

# CRM BANKING CATALYST

User Manual

For

BANKCA CRM



3/20/2020

---

## Our Partners



## Our Quality Certificates



---

## Table of Contents

1	Document Control.....	3
1.1	Document Information.....	3
1.2	Document Revisions.....	3
2	Executive Summary.....	4
2.1	BANKCA Module Features:.....	4
3	New CASA Application: .....	5
3.1	Create New CASA Application.....	5
3.2	Customer Detail.....	6
3.3	Product Details.....	10
3.4	Log Out.....	<b>Error! Bookmark not defined.</b>
3.5	BANKCA General Configuration .....	15
3.6	BANKCA Approval Configuration.....	18

## 1 Document Control

### 1.1 Document Information

Category	Information
Document Name	User Manual
Document Type	Manual
Document ID	
Version	1.0
Status	Draft
Author(s)	
Reviewer	
Approver	
Owner	Techvista
Issue Date	3/20/2019
Revision Date	
Distribution	
Disclaimer	This document contains confidential information. Do not distribute this document without prior approval form Techvista

### 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

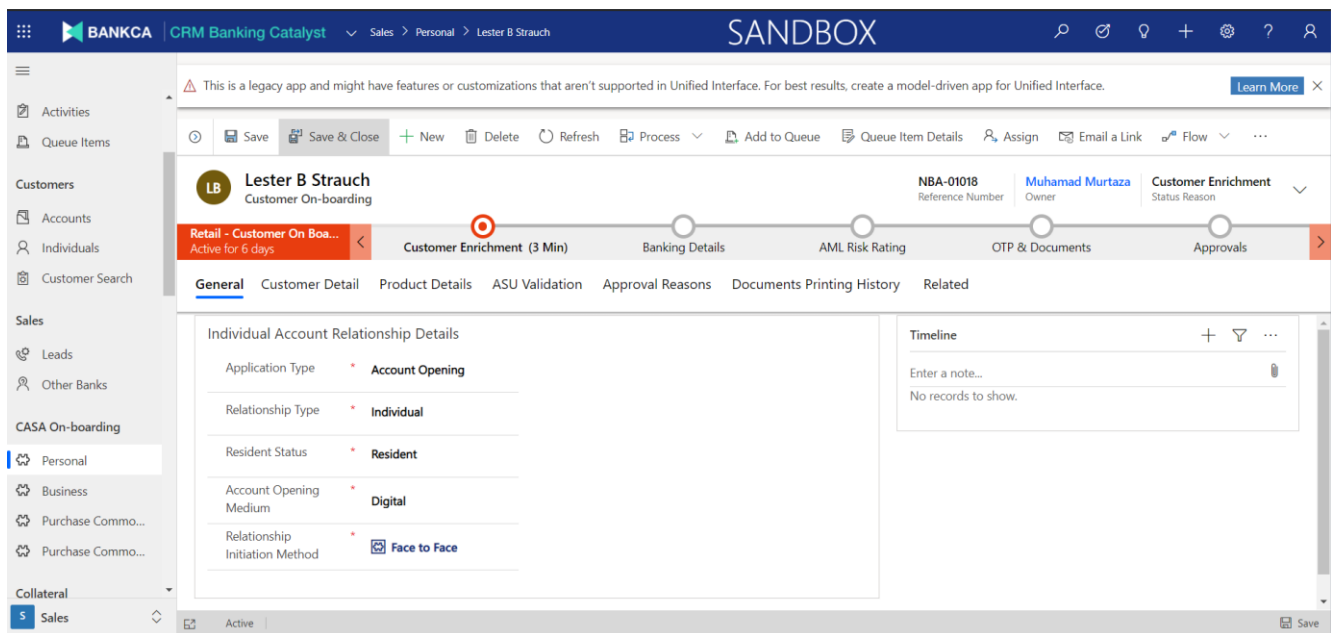
#### 2.1.2 For Customer Detail:

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

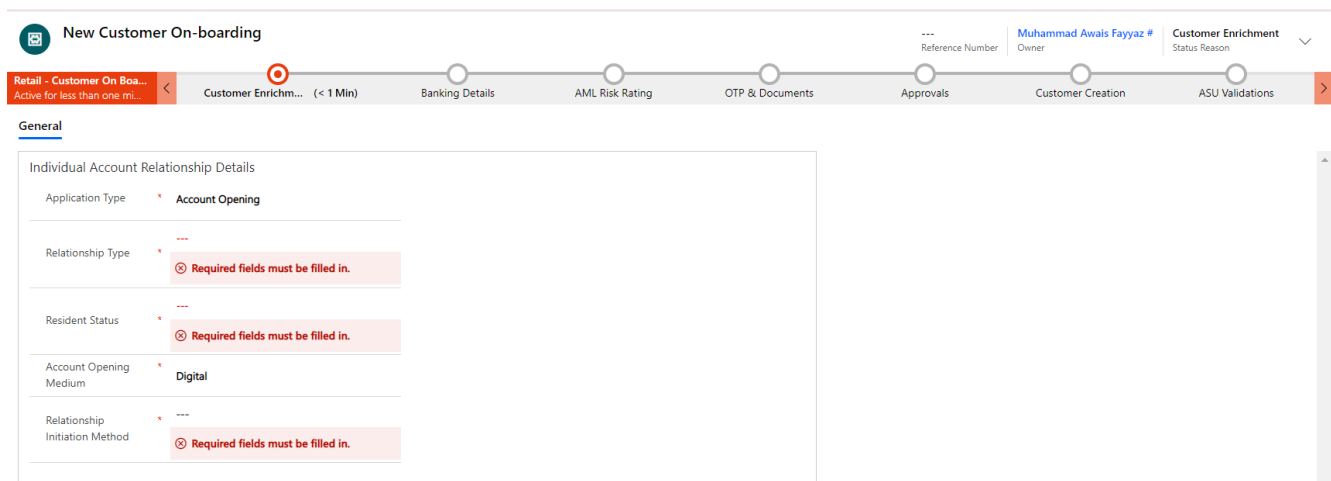
### 3 New CASA Application:

#### 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 Serial Number	Service
	Card Number	Request Id	

**Modifiable Data**

Work Address Data

**Home Address Data**

**Non Modifiable Data**

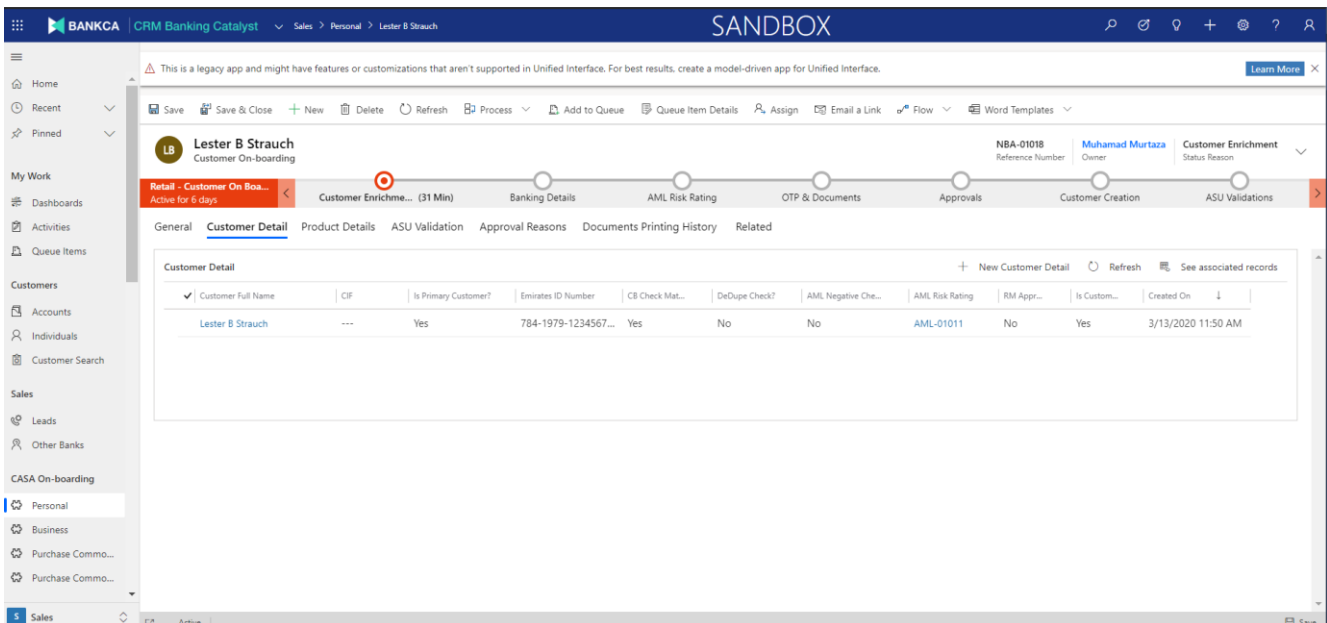
**Passport Name**

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

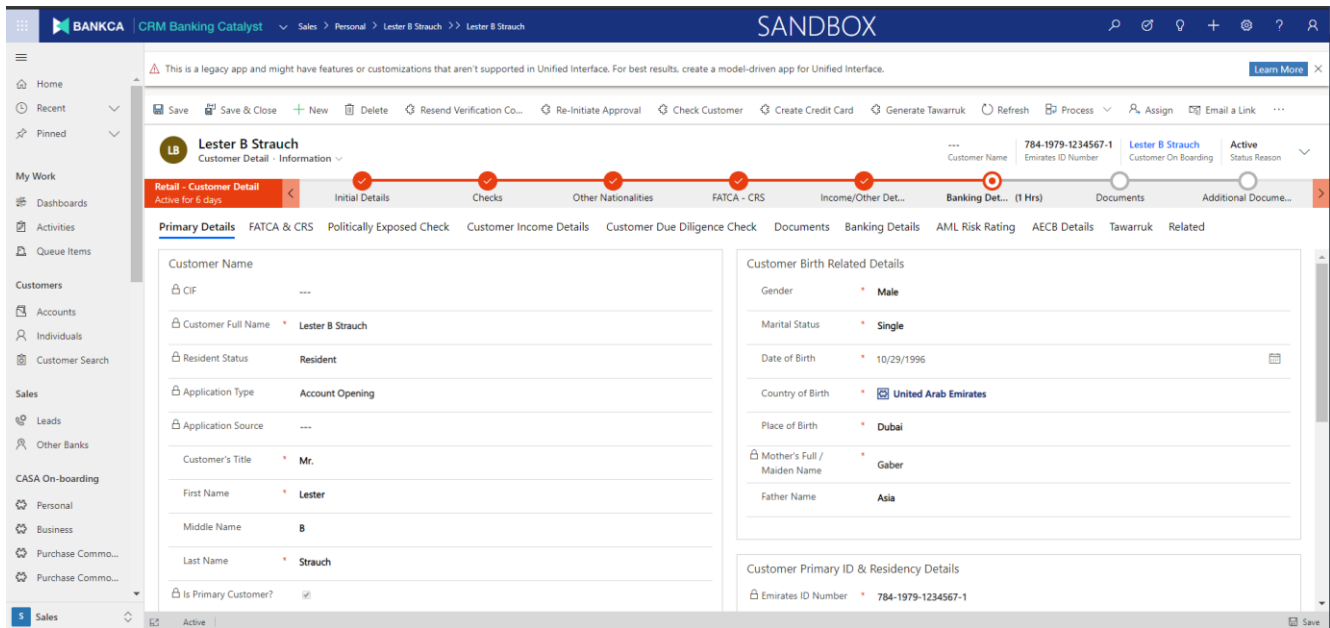


The screenshot shows the BANKCA CRM Banking Catalyst interface in a 'SANDBOX' environment. The main content area displays the 'Customer Detail' for 'Lester B Strauch', a 'Customer On-boarding' record. A progress bar at the top indicates the current step is 'Customer Enrichment' (31 Min). Below the progress bar, there are tabs for 'General', 'Product Details', 'ASU Validation', 'Approval Reasons', 'Documents Printing History', and 'Related'. The 'Customer Detail' section contains a table with the following data:

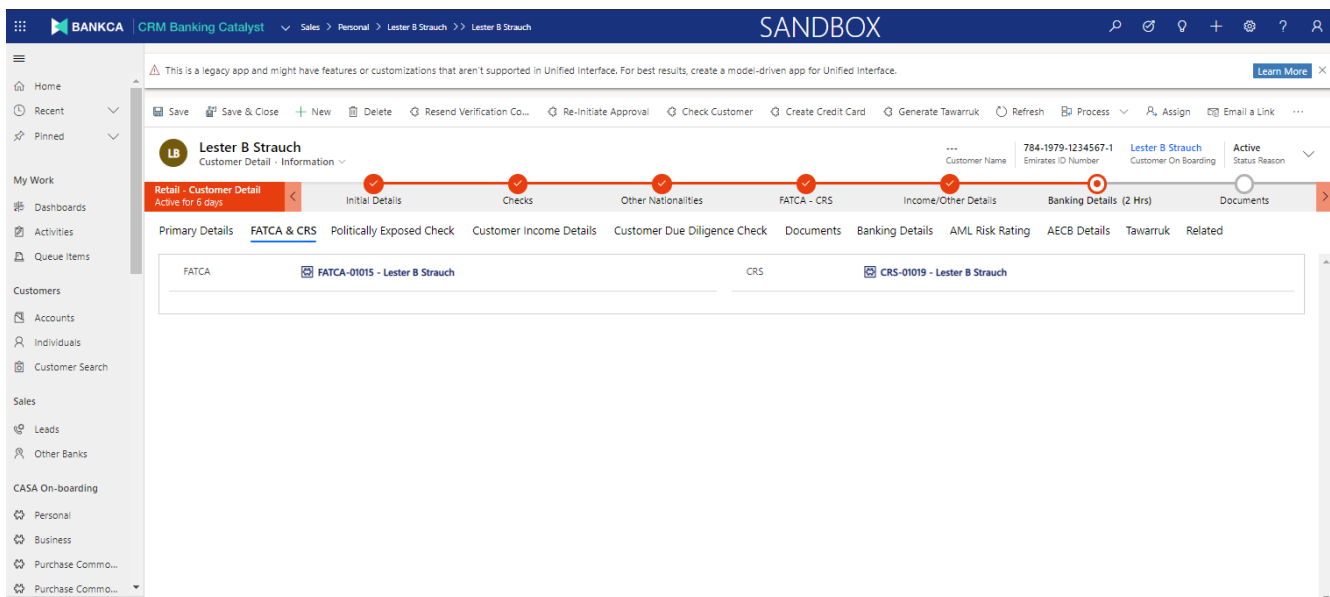
Customer Full Name	CF	Is Primary Customer?	Emirates ID Number	CB Check Mat...	DeDupe Check?	AML Negative Che...	AML Risk Rating	RM Appr...	Is Custom...	Created On
Lester B Strauch	---	Yes	784-1979-1234567...	Yes	No	No	AML-01011	No	Yes	3/13/2020 11:50 AM

## 3.2 Customer Detail

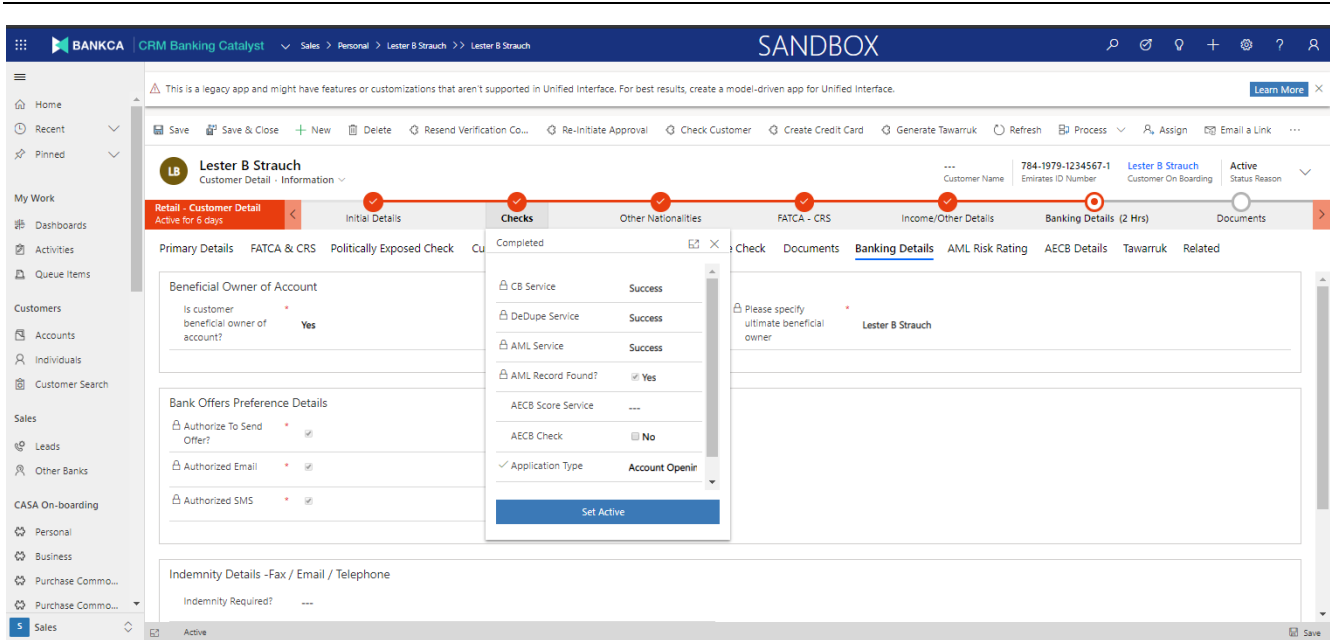
3.2.1 After creating new Customer detail, fill the mandatory information.



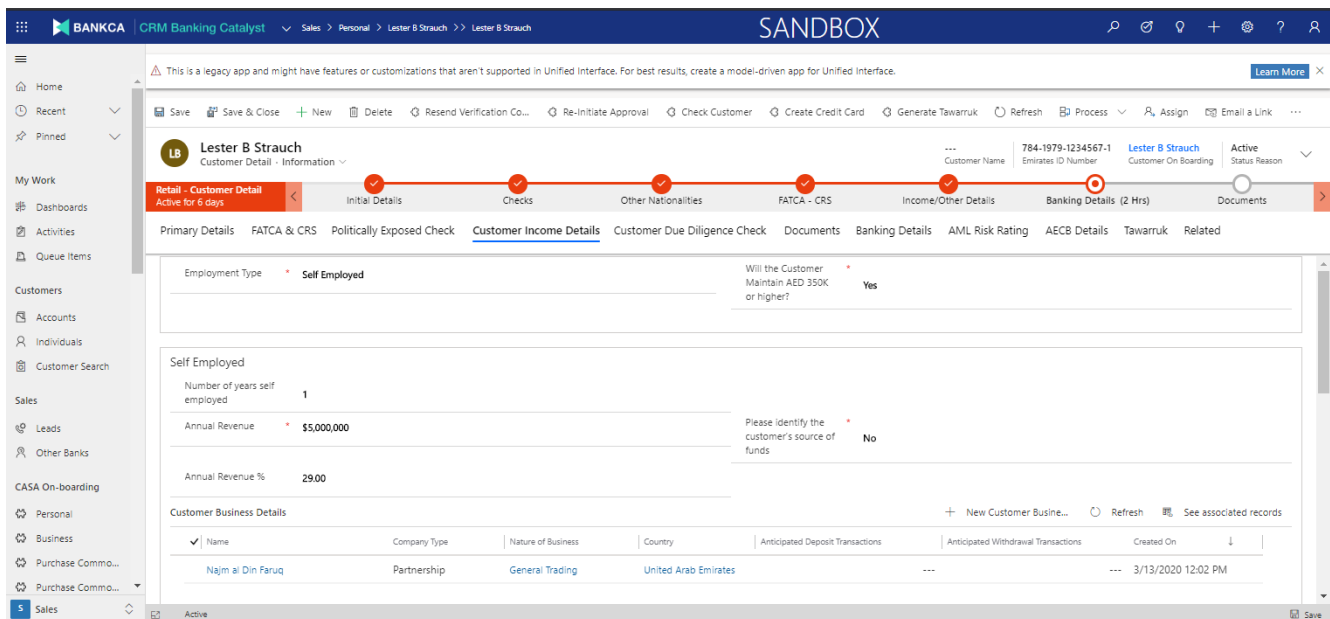
### 3.2.2 Click on FATCA & CRS Tab to enter FATCA and CRS detail.



### 3.2.3 On Check Stage, you can see different available services status and can manually click on button to run service.

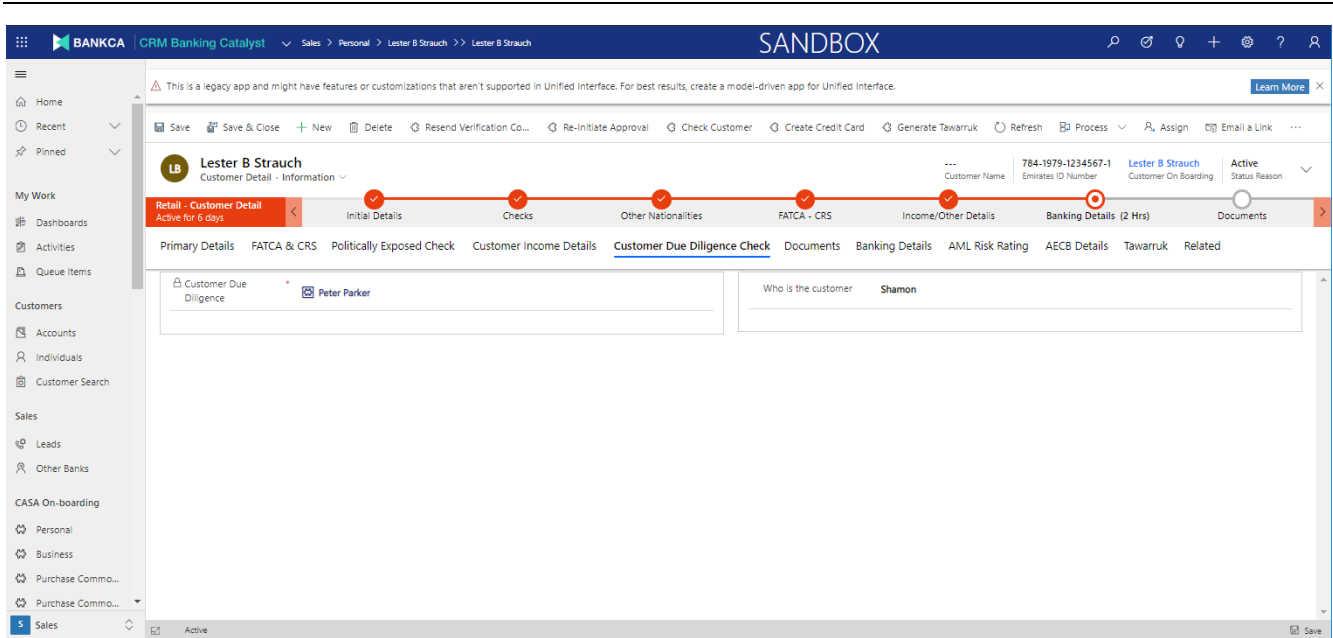


### 3.2.4 On Customer Income Details Tab, fill all mandatory fields.

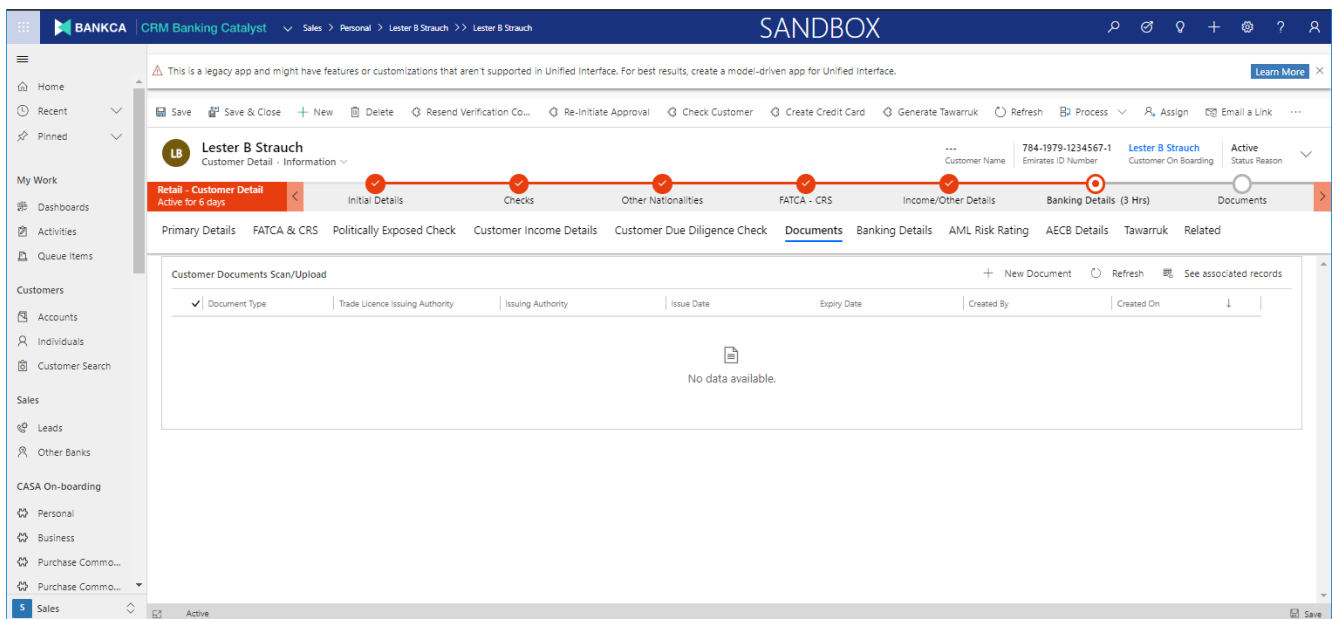


### 3.2.5 On Customer Due Diligence Tab, customer diligence can be check in term of prevention of money laundering and counter financing of terrorism and sanction compliance – group policy.

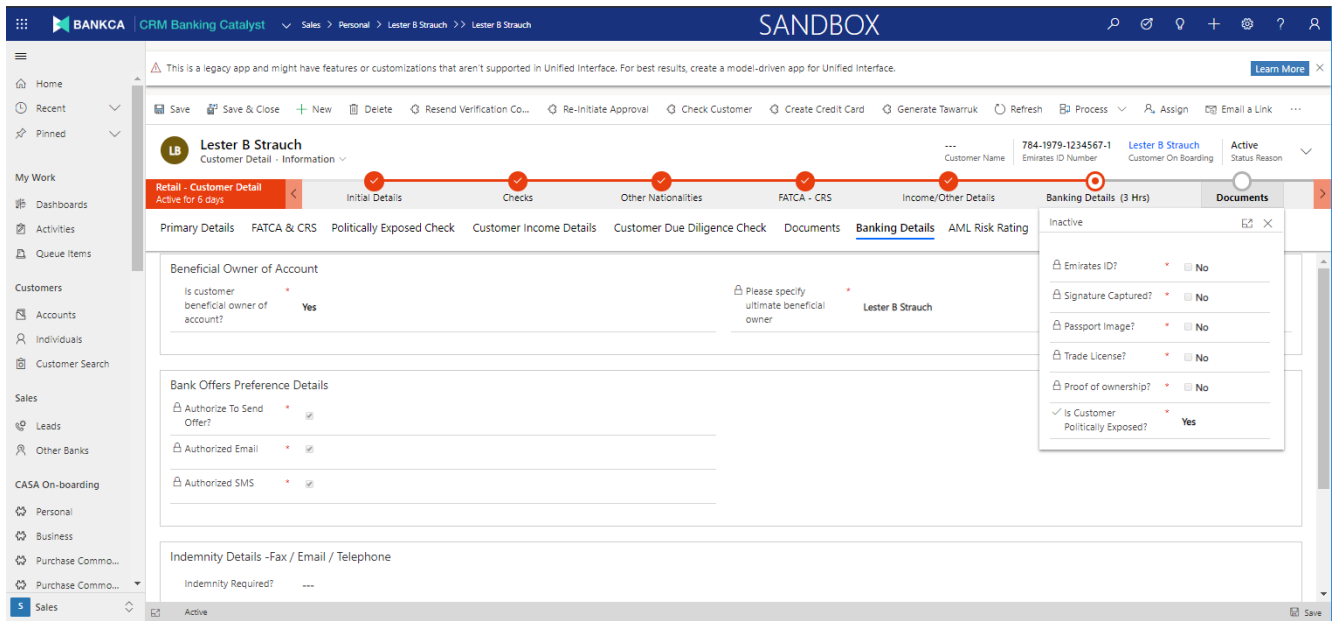




### 3.2.6 Click on Documents Sub grid to upload documents.

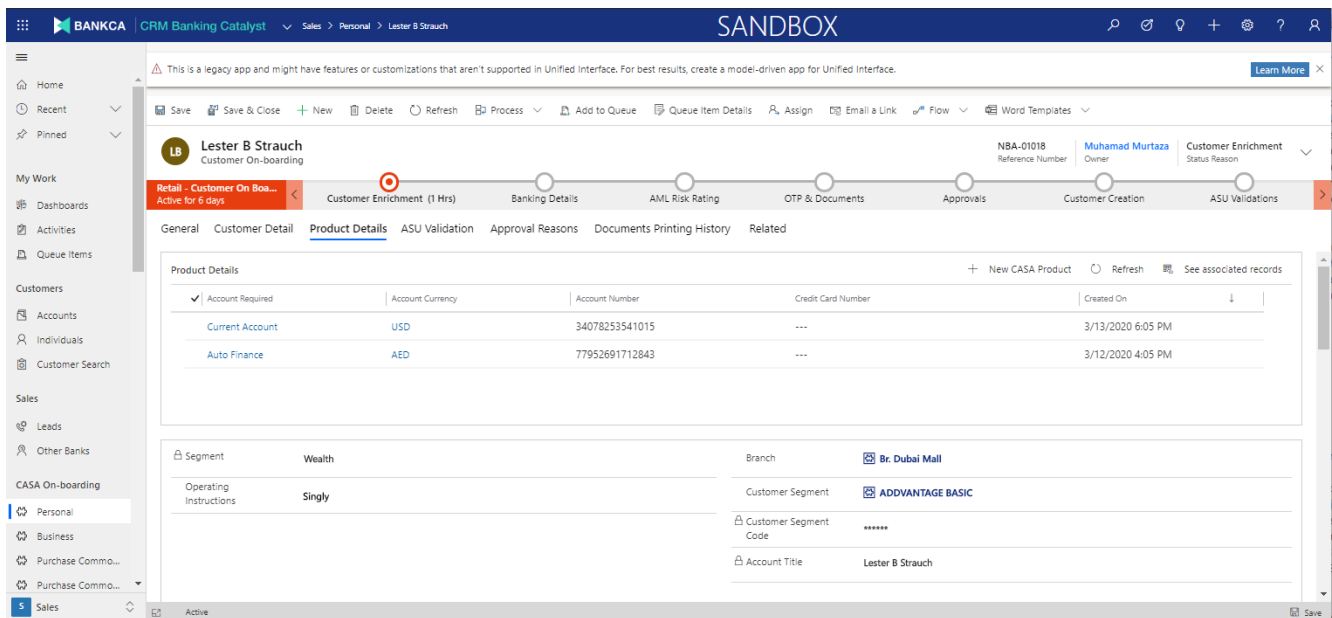


### 3.2.7 Click on Documents Stage and here you can see the particular documents, which are uploaded, are set to yes.

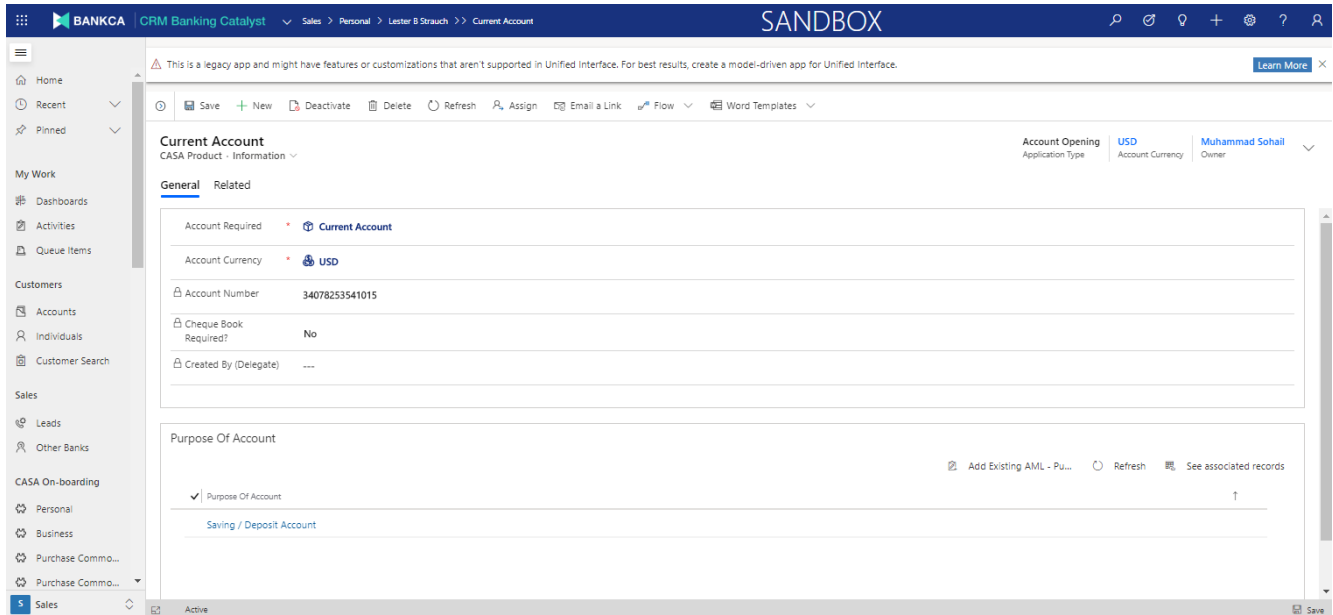


### 3.3 Product Details

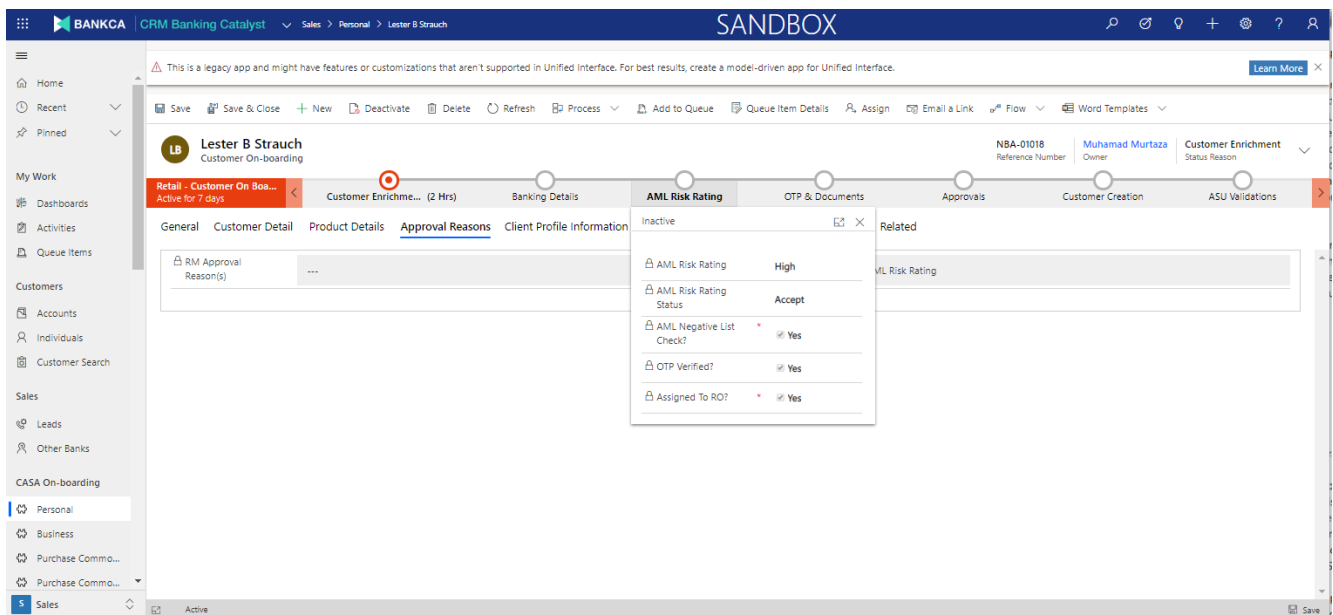
#### 3.3.1 On Customer Onboarding click on Product Details to add product details.



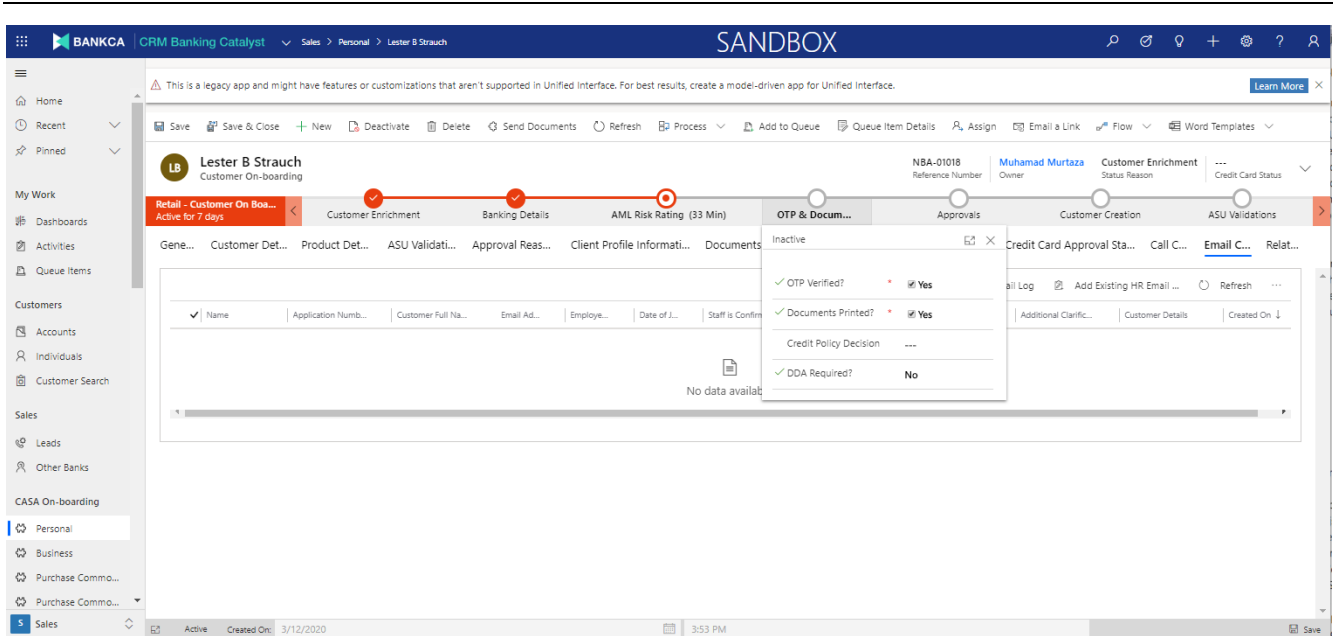
#### 3.3.2 Click on New Button, create product record, and fill mandatory fields. Also, add purpose of account.



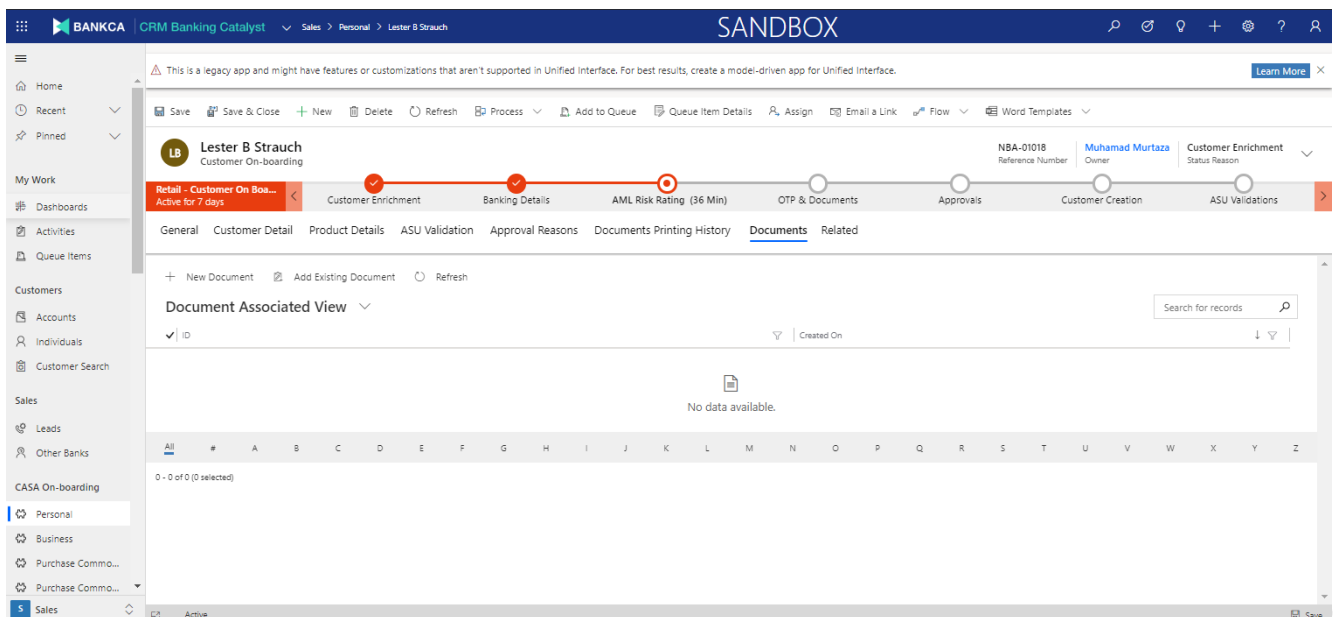
**3.3.3** Click on AML Risk Rating stage and there you can see AML Risk Rating status, AML Negative List Check.



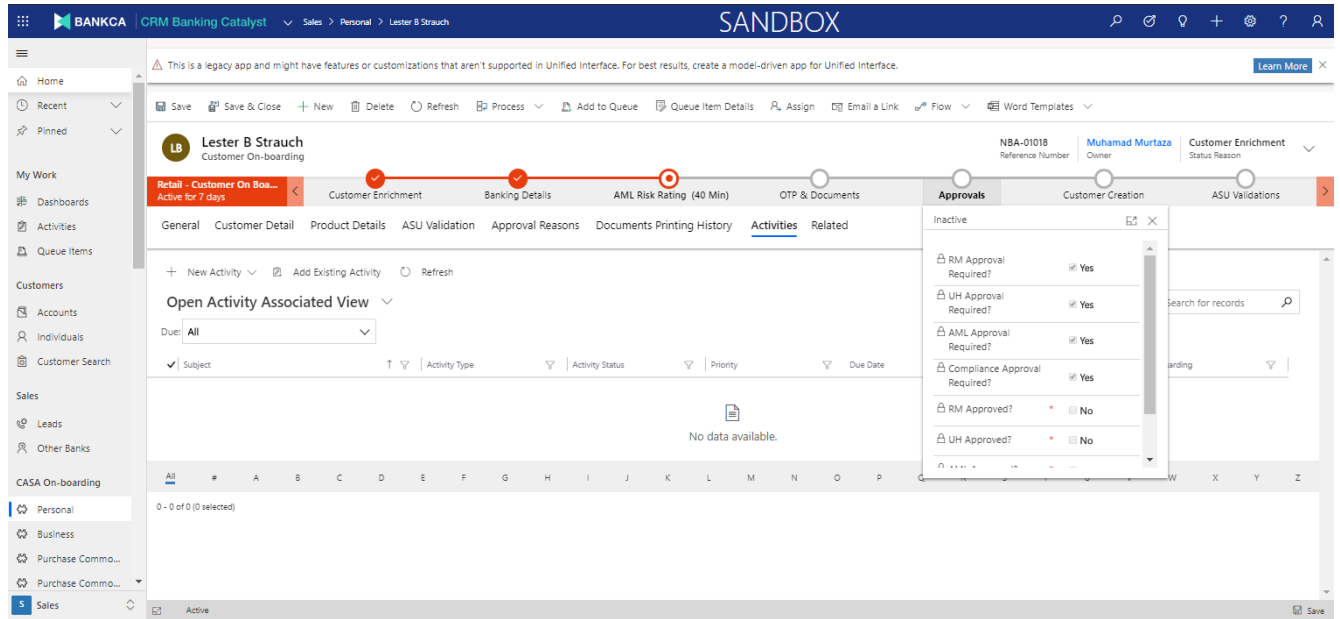
**3.3.4** Click on OTP & Documents stage to verify OTP and documents check.



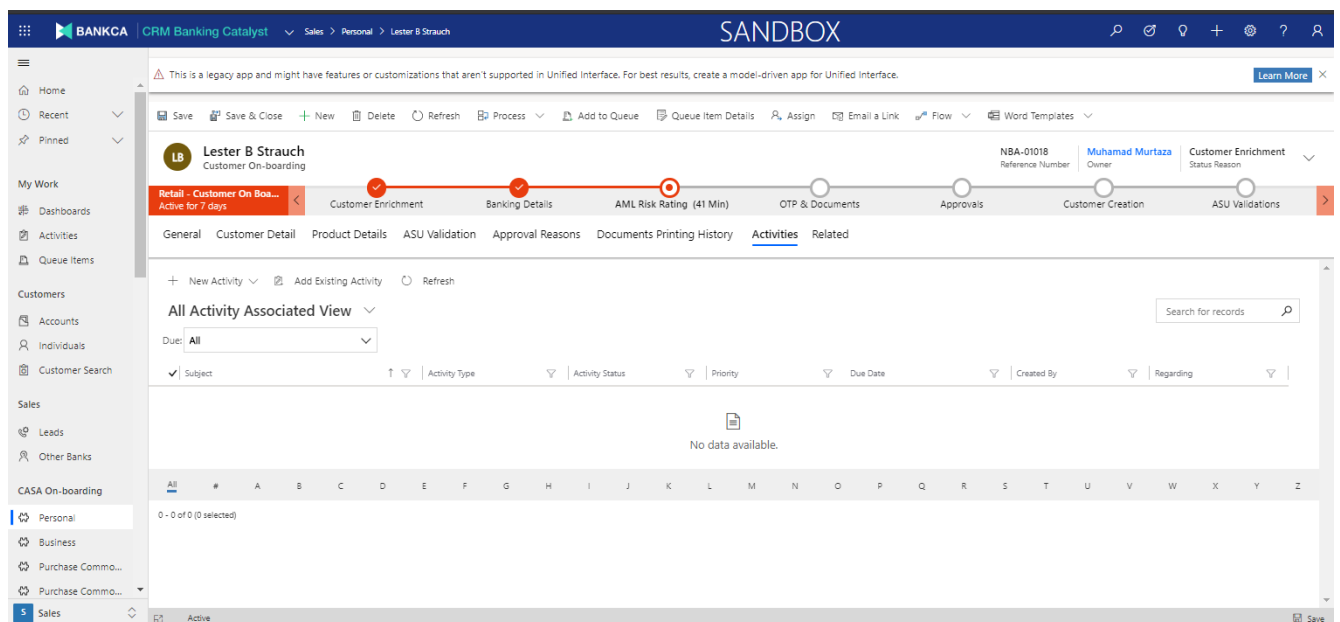
### 3.3.5 Upload documents in document sub grid.



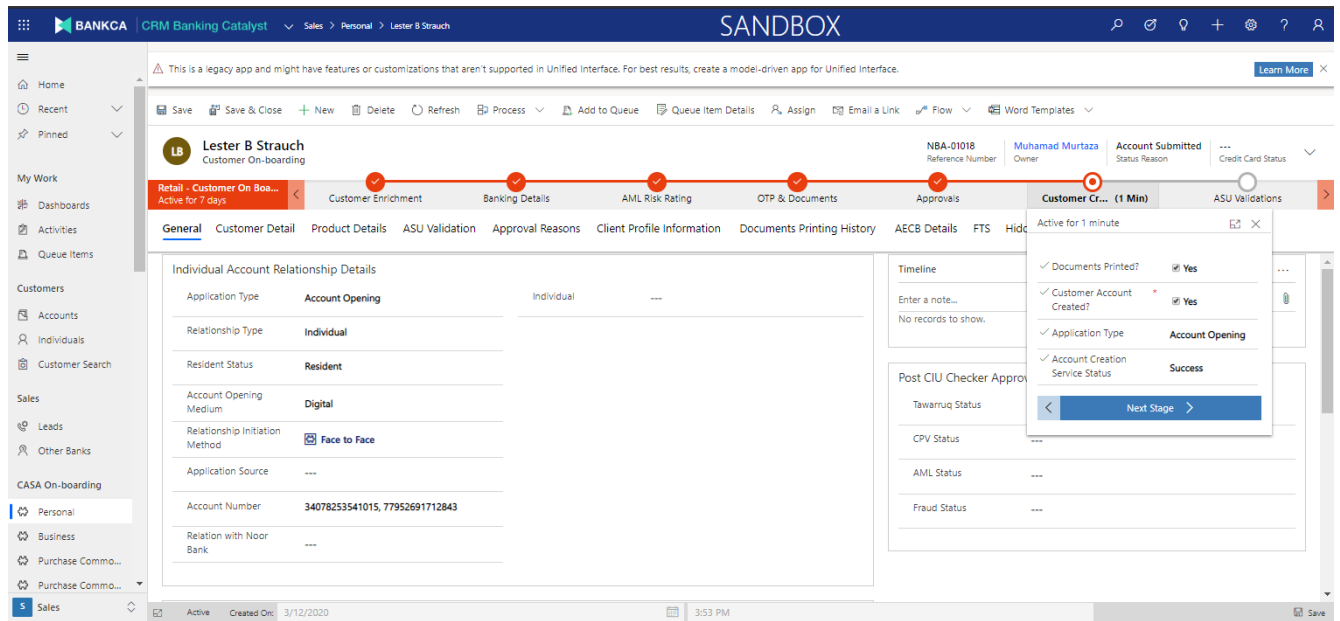
### 3.3.6 Click on Approvals stage to see approvals required and verification of approval approved/Rejected.



**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.



**BANKCA CRM Banking Catalyst** | Sales > Personal > Lester B Strauch | **SANDBOX**

This is a legacy app and might have features or customizations that aren't supported in Unified Interface. For best results, create a model-driven app for Unified Interface. [Learn More](#)

Save Save & Close + New Delete Refresh Process Add to Queue Queue Item Details Assign Email a Link Flow Word Templates

**Lester B Strauch**  
Customer On-boarding

NBA-01018 Reference Number | Muhamad Murtaza Owner | Account Submitted Status Reason | Credit Card Status

Process Flow: Retail - Customer On-boarding (Active for 7 days) < Customer Enrichment Banking Details AML Risk Rating OTP & Documents Approvals **Customer Cr... (1 Min)** ASU Validations >

General Customer Detail Product Details ASU Validation Approval Reasons Client Profile Information Documents Printing History AECB Details FTS Hidd

Individual Account Relationship Details

Application Type	Account Opening	Individual	---
Relationship Type	Individual		
Resident Status	Resident		
Account Opening Medium	Digital		
Relationship Initiation Method	Face to Face		
Application Source	---		
Account Number	34078253541015, 77952691712843		
Relation with Noor Bank	---		

Timeline

Enter a note...  
No records to show.

Post CIU Checker Approval

Tawarruq Status  
CPV Status  
AML Status  
Fraud Status

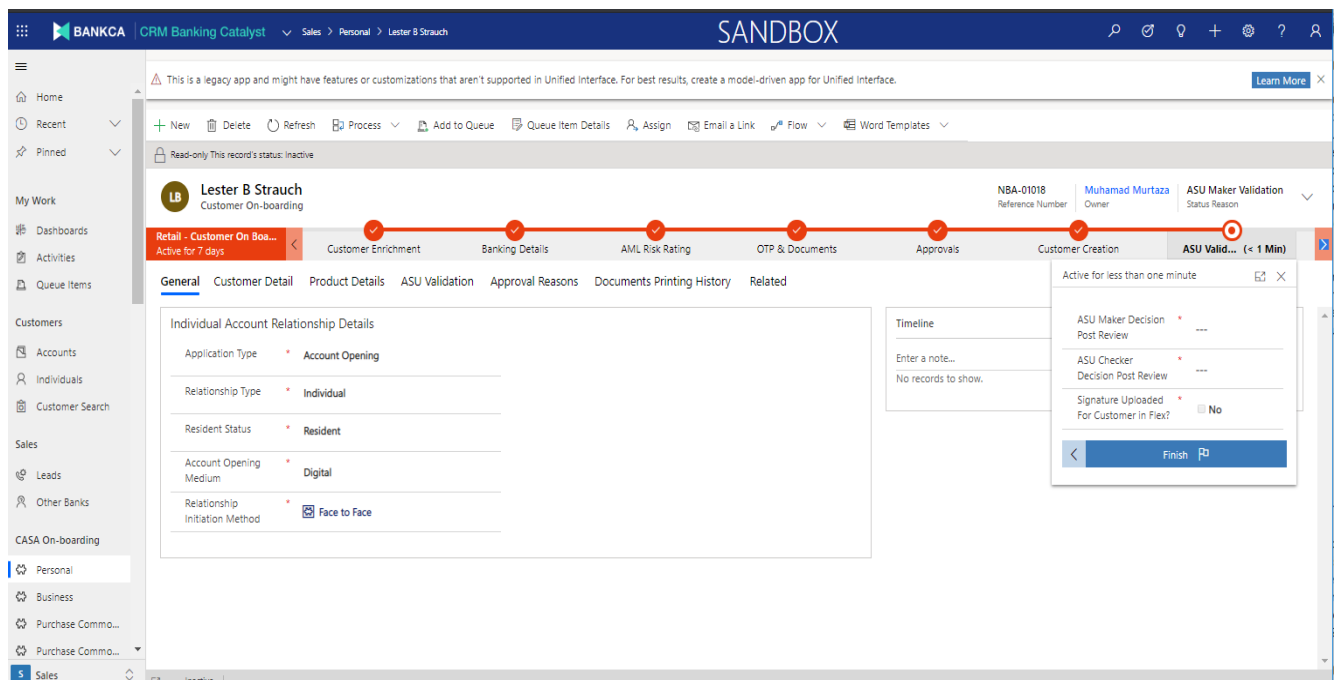
Active for 1 minute

Documents Printed?  Yes  
Customer Account Created?  Yes  
Application Type **Account Opening**  
Account Creation Service Status **Success**

Next Stage

Active Created On: 3/12/2020 3:53 PM

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



**BANKCA CRM Banking Catalyst** | Sales > Personal > Lester B Strauch | **SANDBOX**

This is a legacy app and might have features or customizations that aren't supported in Unified Interface. For best results, create a model-driven app for Unified Interface. [Learn More](#)

+ New Delete Refresh Process Add to Queue Queue Item Details Assign Email a Link Flow Word Templates

Read-only This record's status is inactive

**Lester B Strauch**  
Customer On-boarding

NBA-01018 Reference Number | Muhamad Murtaza Owner | ASU Maker Validation Status Reason

Process Flow: Retail - Customer On-boarding (Active for 7 days) < Customer Enrichment Banking Details AML Risk Rating OTP & Documents Approvals Customer Creation **ASU Valid... (< 1 Min)** >

General Customer Detail Product Details ASU Validation Approval Reasons Documents Printing History Related

Individual Account Relationship Details

Application Type	Account Opening		
Relationship Type	Individual		
Resident Status	Resident		
Account Opening Medium	Digital		
Relationship Initiation Method	Face to Face		

Timeline

Enter a note...  
No records to show.

ASU Maker Decision Post Review ---  
ASU Checker Decision Post Review ---  
Signature Uploaded For Customer in Flex?  No

Active for less than one minute

Finish

Inactive


### 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	<input type="text" value="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	<input type="text" value="12"/>
Customer Profile Trans Code	12
Customer Profile Service URL	<a href="http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest">http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest</a>

### 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	<a href="http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest">http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest</a>

### 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	<a href="http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest">http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest</a>
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	<a href="http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest">http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest</a>
Create Account Service URL BBU	<a href="http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest">http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest</a>

### 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	<a href="http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest">http://uaedxbpdccrmu01:5273/NBCBChecksvc/CreateRequest</a>

### 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	<a href="http://uaedxbpdccrmu01:5273/NBCBChecksvc/AECBCheckRequest">http://uaedxbpdccrmu01:5273/NBCBChecksvc/AECBCheckRequest</a>
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	<input type="text" value="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

tv\_s\_customeronboarding

Created On

📅 5/14/2019 12:23 PM

Status\*

Active

Owner\*

👤 crmadm ADMIN

➤ Approval Configurations

Entity\* tv\_s\_customeronboarding

Configuration Items						
Name	Configuration Type	Approval Configuration...	Approver	Field / Stage Name	Created On	
Customer On Boarding RM Approval	Field	tv_s_customeronboar...		statuscode	5/14/2019 12:...	
Customer On Boarding Compliance Approval	Field	tv_s_customeronboar...		statuscode	5/16/2019 3:1...	
CPV Maker Approval	Field	tv_s_customeronboar...		tv_s_cpvstatus	10/22/2019 7:...	
CPV Checker Approval	Field	tv_s_customeronboar...		tv_s_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
<b>General</b>				
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
<b>General</b>				
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

General

Name	CASA AML Approval
Approval Category	CASA Retail - AML
Configuration Type *	Field
Approval Configuration *	tvsv_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

General

Name	UH - Approval
Approval Category	CASA Retail - Unit Head
Configuration Type *	Field
Approval Configuration *	tvsv_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	tvsv_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	tvsv_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 **update** Approval Workflows where teams and queue lookups

Similarly, in dashboards queue items entity's views also need to **update** with queues.