

# SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

SEPTEMBER | EDITION 106



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:

- **Performance Improvement in userhook urhk\_getAcctDetailsInRepository**
- **Retail User Joint Account Workflow Maintenance – Part 1**
- **Webinar Announcement: Database Sequences and Measures for Handling Exhaustion**

So, let's start reading!

## Performance Improvement in userhook urhk\_getAcctDetailsInRepository

**Product:** Finacle Core Banking | **Version:** 10.2.18 and above

The product userhook **urhk\_getAcctDetailsInRepository** can be utilized to fetch the account information details. The **BANCS.INPARAM.skipBalInfo** parameter is introduced to control whether available amount-related functions should be called. If the parameter **BANCS.INPARAM.skipBalInfo** is set to 'Y', these functions are not called, and the available amounts are displayed as **0**. If it is set to 'N' or not set at all, the existing behavior continues, where the functions are called and the balance related details are populated. These balance functions can be performance intensive, especially for accounts linked to pool or asynchronous accounts.

In most instances where this userhook is used, balance information may not be required. Therefore, it is recommended to set this value to 'Y'.

## Retail User Joint Account Workflow Maintenance – Part 1

**Product:** Finacle Online Banking | **Version:** 11.0.x onwards

A Retail User Joint Account Workflow Maintenance functionality can be used by any retail end user having joint account, while performing different types of transactions.

Approach:

### Rule Maintenance

- Login into online banking admin application

For 11.0.x versions	For 11.2.x versions onwards
Navigate to: Retail Administration → Approval Policy Setup to Rule Maintenance → Create New	Navigate to: Retail Customer Entitlements → Approval Policy Setup to Rule Maintenance → Create New

- Create a new rule with the approvals required. Admin is provided with the following options:
  - All users approval required: **YES/ NO**
  - Number of Approvers

If “**All Users Approval Required**” is selected to **Y**, then all users need to approve a transaction to be processed.

Retail Customer Entitlements: Approval Policy Setup > Create Rule Maintenance

❖

CREATE RULE MAINTENANCE

Option : Rule Maintenance

Create Rule Maintenance

Bank ID:

024

All Users Approval Required: \*

No

Number of Approvers:

3

- These rules are stored in **WRDT** table in the database.

Joint Account Workflow Maintenance:

- Login into online banking admin application

For 11.0.x versions	For 11.2.x versions onwards
Navigate to: Retail Administration →Approval Policy Setup to Joint Account Workflow Maintenance →Create New	Navigate to: Retail Customer Entitlements → Approval Policy Setup to Joint Account Workflow Maintenance → Create New

- Create a new workflow which will be very specific to transaction type and the mode of operation of a Joint account. Admin is provided with the following options:
  - Mode of Operation
  - Transaction Type
  - Rule ID
- User can select any of the Rules created and assign to the transaction type

Retail Customer Entitlements: Approval Policy Setup > Create Joint Account Workflow Maintenance

❖

CREATE JOINT ACCOUNT WORKFLOW MAINTENANCE

Option : Joint Account Workflow Maintenance

Create Joint Account WorkFlow Miantenance

Bank ID:

024

Mode of Operation: \*

Select

Transaction Type: \*

Lookup

Applicable Rule: \*

Lookup

Continue

Reset

Back

Retail Customer Entitlements: [Approval Policy Setup](#) > Joint Account Workflow Maintenance

?

>>

JOINT ACCOUNT WORKFLOW MAINTENANCE

Create New

Option : 

Joint Account Workflow Maintenance

OK

Search Criteria

Bank ID:024

Mode of Operation:

All

Transaction Type:

All

Lookup

Search

Clear

Joint Account Workflow Maintenance List

Displaying 21 - 23 of 23 results

Select	Bank ID	Transaction Type	Mode of Operation	Rule ID
<input type="radio"/>	024	<a href="#">Account Opening Request</a>	Either Or Survivor	24
<input type="radio"/>	024	<a href="#">Account Opening Request</a>	Jointly by All	24
<input type="radio"/>	024	<a href="#">Operative Accounts - Request a Demand Draft</a>	Jointly by All	24

- These joint account maintenance linkages are stored in **WJAT** table in the database.

**Webinar Announcement: Database Sequences and Measures for Handling Exhaustion**

We would like to invite you to an exclusive webinar on “**Database Sequences and Measures for Handling Exhaustion**”. Join us as we explore essential techniques for managing database sequences and strategies to prevent exhaustion risks.

**Date: 25<sup>th</sup> September 2024**  
**Time: 2.30pm to 4.00pm (IST)**  
[Click here to join the webinar](#)

**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>

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