

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:

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So, let's start reading!

Conversion of Inactive Accounts to Active Status

Product: Finacle Core Version: 10.2.17 and above

In Finacle, as a standard, the operative accounts can be defined as either Active, Inactive, or Dormant. In the application, there is a batch process called **UADS** (Update Account Dormant Status) which is available to convert an Active account to Inactive when there are no customer-induced transactions on the account for a defined interval (in months) as defined at scheme level. Further, if the account continues to be Inactive for a defined interval as defined at scheme level, then it is converted to Dormant Status by the same batch process.

There is now an additional feature, a new batch process that can convert an account back from Inactive Account status to Active Status based on any customer-induced transaction that has taken place on the account after the account turns Inactive. To enable this feature, user needs to have the parameter "**Automatic A/c. Status Change Allowed**" in the **HSCFM** menu set to "Yes" in the Transaction Account Tab. In addition, user has to setup the batch process called **UIAS** (Update Inactive Account Status), which will convert the Account from Inactive to Active status based on any customer-induced transactions that have taken place on the account on that date.

Both the above batch processes can be setup in the **HBJSTM** menu for each **SOL** in the application for daily execution.

NLP Search Functionality

Product: Finacle Online Banking Version: 11.2.7 and above

NLP (Natural Language Processing) based search functionality has been introduced as a user-friendly feature in the Finacle Online Banking application. Using this feature, users can navigate to the desired menus by simply typing the keywords in the search box instead of clicking on multiple menus and submenus. This feature is especially useful for new users who are learning to navigate the various menus in the application.

The search keywords and default templates for the NLP search are defined in the NLP configuration files. These files are present in the below data directory paths respectively:

For Retail Users - ..\data\nlp\consumer\ L001-Consumer-userintent.train
(Input file = ..\data\nlp\consumer\NLPConsumerConfig.xml)

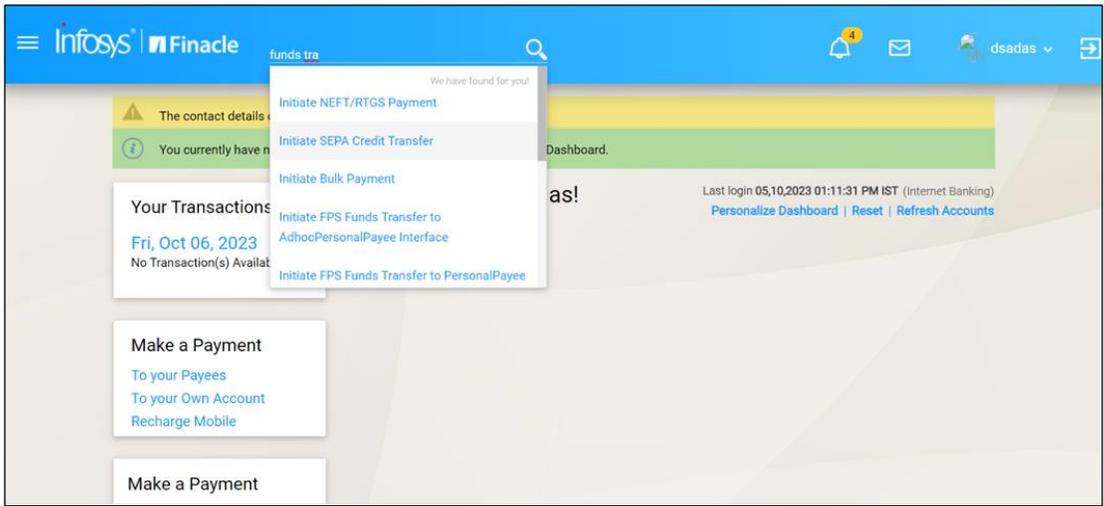
For Corporate Users - ..\data\nlp\corporate\L001-Corporate-userintent.train
(Input file= ..\data\nlp\corporate\NLPCorporateConfig.xml)

Entry for any new menu or modifications for fetching the existing menus can be added in **NLPCorporateConfig.xml** file for corporate users and **NLPConsumerConfig.xml** file for retail users respectively. Based on these changes **L001-Consumer-userintent.train** and **L001-Corporate-userintent.train** files should be generated.

For example, if the user types 'funds' in the search box, then the menu linked to the funds keyword will be displayed in the search result.

The accuracy of the NLP search results shall be tuned by changing the value of parameter **NLP_MINIMUM_INDEX_OF_CATEGORY** in **AppConfig.xml** file. This value can be configured to a lesser value of 0.03 so that it fetches the relevant links for the given keyword. The Default value in the application is 0.10.

Users should have access to the menus searched so that they can navigate to the menu listed in the search result. VMNP and VMOT tables can be referred to check if the users have access to the menu.



Self-help from

FSC

FINACLE
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Troubleshoot Queries with Finacle Support Center!

EOD Diagnosis Tool

Module: Finacle Core Banking Version: 11.x

While doing the EOD-BOD we frequently come across some situations when the EOD-BOD Job fails at some intermediary step without providing enough error information.

Finacle offers a diagnostic tool for EOD-BOD setup validation to cover this need. Even before running EOD, the tool detects and reports errors. The tool is designed in such a way that validations related to new modules can be easily integrated with minimal changes.

[Click here](#) to read the full Troubleshooting Document on FSC!

What's New in FSC?

800+ incident resolutions have been added to the portal. [Click here](#) to visit the portal and view the artifacts.

SWIFT 2023 Enhancement PDF Now Available on FSC

The PDF of the recently conducted webinar on SWIFT 2023 enhancements in Finacle Core Banking version 10.x is now available for download on **Finacle Support Center**. This session provided insights on the changes done in Finacle to handle the 2023 regulations released by SWIFT. [Click here](#) to visit the portal and download the document.

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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