SUPPORT CONNECT KNOWLEDGE SERIES
Augment Your Problem-solving Capability

AUGUST | EDITION 105

Welcome to the Finacle Global Support fortnightly knowledge bulletin! We're here to offer solutions for common challenges, share valuable tips, provide knowledge bytes, and keep you updated. Each edition is meticulously curated to ensure we share best practices and known resolutions. In this issue, you'll find the following articles:

- **Userhook To Fetch Latest Interest Rate of an Account**
- **Ticker Functionality**

So, let's start reading!

Userhook To Fetch Latest Interest Rate of an Account
Product: Finacle Core Banking | Version: 11.x

The product **userhook urhk_getInterestRateForAccount** can be used to fetch the latest interest rate of an account. This userhook accepts the below inputs, of which **getEITIntRate** is an optional input.

- BANCS.INPARAM.acctNum
- BANCS.INPARAM.asOnDate
- BANCS.INPARAM.balance
- **BANCS.INPARAM.getEITIntRate (optional)**

If the variable **getEITIntRate** is not provided to the userhook, it defaults to '**Y**' in the product. When **getEITIntRate** is '**Y**', the interest rate is retrieved from the **EIT** table. However, there are many cases where the **EIT** table does not contain the most recent interest rate. For instance, when a preferential rate is added to an account, the **EIT** table's **INTEREST_RATE** might not reflect the correct latest rate unless accrual or booking is performed on the account.

When using the **urhk_getInterestRateForAccount** userhook in scripts, it is best practice to set **getEITIntRate** to '**N**' to ensure the latest interest rate is fetched accurately. If the user wants to explicitly retrieve the **EIT** table's **INTEREST_RATE**, they can either call the userhook with only the first three mandatory inputs or pass '**Y**' as the value for the **getEITIntRate** variable.
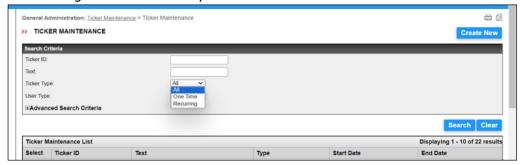
Ticker Functionality
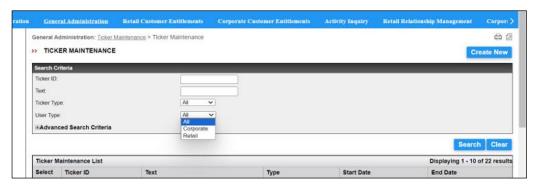### Product: Finacle Online Banking | Version: 11.0.x onwards

Ticker is utilized for sharing information with all users, whether it's promoting a product, announcing maintenance activities, or delivering security messages. A message can be displayed in the application's header, ensuring it remains visible across all pages. Ticker can be created through the admin application and will be displayed to retail and corporate users based on the selected user type.

- There are two types of **Ticker** and they are

  One Time: The message will be displayed to the user once
  Recurring: The message will continuously scroll for the user

- The ticker message will be displayed to users based on the selected user type: **Corporate**, **Retail**, or **All**
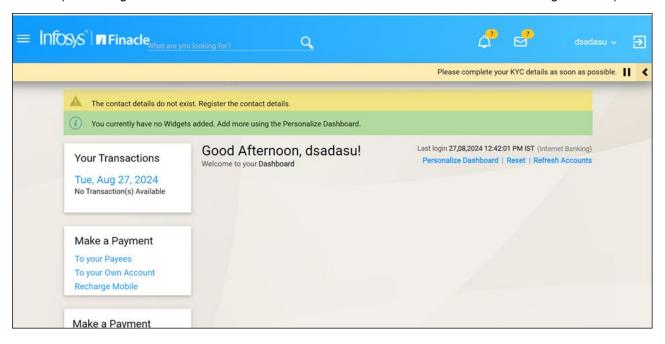

- The ticker will be displayed based on the selected start date and time, and end date with time, as set by the admin during creation

- A hyperlink URL can be configured for the ticker, such as to display promotional products by the bank to users, like **FD** interest rates
- The table used for ticker maintenance is **TCMT**
- Once ticker maintenance is enabled, we can see the following

Bookmark These Important URLs!

The revamped Finacle Support Center is now accessible through these URLs. Bookmark them for easy access and login!

- **Customer Access and Login:** https://support.finacle.com
- **Partner Access:** https://support.finacle.com/partners

Other important links for your reference**: Finacle Knowledge Center -** https://docs.finacle.com/en/signin