What's New in

Temenos Infinity

July 2021

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|Release Highlights

Temenos Infinity

Digital Banking

Infinity Retail Banking

Infinity Retail Banking is used to manage retail banking features such as accounts, transfer money, find ATMs and branches, deposit checks, and more from any channel. The following features have been introduced in Infinity Retail Banking.

- **Dashboard and Account Servicing**
    - Service Request Dashboard: Service Request Dashboard displays the history of service requests submitted by users through Digital Banking along with the request status. Few examples of service requests are Activate Card, Cheque Book Request, Update Phone Number, Add New Address, Statement Preference, and so on. A list of a user's Service Requests is fetched by the Service Request Microservice. Users can look for any service request by searching the Reference ID, Status, Service Request Name, or for a certain period.
    - Manage Account Access – Third Parties
        - This enhancement is to add Consent Management feature as part of Settings in the responsive web channel across all three breakpoints (Mobile, Desktop, and Tablet).
        - Enabled PSD2 Account access settings in responsive web channel across three breakpoints - Mobile, Desktop, and Tablet.
        UI Flow: Settings > Manage Account Access > From Third Parties. A user can,
            - View the list of third-parties for which the user has given the consent.

- View the account/s that are given access to each third-party.
- View the expiry date of the access for each third-party.
- Revoke the access for any third-party.

- **Payment**
    - Download Report option: For each transfer under Transfers tab in Manage Transactions screen, the Download Report option is displayed. When a user clicks this option, the application will download the report that holds the details of the transfer.
    - Display of Override messages – EU Transfer and Payment Flows: When a user inputs a transfer or payment in Infinity, it is validated in Transact. As part of this payment validation, Transact can generate one or more override messages. In Transact, each override can be configured to be shown as an error message or informational message on the Infinity Customer app.
        - A few cases on how this reflects in Infinity based on override settings in Transact is given below:

Override 1 Type	Override 2 Type	Override 2 Type	What is shown on Infinity	Which screen are the messages on
Error	Error	-	Both 1 & 2 as error messages	Payment Input
Message	Message	-	Both 1 & 2 as info messages	Payment Review
Error	Message	-	Only 1 as error message	Payment Input
Error	Error	Error	All 3 as error messages	Payment Input
Message	Message	Message	All 3 as info messages	Payment Review
Error	Error	Error	Only 1 & 2 as error messages	Payment Input

- As shown in the table, in case of Transact returning overrides with mixed configurations, the ones with error configuration takes precedence and are displayed on the UI. There is no case where Infinity displays both error and info messages.

- Only a maximum of three error messages or three info messages can be displayed on the UI.

- For the payments where one or more error messages are displayed, the user cannot proceed with the payment flow. Whereas, for the payments where one or more info messages are displayed, the user can proceed to submit the payment.

- Until this change, Infinity displayed customized info (alert) messages for a few overrides. This customization was at Infinity level. With the introduction of the override feature, the customizations will be removed, and the display of info/error messages depends on the configuration in Transact. The override IDs for those cases where customized messages were displayed are shown below:

  - AC-OVERDRAFT.ON.ACCOUNT
  - PI-UNAUTH.OVERDRAFT
  - PI-CUT.OFF.TIME.BREACHED
  - PI-CHNG.CUT.OFF.PRODUCT

> **The topic related to this feature is given below:**
>
> Infinity Retail Banking

Infinity SME Banking

Infinity SME Banking is used to meet the needs of business owners of small and medium business establishments with a set of features that allow for efficient management of business finances across any device. The following features have been introduced in Infinity SME Banking.

- **Approvals Enhancements**
  - **Signatory/Approver Groups based Approval Matrix**: Customers can now choose from the two modes of Approval Matrix - User-Based or Signatory-Group based. Approval Matrix has been enhanced to support the usage of Signatory/Approver groups in setting rules for monetary and non-monetary feature actions. When the rule is applied on a particular transaction, any member of the signatory group can be used to fulfill the criteria of the approval rule that is referencing the group instead of specific users. In the Signatory-Group based approval matrix, the rule setting supports complex conditions which allow logical operators AND and OR and their logical combinations where each condition in the rule consists of two parts,
    - Number of approvals required.
    - Signatory Groups from where the approvals are required.

  - **Approver and Requestor Dashboard Enhancements to Support Signatory-Group Based Approvals**: The approval history information contains Signatory Group information as well. The view pending approvals from users list displays the names of users in the Signatory Group from whom an approval is pending. The Pending Approver list is divided into respective sections in case multiple authorizations (Max/Transaction, Daily and Weekly) are breached.

  - **Ability to Setup and Manage Signatory/Approver Groups**: Signatory Groups are used to group users with same signatory power. Signatory Groups can be created for each level of hierarchy within an organization. For each customer, the business administrator can create multiple Signatory or Approver Groups and add users who have approval permissions to these groups. A signatory group is assigned to a customer and online banking users (external users) are then referenced in these Signatory Groups. The Signatory Groups can be accessed and customized through a dedicated menu in the self-service channel. From here, groups can be created or deleted, and individual users can be added or removed from groups.

- **Bulk Payment Dashboard Enhancements**
    - User can filter the uploaded file based on date range (6 months, 3 months and Today) from upload status tab.
    - Selection of Single or Multiple mode of processing based on user entitlement.
    - Selection of adding beneficiary to the template or file based on user entitlement.
    - Amount format validation while capturing the individual payment record in bulk file.
    - Handling of override message in bulk payment flow.

> **The topic related to this feature is given below:**
>
> Infinity SME Banking

Infinity Spotlight

Infinity Spotlight application is used to set up and maintain customer and employee-related information and to configure the behavior of digital banking applications associated with this information. The following features have been introduced in Infinity Spotlight:

- **Product Specific Features and Actions**
    - For Phase-1, developed the capability to link features and actions to a product definition stores in the Marketing Catalog Microservice within Spotlight.
    - Under the banking products section for a specific product, the Spotlight administrator can associate features and actions for the specific product which eventually will be used to dictate the entitlements of the user in future releases.
    - The Spotlight administrator can add or manage individual features and actions capability of a product.

- **Employee Management**
    - For Phase-1, removed the redirection to Keycloak screen when clicked on user.
    - Retained the old screen to view the user list and edit under employee management → users.
    - The following new fields are added to the edit screen:
        - Line of Business
        - Reporting Manager
        - User Type

> **The topic related to this feature is given below:**
>
> Infinity Spotlight

Infinity Components

Infinity components are the building blocks of the digital banking application. These are self-contained entities that represent a business module such as accounts, transaction details, and beneficiary management. They support dynamic and responsive user interfaces across multiple channels – mobile, tablets, and desktops. See Components documentation for more information.

This release introduces a new architecture for building the components. The new architecture reduces the development effort, provides a centralized data formatting and validating framework, and makes the components easier to upgrade. The contents of the following components are modified to support the new architecture:

- Add Payee
- Transaction List
- Unified Transfer Flow- Acknowledgment on Responsive Web
- Unified Transfer Flow- Acknowledgment on Mobile Native
- Unified Transfer Flow- Confirmation on Responsive Web
- Unified Transfer Flow- Transfer Type on Responsive Web

- Unified Transfer Flow- Transfer Type on Mobile Native
- Unified Transfer Flow- Make a Transfer on Mobile Native

The following components are introduced in this release:

- P2P Activation & Deactivation Component on Responsive Web
- P2P Activation & Deactivation Component on Mobile Native
- Unified Transfer Flow- Unified Transfer on Responsive Web

Infinity Component also provides the following business use cases that has been developed using multiple components.

- P2P Activation & Deactivation for Online Banking
- P2P Activation & Deactivation for Mobile Banking
- Unified Transfer Flow for Online Banking
- Unified Transfer Flow for Mobile Banking

> **The topic related to this feature is given below:**
>
> Infinity Components

Infinity Wealth

This Infinity release brings a new business solution: Temenos Infinity Wealth.

Temenos Infinity Wealth is a digital investment solution that provides a complete digital customer experience for servicing wealth products from retail and mass affluent customers up to High-Net Worth Individuals. The solution offers a next-generation investment experience that allows financial institutions to engage with investors easily and conveniently in the digital age. Investors can access their investment products wherever they are, react fast to market changes and be in complete control of their portfolio using self-service capabilities and real-time data. The solution supports financial institutions to digitalize their wealth management service, and at the same time enables banks to confidently access the affluent market and convert savers to investors by digitally servicing long-term investment products at low cost.

- All features are integrated with the Triple A Plus (TAP) system.
- **Transactions for positions**: Displays the list of transactions performed for an instrument for the selected period.
- **Instrument details per asset type**: Displays the data points for an instrument depending on the asset class to which it belongs.
- **New IRIS header for Infinity and the impact on override processing**: Overrides and errors are handled in Infinity based on the configuration.

> **The topic related to this feature is given below:**
>
> Infinity Wealth

Microservices

Marketing Catalog

Marketing Catalog microservice provides an independent cloud-enabled solution to manage marketing information of the core banking products. It exposes management APIs to manage marketing information for products managed in the core banks.

- For Phase-1, developed the capability to link features and actions to a product definition stores in the Marketing Catalog Microservice within Spotlight.
- K8 images support is introduced for Mongo and PostgreSQL databases.
- Tracing is enabled to monitor the performance of critical operations using the Jaeger tool on Docker and K8.
- Support for facilities and features irrespective of a product is released.

The topic related to this feature is given below:

Marketing Catalog

Due Diligence Microservice

Due Diligence microservice enables the banks to handle local regulations regarding the intentions of the customer to consume the services of the bank versus how these are consumed. Different geographies have different regulations in terms of money movement, tax rules, etc. The Due Diligence microservice has a superset of this information and can support local regulations across different geographies.

- K8 images support is introduced for Mongo and PostgreSQL databases.
- Tracing is enabled to monitor the performance of critical operations using the Jaeger tool on Docker and K8.

> **The topic related to this feature is given below:**
>
> Due Diligence Microservice

Party Microservice

Party microservice is used to store various details about the party (customers in Transact) such as personal information, identity details, address details, and so on. A user can create/update/get parties by using the Enterprise APIs of the party microservice Enterprise APIs.

- K8 images support is introduced for Mongo and PostgreSQL databases.
- Hierarchy API for Party-to-Party relationship is released.
- Tracing is enabled to monitor the performance of critical operations using the Jaeger tool on Docker and K8.

> **The topic related to this feature is given below:**
>
> Party Microservice

Service Request Microservice

Service Request microservice is a generic order management system. It helps to capture the customer's different service requests that are raised by the Retail Banking channels. The microservice maintains the life cycle of all the service requests. The service requests involve services such as New Cheque Book, Stop Payment Request, Dispute transactions, and Block Debit Card.

- Enhanced to support the update/reverse of service request operation for financial and non-financial requests.

The topic related to this feature is given below:

Service Request Microservice