FINACLE SUPPORT CONNECT
Knowledge Series
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Finacle Support brings you this fortnightly knowledge bulletin to augment your problem-solving capability. There is more to it. 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:

- **Significance and Features of Unified Login**
- **Posting Batch MTT Transactions in the Foreground**
- **Customer Data Sync from Core to CRM**
- **Webinar Announcement: Audit Framework in FEBA**

So let's start reading!

Significance and Features of Unified Login
Product: Finacle Online Banking Version: 11.x onwards

The **Unified Login** feature was introduced to enable a user to toggle between Retail and Corporate applications seamlessly using a single User ID and password. This provision helps banks link two or more **Finacle Online Banking** accounts. Once linked, the user can log into **Finacle Online Banking** and switch the profile to any of the IDs without any need for re-authentication.

The Primary User ID is tagged as the primary (default) profile and the other IDs will be a secondary context. The primary profile credentials will be used for logging into the application and subsequently, the user can switch the profile and log in to the secondary context. Linking and deleting profiles can be maintained through **Relationship Maintenance** menu in Admin application.

The user can do the following once logged in:

- View the profiles under **MyProfile→ Personal Settings→View User Relationships**
- Default profile can be changed using the button **SET DEFAULT LANDING PROFILE** under **View User Relationships**
- To toggle between different profiles, the user can navigate to **MyProfile→Switch Relationship**
- Once toggled, the user can complete all the activities as under normal Login scenario like viewing balances, doing funds transfer etc.

Note: For detailed steps on this functionality, please reach out to your Support team.

Posting Batch MTT Transactions in the Foreground
Product: Finacle Core Banking

The **FIRE_MTT_BFTI_IN_FOREGROUND** parameter enables posting batch transactions in the foreground mode of Finacle Core Banking. Once the transactions are posted, the corresponding batch job is considered as completed.

In a normal scenario, the batch job is considered as complete when the batch transactions are pushed for posting in the background. However, if any of the subsequent batch jobs have any dependencies on transactions posted in the previous batch job, this parameter will be required. It will enable the system to post batch

transactions in the foreground so that the previous batch job is considered as completed only after transaction posting.

To enable the parameter, this variable can be exported in **B2K_PreJobExecCheck.scr** for the required batch job IDs.

E.g: if (BANCS.INPUT.jobId == " LA14A ") then

#{

sv_a = urhk_putEnv("FIRE_MTT_BFTI_IN_FOREGROUND|Y")

#}

END IF.

Note: This is applicable for batch jobs where the transactions are handled through MTT. For information on whether this parameter can be enabled for a particular product batch job or product version, do connect with your support team.

Customer Data Sync from Core to CRM
Product: Finacle CRM Version: 10.x onwards

All customer accounts linked to a particular **CIF** should be visible in both **Finacle Core** and **CRM**. When an account is created in Finacle Core Banking, two records are created in the **Interface Table IRD - INTERFACE_REQUEST_DTL_TBL**, one corresponding to the main account, while the other to related parties.

To sync details to Finacle CRM, an Oracle batch process **Accounts_Job** is run from CRM which invokes the stored procedure **SP_FETCHACCOUNTSFROMIRD**.

The process flow for syncing Account Data from Finacle Core to CRM is as follows:

- Based on the request type, separate procedures are invoked which insert data into the corresponding tables of **crmuser** schema

- For **Main Account** info, the request type is **COREACCTGENENTRY**, and the Stored Procedure is **SP_AccountDetSynch**

- For **Related Parties** info, the request type is **COREACCTRELENTRY**, and the Stored Procedure is **SP_AccountRelSynch**

- In the **IRD** table, the data to be moved from CORE to CRM is stored in pipe separated format

- In case of the main account, the details corresponding to a particular Account ID are fetched and populated in Sales and other related tables

- In case of related parties, the Sales ID and customer details are fetched using the Account ID from **IRD,** and this data along with any additional information is used to populate the **Sale_Customer** table

In this way, when an account is created in Finacle Core Banking, its entries are reflected in Sales related tables of CRM. These account details can be viewed from the **360 Degree Menu** in Finacle CRM application.

Webinar Announcement: Audit Framework in FEBA

Finacle Online Banking Support team is hosting a webinar on **Audit Framework in FEBA**. The session will give an insight to the setup and features of Audit in FEBA. Commonly faced problems and solutions will also be discussed. You can also mention any specific areas related to Audit Module that you would like us to cover in the upcoming session.

Click [here](#) to register today!

Date: Thursday, January 7, 2021
Time: 3:00 PM to 4:00 PM IST

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