FINACLE SUPPORT CONNECT

75th Edition

May 2023

Welcome to the **75th edition** of the Finacle Support Connect Knowledge Series!

This fortnightly bulletin was launched to augment the customer's problem-solving capabilities by sharing solutions, functionalities, and best practices curated by a panel of Finacle experts.

Thank you for your engagement and support with this series. We will continue to provide you with easy-to-digest knowledge bytes and handy Finacle information!

In this edition, you will find the following articles:

- **Financial Simulators and Calculators**
- **Configuration for Limiting the Number of Beneficiaries Added**
- **Troubleshooting Documents on FSC**
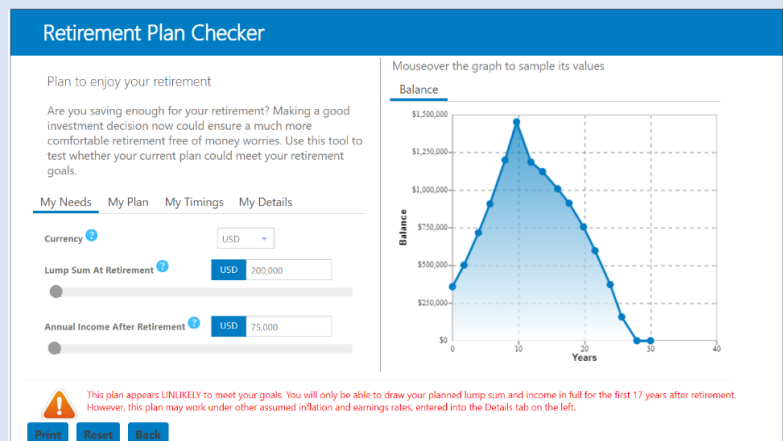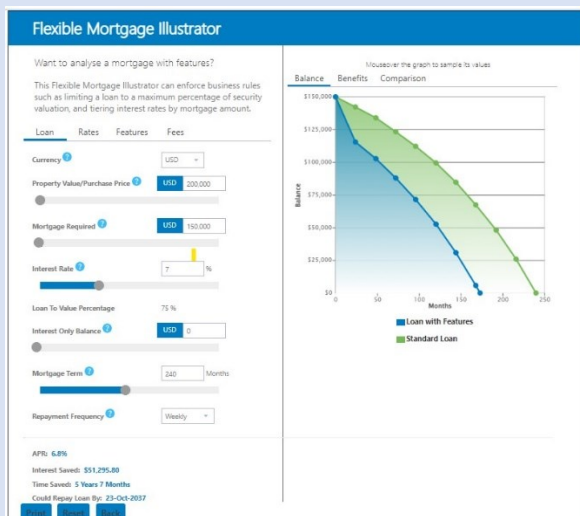- **What's New in FSC?**

So, let's start reading!

Financial Simulators and Calculators
Product: Finacle Finanz Tools

Finacle Finanz Tools comprise of simple-to-use financial calculators, simulators, and modelers that precisely showcase how financial products work, and convincingly demonstrate their benefits and features. It is an effective user interface available across various channels and devices. With engaging graphics and easy-to-use tools, Finanz Tools helps in building intuitive experiences and enhances the value of the bank's products.

Tools like these help bring the bank's products to life and make customer experiences more engaging and rewarding. Finanz Tools has over **80** built-in tools, **48** HTML5 web tools, and **12+** Polymer tools to enhance engagements.

Here are some sample screenshots:

Features of Finanz Tools:

Scenario Analysis - Recreating a range of product situations

Product Comparisons - Comparing two or more similar products to show the behavior of products for various parameters

What if analysis - Simulating various scenarios in parallel to decide upon the best financial plan or action

Personalized Illustration - Personalized illustrations for specific customer context

Goal Tracking - Depicting the steps to achieve a financial goal

Some of the important capabilities of Finanz Tools include Charting implementations, multilingual capabilities, calculation engines, a user-friendly interface, ease of integration and fitment in Channels, customized configurations and deployment in traditional app servers, and containerized environment (Kubernetes) as a docker image.

Configuration for Limiting the Number of Beneficiaries Added

Product: Finacle Online Banking Version: 11.0.8 onwards

The number of beneficiaries added per day by an Online Banking user can be limited to a defined number by the admin. This will help the bank provide added security to users and can be categorized as a safe banking practice. This configuration helps in keeping a check on fraudulent transactions by restricting bulk additions of beneficiaries. This feature is available for both retail and corporate users.

The **PRPM** parameters below should be configured to enable this feature:

PRPM Property Name	PRPM Property Data Type	Sample PRPM Property Value	Description
ENABLE_LIMIT_ON_NO_OF_BENEFICIARIES_ADDED	Flag (Y/N)	Y	This property configures if the feature is applicable or not during beneficiary addition. "Y" indicates the limitation is applicable and "N" indicates vice versa.
MAX_NO_OF_RET_BENEFICIARIES_ALLOWED	Integer	10	This property configures the maximum number of beneficiaries that can be added on a given calendar day by a retail banking user.
MAX_NO_OF_CORP_BENEFICIARIES_ALLOWED	Integer	10	This property configures the maximum number of beneficiaries that can be added on a given calendar day by a corporate banking user.

The above-mentioned configurations can be carried out from the below navigation

Log in to **Admin Application → General Administration → Property Manager**

Once the configurations are performed, a **cacherefresh** batch followed by a restart is needed for the changes to be implemented in the application.

After successful configuration and restart, the application will display relevant error notifications on the screen whenever the user tries to add a beneficiary after exhausting the limit set. This configuration is applicable for **"every calendar date"**.

Troubleshooting Documents on FSC

Failure to Auto-Close Expired Inward Guarantees
Product: Finacle Core Banking Version: 10.2.18

Query: Bank was unable to reverse and close the expired Inward Guarantee by **HBGCLOSE** batch job.

Response: At the bank, there is an issue of guarantees not picking up during closure of expired Inward Guarantee when the field **Reverse Inward BG and Close** is marked as **Yes** in the **HBGCLOSE** batch job. When the field **Reverse Inward BG and Close** is **Yes**, the system checks for additional validations for reversing and closure of the inward guarantees.

To learn more on how to solve this problem, read the in-depth troubleshooting document available on Finacle Support Center.

What's New in FSC?

626 incident resolutions have been added to FSC.

Log in to FSC to check out these resources today!

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