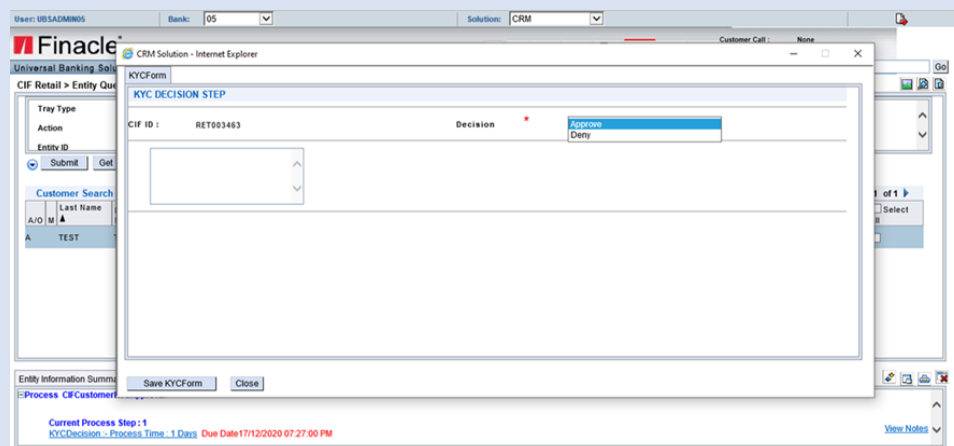
This is a step where the user goes through the CIF data related to KYC like address, phone, email, ID documents, etc., and submits the CIF. Once the KYC is submitted the CIF is moved to the approval step.

In case the KYC decision was "**Rejected**" then the CIF gets suspended with the reason code "**KYC has been rejected**".

After KYC submission, two dates will be generated in the system: KYC Date (current date) and KYC Review Date (due date for next KYC)

The review date is generated based on the set up for Risk Rating configured in **KYC.properties** for example:

2 months for High Risk, 6 months for Medium Risk, and 10 months for Low Risk customer

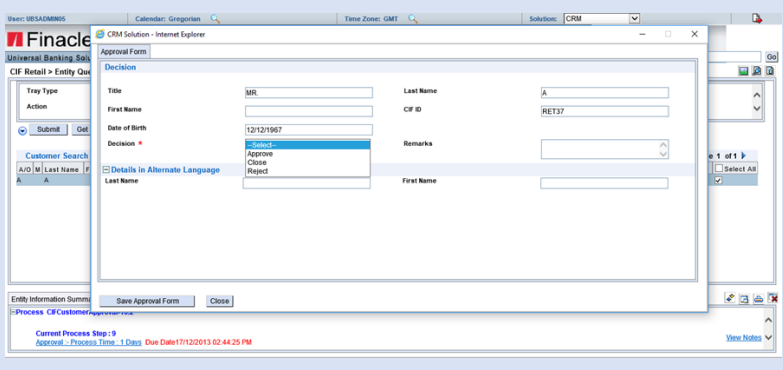
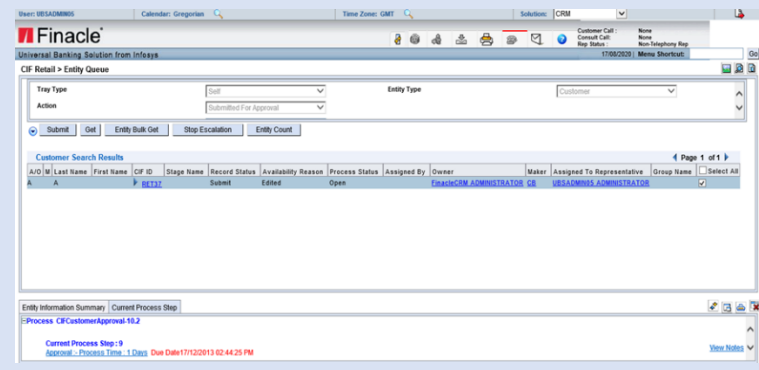


Approval

This is a step where the checker will have 3 options for decision:

- **Approve:** This will approve the CIF
- **Close:** If the CIF is being created for the **first time**, all details will be deleted from the system and no CIF will be created. There will be a complete rollback. For CIF **modification**, the changes will be reverted, and it will be in the approved state with the data prior to modification.

- **Reject:** CIF will be moved back to the makers' tray for further action



How to Configure Alerts in Vernacular Languages

Product: Finacle Alerts Solution Version: 10.5.x

Below configurations can be followed to set up alerts in vernacular languages as per the bank's requirement. Users will be allowed to subscribe to the alert in both the user-preferred and the alternate language.

Configuration

- To add a new language, add an entry in **Language_tbl** with a sample query as below:
`"INSERT INTO ALERTUSER.LANGUAGE_TBL (LANG_ID,BANK_ID,LANG_DESC) VALUES ('HI-IN','01','HINDI');"`

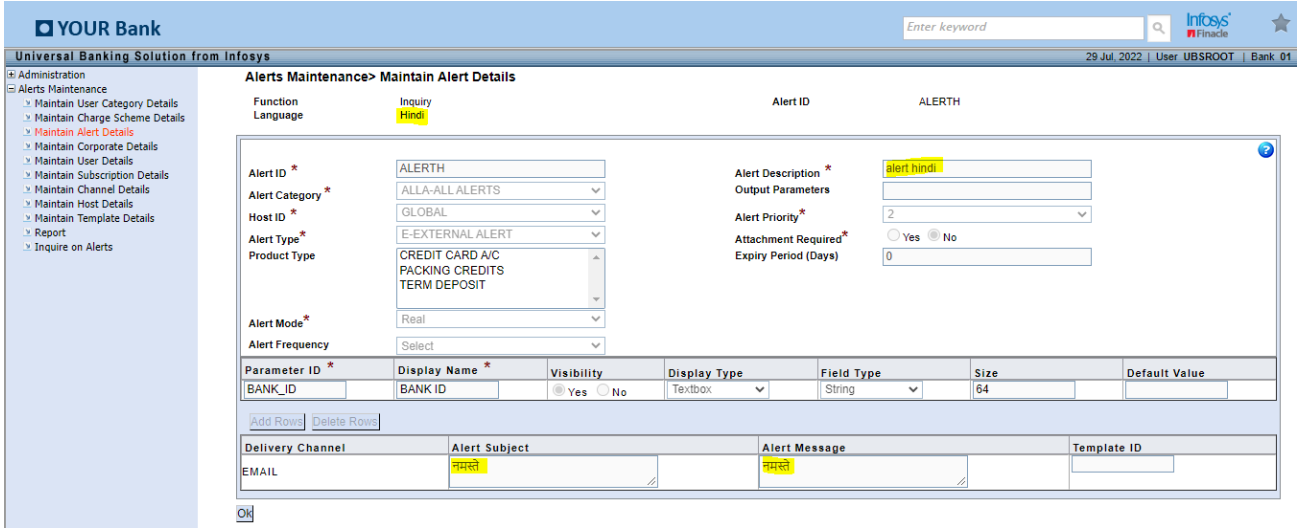
Note: LANG_ID is a valid language ISO code.

- The user's most common preferred language for alerts is ENGLISH and there is an option to set an alternate language for receiving alerts. The bank user can update HINDI or any other vernacular language as their alternate language by modifying ALTERNATE LANGUAGE from the FAS Admin application by navigating as follows:

Login to SSO → Select Finacle Alerts from SOLUTION Dropdown → Alerts Maintenance → Maintain User Details->Function: Modify → Set ALTERNATE LANGUAGE as required vernacular language

Note: There is no conversion of the message from English to any other language. The message content has to be in the vernacular language that was specified.

For ex: If the language for that **alert id** is in HINDI, then the message content should be in HINDI as seen below:



Now depending on the user's preferences, they will get the required alert message.

With reference to the above screenshot:

- Alert ID: **ALERTH** → **LANG_CODE**(language) of this alert: Hindi
- If the user’s preferred language is **EN_US** and the alternate language is **HI_IN**, then this user will be able to subscribe for this alert and will receive alerts in Hindi
- In short, the user’s preferred language and alternative language will be used only if that alert’s **LANG_CODE** is within that user’s configured languages

Multiple such scenarios are explained in the Product User Manual for Finacle Alerts Solutions under the LANGUAGE details section on pages 92 and 93. Check out the Finacle Alerts Solution User Manual on FKC [here](#)

Troubleshoot Queries Using Finacle Support Center!

Troubleshooting Documents provide an in-depth resolution to product-related queries and help the reader gain expertise. Here is a sample:

HPORDM is not allowing to complete the transaction because of ‘**Account is frozen**’ error

Solution:

- Take the account which is in total freeze or mark the account as total freeze
- At the GSPM level for the above account scheme code, add a freeze exception code
- Set the above-used exception code as Exception with Override exception flag as YES/NO and as a warning

Read the complete solution [here](#) and visit the [FSC portal](#) to learn more!

Process Creation in CRM Financial Year-End Processing – Best Webinar Now Live on FSC! Practices

The Finacle CRM Support team conducted a webinar on Process Creation in CRM. The insightful session covered the different steps that need to be taken in the creation of a process and a walkthrough of the tables involved.

[Click here](#) to visit Finacle Support Center and watch the recording!

Finacle Global Support is conducting a webinar on Finacle Year End Process – Best Practices. This session will give insights on all processes to be followed in Pre-book closure, post-book closure activities and some best practices to be followed for smooth year-end processing.

Date: 9 March 2023
Time: 2:00 PM 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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