CRM BANKING CATALYST

User Manual

For

BANKCA CRM

techvista

3/20/2020

Table of Contents

1   Document Control

1.1 Document Information

Category	Information
Document Name	User Manual
Document Type	Manual
Document ID	
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1.2 Document Revisions

Version	Author	Comments	Date

2 Executive Summary

BANKCA aims to digitize its banking process and procedures to provide seamless banking experiences to its customers. BANKCA aims to have a centralized and integrated system, which will manage its customers and decommission the in-house applications. The new digital system will automate day to day banking activities, will help in getting things resolved faster, will be used to manage leads, complex regulatory business financial approvals, customer on boarding and credit management etc.

2.1 BANKCA Module Features:

2.1.1   For CASA On Boarding:

- General Info
- Emirates Card Reader
- Customer Details
- Product Details
- AML Risk Rating
- AML Negative List Check
- OTP Verification
- Documents Upload
- Approvals
- Activities and Tasks
- ASU Validation

2.1.2   For Customer Detail:

- Customer Info
- Services
- FATCA
- CRS
- Customer Income Details
- Customer Due Diligence
- AECB Details
- Other Nationalities
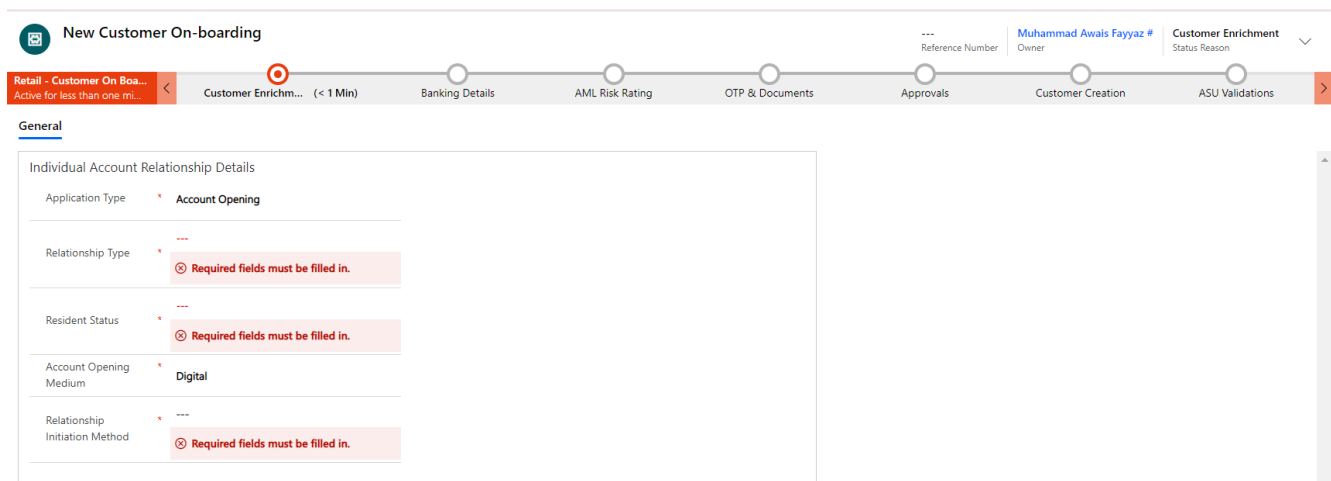- Banking Details
- Documents Upload

3 New CASA Application:

3.1 Create New CASA Application

3.1.1   There are two options for application creation according to resident status (*Resident, None Resident*). Navigate CASA Onboarding→ Personal
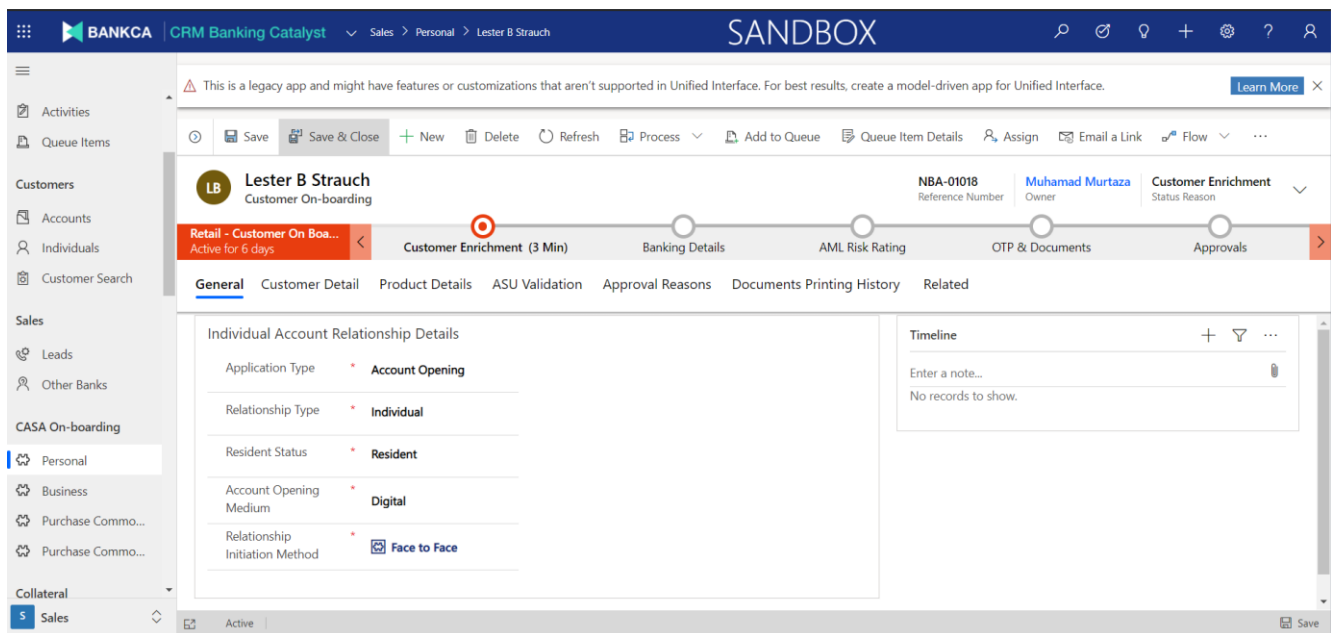
3.1.2   Fill all the fields with relevant data, please note that fields with * are mandatory.

3.1.3   For Resident Status equals Resident they will be using Emirates ID Card Reader.

Emirates ID card Reader

Read Card Data

Card Holder's Public Data

ID Number

Card Number

Card Serial Number

Request Id

Service

Modifiable Data

Home Address Data

Non Modifiable Data

Work Address Data
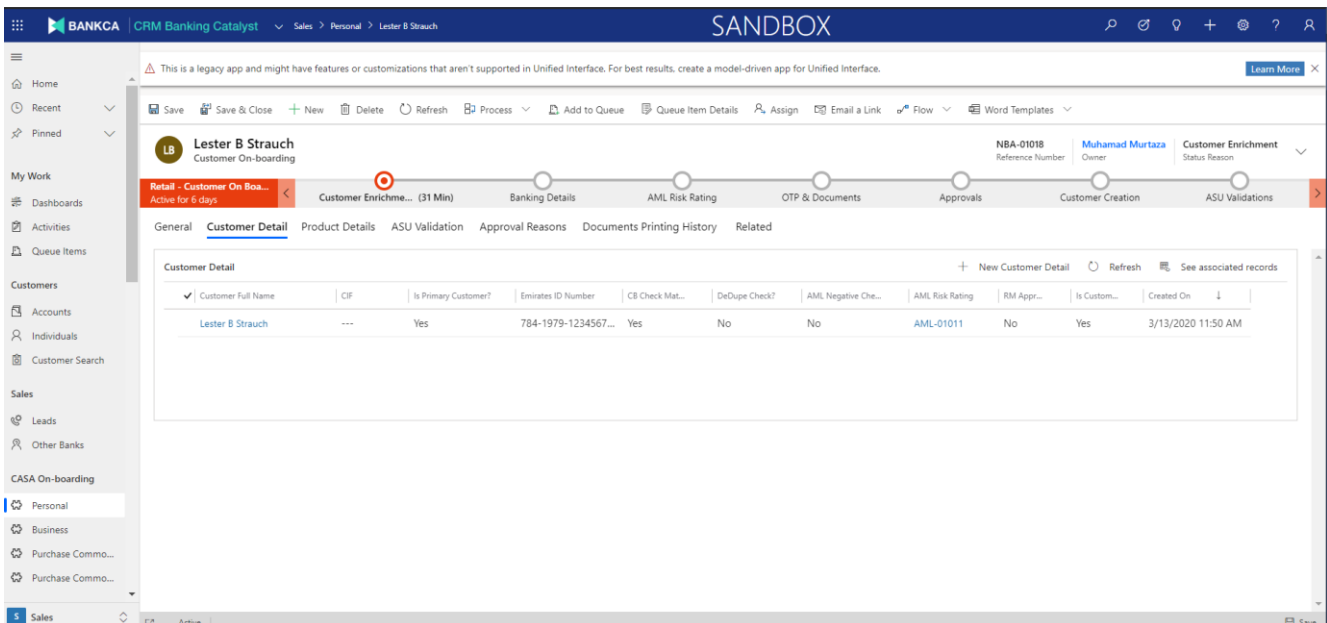
Passport Name

↻ Reset

First Name | Middle Name | Last Name

Cancel | **Submit**

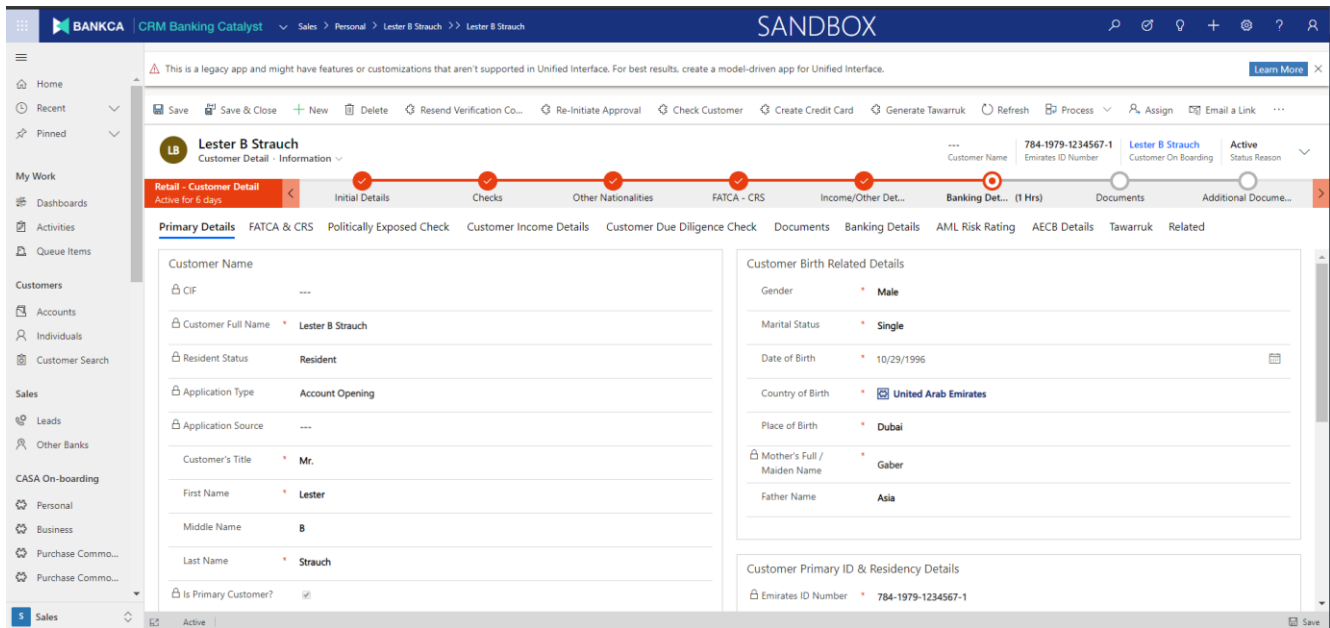3.1.4   After this, customer detail to be entered in customer detail grid by creating new customer detail

3.2 Customer Detail

3.2.1   After creating new Customer detail, fill the mandatory information.

3.2.2 Click on FATCA & CRS Tab to enter FATCA and CRS detail.
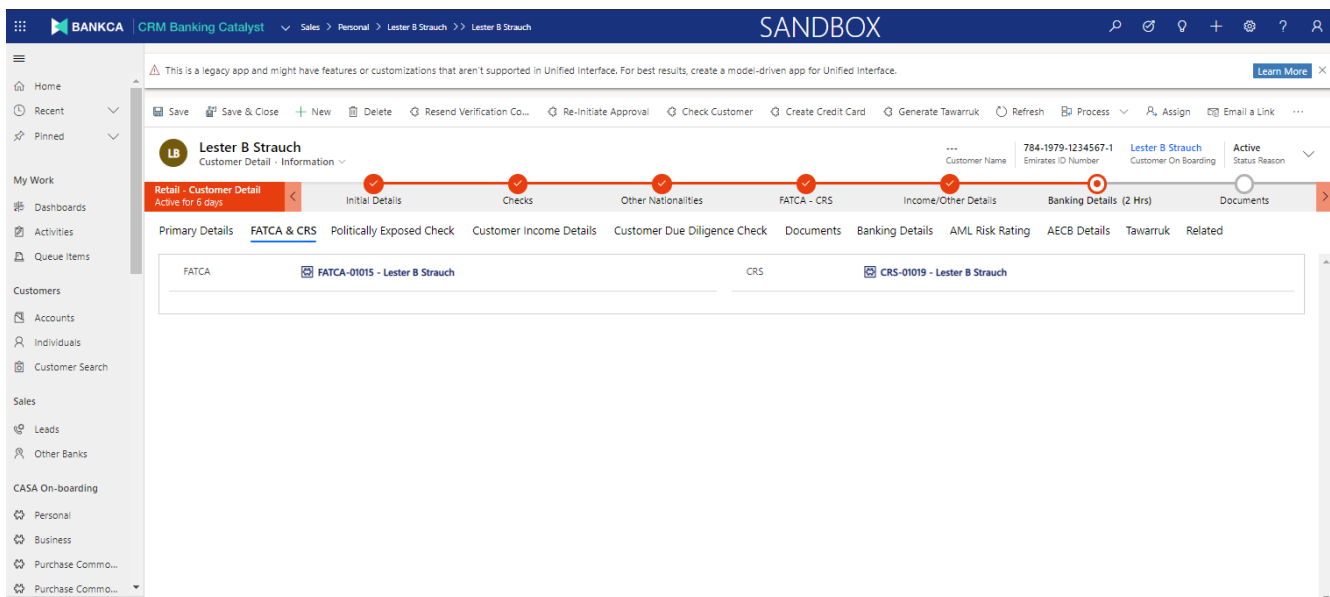
3.2.3 On Check Stage, you can see different available services status and can manually click on button to run service.
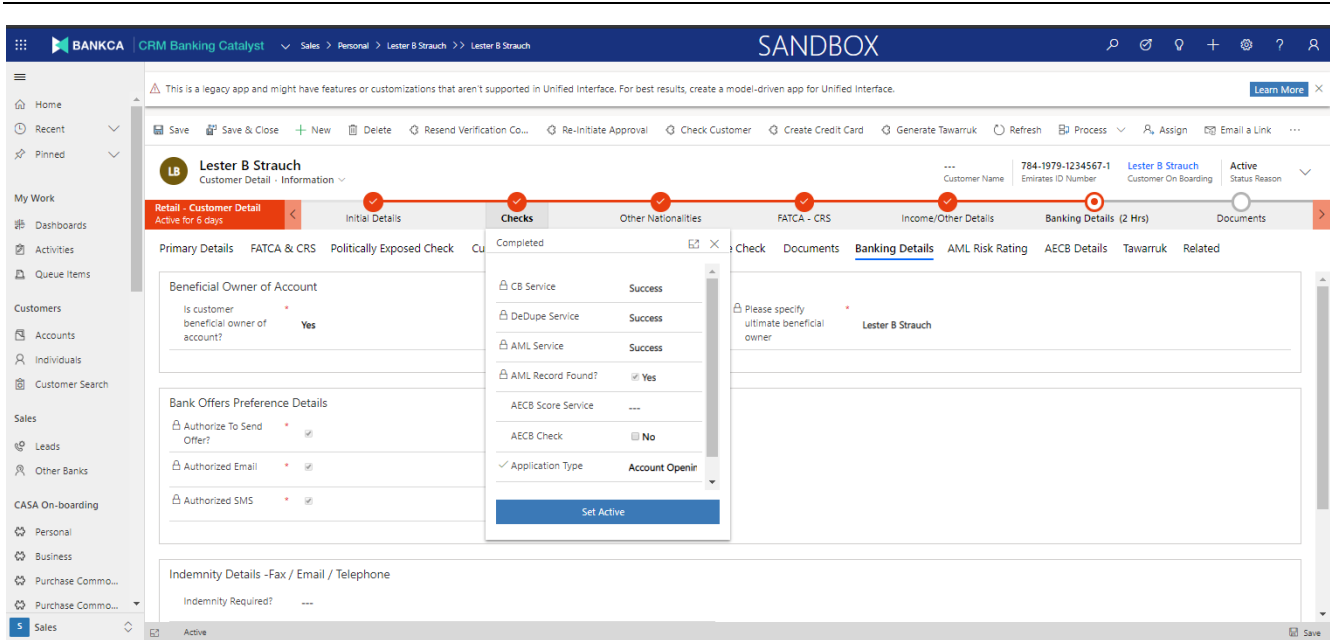
3.2.4 On Customer Income Details Tab, fill all mandatory fields.
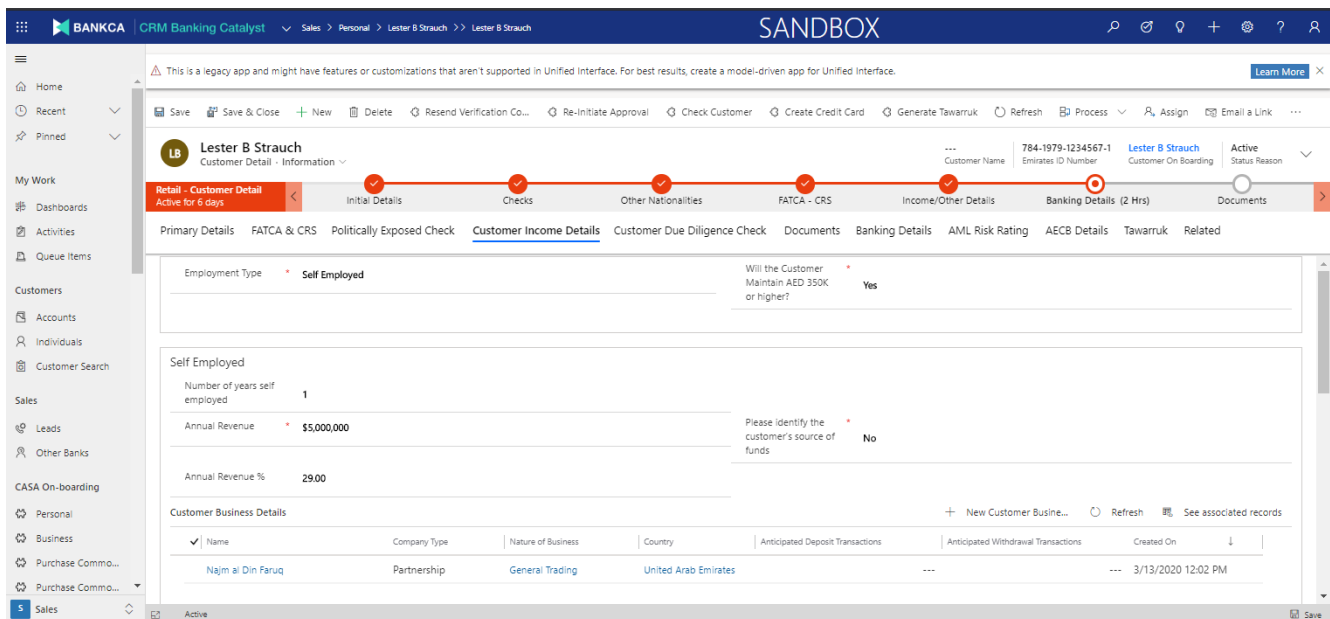
3.2.5 On Customer Due Diligence Tab, customer diligence can be check in term of prevention of money laundering and counter financing of terrorism and sanction compliance – group policy.
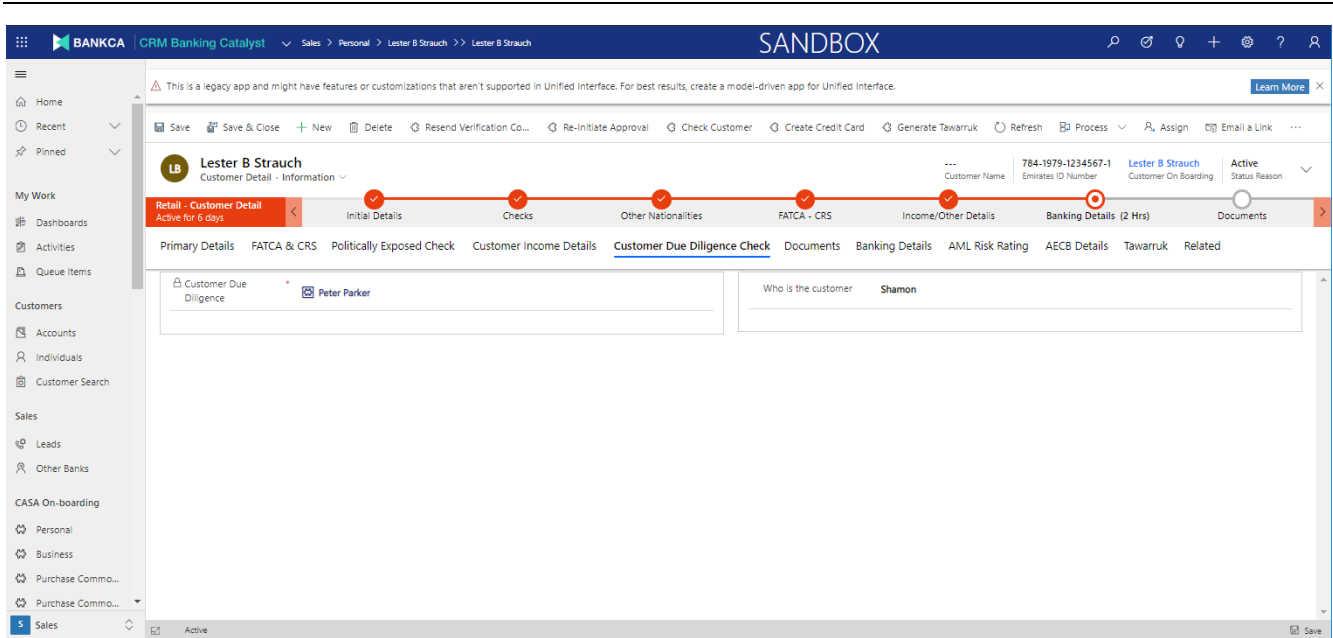
3.2.6 Click on Documents Sub grid to upload documents.
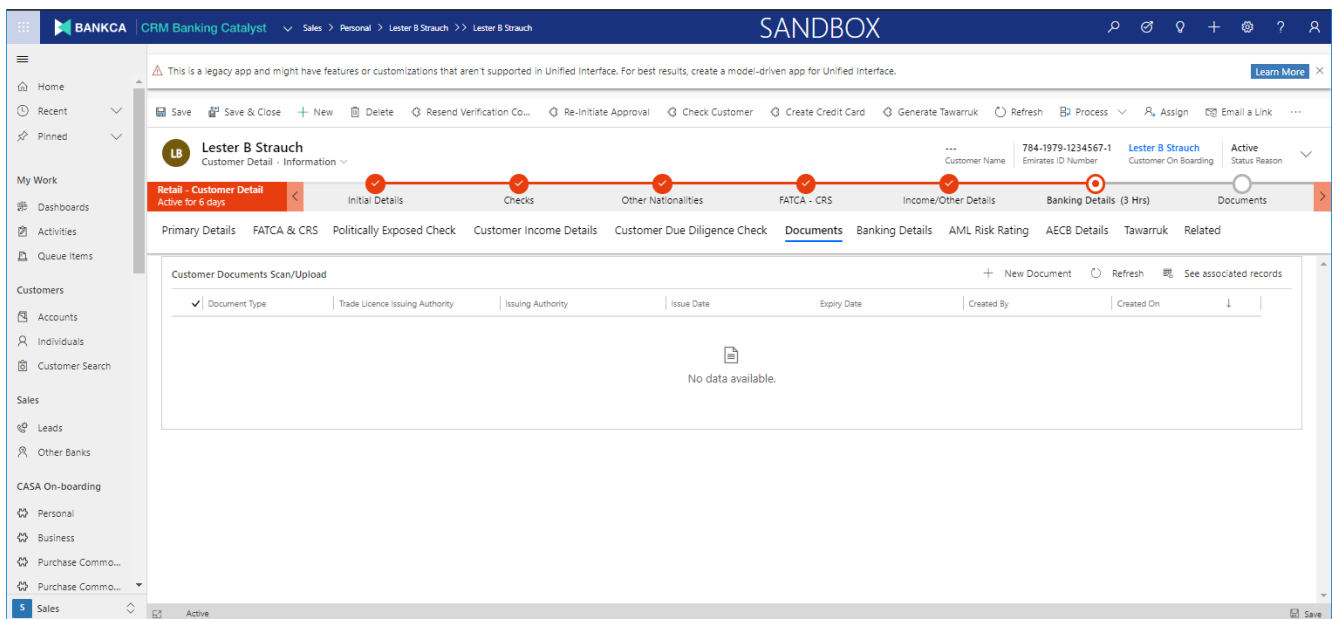
3.2.7 Click on Documents Stage and here you can see the particular documents, which are uploaded, are set to yes.
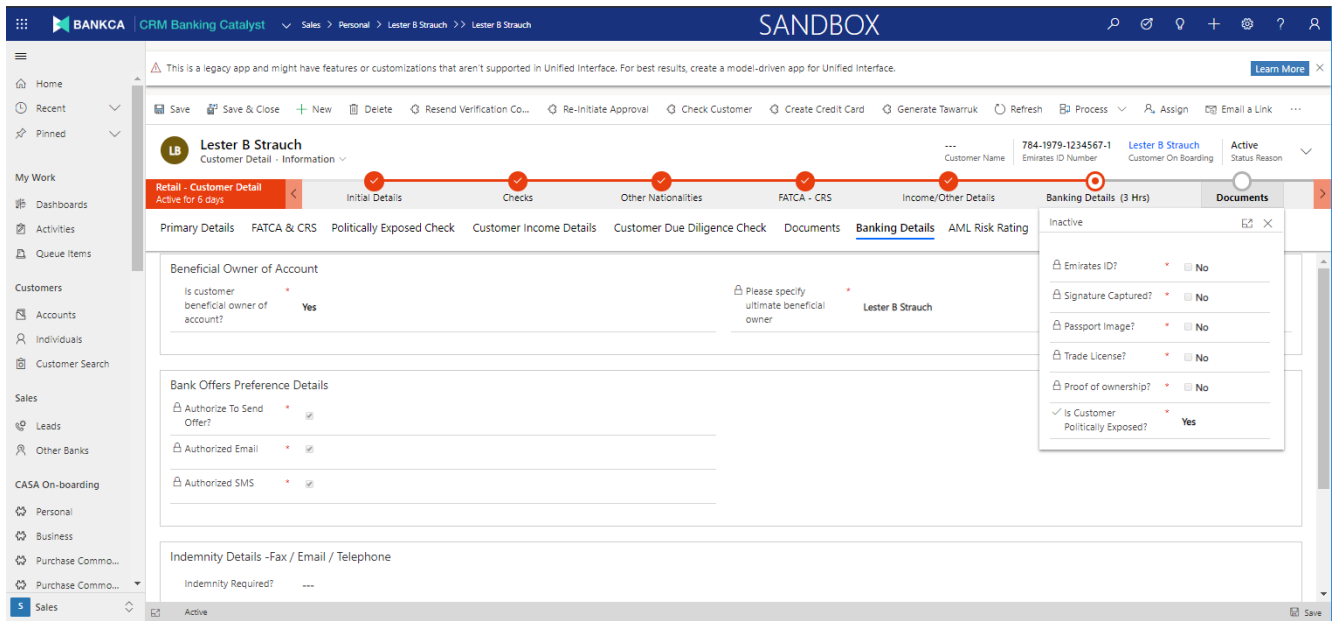
3.3 Product Details

3.3.1 On Customer Onboarding click on Product Details to add product details.
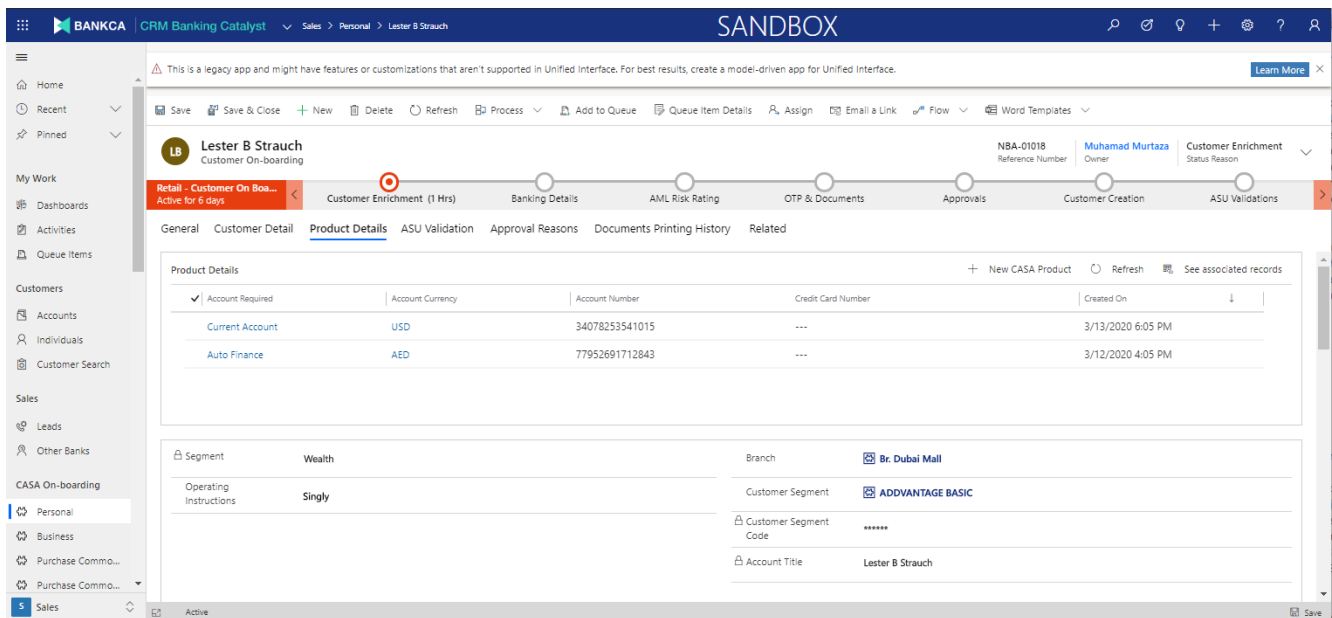
3.3.2 Click on New Button, create product record, and fill mandatory fields. Also, add purpose of account.
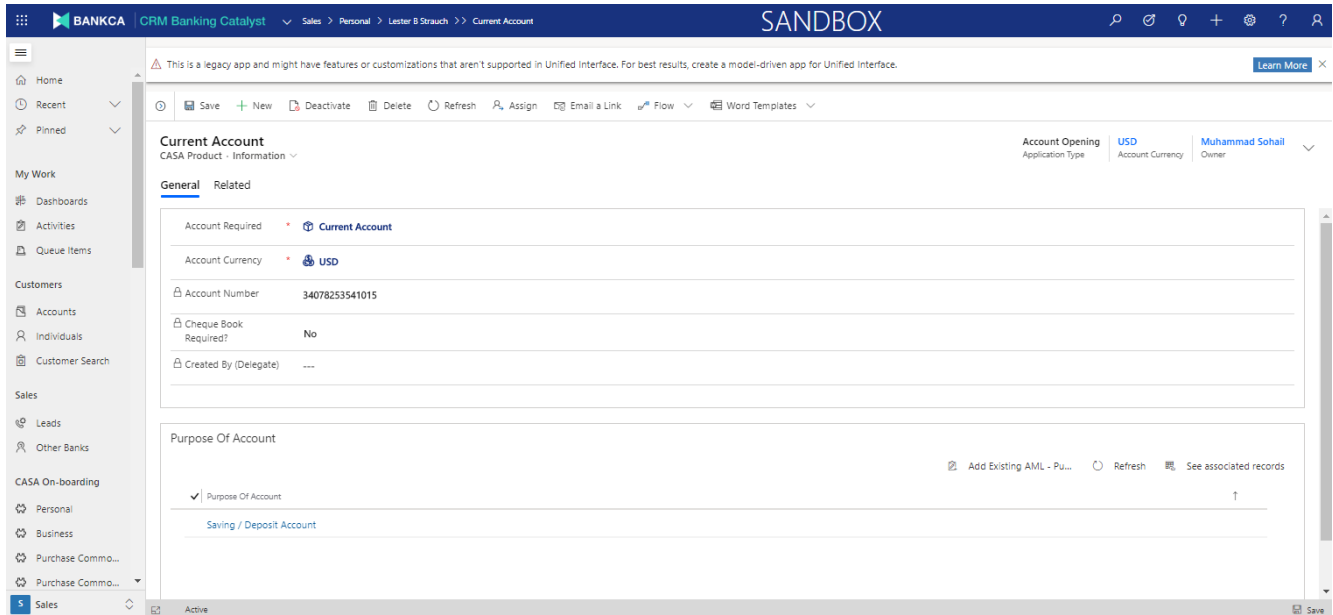
3.3.3 Click on AML Risk Rating stage and there you can see AML Risk Rating status, AML Negative List Check.
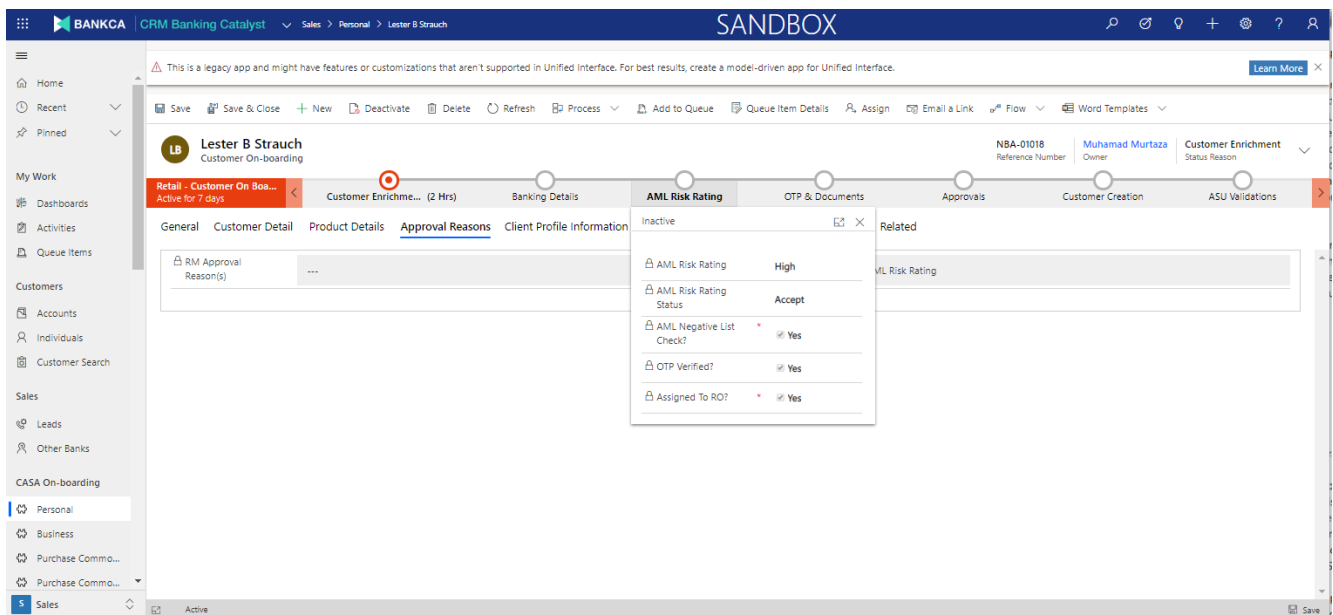
3.3.4 Click on OTP & Documents stage to verify OTP and documents check.
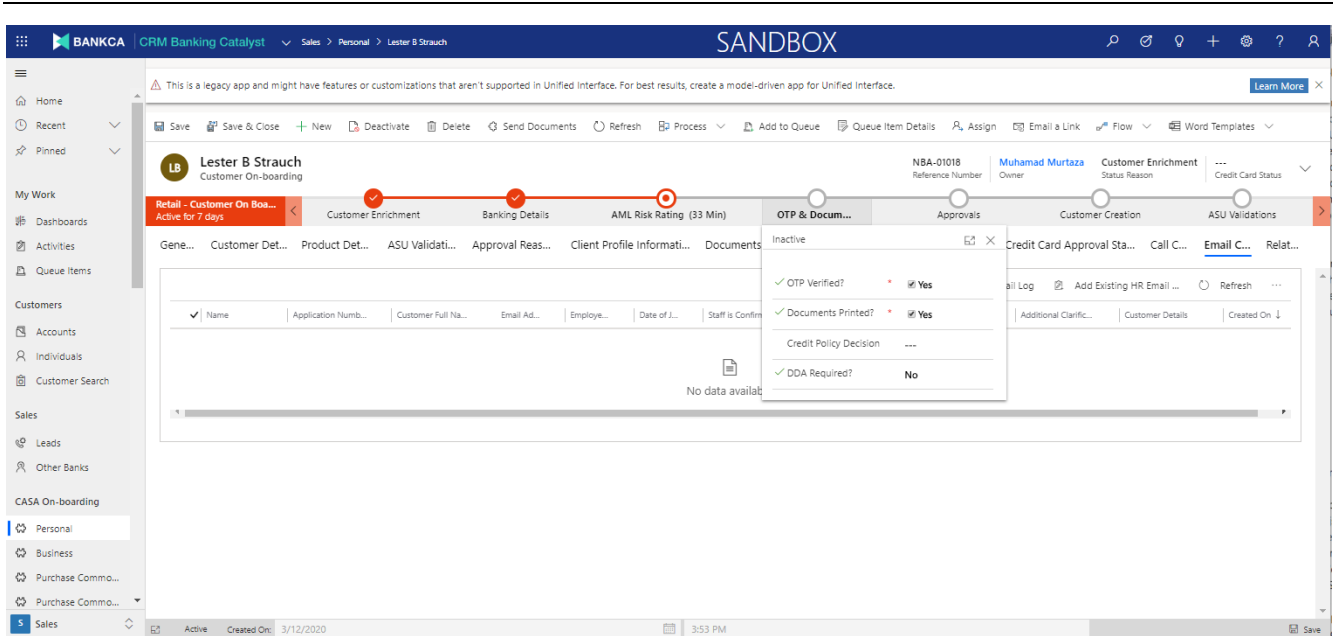
3.3.5 Upload documents in document sub grid.
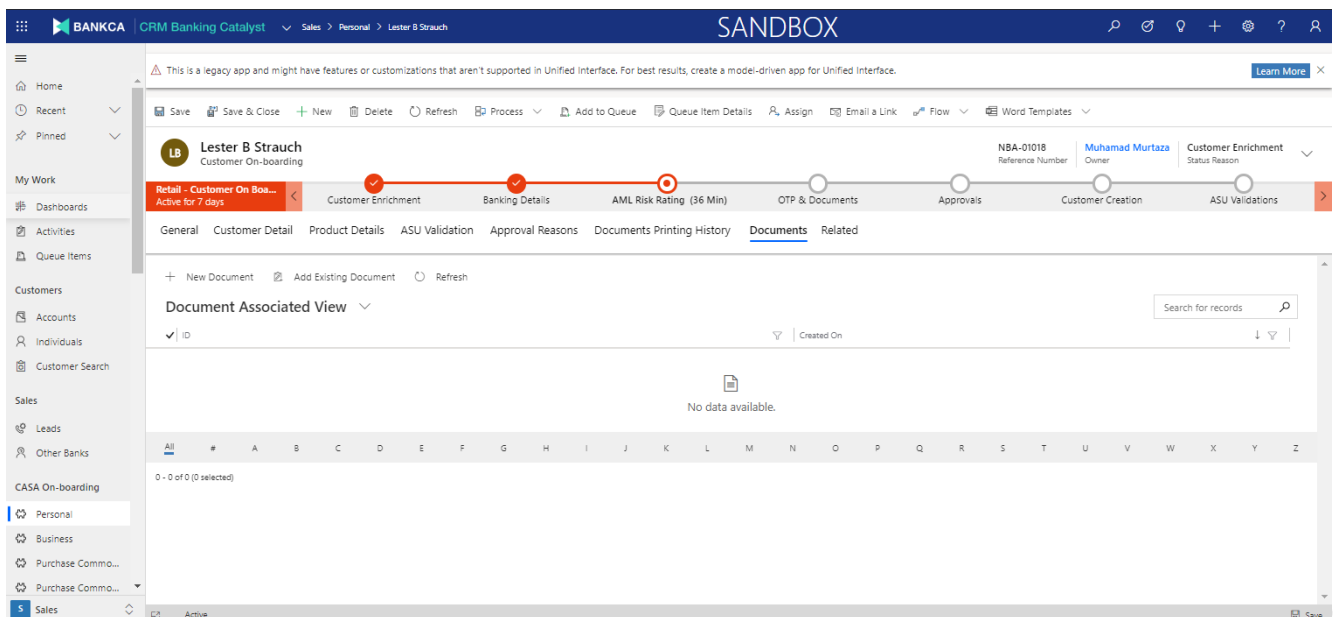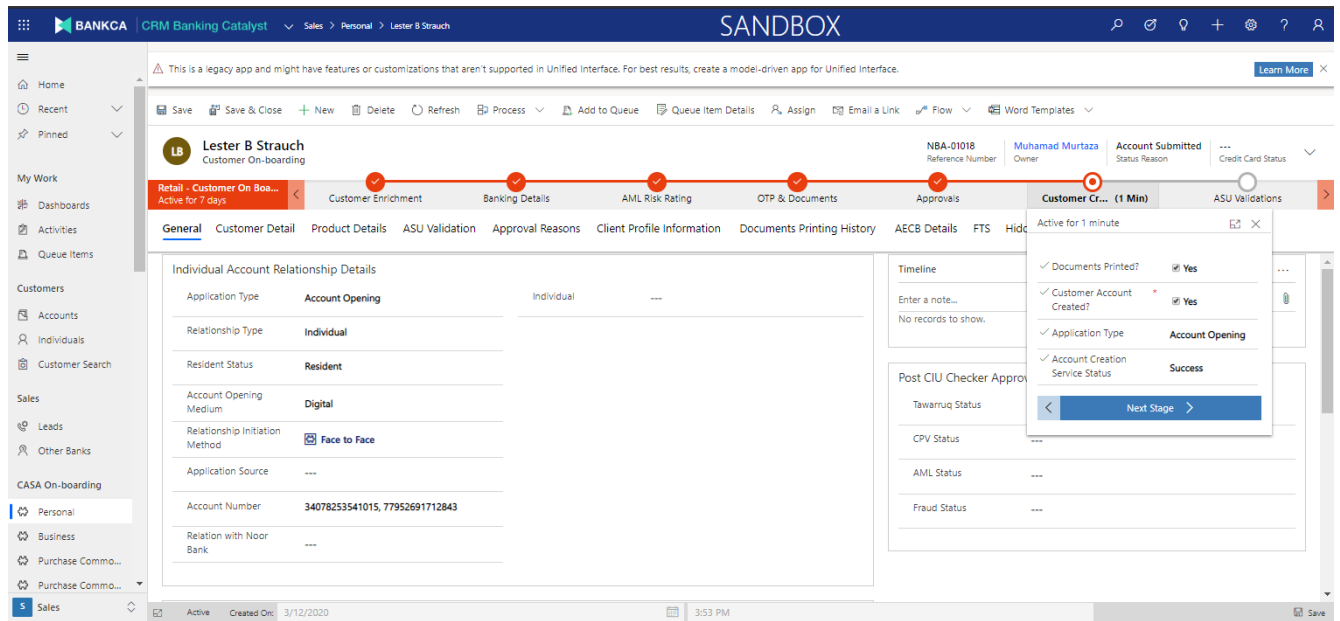
3.3.6 Click on Approvals stage to see approvals required and verification of approval approved/Rejected.
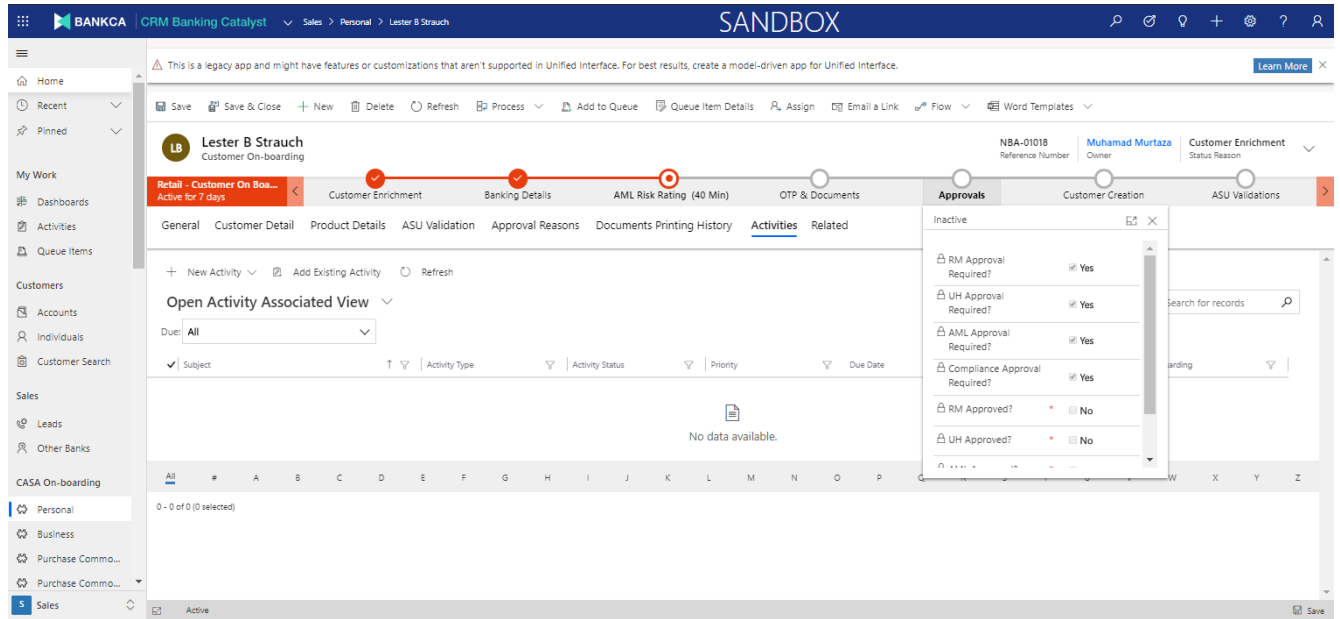
3.3.7 Click on Related and select Activities, Task Tab to see the task/emails generated.
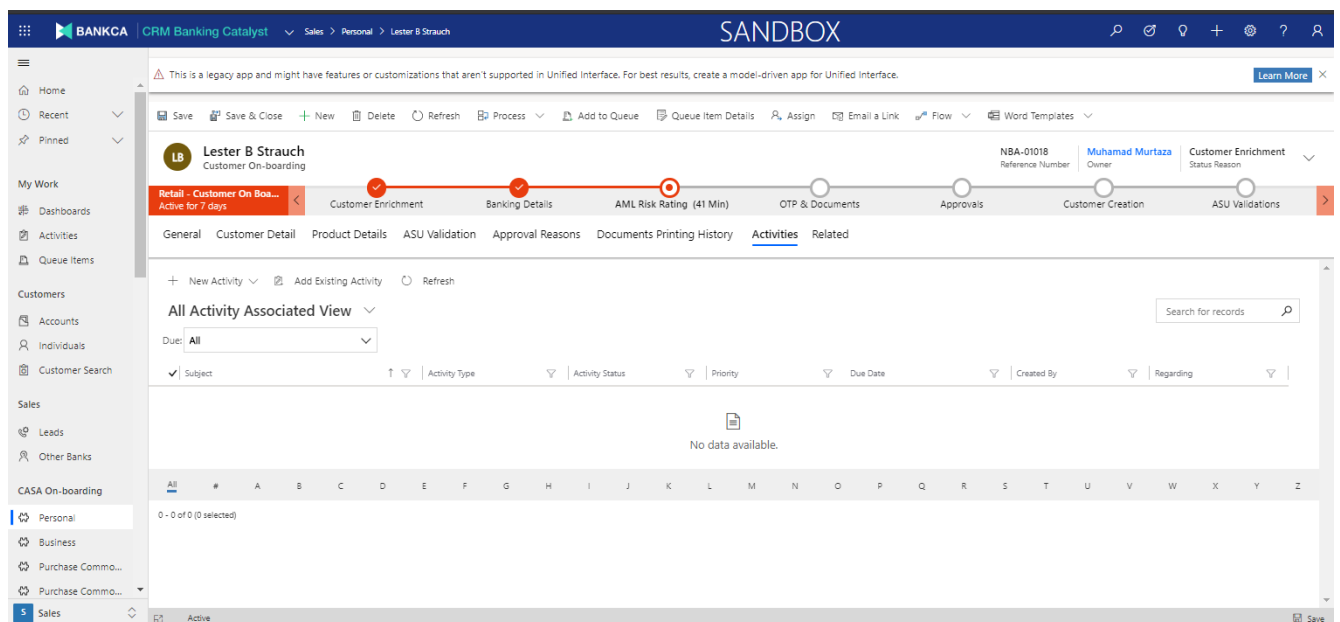
3.3.8 Click on Customer Creation stage to see the detail of customer account creation.

3.3.9 Click on ASU Validation stage, fill mandatory fields, and finish the customer on boarding process.

3.4 BANKCA General Configuration

3.4.1 Default Configurations related to Integrations, custom search, SMS configuration and lead routing etc. One can modify according to one's business.

3.4.2 Customer Custom Search

Customer Custom search		
Account Fields Display Name	Trade License,CIF	
Account Fields	techv_tradelicence:contains,techv_cif:contains	
Contact Fields Display Name	Email Address,Mobile Phone	
Contact Fields	emailaddress1:contains,mobilephone:eq	
Lead Fields Display Name	Lead Reference	
Lead Fields	techv_leadid:contains	
Default Search	mobilephone	

3.4.3 Lead Routing

Lead Routing	
Lead Assigned To	🔒 Direct Sales

3.4.4 SMS Configuration

SMS Configurations	
Service URL	http://uaedxbpdccrmu01:5273/NBSMSService.svc/SendSMS
Send SMS	Yes
SMS Activity Creation	Yes

3.4.5 Central Bank Check Service Configuration

Central Bank Check Service Configurations	
CB Check TranCode	0251
CB Check Message Type	0200
CB Check ChannelId	005
CB Check Service URL	http://uaedxbpdccrmu01:5273/NBCBCheck.svc/CreateRequest

3.4.6 DeDupe Check Service Configuration

DeDupe Check Service Configurations	
Dedupe Check TranCode	0256
Dedupe Check ChannelId	005
DeDupe Check Message Type	0200
DeDupe Check Service URL	--

3.4.7 AML Check Service Configuration

AML Check Service Configurations	
AML Check ChannelId	0012
AML Check Message Type	0200
AML Check TranCode	0651
AML Check Service URL	--

3.4.8 Customer Profile Service Configuration

Customer Profile Service Configuration	
Customer Profile Channel ID	12
Customer Profile Message Type	12
Customer Profile Trans Code	12
Customer Profile Service URL	http://uaedxbpdccrmu01:5273/NBCBCheck.svc/CreateRequest

3.4.9 Get Account Service Configuration

Get Account Service Configuration	
Get Account Channel ID	13
Get Account Message Type	12
Get Account Trans Code	312
Get Account Service URL	http://uaedxbpdccrmu01:5273/NBCBCheck.svc/CreateRequest

3.4.10 Create CIF Request Configuration

Create CIF Request Configurations	
Create CIF Channel ID	13
Create CIF Message Type	13
Create CIF Trans Code	13
Create CIF Service URL	http://uaedxbpdccrmu01:5273/NBCBCheck.svc/CreateRequest
SCODE	IBS

3.4.11 Create Account Service Configuration

Create Account Service Configurations	
Create Account ChannelId	1
Create Account Message Type	1
Create Account TransCode	2
Create Account Service URL	http://uaedxbpdccrmu01:5273/NBCBCheck.svc/CreateRequest
Create Account Service URL BBU	http://uaedxbpdccrmu01:5273/NBCBCheck.svc/CreateRequest

3.4.12 Get Customer Service Configuration

Get Customer Service Configuration	
Get Customer Channel ID	11
Get Customer Message Type	11
Get Customer Trans Code	11
Get Customer Service URL	http://uaedxbpdccrmu01:5273/NBCBCheck.svc/CreateRequest

3.4.13 Create AECB MG Request

Create AECB MG Request	
Create AECB Channel ID	0012
Create AECB Message Type	0200
Create AECB Trans Code	0620
Create AECB Service URL	http://uaedxbpdccrmu01:5273/NBCBCheck.svc/AECBCheckRequest
AECB ConsentFlag	1
AECB Contract Type	03
AECB Role	A
AECB Credit Limit	0
AECB Total Amount	1000
AECB No Of Installment	1
AECB Not Run Days	15

3.4.14 Create Customer Request Configurations

Create Customer Request Configurations

Create Customer Channel ID	0012
Create Customer Message Type	0200
Create Customer Trans Code	0651
Create Customer Service URL	http://uaedxbpdccrmu01:5273/NBCBCheck.svc/CreateCustomer
Create Customer Stop	No

3.4.15 Create BBU CIF Request Configuration

Create BBU CIF Request Configurations

Create BBU Corporate CIF Channel Id	12
Create BBU Corporate CIF Message Type	12
Create BBU Corporate CIF Transaction Code	12
Create BBU Corporate CIF Service URL	12
Create BBU Corporate CIF Stop	No

3.4.16 Update CIF Request Details

Update CIF Request Details

Update CIF Channel ID	12
Update CIF Message Type	12
Update CIF TransCode	12
Update CIF Service URL	http://uaedxbpdccrmu01:5273/NBCBCheck.svc/updateRequest
Update CIF Stop	Yes

3.5 BANKCA Approval Configuration

3.5.1 Customer onboarding Approval Configuration and Configuration Items

➢ Approval Configuration

APPROVAL CONFIGURATION : INFORMATION	Created On	Status*	Owner*
tvs_customeronboarding	🔒 5/14/2019 12:23 PM	Active	👤 crmadm ADMIN

◢ Approval Configurations

Entity *	tvs_customeronboarding

Configuration Items   ➕ ▦

Name ↓	Configuration Type	Approval Configuration...	Approver	Field / Stage Name	Created On	
Customer On Boarding RM Approval	Field	tvs_customeronboar...		statuscode	5/14/2019 12:...	
Customer On Boarding Compliance Approval	Field	tvs_customeronboar...		statuscode	5/16/2019 3:1...	
CPV Maker Approval	Field	tvs_customeronboar...		tvs_cpvstatus	10/22/2019 7:...	
CPV Checker Approval	Field	tvs_customeronboar...		tvs_cpvstatus	10/22/2019 7:...	

➢ Customer on Boarding RM Approval Configuration Item

APPROVAL CONFIGURATION ITEM : INFORMATION		Created On	Status*	Owner*
Customer On Boarding RM Approval ≡		5/14/2019 12:27 PM	Active	crmadm ADMIN

▲ General

Name	Customer On Boarding RM Approval
Approval Category	CASA Retail - RM
Configuration Type *	Field
Approval Configuration *	tvs_customeronboarding
Approval Manager	Yes
Hierarchy Level	1
Field / Stage Name *	statuscode
*Field Value	920,650,002
*Approval Accepted Next Value?	2
*Approval Rejected Next Value?	3
Team	Compliance Deprecated
Queue	<Compliance Deprecated>
Next SPOC	--
MCC Spoc (CA Business Approval)	--

➢ Customer On Boarding Compliance Approval Configuration Item

APPROVAL CONFIGURATION ITEM : INFORMATION		Created On	Status*	Owner*
Customer On Boarding Compliance Approval ≡		5/16/2019 3:12 PM	Active	crmadm ADMIN

▲ General

Name	Customer On Boarding Compliance Approval
Approval Category	CASA Retail - Compliance
Configuration Type *	Field
Approval Configuration *	tvs_customeronboarding
Approval Manager	Yes
Hierarchy Level	1
Field / Stage Name *	statuscode
*Field Value	920,650,003
*Approval Accepted Next Value?	920,650,003
*Approval Rejected Next Value?	920,650,007
Team	Compliance
Queue	<Compliance>
Next SPOC	--
MCC Spoc (CA Business Approval)	--

➢ CASA AML Approval Configuration Item

APPROVAL CONFIGURATION ITEM : INFORMATION

CASA AML Approval ≡

Created On	Status*	Owner*
🔒 1/17/2020 12:37 PM	Active	🔒 👤 crmadm ADMIN

◢ General

Name	CASA AML Approval
Approval Category	CASA Retail - AML
Configuration Type *	Field
Approval Configuration *	tvs_customeronboarding
Approval Manager	Yes
Hierarchy Level	1
Field / Stage Name *	statuscode
*Field Value	920,650,013
*Approval Accepted Next Value?	920,650,013
*Approval Rejected Next Value?	920,650,013
Team	CASA AML
Queue	<CASA AML>
Next SPOC	--
MCC Spoc (CA Business Approval)	--

➢ **UH – Approval Configuration Item**

APPROVAL CONFIGURATION ITEM : INFORMATION

UH - Approval ≡

Created On	Status*	Owner*
🔒 1/16/2020 8:16 PM	Active	🔒 👤 crmadm ADMIN

◢ General

Name	UH - Approval
Approval Category	CASA Retail - Unit Head
Configuration Type *	Field
Approval Configuration *	tvs_customeronboarding
Approval Manager	Yes
Hierarchy Level	1
Field / Stage Name *	statuscode
*Field Value	920,650,012
*Approval Accepted Next Value?	920,650,012
*Approval Rejected Next Value?	920,650,012
Team	--
Queue	--
Next SPOC	--
MCC Spoc (CA Business Approval)	--

> ➢ ASU Checker Approval

APPROVAL CONFIGURATION ITEM : INFORMATION	Created On	Status*	Owner*
ASU Checker Approval	🔒 8/26/2019 4:42 PM	Active	🔒 👤 crmadm ADMIN

◢ General

Name	ASU Checker Approval
Approval Category	ASU Checker
Configuration Type *	Field
Approval Configuration *	tvs_customeronboarding
Approval Manager	Yes
Hierarchy Level	1
Field / Stage Name *	statuscode
*Field Value	920.650.008
*Approval Accepted Next Value?	2
*Approval Rejected Next Value?	3
Team	ASU Team
Queue	....
Next SPOC	....
MCC Spoc (CA Business Approval)	....

> ➢ ASU Maker Approval

APPROVAL CONFIGURATION ITEM : INFORMATION	Created On	Status*	Owner*
ASU Maker Approval	🔒 8/26/2019 4:41 PM	Active	🔒 👤 crmadm ADMIN

◢ General

Name	ASU Maker Approval
Approval Category	ASU Maker
Configuration Type *	Field
Approval Configuration *	tvs_customeronboarding
Approval Manager	Yes
Hierarchy Level	1
Field / Stage Name *	statuscode
*Field Value	920.650.007
*Approval Accepted Next Value?	2
*Approval Rejected Next Value?	3
Team	ASU Team
Queue	....
Next SPOC	....
MCC Spoc (CA Business Approval)	....

3.5.2 Records Data Migration
a. Business Unit
b. Teams
c. Queues

    d. Approval Configurations
       All Records present in CRM

    e. Approval Configuration Items
       All Records present in CRM

3.5.3 Workflows and Dashboards Settings

In Workflows, we are using lookups of teams, queues and usually teams and queues lookups change in next CRM environment after moving the solution.

So we need to <mark>update</mark> Approval Workflows where teams and queue lookups

Similarly, in dashboards queue items entity's views also need to <mark>update</mark> with queues.