Financial Services Cloud Admin Guide

Salesforce, Summer '25

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FINANCIAL SERVICES CLOUD

Built on the world's #1 CRM platform, Financial Services Cloud enables financial services institutions to build trust by unifying the customer experience across channels, geographies, and lines of business—both commercial and consumer. Purpose-built industry functionality and the capabilities of Sales Cloud and Service Cloud enable financial services firms to increase employee productivity, accelerate time to value, and deepen customer trust with every interaction.

Financial Services Cloud provides your users with the tools that let them focus on high-value customer activities instead of routine, administrative tasks. As an admin, you get the trusted power, security, and scalability of the Salesforce platform—tailored to streamline implementation for financial institutions. Start with a Financial Services Cloud trial org. Or install the Financial Services Cloud managed package and the unmanaged extension package. Connect data from your banking, portfolio management, financial planning, and other systems. And then configure the app to suit how your users like to work.

Financial Services Cloud Managed Package and Standard Features

Financial Services Cloud at launch delivered features by using the managed package. However, starting in 2019, all features are delivered on the standard platform. Currently, the majority of the Financial Services Cloud features are available on the standard platform and don't require the managed package to be installed.

A managed package is an installable collection of metadata designed to enhance your current Salesforce org. To add more value for customers, Salesforce periodically pushes updates to the package. This method makes sure that feature enhancements are delivered only to the customers who require them.

Here are a few limitations of the managed package.

- Involves additional implementation steps
- Needs a push upgrade for each release, which can cause it to be out of sync with standard release schedules
- Restricts the ability to leverage the latest innovations in the standard Salesforce platform
- Redirects innovation efforts towards maintenance tasks

Salesforce is consistently enhancing its architecture to incorporate more features directly into the platform, eliminating the need to install the managed package. This strategy to release standard features without installing the managed package aims to simplify and enhance the customer experience.

Many of the Financial Services Cloud foundational capabilities, such as Financial Goals, Financial Accounts Data Model, Groups and Households, and Rollups were made available in the Salesforce standard platform with Winter '23 and Summer '24. See Considerations for Designing Your Financial Services Cloud Implementation.

Learn About Financial Services Cloud and Explore

Learn how Financial Services Cloud can help your business and customers. Understand its core functionality, create a trial org, and learn how to get started.

Plan and Prepare for Your Financial Services Cloud Implementation

Review planning considerations before you plan your Financial Services Cloud implementation.

Sectors in Financial Services Cloud

Set up and manage Financial Services Cloud for sectors like Commercial Banking, Insurance, Mortgage, Retail Banking, and Wealth Management.

Common Capabilities in Financial Services Cloud

Set up and manage Financial Services Cloud features that aren't specific to a line of business.

Add-Ons for Financial Services Cloud

Set up and manage products that you can add on to Financial Services Cloud.

Extend Financial Services Cloud with Other Salesforce Products

Use other Salesforce products with Financial Services Cloud.

Work with Data in Financial Services Cloud

Integrating data from custodians, banking systems, financial planning, portfolio management, asset aggregation, and all the other platforms that support your front- to back-office is a major implementation task. If you use Data Loader to bulk import data, we recommend a sequence for exporting and importing the initial objects.

Financial Services Cloud Availability and Limitations

Financial Services Cloud works differently from other Salesforce features. Learn about the issues to expect as you implement the app and as your users start to work in it.

Financial Services Cloud Printed Resources

In addition to online help, the Financial Services Cloud has guides to help you learn about and successfully administer your Financial Services Cloud features.

SEE ALSO:

Financial Services Cloud Developer Guide

Salesforce Release Notes

Financial Services Cloud User Guide

Learn About Financial Services Cloud and Explore

Learn how Financial Services Cloud can help your business and customers. Understand its core functionality, create a trial org, and learn how to get started.

Retail Banking

By using Financial Services Cloud for Retail Banking, bankers, loan officers, tellers, and operations associates get a 360-degree view of their customers including customer profile, interests, life goals, and events, as well as financial accounts. Explore a trial org and learn about what's included, what setup is recommended, and how to get ready for your implementation.

Wealth Management

Financial advisors can use the Wealth Management Lightning app for a complete view of their customers and to deliver the personalized, proactive service that their clients expect. Advisors can deepen client relationships, personalize engagements, and increase productivity to scale their reach and to grow their business. Explore a trial org to learn about what's included, what setup we recommend, and how to get ready for your implementation.

Insurance

The Insurance Agent Console app helps agents and service reps track their performance and stay focused on their goals. The distributor performance dashboard, reports, and performance metrics, provide sales managers with a consolidated performance summary for all their distributors. The Insurance Agent Portal template gives independent insurance agents access to insurance features and components and lets them manage and grow their books of business.

Onboarding

The Discovery Framework feature lets you create and manage assessment questions, surface digital assessments, and collect information for onboarding customers. You can use the Know Your Customer (KYC) data model to validate prospect information

and assign a risk rating. By using the Data Consumption Framework, you can also easily set up integrations with third-party providers for assessing risk and for screening.

Mortgage

Mortgage for Financial Services Cloud includes a new data model for mortgage applications, new standard flow templates, and new flow screen components.

Commercial Banking

The Commercial Banking Console app give bankers greater visibility into customer relationships in commercial lending, treasury management, trade finance, and more. The Business Referrals record type makes it easy for relationship managers and lending assistants to make business-to-business referrals.

SEE ALSO:

The Salesforce Data Model for Financial Services Cloud

Create a Financial Services Cloud Trial Org and Explore

Get Started With Financial Services Cloud for Retail Banking

Financial Services Cloud for Retail Banking provides bankers, loan officers, tellers, and operations associates with a 360-degree view of their customers including customer profile, interests, life goals, and events, and financial accounts. Explore a trial org and learn about what's included, what setup we recommend, and how to get ready for your implementation.

Bankers can also onboard customers, track interactions, and get cross-departmental alerts for critical customer issues. Contact Center Agents can verify callers, view complete customer context, and conduct service transactions using a Unified Service Agent Console, eliminating the need to switch between multiple applications.

Use these resources to learn about the features and to plan your implementation.

Get Oriented	Dive In: Learn About Recommended Core Features	Go Deeper: Learn About Features for Specific Business Needs
What is Financial Services Cloud for Retail Banking?	*Customer Profiles*	*Customer Onboarding*
Video: Watch a Demo	Get a 360-Degree View of Your Customers	Collect and Validate Customer Data With Discovery Framework
Create a Preconfigured Trial Org With Sample Data	Visualize Groups and Relationships With a Relationship Map	Automate Repeatable Client-Engagement Tasks With Action Plans
	Create and View Customer Relationships With Actionable Relationship Center	Track Required Customer Documents
	Streamline Your Customer Onboarding Experience	*Customer Service*
		Verify Callers

	Aggregate Customer Information With Record Rollups *Customer Interactions and Engagement* Track Customer Interests Record Meeting Notes With Interaction Summaries Keep Track of Customer Life Events and Business Milestones	Understand Customer History by Using Timeline Surface Issues That Need Attention by Using Record Alerts Automate Banking Processes by Using Flow for Industries
Extend Further: Learn About Additional Capabilities & Add-Ons Manage Mortgage Applications Track Branch Performance and Productivity Share Data in Compliance With Regulations and Policies Track and Manage Financial Deals Send Customized Emails Using Marketing Cloud Engagement	**Get Ready for Your Implementation** Understand How Customer Information Is Stored Set Up Permissions for Financial Services Cloud Set Up and Manage Wealth Management	**Know Your Resources & Get Help** Trailhead: Financial Services Cloud Trailmix Financial Services Cloud Developer Guide Trailblazer Community: Financial Services Cloud

Get Started With Financial Services Cloud for Wealth Management

Financial advisors can use the Wealth Management Lightning app for a complete view of their customers and to deliver the personalized, proactive service that their clients expect. Advisors can deepen client relationships, personalize engagements, and increase productivity to scale their reach and to grow their business. Explore a trial org and learn about what's included, what setup we recommend, and how to get ready for your implementation.

Use these resources to learn about the features and to plan your implementation.

Get Oriented

What is Financial Services Cloud for Wealth Management?

Video: Watch a Demo

Create a Preconfigured Trial Org With Sample Data

Dive In: Learn About Recommended Core Features

Customer Profiles

Get a 360-Degree View of Your Customers

Visualize Groups and Relationships With a Relationship Map

Create and View Customer Relationships With Actionable Relationship Center

Aggregate Customer Information With Record Rollups

Create Advisor Task Lists and Action Plans

Customer Interactions and Engagement

Take Advantage of Actionable Segmentation to Personalize Outreach and Engagement (Beta)

Track Customer Interests

Record Meeting Notes With Interaction Summaries

Keep Track of Customer Life Events and Business Milestones

Go Deeper: Learn About Features for Specific Business Needs

Customer Onboarding

Collect and Validate Customer Data With Discovery Framework

Automate Repeatable Client-Engagement Tasks With Action Plans

Track Required Customer Documents

Automate Wealth Business Processes and Streamline Workflows by Using Flow for Industries

Customer Service

Verify Callers

Understand Customer History by Using Timeline

Surface Issues That Need Attention by Using Record Alerts

Extend Further: Learn About Additional Capabilities & Add-Ons

Track and Manage Financial Deals

Track Branch Performance and Productivity

Share Data in Compliance With Regulations and Policies

Send Customized Emails Using Marketing Cloud Engagement

Get Ready for Your Implementation

Understand How Customer Information Is Stored

Set Up Permissions for Financial Services Cloud

Set Up and Manage Wealth Management

Know Your Resources & Get Help

Trailhead: Financial Services Cloud Trailmix

Financial Services Cloud Developer Guide

Trailblazer Community: Financial Services Cloud

Get Started With Financial Services Cloud for Insurance

Insurance for Financial Services Cloud lets you effectively manage claims and policies, ensure customer satisfaction, and grow your business. Track product performance based on key metrics for policies, quotes, and commissions. Gain insights into claims performance and financial performance to effectively manage expenses and reserves, and write policies that help boost your revenue. Explore a trial org and then learn about what's included, what setup we recommend, and how to get ready for your implementation.

Use these resources to learn about the features and plan your implementation.

Get Oriented

What is Insurance for Financial Services Cloud?

Video: Watch a Demo

Create a Preconfigured Trial Org With Sample Data

Trailhead: Get to Know the Insurance Data Model

Dive In: Learn About Recommended Core Features

Customer Profiles

Get a 360-Degree View of Your Customers

Visualize Groups and Relationships With a Relationship Map

Create and View Customer Relationships With Actionable Relationship Center

Aggregate Customer Information With Record Rollups

Customer Interactions and Engagement

Track Customer Interests

Record Meeting Notes With Interaction Summaries

Keep Track of Customer Life Events and Business Milestones

Track Performance Metrics With the Insurance Agents Console

View Your Policyholders' Life Events, Policies, and Claims

Go Deeper: Learn About Features for Specific Business Needs

Customer Onboarding

Collect and Validate Customer Data With Discovery Framework

Automate Repeatable Client-Engagement Tasks With Action Plans

Track Required Customer Documents

Customer Service

Verify Callers

Understand Customer History by Using Timeline

Surface Issues That Need Attention by Using Record Alerts

Automate Banking Processes by Using Flow for Industries

Search for and Launch an Action Easily

Extend Further: Learn About Additional Capabilities & Add-Ons

Track Branch Performance and Productivity

Show Contextualized Information With FlexCard–Based Policy 360 Component

Send Customized Emails Using Marketing Cloud Engagement

Get Ready for Your Implementation

Trailhead: Insurance for Financial Services Cloud Admin Essentials

Understand How Customer Information Is Stored

Set Up Permissions for Financial Services Cloud

Set Up and Manage Insurance

Know Your Resources & Get Help

Trailhead: Financial Services Cloud Trailmix

Trailhead: Insurance for Financial Services Cloud Admin Advanced Features

Financial Services Cloud Developer Guide

Trailblazer Community: Financial Services Cloud

Get Started With Integrated Onboarding for Financial Services Cloud

The Discovery Framework feature lets you create and manage assessment questions, surface digital assessments, and collect information for onboarding customers. You can use the Know Your Customer (KYC) data model to validate prospect information and assign a risk rating. By using the Data Consumption Framework, you can also easily set up integrations with third-party providers for assessing risk and for screening.

Use these resources to learn about the features and plan your implementation—there's no need to set things up just yet. Plan to spend some time exploring the links on this page.

Get Oriented

What is Financial Services Cloud for Retail Banking?

Trailhead: Discovery Framework Basics for Financial Services Cloud

Create a Preconfigured Trial Org With Sample Data

Dive In: Learn About Recommended Core Features

Collect and Validate Customer Data With Discovery Framework

Set Up the Know Your Customers Data Model

Streamline Your Customer Onboarding Experience

Access Data From External Systems for Identity Verification, Risk Assessment, and Screening Checks

Go Deeper: Learn About Features for Specific Business Needs

Dynamically Identify the Documents to Upload for an Assessment

Trailhead: Discover Disclosures and Consent Management

Trailhead: Deep Dive into OmniStudio Document Generation

Automate Repeatable Client-Engagement Tasks With Action Plans

	Trailhead: Build Guided Experiences with OmniStudio Validate Documents in Document Checklist Items Trailhead: Build Flows with Flow Builder	Surface Issues That Need Attention by Using Record Alerts Streamline Integration Callouts with Integration Orchestration Orchestrate a Stage Management Plan for Onboarding
Extend Further: Learn About Additional Capabilities & Add-Ons Trailhead: Automate Complex Decision Making to Streamline Business Processes Track Customer Interests Transform Data with Data Processing Engine Centralize All Your Document Management Tasks With Intelligent Document Automation Extract Data From Documents by Using Intelligent Form Reader Create Branded Digital Experiences with Experience Cloud	**Get Ready for Your Implementation** Set Up Permissions for Financial Services Cloud Install or Upgrade the OmniStudio Package Enable Discovery Framework Enable Know Your Customer	**Know Your Resources & Get Help** Trailhead: Financial Services Cloud Trailmix Financial Services Cloud Developer Guide Trailblazer Community: Financial Services Cloud

Get Started With Service Process Automation for Financial Services Cloud

Service Process Automation lets you deploy prebuilt service processes for common service requests with ease. By using Service Process Studio, you can build a process quickly with low code or no code. With Data Consumption Framework, you can make API calls to external banking systems with high-performance integrations. Service Process Automation offers features beyond what Service Cloud already provides.

Use these resources to learn about the features and plan your implementation—there's no need to set things up just yet. Plan to spend some time exploring the links on this page.

Get Oriented

What is Financial Services Cloud for Retail Banking?

What is Financial Services Cloud for Wealth Banking?

Trailhead: Service Process Studio for Financial Services

Video: Watch a Demo

Create a Preconfigured Trial Org With Sample Data

Dive In: Learn About Recommended Core Features

Administrators and Developers

Design Customer Service Processes Easily With Service Process Studio

Trailhead: Build Guided Experiences with OmniStudio

Set Up Integrations to External Banking Systems with Integration Definitions

Trailhead: Automate Complex Decision Making to Streamline Business Processes

Service Agents and Customers

Get to Know the Prebuilt Retail Banking Services Processes for Financial Services Cloud

Get to Know the Prebuilt Wealth Management Services Processes for Financial Services Cloud

Initiate a Service Process From a Self Service Portal

Go Deeper: Learn About Features for Specific Business Needs

Customer Onboarding and Service

Collect and Validate Customer Data With Discovery Framework

Automate Repeatable Client-Engagement Tasks With Action Plans

Verify Callers

Understand Customer History by Using Timeline

Get a 360-Degree View of Financial Accounts of Your Customers

Surface Issues That Need Attention by Using Record Alerts

Search for and Launch an Service Process Action Easily

Orchestrate a Stage Management Plan for a Service Process

Extend Further: Learn About Additional Capabilities & Add-Ons

Deliver Engaging, Personalized Customer Support With Service Cloud

Trailhead: Set Up Templates for Generating Business Documents with OmniStudio Document Generation

Get Ready for Your Implementation

Install the Financial Services Cloud Packages

Install or Upgrade the OmniStudio Package

Set Up Permissions for Financial Services Cloud

Set Up and Manage Retail Banking

Set Up and Manage Wealth Banking

Know Your Resources & Get Help

Trailhead: Financial Services Cloud Trailmix

Financial Services Cloud Developer Guide

Trailblazer Community: Financial Services Cloud

Get Started with Business Client Engagement for Financial Services Cloud

Use the Business Client Engagement to ensure a clear and precise data-driven approach to identify the key stakeholders in various ownership structures. Use the new prebuilt actionable relationship center (ARC) graph templates to visualize complex business relationships in a convenient and interactive manner. View how your business client entities are related to each other and to other related accounts by using a B2B Account to Account Relationship graph template and a B2B Applicant to Applicant Relationship graph template.

Use these resources to learn about the features and plan your implementation—there's no need to set things up just yet. Plan to spend some time exploring the links on this page.

Get Oriented

What is Financial Services Cloud for Commercial Banking?

Trailhead: Explore Discovery Framework Basics for Financial Services Cloud

Create a Preconfigured Trial Org With Sample Data

Dive In: Learn About Recommended Core Features

Drive Compliance and Efficiency in Business Client Onboarding with Business Client Engagement

Collect and Validate Customer Data With Discovery Framework

Set Up the Know Your Customers Data Model

Streamline Your Business Customer Onboarding Experience

Access Data From External Systems for Identity Verification, Risk Assessment, and Screening Checks

Trailhead: Build Guided Experiences with OmniStudio

Validate Documents in Document Checklist Items

Trailhead: Build Flows with Flow Builder

Go Deeper: Learn About Features for Specific Business Needs

Create and View Complex Relationships With Actionable Relationship Center

Dynamically Identify the Documents to Upload for an Assessment

Trailhead: Discover Disclosures and Consent Management

Trailhead: Deep Dive into OmniStudio Document Generation

Automate Repeatable Client-Engagement Tasks With Action Plans

Surface Issues That Need Attention by Using Record Alerts

Extend Further: Learn About Additional Capabilities & Add-Ons

Get Ready for Your Implementation

Know Your Resources & Get Help

Trailhead: Financial Services Cloud Trailmix

Trailhead: Automate Complex Decision Making to Streamline Business Processes Track Customer Interests Centralize All Your Document Management Tasks With Intelligent Document Automation Extract Data From Documents by Using Intelligent Form Reader Create Branded Digital Experiences with Experience Cloud	Set Up Permissions for Financial Services Cloud Install or Upgrade the OmniStudio Package Enable Discovery Framework Enable Know Your Customer Enable Business Client Engagement	Financial Services Cloud Developer Guide Trailblazer Community: Financial Services Cloud

The Salesforce Data Model for Financial Services Cloud

Learn how we've adapted the Salesforce data model to create a foundation for industries that require a structured, flexible B2C data model. New custom fields on the Account and Contact standard objects let us model clients. New custom objects let us model client financials, relationship groups, and more.

Data Model Overview

Learn about the objects and relationships within the Financial Services Cloud data model that represent a person along with their relationships and financial activities.

How Is a Person Modeled?

Financial Services Cloud represents a person in one of two ways: person accounts or the individual model. Person accounts provide better support for B2C activities for most organizations and are enabled in FSC trial orgs and new installations. Salesforce supports the individual model for FSC orgs with existing individual model implementations only.

What Is a Group?

A group gives insight into a customer's financial circles, such as a household with its family members and professional connections. A group provides an overall view of its members by rolling up their information. You can extend a group with custom fields and more.

What Is a Relationship?

In addition to recording complex, multi-party relationships using groups, Financial Services Cloud also models one-to-one relationships between people and businesses. These relationships help you understand spheres of influence and spans of control.

How Are Employment and Education Modeled?

Custom objects represent employment and education information. In the individual model, these objects are related to the contact object.

How Are Identification Documents, Other Assets, Liabilities, Goals, and Revenue Modeled?

Custom objects are used to represent other assets, liabilities, and goals. In the individual model, these objects are related to the account object.

How Are Financial Accounts Modeled?

You can either use standard objects or managed package objects to represent financial accounts and the parties involved with their financial accounts.

How Are Leads and Opportunities Modeled?

Standard objects record details about new customer leads and the opportunities to provide customers with new products.

Tools for Getting Oriented to the Data Model

Review the objects that come with Financial Services Cloud using Schema Builder, the data model viewing tool, along with the Object Manager and the Enterprise WSDL file generator.

Data Model Overview

Learn about the objects and relationships within the Financial Services Cloud data model that represent a person along with their relationships and financial activities.

Note: In some cases, two Financial Services Cloud objects with the same label show in the Object Manager, one a standard object and the other a custom object. The custom object is only available if the Financial Services Cloud package is installed.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Financial Services Cloud Data Model Overview

Financial Services Cloud Managed Package Data Model

Financial Services Cloud Standard Data Model

Financial Services Cloud Insurance Data Model

Interaction Summaries Data Model

Financial Deal Management Data Model

Financial Services Cloud Mortgage Data Model

Action Plans Data Model

Consent Data Model

Discovery Framework Data Model

Know Your Customer Data Model

Branch Management Data Model

Financial Services Cloud Digital Lending Data Model

Integrated Onboarding Data Model

Transaction Dispute Management Data Model

SEE ALSO:

Groups and Households Data Model

How Is a Person Modeled?

Financial Services Cloud represents a person in one of two ways: person accounts or the individual model. Person accounts provide better support for B2C activities for most organizations and are enabled in FSC trial orgs and new installations. Salesforce supports the individual model for FSC orgs with existing individual model implementations only.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Person Accounts

Person accounts store information about a person by combining certain account and contact fields into a single object experience. To end users, a person account record appears and functions as a single record.

The Individual Model

The individual model uses a combination of the standard Account and Contact objects, coupled in a *unified object view* of a person. The standard objects have been extended with custom fields, record types, and more.

Person Accounts

Person accounts store information about a person by combining certain account and contact fields into a single object experience. To end users, a person account record appears and functions as a single record.

Person accounts use the standard Account object to hold all of the details about a person. The Account object has been extended with custom fields, record types, and more.

Object	Standard or Custom	Purpose	Record Types
Account	Standard	• Represents all aspects of the person. Data includes personhood details, such as birth date or tax ID number, and dealings with your organization, such as review frequency or service tier • Related to opportunities, cases, and other Salesforce transactions as well as events, tasks, calls, and other Salesforce communications	Person account

Note: Use the Person account record type when a client is a person. Use the Institutional record type when a client is a business or an institution.

SEE ALSO:

Person Accounts

Considerations for Using Person Accounts

Person Accounts Implementation Guide

The Individual Model

The individual model uses a combination of the standard Account and Contact objects, coupled in a *unified object view* of a person. The standard objects have been extended with custom fields, record types, and more.

Note: Salesforce supports the individual model for FSC orgs with existing individual model implementations only. For legacy information about how to set up the individual model, see the Individual Model Setup in Financial Services Cloud section of the Spring '21 (API version 51.0) Financial Services Cloud Administrator Guide.

Object	Standard or Custom	Purpose	Record Types
Account	Standard	• Represents aspects of the person that pertain to dealings with your organization, such as review frequency or service tier • Related to opportunities, cases, and other Salesforce transactions	Individual
Contact	Standard	• Represents aspects of the person that pertain to personhood regardless of the person's relationship with your organization, such as birth date or tax ID number • Related to events, tasks, calls, and other Salesforce communications	Individual

Note: Use the Individual record type when a client is a person. Use the Business record type when a client is a business or an institution.

When you create an individual record, Salesforce creates an account record and a contact record. The account item then records the contact item ID in the Primary Contact field to record the relationship between the two records. In addition, an Individual ID is added to Account and Contact, which enables you to reference the person with a single ID.

Usually, with the unified object view, individual records appear in Salesforce as a person, not as separate account and contact records. But not always. The structure under the hood sometimes surfaces in an account-only context or a contact-only context, such as in list

views of accounts or contacts. In global search results, it can appear as though one individual record is a duplicate account and contact. Keep this structure in mind as you help your users get accustomed to working in Financial Services Cloud.

Important: Make sure that no required fields are on the Contact object. To add required fields in the individual model, create the fields on the Account object.

What Is a Group?

A group gives insight into a customer's financial circles, such as a household with its family members and professional connections. A group provides an overall view of its members by rolling up their information. You can extend a group with custom fields and more.

How Is a Group Modeled?

A group is a type of account record that people and businesses can be related to through the account contact relationship object. Financial Services Cloud includes a group record type for households. Use the household group to relate people to a household, household members to external contacts, and a household to external contacts and accounts.

You create groups by adding a record type to the account object and mapping it to the custom metadata type of Group Record Type.

What Is Group Membership?

The relationship between a group and a person or business is called group membership. Group membership defines the role of the member within the group. For example, Rachel Adams plays the role of a spouse in the Adams Household.

Group membership also defines whether:

- The member is the primary member of the group. The primary member is the person you contact first about things that affect the entire group.
- The group is the member's primary group. This status defines which group the member's information is rolled up in. Each person can only have one primary group, and the person's information isn't rolled up in any other group. You can also choose which information rolls up to the group. The options are any combination of:
  - Financial Accounts
  - Financial Goals
  - Events
  - Tasks
  - Assets and Liabilities
  - Referrals

How Is Group Membership Modeled?

Group membership is modeled using the Account Contact Relationship object. Groups can have client (direct) and business (indirect) members.

Membership Type	Object	Standard or Custom	Represents	Record Types
Direct (individual member)	Account Contact Relationship	Standard	The membership of a person in a group (for example, a household).	

Membership Type	Object	Standard or Custom	Represents	Record Types
Indirect (business member)	Account Contact Relationship	Standard	The membership of a business in a group, which occurs only when both these conditions are met: • The business is related to a person in the group • The business's Add to Group flag is set	

Note: Account Contact Relationship is also used to hold details of one-to-one relationships between people and businesses.

SEE ALSO:

Create and Configure Custom Record Types for Individuals and Groups

What Is a Relationship?

In addition to recording complex, multi-party relationships using groups, Financial Services Cloud also models one-to-one relationships between people and businesses. These relationships help you understand spheres of influence and spans of control.

How Is a Relationship Modeled?

You can model relationships in various ways.

Object	Standard or Custom	Represents	Record Types
Account-Account Relationship	Custom	The relationship between businesses, institutions, and groups.	
Account Contact Relationship	Standard	The relationship between a person and a business or other account.	
Contact-Contact Relationship	Custom	The relationship between two people.	
Reciprocal Role	Custom	The nature of the relationship between a person and another person, business, or other account. For example, Proprietor and Owned Business. Used on the Account-Account Relationship and	

Object	Standard or Custom	Represents	Record Types
		Contact-Contact Relationship objects.	

Note: Account Contact Relationship is also used to hold details about the members of a group.

SEE ALSO:

Configure Reciprocal Roles (Managed Package)

How Are Employment and Education Modeled?

Custom objects represent employment and education information. In the individual model, these objects are related to the contact object.

Object	Standard or Custom	Represents	Record Types
Education	Custom	Details of educational achievements.	
Employment	Custom	Details of employment history.	

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

How Are Identification Documents, Other Assets, Liabilities, Goals, and Revenue Modeled?

Custom objects are used to represent other assets, liabilities, and goals. In the individual model, these objects are related to the account object.

Object	Standard or Custom	Represents	Record Types
Assets and Liabilities	Custom	Assets, such as real estate or collectibles, and liabilities, such as a mortgage, that are not otherwise represented in the financial account.	• Asset • Liability
Financial Goal	Custom	A person's financial goal, such as retirement or home purchase.	

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Object	Standard or Custom	Represents	Record Types
Identification Document	Custom	Details of documents used to verify the identity of a person.	
Revenue	Custom	Revenue generated from operating a person's financial account or by offering advisory services.	

How Are Financial Accounts Modeled?

You can either use standard objects or managed package objects to represent financial accounts and the parties involved with their financial accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Model Financial Information by Using Financial Services Cloud Managed Package Objects

OBJECT	REPRESENTS	RECORD TYPES
Financial Account	A financial account, such as a brokerage account or bank account.	• Auto Loan • Bank Account • Checking Account • Credit Card • General Account • HELOC • Investment Account • Loan Account • Mortgage • Savings Account
Charges and Fees	The charges and fees taken for servicing a Financial Account. Record types differentiate between "line of credit" (Credit) and "deposit" (Debit) accounts.	• Credit • Debit
Financial Account Role	The role occupied by a person or organizational entity that is involved with a financial account, such as a beneficiary or trustee.	• Account Role • Contact Role
Financial Account Transaction	The transactions that have taken place on a Financial Account.	

OBJECT	REPRESENTS	RECORD TYPES
Billing Statement	Periodic summary of purchases, deposits, interest, fees, and charges against a Financial Account. Record types differentiate statement content and layouts between “line of credit" (Credit) and "deposit" (Debit) accounts.	• Credit • Debit
Card	The cards to access funds in a Financial Account.	
Financial Holding	A holding in an investment account, such as 10,000 shares of Salesforce (CRM).	
Securities	An asset that is part of a financial holding, such as a stock.	

Model Financial Information by Using Financial Account and Related Standard Objects

OBJECT	REPRESENTS	FIELDS and PICKLIST VALUES
Financial Account	A financial account, such as a brokerage account or bank account.	The Type field with these picklist values is used to represent different types of financial accounts: • Savings • Checking • Credit Card • Mortgage • Loan • Investment • Home Equity Line of Credit
Financial Account Party	Details about the role played by a person or organization involved with a financial account, such as a beneficiary, owner, and a trustee.	—
Financial Account Balance	Details about the financial account balances.	The Type field with these picklist values is used to represent different types of financial account balances: • Total Balance • Current Posted Balance • Principal Balance • Lease Balance • Available Credit • Available Balance

OBJECT	REPRESENTS	FIELDS and PICKLIST VALUES
		• Pending Withdrawal • Pending Deposit • Minimum Payment • Balance Last Statement • Cash Balance
Financial Account Transaction	Details about the transactions associated with a financial account.	
Financial Account Address	Details about each address related to a financial account, such as communication address, billing address, and statement address.	The Type field with these picklist values is used to represent different types of financial account addresses: • Statement Address • Communication Address • Billing Address
Financial Account Statement	Details about a financial account statement.	The Type field with these picklist values is used to represent different types of financial statements: • Periodic Statement • Balance Statement • Account Closure Statement
Financial Account Fee	The fee that's applicable on the financial account to service various requests, such as a request for stop payment or a duplicate card.	The Type field with these picklist values is used to represent different types of financial fees: • Stop Payment Fee • New Cheque Book Fee • Duplicate Card Fee • Loan processing fees • Late payment fee • Prepayment charges
Issued Card	Details about the card issued to a customer, such as debit card, credit card, prepaid card, gift card, and any other card type.	The Type field with these picklist values is used to represent different types of cards: • Credit Card • Credit Card • Prepaid Card
Securities Holding	A holding in an investment account, such as 10,000 shares of Salesforce (CRM).	

OBJECT	REPRESENTS	FIELDS and PICKLIST VALUES
Financial Security	A financial security, such as a stock or bond.	

SEE ALSO:

Financial Services Cloud Standard and Custom Objects

How Are Leads and Opportunities Modeled?

Standard objects record details about new customer leads and the opportunities to provide customers with new products.

Using the Referral record type on the Lead object, users can create and automatically route referrals based on a customer's expressed interest.

Note: Many other standard Salesforce objects are used to provide the features of Financial Services Cloud. You can explore the full Salesforce data model using schema builder or learn more from Salesforce Architects.

Object	Standard or Custom	Represents	Record Types
Lead	Standard	Details of leads provided by customers, employees, and associates.	• General • Referral • Retirement Planning
Opportunity	Standard	Details of the opportunities to sell customers new products or services.	• General • Opportunity (Wallet Share) • Retirement Planning

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Tools for Getting Oriented to the Data Model

Review the objects that come with Financial Services Cloud using Schema Builder, the data model viewing tool, along with the Object Manager and the Enterprise WSDL file generator.

From Setup, enter `Schema Builder` or `API` in Quick Find. Then select **Schema Builder** or **API**. To review objects with the Object Manager, select **Object Manager** from the top of the Setup page. You can also use a describe call from the API to see the complete list of fields for an object.

See the Metadata API Developer Guide Quick Start for information on obtaining the Enterprise WSDL files.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a Financial Services Cloud Trial Org and Explore

Explore Financial Services Cloud in a full-featured trial experience.

EDITIONS

Available in: **Enterprise**, **Unlimited**, and **Developer** Editions.

Note: Trial orgs are intended for proof of concept and guided self-exploration. Trial orgs expire in 30 days.

To sign up for a trial org:

1. Go to one of the trial org sign-up pages.

   Learning Org
   This fully configured org includes rich sample data and lets you see all the Financial Services Cloud features in action. Use these orgs to see what a comprehensive enablement looks like.

   Pre-Release Org
   This org provides a sneak peek at upcoming release features. You can create these orgs only during sandbox preview windows. The page is available when the preview window is open.

   Base Org
   This unconfigured org is a blank slate with only the necessary licenses and permissions. Use these orgs for quick proof-of-concept projects or general testing.

2. Enter your contact details.
3. Read and agree to the service agreement.
4. Click Submit.

After your org is created, look for an email with login details. Your trial org includes pre-enabled Financial Services Cloud features. It also includes Experience Cloud, Digital Process Automation, and CRMA for Financial Services Cloud.

Plan and Prepare for Your Financial Services Cloud Implementation

Review planning considerations before you plan your Financial Services Cloud implementation.

Considerations for Designing Your Financial Services Cloud Implementation
Plan ahead to make the transition easier for your user teams, partners, and clients. To ensure successful launch and adoption, determine how you want to support client interactions and services.

Financial Account Management Standard Objects
Use Financial Account and related objects without installing the Financial Services Cloud managed package. Gain greater control and flexibility over your data models, enabling seamless integration by using the Financial Account and related standard objects.

Transform the Individual Data Model to Person Accounts in Financial Services Cloud
Person accounts are the Salesforce platform solution for B2C activities. If you currently use the individual model in your Financial Services Cloud org, you can migrate to person accounts for a simplified, customizable user experience. Financial Services Cloud enables person accounts in trial orgs and new installations.

Financial Services Cloud Permission Set Licenses
Permission set licenses incrementally entitle users to access features that aren't included in their user licenses. Users can be assigned any number of permission set licenses. Financial Services Cloud makes a number of permission sets licenses available.

Custom Settings (Managed Package)
Custom settings enable you to alter the behavior of your Financial Services Cloud installation.

Prepare to Use Financial Services Cloud

To prepare to use Financial Services Cloud, complete the tasks in this section.

Considerations for Designing Your Financial Services Cloud Implementation

Plan ahead to make the transition easier for your user teams, partners, and clients. To ensure successful launch and adoption, determine how you want to support client interactions and services.

You can implement Financial Services Cloud in a new Salesforce org or an existing org. Work with your Salesforce team to determine the best option for your company.

- Review the out-of-the-box capabilities and compare them to your current needs. How do you want to change the default configurations? Evaluate the modifications to fields, picklists, layouts, and other features that are required to support your business processes.
- Plan for integrations with transactional systems, external data sources, custodians, and any other platform that your business relies on.
- Beyond the preconfigured settings, evaluate whether you need advanced customizations.
- Estimate the size of your user base and determine your licensing requirements.
- Determine if any limits or limitations affect your implementation.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Considerations for Adopting Salesforce Standard Features

If you're an existing Financial Services Cloud user, you can continue to use the managed package features. Salesforce hasn't yet decided about the end of life for the managed package. However, it's recommended that you evaluate the standard financial account data model and assess the transition path to ensure alignment with the Salesforce standard platform.

If you're a new Financial Services Cloud user, Salesforce recommends that you use the standard features and minimize the use of managed package features to align with Salesforce strategy about standard platform features. If there are features in the package that you want to use, reach out to your account team.

Here are a few migration guidelines.

- Review the new features and consider whether it's worth switching from the managed package to standard features.
- Before you decide to migrate, it's important to thoroughly understand the similarities and differences between the standard and managed package features that are available in both.
- If you decide to migrate from the managed package data model to the standard data model:
  - Consider all the dependencies, such as independent software vendors (ISVs) or partner apps on your existing data model.
  - Plan any metadata or data migration and thoroughly test them in your sandbox, and review these considerations.

Important: Salesforce doesn't recommend uninstalling the managed package.

Managed Package and Standard Features

The table lists the Financial Services Cloud features and indicates if a feature is available only in the managed package or is available only as a standard feature or both.

Feature Area	Feature	Standard	MANAGED PACKAGE
Client Management and Engagement	360 View	Yes	Yes

Feature Area	Feature	Standard	MANAGED PACKAGE
	Group Membership and Households	Yes	Yes
	Goals	Yes	Yes
	Referrals	No	Yes
	Record Rollups	Yes	Yes
	Summary Rollup	Yes	Yes
Financial Account Management	Financial Account and related objects	Yes	Yes
	Financial Holdings	Yes	Yes
	Financial Accounts 360 Component	Yes	Yes
	Retail Banking Console, Wealth Management, and Corporate Investment Banking	Yes	Yes
Data and Analytics	CRMA Analytics Templates	Partial	Yes
	Reports (Advisor Reports, Top Referrals, and so on)	No	Yes
	Data Cloud for FSC Data Kit	Partial	Yes
Integrations and Extensibility	Household API	Partial	Yes
Service Processes	Out of the box service processes	Partial	Yes
Others	Custom Fields	No	Yes
	Permission Sets	No	Yes
	Profiles	No	Yes
	Layouts	No	Yes
	Triggers	No	Yes
	Custom Settings	No	Yes

SEE ALSO:

Financial Services Cloud Availability and Limitations

Salesforce Help: Protect Your Salesforce Organization

Salesforce Help: What Determines Field Access?

Financial Account Management Standard Objects

Use Financial Account and related objects without installing the Financial Services Cloud managed package. Gain greater control and flexibility over your data models, enabling seamless integration by using the Financial Account and related standard objects.

Enable the Financial Account Management Standard Objects setting so that you can access the Financial Account and related standard objects, which help you to model financial accounts and related information for your users.

If you're currently using objects from the Financial Services Cloud Managed package, then plan your metadata and data migration before you start using the standard Financial Account and its related objects.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

- You can model financial accounts and related information by using a set of standard objects, such as Financial Account, Financial Account Party, Financial Account Transaction, and so on. See How Are Financial Accounts Modeled?
- You must consider certain points before you start using the Financial Account and related standard objects. See Considerations for Using Financial Account and Related Standard Objects.

When the Financial Account Management Standard Objects setting is turned on and you have the Financial Services Cloud managed package installed, both standard objects and objects from the managed package are visible in your org. It's important to consistently use either the Financial Services Cloud managed package objects or the standard objects, and avoid mixing both when you set up the financial account and its related features.Use the API name mapping between the managed package and standard objects to effectively use the objects without any confusion.

Here are the key distinctions between the managed package and the standard data model for Financial Account and related objects.

Type	Managed Package Data Model	Standard Data Model	Link To Resources
Ownership of a financial account	The ownership of a financial account is determined by two lookup fields, primary owner and joint owner of the financial account object	The ownership of a financial account is determined from the Financial Account Party object. Financial Account Party is a junction object between Account and Financial Account. The role of a customer in the financial account is determined by the role in the Financial Account Party	Field Mapping for Financial Account Party
Balances of financial accounts	Balance details are represented using the fields within the Financial Account object	Balance details are represented using a separate object, Financial Account Balance	Field Mapping for Financial Account Balance
Addresses of financial accounts	Address details are represented using the fields within the Financial Account object	Address details are represented using a separate object, Financial Account Address	Field Mapping for Financial Account Address
Account to Financial Account linking	Determining the primary and secondary financial account owners can be challenging when multiple individuals are associated with a single financial	Core banking system can create a role for each party in Financial Account Party	Field Mapping for Financial Account Party

Type	Managed Package Data Model	Standard Data Model	Link To Resources
	account in the core banking system		

Here's an example of managed package and standard data model implementation for financial accounts and balances.

Table 1: Financial Account - Managed Package Object

Financial Account Number	Record Type	Status	Primary Owner	Joint Owner	Available Balance	Principal Balance	Interest Balance
123456	Checking	Active	C1	C2	100		
567890	Auto loan	Active	C4			200	300

Table 2: Financial Account - Standard Object

Financial Account Number	Type	Status
123456	Checking	Active
567890	Auto loan	Active

Table 3: Financial Account Party - Standard Object

Account	Financial Account	Role
C1	123456	Owner
C2	123456	Owner
C4	567890	Borrower

Table 4: Financial Account Balance - Standard Object

Financial Account	Balance Type	Balance Value	Balance As Of
123456	Available Balance	100	09/23/2024, 19:05
123456	Principal Balance	200	09/20/2024, 10:05
567890	Interest Balance	300	09/20/2024, 13:20

Enable Financial Account Management Standard Objects

To use the Financial Account and related standard objects to model financial accounts and related information, enable the Financial Account Management Standard Objects setting.

Assign Permissions for Financial Account Management Standard Objects

Give users access to the Financial Account and related standard objects by assigning permission sets.

Enable Financial Account and Related Standard Objects in a Self-Service Portal

Your Experience Cloud users can launch the Financial Account and related standard objects directly from a self-service portal, such as the Financial Services Client Portal.

Considerations for Using Financial Account Management Standard Objects

Keep these considerations in mind if you're currently using objects from the Financial Services Cloud managed package, and plan to use Financial Account and related standard objects. Plan ahead to make the transition easier for your user teams, partners, and clients.

SEE ALSO:

Financial Services Cloud Standard Objects

Enable Financial Account Management Standard Objects

To use the Financial Account and related standard objects to model financial accounts and related information, enable the Financial Account Management Standard Objects setting.

If you're currently using objects from the Financial Services Cloud managed package, plan your metadata and data migration before you start using the standard Financial Account and its related objects.

1. From Setup, in the Quick Find box, enter `Financial Account Settings`, and then select **Financial Account Settings**.
2. Turn on Financial Account Management Standard Objects.

   Important: When the Financial Account Management Standard Objects setting is enabled and you have the Financial Services Managed managed package installed, both standard objects and objects from the managed package are visible in your org. It's important to consistently use either the managed package objects or the standard objects, and avoid mixing both when setting up the financial account and its related features. Use the API name mapping between the managed package and standard objects to effectively use the objects without any confusion.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To enable Financial Account Management Standard Objects:

- Industry Service Excellence OR Industry Sales Excellence

  AND

  OmniStudio User

  AND

  Financial Services Cloud Extension OR FSC Foundation OR FSC Service OR FSC Sales

Assign Permissions for Financial Account Management Standard Objects

Give users access to the Financial Account and related standard objects by assigning permission sets.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Click a user's name.
3. Under Permission Set Assignments, click **Edit Assignments**, and add these permission sets:
   - Industry Service Excellence OR Industry Sales Excellence
   - OmniStudio User
   - OmniStudio Admin
   - Financial Services Cloud Extension OR FSC Foundation OR FSC Service OR FSC Sales
   - Financial Services For Customer Community OR Financial Services For Customer Community Plus OR Financial Services For Customer Community Login OR Financial Services For Customer Community Plus Login OR Financial Services For Partner Community OR Financial Services For Partner Community Login
4. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To assign permission sets:

- Assign Permission Sets

  AND

  View Setup and Configuration

Enable Financial Account and Related Standard Objects in a Self-Service Portal

Your Experience Cloud users can launch the Financial Account and related standard objects directly from a self-service portal, such as the Financial Services Client Portal.

Create and configure the Digital Experience site, and make the Financial Account and related standard objects available to your portal users.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create profiles:
- Manage Profiles and Permission Sets

To create a Financial Services Client Portal:
- Create and Set Up Experiences

  AND

  View Setup and Configuration

To customize a Financial Services Client Portal:
- Be a member of the portal AND Create and Set Up Experiences

  OR

  Be a member of the portal AND View Setup and Configuration AND an experience admin, publisher, or builder in that portal

Create a Customer Community User Profile

To control access to Financial Services Cloud features, create a profile for portal users with the appropriate permissions by cloning a community user profile.

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Locate the user profile that maps to your customer community license, and click **Clone**.
3. Enter a name for the cloned profile, and save your changes.
   For example, Banking Customer Community User
4. On the Profile Edit page, click **Edit**.
5. Configure the required permissions for these objects:
   - Account
   - Contact
   - FinancialAccount
   - FinancialAccountParty
   - FinancialAccountBalance
   - FinancialAccountAddress
   - FinancialAccountStatement
   - FinancialAccountTransaction
   - FinancialAccountFee
   - PartyFinancialAsset
   - PartyFinclAssetAddlOwner
   - FinclAcctPtyFinclAsset
   - PartyFinancialLiability
   - PartyFinclLiabAddlBrwr
   - IssuedCard
   - FinancialSecurity

   Important: For the Account and Contact objects, you can assign only the Read permission.
6. Save your changes.

Create a Customer Community User

Create a contact and enable the contact as a customer community user.

1. In the App Launcher, find and select **Accounts**.
2. Click **New**.

3. Add the required details, and then save the account.
4. In the App Launcher, find and select **Contacts**.
5. Click **New**.
6. In Account Name, select the account that you created for your customer community in an earlier step.
7. Save the contact.
8. Open the contact that you created, click the dropdown, and select **Enable Customer User**.
9. On the New User page, select **Customer Community** as the user license, and **Customer Community User** as the profile.

   Note: If you cloned an existing customer community profile, then in the profile field, select the cloned profile name.

10. Define the other required fields, such as email and nickname.

    Important: If you receive the Portal Account Owner has No Role error message, assign a profile to the owner of the customer community account. Then repeat this procedure.

11. Save your changes.

Create and Configure a Digital Experience Site for Experience Cloud Users

Enable Salesforce Digital Experience, configure a domain name, and then enable standard external profiles. Configure a name and a URL for the digital experience site.

1. Enable Salesforce Digital Experience for Customer Community User. See Enable Digital Experience.
2. Create a Digital Experience Site for Customer Community User. See Create a Digital Experience Site.
3. Configure a Digital Experience Site for Customer Community User. See Configure Digital Experience Site.

Make the Financial Account and Standard Objects Visible to Your Portal Users

Configure the navigation menu so that your Experience Cloud users can view the Financial Account and related standard objects.

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
2. Next to your Financial Services Client Portal site, click **Builder**.
3. To add an object to the navigation menu:
   a. In Experience Builder, click the **Settings** icon.
   b. In the Settings pane, click **Navigation**.
   c. Click the arrow next to Default Navigation, and then click **Edit**.
   d. Click **Add Menu Item**.
   e. Enter a name for the menu item.
      For example, if you are adding the Financial Account object, then enter the name as Financial Accounts.
   f. In Type, select **Salesforce Object**, and in Object Type, select **Financial Account**.
   g. Save your changes.

   Repeat these steps for other objects.

Considerations for Using Financial Account Management Standard Objects

Keep these considerations in mind if you're currently using objects from the Financial Services Cloud managed package, and plan to use Financial Account and related standard objects. Plan ahead to make the transition easier for your user teams, partners, and clients.

EDITIONS

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- Plan your metadata and data migration before you start using the standard Financial Account and its related objects. To understand the object and field mapping between the managed package and standard objects, see API name mapping between the managed package and standard objects.
- Thoroughly review the documentation for the standard objects to understand the fields, picklists, and any other details.
- Consider the effort and complexity involved in customizing the objects to suit your business needs.
- When the Financial Account Management Standard Objects setting is turned on and you have the Financial Services Managed managed package installed, both standard object and objects from the managed package are visible in your org. It's important to consistently use either the Financial Services Cloud managed package objects or the standard objects, and avoid mixing both when setting up the financial account and its related features.
- The Financial Account standard object doesn't support record types. As an alternative, you can break up your financial account record details with Dynamic Forms. With Dynamic Forms, you can migrate the fields and sections from your page layout to individual components in Lightning App Builder.
- Prebuilt field validations aren't shipped for the Financial Account and related standard objects. For example, the end date must be after the start date. Salesforce recommends you to add the field validations according to your business needs.
- For the Financial Account standard object, field encryption is supported only for the Name and Financial Account Number fields.
- When installing the CRM Analytics app, manually enable access to all fields. Even after assigning the FSC Analytics Integration permission set to the Analytics Integration User, some fields in standard objects remain restricted due to field-level security.

Object Mapping for Financial Account and Related Objects

Use the API name mapping between the managed package and standard objects to effectively use the objects without any confusion or discrepancies.

The object and field mapping between the managed package and the standard data model helps you streamline your metadata and data migration process.

EDITIONS

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Table 5: API names of managed package and standard objects

Managed Package	Standard	Field Mapping
FinServ_FinancialAccount__c	FinancialAccount	Field Mapping for Financial Account
FinServ_FinancialAccount__c	FinancialAccountBalance	Field Mapping for Financial Account Balance
FinServ_FinancialAccount__c	FinancialAccountAddress	Field Mapping for Financial Account Address
FinServ_FinancialAccountRole__c	FinancialAccountParty	Field Mapping for Financial Account Party
FinServ_FinancialAccountTransaction__c	FinancialAccountTransaction	Field Mapping for Financial Account Transaction

Managed Package	Standard	Field Mapping
FinServ_Card__c	IssuedCard	Field Mapping for Issued Card
FinServ_Securities__c	FinancialSecurity	Field Mapping for Financial Security
FinServ_FinancialHolding__c	SecuritiesHolding	Field Mapping for Securities Holding
FinServ_BillingStatement__c	FinancialAccountStatement	Field Mapping for Financial Account Statement
FinServ_ChargesAndFees__c	FinancialAccountFee	Field Mapping for Financial Account Fee
FinServ_AssetsAndLiabilities__c	PartyFinancialAsset	Field Mapping for Party Financial Asset
FinServ_AssetsAndLiabilities__c	PartyFinclAssetAddlOwner	Field Mapping for Party Financial Asset Additional Owner
FinServ_AssetsAndLiabilities__c	PartyFinancialLiability	Field Mapping for Party Financial Liability
FinServ_AssetsAndLiabilities__c	PartyFinclLiabAddlBrwr	Field Mapping for Party Fincl Liability Addl Borrower
FinServ_AssetsAndLiabilities__c	FinclAcctPtyFinclAsset	Field Mapping for Financial Account Party Financial Asset

SEE ALSO:

Financial Services Cloud Standard and Custom Objects

Field Mapping for Financial Account

When you plan to migrate metadata and data for the Financial Account object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

Financial account details are represented using the Financial Account object both in the Financial Management Cloud managed package and in the standard data model.

This table provides the field mapping for the Financial Account object.

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Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
FinancialAccountNumber__c	Text (80) (External ID)	FinancialAccountNumber	Text (255)	—
CloseDate__c	Date	ClosingDate	Date	—
OpenDate__c	Date	OpeningDate	Date	—
Name__c	Text (80)	Name	Text (255)	—
HeldAway__c	Checkbox	IsHeldAway	Checkbox	—
OverdraftAllowed__c	Checkbox	IsOverdraftAllowed	Checkbox	—

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
OwnerId__c	Lookup (User, Group)	OwnerId	Lookup (User, Group)	—
PaymentDueDate__c	Date	PaymentDueDate	Date	—
PolicyTerm__c	Picklist	Term	Number (9, 0)	—
ProductName__c	Lookup (Product)	ProductId	Lookup (Product)	—
RecordTypeId__c	Record Type	—	—	The Record Type field isn't available in the standard data model. To transfer the fields and sections from your page layout to separate components in the Lightning App Builder, you can use dynamic forms.
RenewalDate__c	Date	RenewalDate	Date	—
SourceSystemId__c	Text (100) (External ID)	SourceSystemIdentifier	External Lookup	—
Status__c	Picklist	Status	Picklist	—
TotalCreditLimit__c	Currency (16,2)	CreditLimit	Currency (16,2)	—
RecordTypeName__c	Formula (Text)	Type	Picklist	—
FinancialAccountType__c	Picklist	—	—	—
Address1__c	Text (80)	—	—	The standard Financial Account object doesn't contain address-related fields. Instead, the standard data model has an object called Financial Account Address specifically for capturing address details.
Address2__c	Text (80)	—	—	
City__c	Text (80)	—	—	
Country__c	Text (80)	—	—	
PostalCode__c	Text (20)	—	—	
State__c	Text (20)	—	—	
Balance__c	Currency (16,2)	—	—	The standard Financial Account object doesn't contain balance-related fields. Instead, the standard data model has an object called Financial Account Balance specifically for capturing financial balance details.

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
CashBalance__c	Currency (16,2)	—	—	In the standard data model, cash balance is represented as a picklist option within the Type field of the Financial Account Balance object.
InterestBalance__c	Currency (16,2)	—	—	In the standard data model, interest balance is represented as a picklist option within the Type field of the Financial Account Balance object.
EscrowBalance__c	Currency (16,2)	—	—	In the standard data model, escrow balance is represented as a picklist option within the Type field of the Financial Account Balance object.
AvailableCredit__c	Currency (16,2)	—	—	—
CurrentPostedBalance__c	Currency (16,2)	—	—	—
PrincipalBalance__c	Currency (16,2)	—	—	In the standard data model, principal balance is represented as a picklist option within the Type field of the Financial Account Balance object.
BalanceLastStatement__c	Currency (16,2)	—	—	—
MinimumPayment__c	Currency (16,2)	—	—	—
PendingDeposits__c	Currency (16,2)	—	—	—
PendingWithdrawals__c	Currency (16,2)	—	—	—
Type__c	Picklist	—	—	—
BranchCode__c	Text (80)	BranchUnitId	Lookup (BranchUnit)	—
BranchName__c	Text (80)	BranchUnitId	Lookup (BranchUnit)	—
InsurancePaidYearToDate__c	Currency (16,2)	InsurancePaidYearToDate	Currency (16,2)	—
InterestPaidYearToDate__c	Currency (16,2)	InterestPaidYearToDate	Currency (16,2)	—
PrincipalPaidYearToDate__c	Currency (16,2)	PrincipalPaidYearToDate	Currency (16,2)	—
PropTaxPaidYearToDate__c	Currency (16,2)	PropertyTaxPaidYearToDate	Currency (16,2)	—

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
PrimaryOwner__c	Lookup (Account)	—	—	—
JointOwner__c	Lookup (Account)	—	—	—
AccrualFrequency__c	Picklist	—	—	—
AccruedInterest__c	Currency (16,2)	—	—	—
ApplicationDate__c	Date	—	—	—
APY__c	Percent (3,2)	—	—	—
AssetRebalance__c	Checkbox	—	—	—
AverageBalance__c	Currency (16,2)	—	—	—
BalanceLastStatement__c	Currency (16,2)	—	—	—
BookedDate__c	Date	—	—	—
CashLimit__c	Currency (16,2)	—	—	—
FinancialAccountChargesAndFees__c	Lookup (Charges and Fees)	—	—	—
ClosureReason__c	Picklist	—	—	—
CollateralDesc__c	Text (255)	—	—	—
CreatedByMe__c	Formula (Number)	—	—	—
DailyWithdrawalLimit__c	Currency (16,2)	—	—	—
Description__c	Text Area (255)	—	—	—
Discretionary__c	Checkbox	—	—	—
DrawPeriodMonths__c	Number (3, 0)	—	—	—
ExpectedCloseDate__c	Date	—	—	—
HardwareSerial__c	Text (255)	—	—	—
HouseHold__c	Lookup (Account)	—	—	—
IncomingVolume__c	Number (18, 0)	—	—	—
InsurancePolicy__c	Lookup (Insurance Policy)	—	—	—
InsuredAmount__c	Currency (16,2)	—	—	—
InterestRate__c	Percent (3,2)	InterestRate	Number (16, 2)	—
InvestmentObjectives__c	Picklist	—	—	—
LastTransactionDate__c	Date/Time	—	—	—
LastUpdated__c	Date	—	—	—

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
LienHolder__c	Text (200)	—	—	—
LoanAmount__c	Currency (16,2)	—	—	—
LoanEndDate__c	Date	—	—	—
LoanTermMonths__c	double	—	—	—
MinimumBalance__c	Currency (16,2)	—	—	—
ModelPortfolio__c	Picklist	—	—	—
NextStatementDate__c	Date	—	—	—
Nickname__c	Text (80)	—	—	—
HoldingCount__c	Roll-up Summary (COUNT financial holding)	—	—	—
OutgoingVolume__c	Number (18, 0)	—	—	—
OverdraftProtection__c	Checkbox	—	—	—
OverdraftLinkedAccount__c	Lookup (Account)	—	—	—
OwnerType__c	Text (18)	—	—	—
Ownership__c	Picklist	—	—	—
PaperlessDelivery__c	Checkbox	—	—	—
PaymentAmount__c	Currency (16,2)	—	—	—
PaymentFrequency__c	Picklist	—	—	—
Performance1Yr__c	Percent (3,2)	—	—	—
Performance3Yr__c	Percent (3,2)	—	—	—
PerformanceMTD__c	Percent (3,2)	—	—	—
PerformanceQTD__c	Percent (3,2)	—	—	—
PerformanceYTD__c	Percent (3,2)	—	—	—
Premium__c	Currency (16,2)	—	—	—
PrimaryBankerIdentifier__c	Text (80)	—	—	—
PrimaryBankerName__c	Text (80)	—	—	—
RebalanceFrequency__c	Picklist	—	—	—
RepaymentPeriodMonths__c	Number (3, 0)	—	—	—
RoutingNumber__c	Text (40)	—	—	—

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
SecondaryBankerIdentifier__c	Text (80)	—	—	—
SecondaryBankerName__c	Text (80)	—	—	—
ServiceProvider__c	Text (80)	—	—	—
ServiceType__c	Picklist	—	—	—
FinancialAccountSource__c	Picklist	—	—	—
Stage__c	Picklist	—	—	—
StatementFrequency__c	Picklist	—	—	—
TargetLimit__c	Number (18, 0)	—	—	—
TaxID__c	Text (80)	—	—	—
TaxStatus__c	Picklist	—	—	—
TermDepositMaturityDate__c	Date	—	—	—
TimeHorizon__c	Picklist	—	—	—
TotalHoldAmount__c	Currency (16,2)	—	—	—
TotalHoldAmountAsOfDate__c	Date	—	—	—
—	—	BankerId	Lookup (Banker)	—
—	—	DownPaymentAmount	Currency (16,2)	—
—	—	MaturityDate	Date	—
—	—	PrincipalAmount	Currency (16,2)	—
—	—	RelatedFinancialAccountId	Lookup (FinancialAccount)	—
—	—	TotalOutstandingAmount	Currency (16,2)	—
—	—	AmountDue	Currency (16, 2)	—
—	—	AmountPastDue	Currency (16, 2)	—
—	—	DaysPastDue	Number (9, 0)	—
—	—	InterestType	Picklist	—
—	—	RemainingDuration	Number (9, 0)	—

Field Mapping for Financial Account Party

When you plan to migrate metadata and data for the Financial Account Party object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, account role details are represented using the Financial Account Role object. In the standard data model, account role details are represented using the Financial Account Party object.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
Active__c	Checkbox	IsRoleActive	Checkbox
EndDate__c	Date	RoleEndDate	Date
FinancialAccount__c	Master detail	FinancialAccountId	Master-Detail (Financial Account)
RecordTypeId__c	Record Type	—	—
RelatedAccount__c	Lookup (Account)	AccountId	Lookup (Account)
RelatedContact__c	Lookup (Contact)	ContactId	Lookup (Contact)
Role__c	Picklist	Role	Picklist
Name__c	String	Name	Auto Number
StartDate__c	Date	RoleStartDate	Date
SourceSystemd__c	String	SourceSystemIdentifier	External Lookup
Editable__c	Checkbox	—	—

Field Mapping for Financial Account Balance

When you plan to migrate metadata and data for the Financial Account Balance object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, balance details are represented using the fields within the Financial Account object. In the standard data model, balance details are represented using a separate object known as Financial Account Balance.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
Balance__c	Currency (16,2)	Type	Picklist	—
CashBalance__c	Currency (16,2)	Type	Picklist	In the standard data model, cash balance is represented as a picklist option

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
				within the Type field.
InterestBalance__c	Currency (16,2)	Type	Picklist	In the standard data model, interest balance is represented as a picklist option within the Type field.
EscrowBalance__c	Currency (16,2)	Type	Picklist	In the standard data model, escrow balance is represented as a picklist option within the Type field.
AvailableCredit__c	Currency (16,2)	Type	Picklist	In the standard data model, available credit is represented as a picklist option within the Type field.
CurrentPostedBalance__c	Currency (16,2)	Type	Picklist	In the standard data model, current posted balance is represented as a picklist option within the Type field.
PrincipalBalance__c	Currency (16,2)	Type	Picklist	In the standard data model, principal balance is represented as a picklist option within the Type field.
BalanceLastStatement__c	Currency (16,2)	Type	Picklist	In the standard data model, balance last statement is represented as a picklist option within the Type field.
MinimumPayment__c	Currency (16,2)	Type	Picklist	In the standard data model, minimum payment is represented as a picklist option within the Type field.
PendingDeposits__c	—	Type	Picklist	In the standard data model, pending deposit is represented as a picklist option within the Type field.

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
PendingWithdrawals__c	Currency (16,2)	Type	Picklist	In the standard data model, pending withdrawal is represented as a picklist option within the Type field.
Type__c	Currency (16,2)	Type	Picklist	—
—	—	FinancialAccount	Master/ Detail	—
—	—	Amount	Currency	—
—	—	BalanceAsOfDate	DateTime	—
SourceSystemIdentifier	External Lookup	SourceSystemIdentifier	External Lookup	—
Name	Text (80)	Name	Auto Number	—

Field Mapping for Financial Account Transaction

When you plan to migrate metadata and data for the Financial Account Transaction object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

Financial account transaction details are represented using the Financial Account Transaction object both in the Financial Management Cloud managed package and in the standard data model.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
Amount__c	Currency (16,2)	Amount	Currency	—
Description__c	Text (255)	Description	Text	—
FinancialAccount__c	Lookup (FinancialAccount)	FinancialAccountId	Master/Detail	—
PostDate__c	Date/Time	PostedDate	DateTime	—
SourceSystemId__c	Text (100) (External ID)	SourceSystemIdentifier	Text(ExternalId)	—
TransactionDate__c	Date/Time	TransactionDate	DateTime	—
—	—	Name	Auto Number	—
TransactionStatus__c	Picklist	Status	Picklist (Dynamic Enum)	—
TransactionType__c	Picklist	Type	Picklist (Dynamic Enum)	—

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
—	—	SubType	Picklist (Dynamic Enum)	—
—	—	DebitCreditIndicator	Picklist (Static Enum)	—
AllocatedEscrowPayment__c	Currency	—	—	In the standard data model, allocated escrow payment is represented as a picklist option within the SubType field.
AllocatedFeeAmount__c	Currency	—	—	In the standard data model, allocated fee amount is represented as a picklist option within the SubType field.
AllocatedInterestAmount__c	Currency	—	—	In the standard data model, allocated interest amount is represented as a picklist option within the SubType field.
AllocatedPrincipalAmount__c	Currency	—	—	In the standard data model, allocated principal amount is represented as a picklist option within the SubType field.
BillingStatements__c	Reference	—	—	—
CardAccountID__c	String	—	—	—
Claim__c	Reference	—	—	—
DisputeReason__c	Picklist	—	—	—
EscrowBalance__c	Currency	—	—	In the standard data model, escrow balance is represented as a picklist option within the SubType field.
InsurancePolicy__c	Reference	—	—	—
MerchantCategoryCode__c	String	—	—	—
PrincipalBalance__c	Currency	—	—	In the standard data model, principal balance is represented as a picklist option within the SubType field.

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
RunningBalance__c	Currency	—	—	In the standard data model, running balance is represented as a picklist option within the SubType field.
SourceTransactionType__c	String	—	—	—
TransactionId__c	Text	TransactionIdentifier	Text	—
WaiverReason	Picklist	—	—	—
—	—	TransactionCode	Text	—

Field Mapping for Issued Card

When you plan to migrate metadata and data for the Issued Card object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, card details are represented using the Card object. In the standard data model, card details are represented using the Issued Card object.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
AccountHolder__c	Lookup (Account)	Account	Lookup (Account)
Active__c	Checkbox	Status	Picklist
BinNumber__c	Number	BankIdentificationNumber	Text
FinancialAccount__c	MasterDetail (FinancialAccount__c)	FinancialAccount	Lookup (FinancialAccount)
OwnershipType__c	Picklist	—	—
SourceSystemId__c	Text	SourceSystemIdentifier	External Lookup
ValidUntil__c	Date	ValidUntilMonth	Text
		ValidUntilYear	Text
—	—	Product	Lookup (Product)
—	—	LastDigitsCardNumber	Text
—	—	NameOnCard	Text
—	—	IssueDate	Date
—	—	ExpiryDate	Date
—	—	ValidFromMonth	Text

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
—	—	ValidFromYear	Text
—	—	Type	Picklist
—	—	PaymentNetwork	Picklist
—	—	Format	Picklist
—	—	Name	Auto Number

Field Mapping for Financial Security

When you plan to migrate metadata and data for the Financial Security object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, details of financial securities are represented using the Securities object. In the standard data model, these details are represented using the Financial Security object.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
AssetCategoryName__c	Picklist	—	—
AssetCategory__c	Picklist	—	—
AssetClass__c	Picklist	AssetClass	Picklist
CUSIP__c	Text	—	—
Exchange__c	Picklist	StockExchange	Picklist
LastUpdated__c	Date	MarketValueDateTime	DateTime
Price__c	—	MarketValue	Currency
SecurityId__c	—	SecurityIdentifier	Text
SecuritiesName__c	—	—	—
SourceSystemId__c	—	SourceSystemIdentifier	External Lookup
—	—	AssetSubclass	Picklist
—	—	EquityCategory	Picklist
—	—	Symbol	Text
Name	String	Name	Text (255)

Field Mapping for Financial Account Address

When you plan to migrate metadata and data for the Financial Account Address object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, address details are represented using the fields within the Financial Account object. In the standard data model, address details are represented using a separate object known as Financial Account Address.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
Address1__c	Text (80)	Address	Address
Address2__c	Text (80)	Address	Address
City__c	Text (80)	Address	Address
Country__c	Text (80)	Address	Address
PostalCode__c	Text (20)	Address	Address
State__c	Text (20)	Address	Address
—	—	Type	Picklist
—	—	ActiveFromDate	Date
—	—	ActiveToDate	Date
—	—	FinancialAccountId	Master/Detail
SourceSystemIdentifier	External Lookup	SourceSystemIdentifier	External Lookup
Name	Text (80)	Name	Auto Number

Field Mapping for Securities Holding

When you plan to migrate metadata and data for the Securities Holding object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, security holding details are represented using the Financial Holding object. In the standard data model, these details are represented using the Securities Holding object.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
AssetCategoryName__c	Picklist	AssetCategoryName	Picklist
AssetClass__c	Picklist	AssetClass	Picklist
AssetCategory__c	Picklist	AssetCategory	Picklist
FinancialAccount__c	MasterDetail (FinancialAccount__c)	FinancialAccount	Lookup
GainLoss__c	Currency	GainLoss	Currency

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
Household__c	Lookup (Account)	Household	Lookup (Account)
LastUpdated__c	Date	LastUpdated	DateTime
MarketValue__c	Currency	MarketValue	Currency
PercentChange__c	Percent	PercentChange	Percent
Price__c	Currency	Price	Currency
PrimaryOwner__c	Lookup (Account)	PrimaryOwner	Lookup (Account)
PurchasePrice__c	Currency	PurchasePrice	Currency
Securities__c	Lookup (Securities__c)	FinancialSecurity	Lookup
Shares__c	Number	Shares	Double
SourceSystemId__c	Text	SourceSystemIdentifier	Text
Symbol__c	Text / Formula(Securities__r.Name)	—	—
—	—	InsurancePolicy	Lookup
—	—	SourceSystem	Text
Name	String	Name	Text

Field Mapping for Financial Account Statement

When you plan to migrate metadata and data for the Financial Account Statement object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, statement details are represented using the Billing Statement object. In the standard data model, these details are represented using the Financial Account Statement object.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
BalanceTransfers__c	Currency	—	—
BillingPeriodEnd__c	Date	EndDate	Date
BillingPeriodStart__c	Date	StartDate	Date
CashAdvances__c	Currency	—	—
Deposits__c	Currency	—	—
EndingBalance__c	Currency	—	—
FeesCharged__c	Currency	—	—

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
FinancialAccount__c	MasterDetail (FinancialAccount__c)	FinancialAccount	MASTERDETAIL (FinancialAccount)
InterestThisPeriod__c	Currency	—	—
InterestYTD__c	Currency	—	—
LastPaymentDate__c	Date	—	—
MinimumPaymentDue__c	Currency	—	—
OtherCredits__c	Currency	—	—
PastDueAmount__c	Currency	—	—
PaymentDueDate__c	Date	—	—
Payments__c	Currency	—	—
PreviousBalance__c	Currency	—	—
Purchases__c	Currency	—	—
SourceSystemId__c	String	SourceSystemIdentifier	External Lookup
StatementDate__c	Date	—	—
Withdrawals__c	Currency	—	—
InsurancePolicy__c	Lookup (InsurancePolicy)	—	—
—	—	Description	Text (255)
—	—	Type	Picklist
—	—	Url	URL (255)
—	—	Name	Auto Number

Field Mapping for Financial Account Fee

When you plan to migrate metadata and data for the Financial Account Fee object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, financial fee details are represented using the Charges and Fees object. In the standard data model, these details are represented using the Financial Account Fee object.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
CashAPRType__c	Picklist	—	—	—
APRType__c	Picklist	—	—	—

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
BalanceTransferAPR__c	Percent	—	—	—
CashAPR__c	Percent	—	—	—
InterestRate__c	Percent	Rate	Percent (5, 5)	—
APR__c	Percent	—		—
ATMFee__c	Currency	Type, Amount	Picklist, Currency	The Financial Account Fee object uses a combination of Type and Amount fields to represent all types of fees and charges.
AnnualAccountCharge__c	Currency	Type, Amount	Picklist, Currency	
AnnualMembershipFee__c	Currency	Type, Amount	Picklist, Currency	
CashAdvanceFee__c	Currency	Type, Amount	Picklist, Currency	
ForeignTransactionFee__c	Currency	Type, Amount	Picklist, Currency	
InsufficientFundsFee__c	Currency	Type, Amount	Picklist, Currency	
LatePaymentFee__c	Currency	Type, Amount	Picklist, Currency	
MaximumTransactionFee__c	Currency	Type, Amount	Picklist, Currency	
MonthlyServiceFee__c	Currency	Type, Amount	Picklist, Currency	
OverdraftFees__c	Currency	Type, Amount	Picklist, Currency	
ReplacementCardFee__c	Currency	Type, Amount	Picklist, Currency	
ReturnedCheckFee__c	Currency	Type, Amount	Picklist, Currency	
StatementFee__c	Currency	Type, Amount	Picklist, Currency	
StopPaymentFee__c	Currency	Type, Amount	Picklist, Currency	
SourceSystemId__c	String	SourceSystemIdentifier	External Lookup	—
—	—	FinancialAccountId	Master-Detail (Financial Account)	—
—	—	ProductFee	Lookup (ProductFee)	—
—	—	StartDate	Date	—
—	—	EndDate	Date	—
—	—	Frequency	Picklist	—
—	—	Name	Auto Number	—

Field Mapping for Party Financial Asset

When you plan to migrate metadata and data for the Party Financial Asset object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, financial asset details are represented using the fields within the Assets and Liabilities object. In the standard data model, these details are represented using a separate object known as Party Financial Asset.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
Amount__c	Currency	ValuationAmount	Currency (18, 0)
AssetsAndLiabilitiesSource__c	Picklist	—	—
AssetsAndLiabilitiesType__c	Picklist	Type	Picklist
Description__c	TextArea	Description	Text Area (255)
Household__c	Lookup (Account)	—	—
OwnerType__c	String	—	—
Ownership__c	Picklist	—	—
PrimaryOwner__c	Lookup (Account)	PartyId	Lookup (Account, Contact, PartyProfile, Applicant)
SourceSystemId__c	String	SourceSystemIdentifier	External Lookup
Name	String	Name	Auto Number
—	—	Status	Picklist
—	—	DeclarationDateTime	Date/Time
—	—	OwnershipStartDateTime	Date/Time
—	—	OwnershipEndDateTime	Date/Time
—	—	ValuationDateTime	Date/Time
—	—	OwnershipPercent	Percent (3, 3)
—	—	AssetId	Lookup (Asset)
—	—	UsageType	Picklist
—	—	SerialNumber	TEXT
—	—	MakeName	TEXT
—	—	ModelName	TEXT
—	—	ModelYear	TEXT

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
—	—	OwnershipType	Picklist
—	—	PayoffDueAmount	CURRENCY
—	—	PurchaseAmount	CURRENCY
—	—	PledgedAmount	CURRENCY
—	—	VerificationStatus	Picklist
—	—	IsReadOnly	BOOLEAN
—	—	IsLienExisting	BOOLEAN
—	—	PartyProfile	Lookup (PartyProfile)
—	—	Applicant	Lookup (Applicant)

Field Mapping for Party Financial Liability

When you plan to migrate metadata and data for the Party Financial Liability object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, financial liability details are represented using the fields within the Assets and Liabilities object. In the standard data model, these details are represented using a separate object known as Party Financial Liability.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
Amount__c	Currency	Value	Currency
AssetsAndLiabilitiesSource__c	Picklist	—	—
AssetsAndLiabilitiesType__c	Picklist	Type	Picklist
Description__c	TextArea	Description	Text (255)
FinancialAccount__c	Lookup (FinancialAccount__c)	—	—
Household__c	Lookup (Account)	—	—
Name	String	Name	Auto Number
OwnerType__c	String	—	—
Ownership__c	Picklist	ShareType	Picklist
PrimaryOwner__c	Lookup (Account)	PartyId	Lookup (Account, Contact,

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type
			PartyProfile, Applicant)
SourceSystemId__c	String	SourceSystemIdentifier	External Lookup
—	—	ContactId	Lookup (Contact)
—	—	AccountId	Lookup (Account)
—	—	PartyProfile	Lookup (PartyProfile)
—	—	SharePercent	Percent (3, 5)
—	—	Status	Picklist
—	—	StartDate	Date
—	—	EndDate	Date
—	—	InterestRate	Percent
—	—	Term	Text
—	—	EstimatedMonthlyPayment	Currency
—	—	Lender	Text
—	—	LiabilityAccountIdentifier	Text
—	—	IsRepaymentActive	Boolean
—	—	VerficationStatus	Picklist
—	—	IsReadOnly	Boolean
—	—	OutstandingBalance	Currency
—	—	UsageType	StaticEnum
—	—	Applicant	Lookup (Applicant)
—	—	ApplicationForm	Lookup (ApplicantionForm)

Field Mapping for Financial Account Party Financial Asset

When you plan to migrate metadata and data for the Financial Account Party Financial Asset object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, details about a party asset associated with a financial account are represented using the fields within the Assets and Liabilities object. In the standard data model, these details are represented using a separate object known as Financial Account Party Financial Asset.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
FinancialAccount__c	Lookup (FinancialAccount__c)	FinancialAccountId	Lookup (FinancialAccount)	The standard data model is a junction object that represents the association of a financial account and an asset.
—		PartyFinancialAssetId	Lookup (PartyFinancialAsset)	
—	—	AssociationStartDate	Date	
—	—	AssociationEndDate	Date	
—	—	PledgedAmount	Currency (16, 2)	
—	—	AssociationType	Picklist	
Name	String	Name	Auto Number	—

Field Mapping for Party Financial Asset Additional Owner

When you plan to migrate metadata and data for the Party Financial Asset Additional Owner object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, financial asset additional owner details are represented using the fields within the Assets and Liabilities object. In the standard data model, these details are represented using a separate object known as Party Financial Asset Additional Owner.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
JointOwner__c	Lookup (Account)	AccountId	Lookup (Account)	The standard data model doesn't limit the number of owners. Each owner of an asset is represented as a party financial asset additional owner record.
JointOwner__c	Lookup (Account)	ContactId	Lookup (Contact)	
—	—	OwnershipSharePercent	Percent (3, 5)	
—	—	PartyFinancialAssetId	Master-Detail (Party Financial Asset)	—
SourceSystemId__c	String	SourceSystemIdentifier	External Lookup	—
Name	String	Name	Auto Number	—

Field Mapping for Party Fincl Liability Addl Borrower

When you plan to migrate metadata and data for the Party Fincl Liability Addl Borrower object from the Financial Services Cloud managed package to the standard data model, refer to the field mapping.

In the Financial Services Cloud managed package, financial liability additional borrower details are represented using the fields within the Assets and Liabilities object. In the standard data model, these details are represented using a separate object known as Party Fincl Liability Addl Borrower.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Managed Package API Name	Managed Package Data Type	Standard API Name	Standard Data Type	Notes
—	—	PartyFinancialLiability	Master-Detail (Party Financial Liability)	The standard data model doesn't limit the number of borrowers. Each borrower of a liability is represented as a party fincl liability addl borrower record.
JointOwner__c	Lookup (Account)	AccountId	Lookup (Account)	
JointOwner__c	Lookup (Account)	ContactId	Lookup (Contact)	
—	—	SharePercent	Percent (3, 5)	
SourceSystemId__c	String	Source System Identifier	External Lookup	—
Name	String	Name	Auto Number	—

Transform the Individual Data Model to Person Accounts in Financial Services Cloud

Person accounts are the Salesforce platform solution for B2C activities. If you currently use the individual model in your Financial Services Cloud org, you can migrate to person accounts for a simplified, customizable user experience. Financial Services Cloud enables person accounts in trial orgs and new installations.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: You can't disable person accounts after they've been enabled for your org. Before migrating to person accounts in Financial Services Cloud, create a sandbox to preview how person accounts affect your technical architecture and customizations.

Account.Phone and Account.Fax fields are preserved during the conversion. Contact.Phone and Contact.Fax fields don't carry over from the individual data model to person accounts after conversion.

If you currently use person accounts in your non-Financial Services Cloud org, you may have the option of upgrading to Financial Services Cloud without migrating to a new org. For more information, contact your account manager.

Enable and Configure Person Accounts in Financial Services Cloud

Complete these steps to enable and configure person accounts for your org.

Create and Configure Custom Record Types for Individuals and Groups

If your users have individuals or groups that don't fit the default record type, you can create and configure a custom record type.

Set Up Lead Conversion and Referral Management for Person Accounts

To support conversion to person accounts, remove the Company field from your Lead and Referral page layouts.

Convert Individual Model Account and Contact Records to Person Account Records in Financial Services Cloud

Complete these steps to transform the individual data model to person accounts in Financial Services Cloud.

Disable Updates to the Primary Contact Field on Accounts in Financial Services Cloud

Use the Disable Primary Contact ID setting to remove the use of the Primary Contact field in Financial Services Cloud orgs.

Considerations for Transforming the Individual Data Model to Person Accounts in Financial Services Cloud

Review these considerations to determine whether transforming the individual data model to person accounts in Financial Services Cloud is right for your company.

SEE ALSO:

Person Accounts

Considerations for Using Person Accounts

Person Accounts Implementation Guide

Enable and Configure Person Accounts in Financial Services Cloud

Complete these steps to enable and configure person accounts for your org.

1. Enable Person Accounts.
2. From **Setup**, in the Quick Find box, enter `Custom Settings`, then select **Custom Settings**.
3. In the list of custom settings, click **Manage** next to the **Use Person Account** custom settings.
4. Click **Edit** next to **Use Person Account**. If no record exists, create one and label it `Use Person Account`.

   Note: The label must be `Use Person Account` (singular), not `Use Person Accounts` (plural).

5. Click **Enable** and then click **Save**.
6. After Person Accounts are enabled, remove all Individual record type assignments from all profiles and enable person account record types for relevant profiles.

Note: Don't deactivate the Individual record type for Account or Contact.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To enable person accounts:

- Customize Application

  AND

  View All Profiles

SEE ALSO:

Person Accounts

Considerations for Using Person Accounts

Person Accounts Implementation Guide

Create and Configure Custom Record Types for Individuals and Groups

If your users have individuals or groups that don't fit the default record type, you can create and configure a custom record type.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create or edit custom metadata types:

- Customize Application

SEE ALSO:

Salesforce Help: Create Record Types

Salesforce Security Guide: Assign Record Types and Page Layouts in the Enhanced Profile User Interface

What Is a Relationship?

What Is a Group?

Configure Custom Record Types for Groups

First, create custom account record types. Next, configure the record type mapping for the custom group record types. Then assign the record types to the user profiles that need them.

1. Create a custom record type.
   a. From Setup, open **Object Manager**, and click **Account**.
   b. Open **Record Types**, and click **New**.
   c. For Existing Record Type, select **Household**, give your new record type a label, add a description, and set it as active.
   d. Enable the record type for the proper profiles, assign to one or more layouts, and then save your changes.
2. Configure the record type mapping for a custom group record type.
   a. From Setup, in the Quick Find box, enter `Custom Metadata Types`, and then select **Custom Metadata Types**.
   b. Click **Group Record Type Mapper**, and then click **Manage Group Record Type Mappers**.
   c. Click **New**.
   d. Enter the label of the record type that you created in step 1c.
   e. Don't change the automatically set Group Record Type Mapper Name.
   f. For Account Record Type, enter your custom account record type name.
   g. Enter the account namespace for your custom record type's org.
   h. Save your changes.
3. Verify that the new record type is assigned to the required profiles.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile to which you want to assign the new record type.
   c. Click **Object Settings**.
   d. Click **Accounts**.
   e. Click **Edit**.
   f. In the Account: Record Types and Page Layout Assignments section, verify that the record type is assigned to the profile.
   g. Set the new record type as the default if necessary.
   h. Save your changes.

Create and Configure Custom Record Types for Individuals

First, create custom account record types. Next, configure the record type mapping for the custom account record types. Then assign the record types to the user profiles that need them.

1. Create a custom individual record type.
   a. From Setup, open **Object Manager**, and click **Account**.
   b. Open **Record Types**, and click **New**.
   c. For Existing Record Type, select **Individual**, give your new record type a label, add a description, and set it as active.
   d. Enable the record type for the proper profiles, assign to one or more layouts, and then save your changes.
2. Configure the record type mapping for a custom record type.
   a. From Setup, in the Quick Find box, enter `Custom Metadata Types`, and then select **Custom Metadata Types**.
   b. Click **Individual Record Type Mapper** and then click **Manage Individual Record Type Mappers**.
   c. Click **New**.
   d. Enter `Person Account` as the label for the mapping record.

      Note: If your org already has a mapper called Person Account, you don't have to create another one. You can name additional mapping records as you like. The Person Account mapper is used by Financial Services Cloud to create records.

   e. Don’t change the automatically set **Individual Record Type Mapper Name**.
   f. For **Account Record Type**, enter the name of a valid person account record type to use in this mapping. You can use the default person account record type or one that you’ve created.
   g. (Optional) If you’re using a Developer Edition org, enter the org namespace for your org (not the package namespace) in the **Record Type Namespace (Account)** field.

      Note: If you aren’t using a Developer Edition org, ensure that the **Record Type Namespace (Account)** field is blank.

   h. Leave the **Contact Record Type** field blank. Person accounts don’t use the contact record type.
   a. Leave the **Record Type Namespace (Contact)** field blank.
   b. Save your changes.

Set Up Lead Conversion and Referral Management for Person Accounts

To support conversion to person accounts, remove the Company field from your Lead and Referral page layouts.

1. From **Setup**, in the Quick Find box, enter `Custom Settings`, then select **Custom Settings**.
2. Click **Manage** next to **B2C Lead Company Name Config**.
3. Click **Edit** next to **System Administrator**. Deselect **Override Company Name** .
4. Save your changes.
5. Repeat these steps for all profiles configured in this custom setting.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To manage, create, edit, and delete custom settings:
- Customize Application

Convert Individual Model Account and Contact Records to Person Account Records in Financial Services Cloud

Complete these steps to transform the individual data model to person accounts in Financial Services Cloud.

Enable and configure person accounts in Financial Services Cloud before completing these steps.

Important: You can't disable person accounts after they've been enabled for your org. Before completing these steps, create a sandbox to preview how person accounts affect your technical architecture and customizations.

1. Enable person accounts in your org.
2. Perform a data backup.
3. Enable person accounts in Financial Services Cloud with the Use Person Accounts custom setting.
4. Configure your Person Account record types in the Individual Record Type Mapper.
5. Validate and modify your data to meet these requirements before proceeding.
   - Only individual accounts with single direct ACR can successfully convert to person accounts. For each person account, the account record can have only 1 contact record.
   - The Account and Contact must have the same record owner.
   - The Account and Contact must use the same currency value (if applicable).
   - Both the Parent Account field on the account and the Reports To field of the contact must be blank.
   - The account can't be the parent account of any other account records.
   - No other contact records can report to the contact.
6. When converting, the contact name is mapped to person accounts. If you've used a middle name, salutation, and suffix, they are included in the name of your person account.

SEE ALSO:

Person Accounts

Considerations for Using Person Accounts

Person Accounts Implementation Guide

Export Individuals

Export all individuals that you want to transform to person accounts.

Note: Perform these steps in a sandbox org first. Transforming the individual data model to person accounts in your org is irreversible.

1. Using Data Loader, export the IDs of all individual accounts. For example, you can use this query: `Select Id from Account where recordtype.name = '%Individual%'`

   Note: If you have multiple record types that you want to retain, export accounts by record type and perform the following steps for each record type. Export only the IDs of these accounts to a CSV file.

2. In the exported CSV file, add a column and title it *`PersonRecordTypeId`*. Add the Person Account Record Type ID in this column for all records.
   a. From Setup, open **Object Manager** and click **Person Account**.
   b. Open **Record Types** and click the **Person Account** record type.
   c. In your browser address bar, copy the ID and paste it into the CSV file. Repeat for all records.

3. Using Data Loader, update the account records.

   Note: Use the update operation only. To prevent duplication, do not use the insert operation.

   a. Map Id to Id.
   b. Map PersonRecordTypeId to RecordTypeId.
   c. Update accounts using Data Loader. These individuals are now converted to person accounts.

Validate Records

After you have completed the transformation, validate that the records were converted.

1. Export all records to ensure that they have successfully converted to person accounts.
2. Open a converted record, and view all tabs (such as Relationships) to confirm that your data and relationships are unchanged.

Disable Updates to the Primary Contact Field on Accounts in Financial Services Cloud

Use the Disable Primary Contact ID setting to remove the use of the Primary Contact field in Financial Services Cloud orgs.

Primary Contact is a custom field used in Financial Services Cloud's older individual model to connect an account and a contact record. Financial Services Cloud's newer person account model uses the Person Contact field. However, some UI components and all triggers related to the concept of a client—such as account, contact, opportunity, and lead triggers—still reference Primary Contact. Removing these dependencies can cause these results:

- Slower data conversion speed for large volumes of data due to the trigger logic execution.
- Slower data upload speed due to Primary Contact set in the trigger.
- Slower system updates because Primary Contact is updated in asynchronous mode. Apex waits for the asynchronous transaction to complete before it executes any Primary Contact-based custom logic.
- Slower creation of records with lookups to accounts in Financial Services Cloud because the lookup causes Primary Contact to refresh in an asynchronous job.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To manage, create, edit, and delete custom settings:
- Customize Application

Important: If your business logic, page layouts, or trigger code refer to PrimaryContact__c, don't use the Disable Primary Contact ID setting.

To avoid data inconsistencies in the PrimaryContact__c field, don't deselect Disable Primary Contact ID after you've selected it.

1. From Setup, in the Quick Find box, enter `Custom Settings`, and then select **Custom Settings**.
2. In the Custom Settings list, click **Manage** next to Industries Settings.
3. Click **Edit** next to Disable Primary Contact ID.
4. To stop updating Primary Contact ID, select **Disable**.
5. Save your changes.

Considerations for Transforming the Individual Data Model to Person Accounts in Financial Services Cloud

Review these considerations to determine whether transforming the individual data model to person accounts in Financial Services Cloud is right for your company.

After the person accounts model is enabled, you can't disable it. This restriction is valid across Salesforce and not limited to Financial Services Cloud.

Review your technical architecture and the customizations that you've made to the following to ensure compatibility with person accounts:

- Triggers, flows, and workflow rules
- Components
- Reports

Before switching from the individual data model to person accounts, be aware of the following:

- Sharing—If you enable person accounts, your options for Organization-Wide Defaults (OWD) sharing are limited to either Controlled by Parent on Contact or Private on Account and Contact.
- Business processes—If your org includes business accounts, contacts, and person accounts, consider whether you need to write separate business processes or workflows.
- Integration—Integrations between Salesforce and third-party systems via the API use the Account object to access person accounts. You can query and update the Contact object via the API, but person accounts are created with the Account object.
- AppExchange packages—Many applications designed for the Account and Contact objects work with person accounts. Check whether your third-party applications support person accounts.

After switching to person accounts:

- Use the Activities Lightning component, not the Client Activities component, to display the activity timeline for a person account.
- Use the standard Chatter Feed component, not the Client Collaborate component, for collaboration.

SEE ALSO:

Person Accounts

Considerations for Using Person Accounts

Person Accounts Implementation Guide

Financial Services Cloud Permission Set Licenses

Permission set licenses incrementally entitle users to access features that aren't included in their user licenses. Users can be assigned any number of permission set licenses. Financial Services Cloud makes a number of permission sets licenses available.

For a list of all Financial Services Cloud permission set licenses, see Financial Services Cloud Permission Set Licenses.

View and Assign Permission Set Licenses in Financial Services Cloud
Understand permission set licenses in Financial Services Cloud and how to assign them to users.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

SEE ALSO:

Tip Sheet: Manage Bulk Permission Set License (PSL) Assignments for Financial Services Cloud

Permission Set Licenses

Permission Sets for Business Rules Engine

OmniStudio Permission Set Licenses

View and Assign Permission Set Licenses in Financial Services Cloud

Understand permission set licenses in Financial Services Cloud and how to assign them to users.

Permission set licenses extend the functionality of a Salesforce user license and provide access to features and tools. Some permission set licenses are associated with a permission set, and when you assign the permission set to a user, you automatically assign the permission set license. Other permission set licenses are assigned directly to a user. Users need both the appropriate permission sets and permission set licenses to work in Financial Services Cloud.

The Salesforce platform, which underlies Financial Services Cloud, provides many base permission set licenses. Financial Services Cloud provides additional permission set licenses. The licenses that are available in your org depend on the product solution and add-ons that you purchase.

If you have questions about the permission set licenses in your org, contact your Salesforce account executive.

To see and assign permission set licenses:

1. From Setup, in the Quick Find box, search for and then select **Company Information**.
2. Select the **Permission Set Licenses** related list and, if desired, click **Go to list** to see the complete list.
3. Click any license name to see its details and assign it to users.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions where Financial Services Cloud license is enabled.

USER PERMISSIONS

To view permission sets:
- View Setup and Configuration

To assign permission sets:
- Assign Permission Sets

Custom Settings (Managed Package)

Custom settings enable you to alter the behavior of your Financial Services Cloud installation.

This is a Financial Services Cloud managed package feature.

Note: Hierarchical settings can be applied to the org, objects, and users with settings applying to the entities lower down the hierarchy. For example, assessing applied to org automatically applies to objects and users.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Table 9: Financial Services Cloud Custom Settings

Settings group	Setting	Effect	Hierarchical
B2C Lead Company Name Config	Override Company Name	Indicates whether the company name is replaced with a lead name when saving a lead with a record type of B2C. See Configure Company Name Override for Leads	Yes
Individual Excluded Fields	Excluded Fields	List of fields that are not returned for an Individual.	No
Industries Application Config	Account Name format	Indicates whether account name is displayed as [last name] [first name] or [first name] [last name]. See Reorder an Individual's First and Last Names.	Yes
Industries Application Config	Application Name	For internal use only.	Yes
Industries Application Config	Create Inverse	Indicates whether reciprocal AAR record is created.	Yes
Industries Application Config	Default Individual Type	Indicates the default record type for individuals. Defaults to **Individual**.	Yes
Industries Application Config	Dependent Packages	Comma-separated list of dependent packages whose fields will be auto resolved. For example, by including FSC in this	Yes

Settings group	Setting	Effect	Hierarchical
		list, when `Amount__c` is entered in query builder its namespace is automatically added so the query builder uses `<namespace>__Amount__c`.	
Industries Application Config	Individual Account Creation from Contact	Indicates whether the account part of the Individual is created when creating a contact	Yes
Industries Application Config	Lead Conversion Batch Size	Defines the batch size for processing lead conversions when converting multiple Individual leads.	Yes
Industries Application Config	Multiple Relationship Groups	Enables a contact to be a member or related member of multiple relationship groups. See Enable Multiple Relationship Groups	Yes
Industries Application Config	Page Layout Api Version	Specifies the REST API version used when retrieving page layout information.	Yes
Industries Application Config	Restrict ACR Record Visibility	Indicates whether only users with at least read access to the account and contact records in an account-contact relationship record can see the record in relationship components.	Yes
Industries Application Config	Show Detailed Error Messages	Indicates whether a detailed error message is shown when someone performs an action without having permission. See Show Detailed Error Messages	Yes
Industries Application Config	Sync Individual System Fields	Indicates whether Account and Contact system fields are kept in sync when an insert is performed on either entity.	Yes
Manage Client Interaction Dates	Enable	Updates and shows Next and Last Interaction dates for an account. Enables task and event triggers that keep interaction dates in sync.	No

Settings group	Setting	Effect	Hierarchical
Record Rollup Configuration	-	Configure record rollups for objects in Financial Services Cloud.	
Use Person Account	Enable	Indicates whether the org uses the person account model for individuals. Personal care model is turned on by default. See Enable Person Accounts in Financial Services Cloud.	No
Wealth Application Config	Enable Business Referrals Made	Indicates whether the Business Referrals made list and referrals made summary components are enabled.	Yes
Wealth Application Config	Enable Group Record Rollups	Indicates whether rolling of household__c field to records is performed. See Temporarily Disable Rollups to Accelerate Data Loads	Yes
Wealth Application Config	Enable Referrer Score	Indicates whether referrer score calculations are performed. See Enable the Referrer Score	Yes
Wealth Application Config	Enable Rollup Summary	Indicates whether rollup summary calculations are performed. See Temporarily Disable Rollups to Accelerate Data Loads	Yes
Wealth Application Config	Group Record Rollup Timestamp	For internal use only.	Yes
Wealth Application Config	Interaction Update Frequency	Specifies the frequency (in minutes) with which the Last Interaction and Next Interaction dates are updated.	Yes
Wealth Application Config	Rejected Referral Status	Indicates whether the Lead Status is used to identify rejected referrals.	Yes
Wealth Application Config	Rollup Summary Timestamp	For internal use only.	Yes

Reorder an Individual's First Name and Last Name

You can change the order in which individuals' first name and last name appear on the details page.

Reorder Account and Contact Information

Arrange the order of the account and contact information to suit your users' needs. From Lightning App Builder, show contact details at the top of the client record page and account information at the bottom, or vice versa. You can also rearrange Account and Contact Related Lists on the Related tab.

Reorder an Individual's First Name and Last Name

You can change the order in which individuals' first name and last name appear on the details page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, enter `Custom Settings` in Quick Find, then select **Custom Settings**.
2. Click **Industries Application Config**.
3. Click **Manage** and then click **Edit**.
4. In Account Name Format, enter one of these supported formats.
   - `{firstname} {lastname}`
   - `{lastname} {firstname}`

   Note: If a format is not entered correctly, the {firstname} {lastname} format is applied by default.
5. Save your changes.

   The account name format is applied after you make any edit to an individual's name.
6. For {lastname} {firstname} format only, change the org's Default Locale to the appropriate locale so that the {lastname} {firstname} format appears in the Contact Details section for all individuals.

Reorder Account and Contact Information

Arrange the order of the account and contact information to suit your users' needs. From Lightning App Builder, show contact details at the top of the client record page and account information at the bottom, or vice versa. You can also rearrange Account and Contact Related Lists on the Related tab.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, enter `Lightning App Builder` in Quick Find, then select **Lightning App Builder**.
2. Click **Edit** next to your custom client record page.
3. From the **Details** tab, click the Client Record Detail component.
4. Select **Show Contact Details at Top**.
5. From the **Related** tab, click the Client Related List component.
6. Select **Show Contact Section at Top**.
7. Save your changes.

Prepare to Use Financial Services Cloud

To prepare to use Financial Services Cloud, complete the tasks in this section.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: When creating custom fields or objects, don't use the same API names as any packaged objects or fields. If you use the same names, the custom fields or objects can interfere with flows, processes, and triggers in Financial Services Cloud.

Check Whether You're Set Up for Financial Services Cloud
Check that you have a Financial Services Cloud trial org and are ready to start.

Create Users
Create users for Financial Services Cloud and assign the required permissions using profiles and permission sets.

Create User Profiles for Other User Personas
Create profiles to define the permissions and field-level security settings for other users in your organization.

Check Whether You're Set Up for Financial Services Cloud

Check that you have a Financial Services Cloud trial org and are ready to start.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Log in to Salesforce as a Salesforce admin.
2. Verify that you can see Welcome to the Financial Service Cloud Learning Org.

Great, you are ready to get started.

If you don't find the welcome page, see the Financial Services Cloud Installation Guide. On your order form, under Product Specific Terms, find the links to the Financial Services Cloud and Tableau CRM for Financial Services Cloud packages to install.

Create Users

Create users for Financial Services Cloud and assign the required permissions using profiles and permission sets.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, enter `Users` in Quick Find, then select **Users**.
2. Create a user. Assign it the `Salesforce` user license.
3. Based on the persona of the user, assign a profile, such as System Admin, Advisor, Personal Banker, or a custom profile.
4. Save your changes.
5. Click **Permission Set Assignments** and then click **Edit Assignments**.

6. From Available Permission Sets, add the relevant permission sets to Enabled Permission Sets.

User Persona	Permission Sets to Add
Admin	Financial Services Cloud Standard, Advisor Access, and Personal Banker Access
Advisor	Financial Services Cloud Standard and Advisor Access
Personal Banker	Financial Services Cloud Standard and Personal Banker Access
Teller	Financial Services Cloud Basic and Teller Access

Note: You can assign custom permission sets to provide more access, as required by the user's persona. For example, customize Advisor profile permissions to allow advisors to delete financial account role (FAR) records.

7. Save your changes.
8. For Enterprise Editions and Unlimited Editions only, proceed with the following steps to assign Client Segmentation app access permissions to Admin user.
   a. From Setup, enter `Users` in the Quick Find box, and then select **Users**.
   b. Click the username with the System Administrator profile.
   c. Click **Permission Set Assignments**, and then click **Edit Assignments**.
   d. Select the Client Segmentation Admin permission set.
   e. Click **Add**, then click **Save**.
9. For Enterprise Editions and Unlimited Editions only, proceed with the following steps to assign Client Segmentation app access permissions to other users in your organization.
   a. From Setup, enter `Users` in the Quick Find box, and then select **Users**.
   b. Click the name of a user who requires access to the Client Segmentation App app.
   c. Click **Permission Set Assignments**, and then click **Edit Assignments**.
   d. Select the Client Segmentation Analytics User permission set.
   e. Click **Add**, then click **Save**.
   f. Repeat these steps for all users who require access to the Client Segmentation App app.

SEE ALSO:

Create User Profiles for Other User Personas

Create User Profiles for Other User Personas

Create profiles to define the permissions and field-level security settings for other users in your organization.

Start by cloning the Standard User profile.

1. From Setup, enter `Profiles` in Quick Find, then select **Profiles**.
2. Clone the Standard User profile.
3. Give the profile a name to identify the type of user, such as `Teller` or `Client Associate`.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

4. Save your changes.
5. Click **Edit** to update the permissions and field-level security as needed.
6. Save your changes.
   You can now create new users based on this profile.

Sectors in Financial Services Cloud

Set up and manage Financial Services Cloud for sectors like Commercial Banking, Insurance, Mortgage, Retail Banking, and Wealth Management.

Financial Services Cloud provides solutions for multiple sectors. Set up one or more for your org.

Set Up and Manage Commercial Banking

Bankers get greater visibility into customer relationships in commercial lending, treasury management, trade finance, and more with the Commercial Banking Console app. Plus, a Business Referrals record type makes it easy for relationship managers and lending assistants to make business-to-business referrals.

Set Up and Manage Insurance

Insurance for Financial Services Cloud includes a new data model for insurance, new Lightning components, and a tailored Lightning console app: Insurance Agent Console. Insurance Agent Console helps agents and service reps track their performance and stay focused on their goals. With the new distributor performance dashboard, reports, and performance metrics, sales managers can view a consolidated performance summary for all their distributors or monitor their individual performances. Use the Insurance Agent Portal template to create a portal that gives independent insurance agents access to the insurance features and components and lets them manage and grow their books of business.

Set Up and Manage Digital Lending

Digital Lending supports the end-to-end lending lifecycle across all retail loan products and channels in a unified lending platform. Create a loan application process that suits the needs of your clients, both self-serve and agent-assisted. Digital Lending harnesses the power of Financial Services Cloud and common Industry features to offer a platform that serves as both the point-of-sale and loan origination system.

Set Up and Manage Digital Lending—India

Digital Lending—India provides banks and financial institutions with a comprehensive platform for consumer lending. Streamline the application intake, underwriter review, and pre-disbursement processes for loan types, such as home, auto, and personal loans.

Set Up and Manage Mortgage

Mortgage for Financial Services Cloud includes a new data model for mortgage applications, new standard flow templates, and new flow screen components.

Set Up and Manage Retail Banking

Get a 360-degree view of customers with Retail Banking, a Financial Services Cloud Lightning app. Bankers can also easily manage high-volume transactions on one screen with the Retail Banking Console. The information bankers need is supported with new objects, fields, and record types for loans, deposits, and more.

Set Up and Manage Wealth Management

Give your financial advisors a holistic view of customers with Wealth Management, a Financial Services Cloud Lightning app. Empower your advisors to deliver the personalized, proactive service that clients expect. Accelerate user productivity with technology that helps them engage with clients like never before, and build deeper, lasting, more profitable relationships.

Retail Banking, Commercial Banking, and Wealth Management Console Apps for Financial Services Cloud

Use the standard console apps for retail banking, wealth management, and commercial banking to streamline client interaction and service management. You can use these apps without installing the Financial Services Cloud managed package. These console apps have a set of prebuilt functionalities that help your bankers and customer service representatives (CSR) manage their end-to-end service interactions all in one place.

Set Up and Manage Commercial Banking

Bankers get greater visibility into customer relationships in commercial lending, treasury management, trade finance, and more with the Commercial Banking Console app. Plus, a Business Referrals record type makes it easy for relationship managers and lending assistants to make business-to-business referrals.

Follow these steps to enable Commercial Banking features.

Enable Relationship Manager and Lending Assistant Permissions

Use permission sets to give your users access to the Commercial Banking Console Lightning app.

Assign Page Layouts to New Treasury Service Record Type

The Financial Account object includes the new Treasury Service record type to support commercial banking needs. This record type has a customized page layout that provides an optimal display of the record type information. This customized page layout is available to the Relationship Manager by default and can be added to other profiles as needed.

Assign the Commercial Banking Home Page to a Relationship Manager

Financial Services Cloud includes the Commercial Banking Home Page, which shows relationship managers the details they need.

Enable the Related Business Referrals List

Help relationship managers and lending assistant better manage their referrals by giving them the ability to identify related referrals.

Install the Commercial Banking Unmanaged Extension Package

Streamline the working day for relationship managers and lending assistants by providing them with the My Loans and Mortgages report and the Relationship Management Dashboard.

Add Commercial Banker Users

Add Commercial Banker users and assign them the Relationship Manager profile and the related permission sets. Users must have these settings to access Financial Services Cloud.

Business Relationship Plan

Use Business Relationship Plan to give your relationship team a more efficient, strategic, and collaborative approach to client planning. Business Relationship Plan captures all essential details of the client accounts, providing your relationship team the information needed to strategically prepare objective-driven client plans. With AI-powered summaries, your relationship team can easily understand the current dynamics of client relationships. Effectively manage and improve client relationships by offering customized solutions and implementing proactive engagement strategies.

Use New Custom Record Types for Referrals

A new custom metadata type enables you to work with new referral record types, similar to the business referrals delivered with Commercial Banking.

Enable Relationship Manager and Lending Assistant Permissions

Use permission sets to give your users access to the Commercial Banking Console Lightning app.

1. From Setup, enter `Users` in Quick Find, then select **Users**.
2. Click a user's name.
3. Under Permission Set Assignments, click **Edit Assignments**.
4. Add the Relationship Manager or Lending Assistant permission set as appropriate to the user.
5. Save your changes.

To update user details in bulk, see Tip Sheet: Manage Bulk Permission Set License (PSL) Assignments for Financial Services Cloud

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Page Layouts to New Treasury Service Record Type

The Financial Account object includes the new Treasury Service record type to support commercial banking needs. This record type has a customized page layout that provides an optimal display of the record type information. This customized page layout is available to the Relationship Manager by default and can be added to other profiles as needed.

Follow these steps to assign the custom page to other profiles.

1. From Setup, open **Object Manager**.
2. Open Financial Account and then click **Record Types** (1).
3. Click **Page Layout Assignment** (2) and then **Edit Assignment**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

4. For the Treasury Service record type, select the cell for the profile to which the page layout is to be added.
5. In Page Layout To Use, select **Financial Account (Treasury Service) Layout**.
6. Save your changes.

Assign the Commercial Banking Home Page to a Relationship Manager

Financial Services Cloud includes the Commercial Banking Home Page, which shows relationship managers the details they need.

New releases of Financial Services Cloud upgrade the Lightning home pages and overwrite any changes. To add or remove Lightning components from these home pages, click **Clone** next to the page you want to modify in Lightning App Builder.

1. From Setup, enter `Lightning App Builder` in Quick Find, then select **Lightning App Builder**.
2. Click **View** for **Commercial Banking Home Page**.
3. Click **Activation**.
4. Select **Assign this Home page to specific profiles** and click **Next**.
5. Select **Relationship Manager** from the list of profiles and click **Next**.
6. Activate your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Enable the Related Business Referrals List

Help relationship managers and lending assistant better manage their referrals by giving them the ability to identify related referrals.

1. From Setup, open **Object Manager** and click **Account**.
2. Open **Page Layouts** and click **Account (Business Referral) Layout**.
3. In the sections list, click **Related Lists**.
4. Drag **Related Leads** to the Related Lists section.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Install the Commercial Banking Unmanaged Extension Package

Streamline the working day for relationship managers and lending assistants by providing them with the My Loans and Mortgages report and the Relationship Management Dashboard.

1. In the Product Specific Terms section of your order form, copy the URL for the Financial Services Commercial Banking Ext unmanaged package.
2. Paste the URL into your browser navigation bar and press Enter.
3. If you received a password from Salesforce, enter it.
4. Select **Install for Specific Profiles**.
5. Scroll to the Select Specific Profiles section, and map the Relationship Manager and Lending Assistant profiles to the package profiles and set the access level to **Full Access**.
6. Click **Install**.

   If the installation takes a while, you can click **Done** and the installation completes in the background. Check your email for confirmation that the installation was successful.

If the package installation fails, see Why did my installation or upgrade fail?

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Add Commercial Banker Users

Add Commercial Banker users and assign them the Relationship Manager profile and the related permission sets. Users must have these settings to access Financial Services Cloud.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

1. From Setup, enter `Users` in Quick Find, then select **Users**.
2. Click **New User**. Enter the user's details and assign them the Salesforce user license and then the **Relationship Manager** profile.
3. Save your changes.
4. Under Permission Set Assignments, click **Edit Assignments**.
5. Under Available Permission Sets, add the Financial Services Cloud Standard and Relationship Manager Access permission sets to Enabled Permission Sets.
6. Save your changes.

   You can use subsets of the Commercial Banking features for other users, such as lending assistance. See the Financial Services Cloud Administrator Guide for details on how to set up these users.

Business Relationship Plan

Use Business Relationship Plan to give your relationship team a more efficient, strategic, and collaborative approach to client planning. Business Relationship Plan captures all essential details of the client accounts, providing your relationship team the information needed to strategically prepare objective-driven client plans. With AI-powered summaries, your relationship team can easily understand the current dynamics of client relationships. Effectively manage and improve client relationships by offering customized solutions and implementing proactive engagement strategies.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

Enable Business Relationship Plan

To help your relationship team manage and grow business relationships all in one place, enable the Business Relationship Plan setting. When you enable this setting, you get access to the Account Plan Category object, Account Plan Objective Measure Relation object, and some additional fields in the Account Plan and Account Plan Objective objects that are specific to Financial Services Cloud.

Set up Business Relationship Plan

Review the steps for setting up Business Relationship Plan for Financial Services Cloud.

Work with Business Relationship Plan

Your relationship managers can efficiently create business relationship plans by using the account plan related lists on the Account record page. From the Objectives tab on the account plan record page, relationship managers can create goals and easily track them by defining measures from the Account Plan Objective record page. Additionally, your relationship team can use the prebuilt Account Plan Lightning page in the Commercial Banking app to create relationship plans for corporate clients.

Einstein Summaries for Business Relationship Plan

Enhance the efficiency of your relationship managers in their regular activities with AI-powered relationship summaries and client meeting summaries. The Summarize a Relationship prompt template fetches the relevant account plan data and generates structured insights on win-loss trends, open opportunities, and unresolved cases. Relationship managers can use these insights to create strategic business relationship plans for their clients. Relationship managers can use the Summarize an Interaction prompt template to easily get meeting minutes to understand the ongoing discussion about an account plan objective. Use the default prompt templates or customize them to suit your business needs.

Example: Strategic Partnership and Expansion for Acme Inc. with Business Relationship Plan

Acme Inc., a mid-sized company specializing in automotive parts, has partnered with Cumulus Bank for over 5 years. They rely on various banking products such as business accounts and loans. With a new CEO at the helm, Acme is gearing up for expansion and seeks advice from Cumulus Bank to align with their new business goals.

Enable Business Relationship Plan

To help your relationship team manage and grow business relationships all in one place, enable the Business Relationship Plan setting. When you enable this setting, you get access to the Account Plan Category object, Account Plan Objective Measure Relation object, and some additional fields in the Account Plan and Account Plan Objective objects that are specific to Financial Services Cloud.

- Turn on Account Plans in the Sales cloud.

1. From Setup, in the Quick Find box, enter `Business Client Engagement`, and then under Financial Services Cloud, select **Business Client Engagement Settings**.
2. Turn on Business Relationship Plan Settings.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To enable business relationship plan:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

Set up Business Relationship Plan

Review the steps for setting up Business Relationship Plan for Financial Services Cloud.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

Configure Fields Specific to Business Relationship Plan

Add Business Relationship Plan related fields to Account Plan and Account Plan Objective objects to help your relationship managers capture strategic details and relevant stakeholders associated with the account plan. You can also create a dedicated record type or a different layout for the finance-specific account plan and then add Business Relationship Plan related fields to it.

Add Flexcard Template Selector to Account Plan Record Page

Configure the Flexcard Template Selector Lightning component on the Account Plan record page and let your users select the appropriate template from multiple options at runtime. To optimize your relationship team's data gathering from different platform objects, add the prebuilt Account Plan Overview template to the Account Plan record page using the Flexcard Template Selector Lightning component. You can customize the Account Plan Overview template or create multiple standard templates to meet the specific data requirements of different business lines.

Configure the Prebuilt Account Plan Lightning Page

Provide your relationship team a dedicated Lightning page in the Commercial Banking App to manage account plans. Your relationship team can use the Overview tab to get a bird's-eye view of the account plan. The Flexcard Template Selector component is available by default in the Overview tab on the Lightning page. By using the Details tab, your relationship team can capture relevant information to better understand client goals, prioritize the urgent needs, and implement strategies for them. From the Objectives tab component, they can create strategic goals and define measures for success through the Account Plan Objective Measure record page. Also, they can upload files relevant to the account plan in the Related tab. You can customize the page to better suit your users' requirements and then set it as the default layout across all apps.

Manage User Access for Business Relationship Plan

To get your relationship team started with business relationship planning, assign relevant permissions to them.

Configure Fields Specific to Business Relationship Plan

Add Business Relationship Plan related fields to Account Plan and Account Plan Objective objects to help your relationship managers capture strategic details and relevant stakeholders associated with the account plan. You can also create a dedicated record type or a different layout for the finance-specific account plan and then add Business Relationship Plan related fields to it.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To enable business relationship plans:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

1. From Setup, in the Quick Find box, enter `Object Manager`, and then select **Object Manager**.
2. In the Quick Find box, enter `Account Plan`, and then select **Account Plan**.
3. Click **Page Layouts**, and then select **Account Plan Layout**.
4. On the palette, select **Fields**.
5. Drag these fields from the object palette to the Account Plan Detail section.
   - Relationship Summary
   - Account Internal Risk Rating
   - Calling Strategy
   - Calling Strategy Notes
6. Save your changes.
7. Similarly, configure fields for the relevant page layouts for the Account Plan Objective page, Interaction, and Interaction Summary objects.

Object	Fields
Account Plan Objective	• External Stakeholder • Priority • Account Plan Objective Category • Objective Interaction Summary
Interaction	• Account Plan Objective
Interaction Summary	• Account Plan Objective

Add Flexcard Template Selector to Account Plan Record Page

Configure the Flexcard Template Selector Lightning component on the Account Plan record page and let your users select the appropriate template from multiple options at runtime. To optimize your relationship team's data gathering from different platform objects, add the prebuilt Account Plan Overview template to the Account Plan record page using the Flexcard Template Selector Lightning component. You can customize the Account Plan Overview template or create multiple standard templates to meet the specific data requirements of different business lines.

- Make sure that you configure Omnistudio in your Salesforce instance. See Omnistudio Installation and Upgrade.
- Disable Managed Package Runtime setting in the Omnistudio.

1. From Setup, in the Quick Find box, enter `Object Manager`, and then select **Object Manager**.
2. In the Quick Find box, enter `Account Plan`, and then select **Account Plan**.
3. Click **Lightning Record Pages**, and then select **Account Plan Record Page**.
4. Click **Edit**
5. In Lightning App Builder, drag the **Flexcard Template Selector** component onto the Overview tab of your page.
6. In the properties pane, select **Author Name** to show the Flexcards authored by that individual. If you want to use prebuilt Flexcard templates shipped by Salesforce, include 'Salesforce' as one of the selected authors from the list of available authors.
7. To use the prebuilt Account Plan Overview template, in the Properties pane, in Description, enter `Account Plan Overview`.

   If you customized the Account Plan Overview template or created a new one, add the relevant template name in the description field. The Flexcard templates are filtered based on the description and the author name that you provide.
8. Save your changes, and then activate the page, if necessary.

   To change the template that you selected for the account plan record, you must manually clear the Flexcard field in the existing account plan record or create an account plan record and select a different template. The template's data is populated based on the access permissions that the account plan creator has to the underlying records. After the template gets populated with the data, all users with access to the account plan record can view this information.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To configure the Flexcard Template Selector on the Lightning pages:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

To create or update Omnistudio components:

- Omnistudio Admin

Configure the Prebuilt Account Plan Lightning Page

Provide your relationship team a dedicated Lightning page in the Commercial Banking App to manage account plans. Your relationship team can use the Overview tab to get a bird's-eye view of the account plan. The Flexcard Template Selector component is available by default in the Overview tab on the Lightning page. By using the Details tab, your relationship team can capture relevant information to better understand client goals, prioritize the urgent needs, and implement strategies for them. From the Objectives tab component, they can create strategic goals and define measures for success through the Account Plan Objective Measure record page. Also, they can upload files relevant to the account plan in the Related tab. You can customize the page to better suit your users' requirements and then set it as the default layout across all apps.

- Add fields relevant to business relationship plans on the Account Plan Lightning page. See Configure Fields Specific to Business Relationship Plan.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To enable business relationship plans:
- Financial Services Cloud Extension OR FSC Sales

To create and save Lightning pages in the Lightning App Builder:
- Customize Application

Manage User Access for Business Relationship Plan

To get your relationship team started with business relationship planning, assign relevant permissions to them.

- To provide your relationship managers access to business relationship plans, assign relevant permissions to them for Account Plans. See Select Who Can Use Account Plans.

  Note: When you share account plans with other users, the account plan objective records automatically become accessible to them. This rule also applies to account plan objective measure records and account plan objective measure relation records. You can manage sharing of Account Plan Objective object by setting Organization-wide sharing to Controlled by Parent, Private, Public Read Only, or Public Read/Write.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To assign permission sets:
- Assign Permission Sets

  AND

  View Setup and Configuration

To set field-level security and to edit object permissions:
- Manage Profiles and Permission Sets

  AND

  Customize Application

Work with Business Relationship Plan

Your relationship managers can efficiently create business relationship plans by using the account plan related lists on the Account record page. From the Objectives tab on the account plan record page, relationship managers can create goals and easily track them by defining measures from the Account Plan Objective record page. Additionally, your relationship team can use the prebuilt Account Plan Lightning page in the Commercial Banking app to create relationship plans for corporate clients.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

Create Account Plans By Using Flexcard Templates for Business Relationship Plan

Your relationship teams can access Account Plans from the account plans related list on the account record page. After creating an account plan, relationship managers can simply select a template from the available Flexcard templates and apply it to the Account Plan record page.

Add Objectives to an Account Plan

Relationship Managers can create a strategic objective for an account plan and add an appropriate category to it. They can also assign an owner, set the priority, and specify the status of the account plan objective to ensure effective management.

Define Account Plan Objective Measures

Track the progress of the account plan objective by defining measures from the account plan objective record page.

Create Account Plans By Using Flexcard Templates for Business Relationship Plan

Your relationship teams can access Account Plans from the account plans related list on the account record page. After creating an account plan, relationship managers can simply select a template from the available Flexcard templates and apply it to the Account Plan record page.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To access business relationship plans:

- FSC Sales permission set

Note: Admins can customize the user experience by adding additional fields for the relationship team to manually fill in, beyond those included in the Flexcard template.

1. From the App Launcher, find and select **Accounts**.

   If you're using Account Plan Lightning page in the Commercial Banking app, from the App Launcher, find and select Commercial Banking, and then open Accounts.

2. Open the required account record page, go to account plans in the Related tab, and then click **New**.
3. Enter a name for the account plan.
4. Add relevant details to Account Plan Information, Customer Strategy and SWOT Analysis sections, if necessary.
5. Save your changes.
6. On the Account Plan record page, go to the Overview tab and select a template from the available Flexcard templates.
7. Click **Apply** to use the selected template on the Account Plan record page.

Add Objectives to an Account Plan

Relationship Managers can create a strategic objective for an account plan and add an appropriate category to it. They can also assign an owner, set the priority, and specify the status of the account plan objective to ensure effective management.

1. From the App Launcher, find and select **Account Plans**.

   If you're using the Account Plan Lightning page, from the App Launcher, find and select Commercial Banking, and then open Account Plans.

2. Open the required account plan record page, go to the Objectives tab, and then click **New Objective**.
3. Enter a name for the account plan objective and select the account plan that you want to create objective for.
4. Specify the other details, such as status, priority, start date, end date, and description.
5. Select the objective owner and account plan objective category.
6. Save your changes.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To access business relationship plans:
- FSC Sales permission set

Define Account Plan Objective Measures

Track the progress of the account plan objective by defining measures from the account plan objective record page.

1. Add a Measure to Account Plan Objective record.
   a. From the App Launcher, find and select **Account Plan Objectives**.

      If you're using the Account Plan Lightning page, from the App Launcher, find and select Commercial Banking, and then open Account Plan Objectives.

   b. Open the required account plan objective record page, go to account plan objective measures in the Related tab, and then click **New**.
   c. Enter a name for the account plan objective measure and select the account plan objective that you want to create measure for.
   d. Specify the other details, such as value type, current value, and target value.
   e. Save your changes.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To access business relationship plans:
- FSC Sales permission set

2. Associate Reference records for Case, Financial Deal, and Opportunity objects with Account Plan Objective Measure.
   a. From the App Launcher, find and select **Account Plan Objectives**.

      If you're using the Account Plan Lightning page, from the App Launcher, find and select Commercial Banking, and then open Account Plan Objectives.

   b. Open the required account plan objective record page, go to account plan objective measures in the Related tab, and then click **View All**.
   c. Find and open the account plan objective measure record page that you want to associate with the object record.
   d. On the account plan objective measure record page, go to the account plan objective measure relations in the Related tab, and then click **New**.
   e. Select the object and its respective reference record to associate with the account plan objective measure.
   f. Save your changes.

Einstein Summaries for Business Relationship Plan

Enhance the efficiency of your relationship managers in their regular activities with AI-powered relationship summaries and client meeting summaries. The Summarize a Relationship prompt template fetches the relevant account plan data and generates structured insights on win-loss trends, open opportunities, and unresolved cases. Relationship managers can use these insights to create strategic business relationship plans for their clients. Relationship managers can use the Summarize an Interaction prompt template to easily get meeting minutes to understand the ongoing discussion about an account plan objective. Use the default prompt templates or customize them to suit your business needs.

Important: This tool uses generative AI, which is known to include inaccurate or harmful responses. Before sharing externally, review the output for accuracy and safety. You assume responsibility for the output when sharing.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have FSC Sales & Service license or the FSC Sales license and Einstein for Sales Add-On enabled

Considerations for Setting Up Einstein Summaries for Business Relationship Plan

Before you set up the business relationship plan-related summary feature by using Einstein Generative AI, review these considerations.

Enable Business Relationship Plan AI

Give users access to AI-powered features such as prompt templates and also to the invocable action and flows used with them. Relationship Managers use the prompt templates to quickly summarize relationships and interactions for business relationship plans.

Flows to Create Client Relationship and Interaction Summaries

Use Relationship Summary to help your relationship managers reduce the overhead of manually checking the latest updates. When new Case or Opportunity records are added to an account, or when new interactions are added to Opportunity records, relationship managers can get the latest relationship summary. When new interaction records are added to the account plan objective after the last interaction summary generation, relationship managers can refresh the interaction summary. If they're unsatisfied with the response, they can ask Einstein to rewrite the draft.

Summary Prompt Templates to Generate Responses with Einstein Generative AI

The Summarize a Relationship and Summarize an Interaction prompt templates provide structured, AI-powered insights to your users. Your users can use these templates to get a concise business summary of their client's business and industry for the account plan, or to analyze each client meeting.

Set Up Einstein Summaries for Business Relationship Plan

Configure AI-powered summaries for business relationship plans with prebuilt prompt templates and a Flexcard. Increase the productivity of relationship managers by providing them a quick business synopsis and client meeting summaries to create and manage business relationship plans.

Work with Einstein Summaries for Business Relationship Plan

By using field generation prompt templates that use real-time account plan data, you can get dynamic summaries of client relationships and interactions.

Considerations for Setting Up Einstein Summaries for Business Relationship Plan

Before you set up the business relationship plan-related summary feature by using Einstein Generative AI, review these considerations.

- Turn on Account Plans in the Sales Cloud.
- Enable Business Relationship Plan in the Financial Services Cloud.
- Set Up Einstein Generative AI in Salesforce.
- Enable Prompt Builder in Salesforce. You can clone and customize the prebuilt summary prompt templates in Prompt Builder.
- Enable and Configure Interaction Summaries to work with the Summarize an Interaction prompt template.
- Additionally, configure Omnistudio to work with the Summarize an Interaction prompt template. See Omnistudio Installation and Upgrade
- Disable Managed Package Runtime setting in the Omnistudio.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have FSC Sales & Service license or the FSC Sales license and Einstein for Sales Add-On enabled

Enable Business Relationship Plan AI

Give users access to AI-powered features such as prompt templates and also to the invocable action and flows used with them. Relationship Managers use the prompt templates to quickly summarize relationships and interactions for business relationship plans.

1. From Setup, in the Quick Find box, enter `Financial Services AI Settings`, and then under Financial Services Cloud, select **Financial Services AI Settings**.
2. Turn on Business Relationship AI.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have FSC Sales & Service license or the FSC Sales license and Einstein for Sales Add-On enabled

USER PERMISSIONS

To enable Business Relationship Plan AI setting:

- Financial Services Cloud Extension OR FSC Sales

  AND

  FSC Sales Einstein

To create or update Omnistudio components:

- Omnistudio Admin

To create and manage prompt templates in Prompt Builder:

- Prompt Template Manager

Flows to Create Client Relationship and Interaction Summaries

Use Relationship Summary to help your relationship managers reduce the overhead of manually checking the latest updates. When new Case or Opportunity records are added to an account, or when new interactions are added to Opportunity records, relationship managers can get the latest relationship summary. When new interaction records are added to the account plan objective after the last interaction summary generation, relationship managers can refresh the interaction summary. If they're unsatisfied with the response, they can ask Einstein to rewrite the draft.

This table lists the flows that generates output text when triggered by prompt templates used in the Einstein Summaries for Business Relationship Plan.

FLOW LABEL	DESCRIPTION	DEFAULT STATUS
Refresh Interaction Summary	This screen flow triggers the underlying prompt template flow to retrieve the latest summary, and updates the Interaction Summary field in the Account Plan Objective record.	Active
Get Interaction Summary Details	This prompt flow retrieves the details of the last five interactions and interaction summary records related to the account plan objective, and sends the record details as prompt instructions to the related prompt template.	Active
Get Relationship Summary Details	This prompt flow retrieves the details of object records such as opportunities, cases, and the related interaction and interaction summary records, and sends the record details as prompt instructions to the related prompt template.	Active

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have FSC Sales & Service license or the FSC Sales license and Einstein for Sales Add-On enabled

SEE ALSO:

Flow Limits and Considerations

Summary Prompt Templates to Generate Responses with Einstein Generative AI

The Summarize a Relationship and Summarize an Interaction prompt templates provide structured, AI-powered insights to your users. Your users can use these templates to get a concise business summary of their client's business and industry for the account plan, or to analyze each client meeting.

The Summarize a Relationship prompt template uses the Get Relationship Summary Details prompt flow to give you rapid insights on win-loss trends, open opportunities, and unresolved cases. The prompt flow retrieves data from five Opportunity records, five Case records, and five Interaction Summary records under each of the five Interaction records, all of which are related to the account plan.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have FSC Sales & Service license or the FSC Sales license and Einstein for Sales Add-On enabled

The Summarize an Interaction prompt template uses the Get Interaction Summary Details prompt flow to give you a summary of the five most recent interactions with the client that take place in the context of an account plan objective.

You can manage and customize summary prompt templates in the Prompt Builder.

Set Up Einstein Summaries for Business Relationship Plan

Configure AI-powered summaries for business relationship plans with prebuilt prompt templates and a Flexcard. Increase the productivity of relationship managers by providing them a quick business synopsis and client meeting summaries to create and manage business relationship plans.

Important: This tool uses generative AI, which is known to include inaccurate or harmful responses. Before sharing externally, review the output for accuracy and safety. You assume responsibility for the output when sharing.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have FSC Sales & Service license or the FSC Sales license and Einstein for Sales Add-On enabled

Assign Business Relationship Plan AI Permissions to Users

To use the AI-powered summarization in the Business Relationship Plan, assign relevant permissions to your users.

Add Interaction Summary Flexcard to Account Plan Objective Record Page

Enable Relationship Managers to quickly get an overview of their client meetings and to generate a summary by adding the FSCInteractionSummary Flexcard to the account plan objective record page.

Add Relationship Summary Field Component to Account Plan Record Page

Make the Relationship Summary component available to your relationship managers by adding it to the account plan record page. Relationship Managers can use the relationship summary to generate a business synopsis of their client account.

Assign Business Relationship Plan AI Permissions to Users

To use the AI-powered summarization in the Business Relationship Plan, assign relevant permissions to your users.

1. Assign permission sets.
   a. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
   b. Click a user's name.
   c. In Permission Set Assignments, click **Edit Assignments**.
   d. From Available Permission Sets, select and add FSC Sales, FSC Sales Einstein, Omnistudio User, and Prompt Template User permission sets.
   e. Save your changes.
2. Assign object permissions to your relationship managers.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing.
   c. Click Edit.
   d. Under Standard Object Permissions, locate the Generative AI Prompt Templates object and select **View All** permission.
   e. Save your changes.
3. Update field-level security.
   a. From Setup, in the Quick Find box, enter `Object Manager`, and then select **Object Manager**.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have FSC Sales & Service license or the FSC Sales license and Einstein for Sales Add-On enabled

USER PERMISSIONS

To assign permission sets:
- Assign Permission Sets

  AND

  View Setup and Configuration

To set field-level security and to edit object permissions:
- Manage Profiles and Permission Sets

  AND

  Customize Application

b. Locate each object listed in the table and click **Fields & Relationships**. Then for each object and field, update the field-level security for all the profiles that use Business Relationship Plan AI.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Account Plan	Relationship Summary	For the profiles that use Business Relationship Plan AI, select **Visible** and deselect **Read-Only**.
Interaction	Account Plan Objective	For the profiles that use Business Relationship Plan AI, select **Visible** and deselect **Read-Only**.
Account Plan Objective	Last Interaction Summary Generation Date	For the profiles that use Business Relationship Plan AI, select **Visible** and deselect **Read-Only**.
	Objective Interaction Summary	

4. Assign permission to use flows.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click **Edit** for the user profile that you want to give flow access to.
   c. Under General User Permissions, select **Manage Flows** and **Run Flows**.
   d. Save your changes.

Add Interaction Summary Flexcard to Account Plan Objective Record Page

Enable Relationship Managers to quickly get an overview of their client meetings and to generate a summary by adding the FSCInteractionSummary Flexcard to the account plan objective record page.

1. From Setup, in the Quick Find box, enter `Object Manager`, and then select **Object Manager**.
2. In the Quick Find box, enter `Account Plan Objective`, and then select **Account Plan Objective**.
3. Click **Lightning Record Pages**, and then select **Account Plan Objective Record Page**.
4. Click **Edit**.
5. In Lightning App Builder, locate the Flexcard component and drag it onto an appropriate spot on your page layout.
6. Select the Flexcard component that you placed on the page.
7. In the component properties pane, find and select **FSCInteractionSummary** in the Flexcard Name field.
8. Save your changes, and then activate the page, if necessary.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have FSC Sales & Service license or the FSC Sales license and Einstein for Sales Add-On enabled

USER PERMISSIONS

To modify pages:
- Customize Application

Add Relationship Summary Field Component to Account Plan Record Page

Make the Relationship Summary component available to your relationship managers by adding it to the account plan record page. Relationship Managers can use the relationship summary to generate a business synopsis of their client account.

1. From Setup, in the Quick Find box, enter `Object Manager`, and then select **Object Manager**.
2. In the Quick Find box, enter `Account Plan`, and then select **Account Plan**.
3. Click **Lightning Record Pages**, and then select **Account Plan Record Page**.
4. Click **Edit**.

   Make sure that you have migrated your record page to Dynamic forms. If not, click the Details tab, in the Record Detail component pane, and then click **Upgrade Now** to start the Dynamic Forms migration wizard.
5. Create a Summary tab and drag the **Field Section** component onto the Summary tab of your page layout.
6. Drag the **Relationship Summary** field onto the field section.
7. In the field component properties pane, in the Prompt Template field, find and select **Summarize a Relationship**.
8. Save your changes, and then activate the page, if necessary.
9. Similarly, add a Relationship Summary Field Component to the Account Plan Lightning page in the Commercial Banking App.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have FSC Sales & Service license or the FSC Sales license and Einstein for Sales Add-On enabled

USER PERMISSIONS

To create and save Lightning pages in the Lightning App Builder:
- Customize Application

SEE ALSO:

Migrate a Record Page to Dynamic Forms

Work with Einstein Summaries for Business Relationship Plan

By using field generation prompt templates that use real-time account plan data, you can get dynamic summaries of client relationships and interactions.

Important: This tool uses generative AI, which is known to include inaccurate or harmful responses. Before sharing externally, review the output for accuracy and safety. You assume responsibility for the output when sharing.

1. Generate a relationship summary.
   a. From the App Launcher, find and select **Account Plans**.
   b. Open the Account Plan record page and go to the Summary tab.

      If you're using Account Plan Lightning page, then from the App Launcher, find and select **Commercial Banking** and open Account Plan Lightning record page.
   c. On the relationship summary field of the Account plan record page, click .
   d. To generate a draft of the field, click .

      If the form field is enabled for generative AI, appears next to the field. If you don't see a generative AI-enabled field icon on a record field (), then a prompt template isn't supported for the field.
   e. In the Einstein panel, review the draft that AI generates and then add it to the field.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have FSC Sales & Service license or the FSC Sales license and Einstein for Sales Add-On enabled

USER PERMISSIONS

To access and run prompt templates outside Prompt Builder:
- Prompt Template User permission set

f. If you're unsatisfied with the response, send a message that asks Einstein to rewrite the draft.

   Einstein supports brief back-and-forth conversations, so if you're still unsatisfied with the regenerated draft, ask Einstein to revise the draft again.

g. After you add the draft to the field, review the field and edit it, if necessary.

h. Save the updated record.

2. To generate a summary of interactions associated with an account plan objective for the first time, go to the account plan objective record page and click **Generate Summary**.

   To again generate a summary of interactions, click **Refresh Summary**.

Example: Strategic Partnership and Expansion for Acme Inc. with Business Relationship Plan

Acme Inc., a mid-sized company specializing in automotive parts, has partnered with Cumulus Bank for over 5 years. They rely on various banking products such as business accounts and loans. With a new CEO at the helm, Acme is gearing up for expansion and seeks advice from Cumulus Bank to align with their new business goals.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have FSC Sales & Service license or the FSC Sales license and Einstein for Sales Add-On enabled

Create and Evaluate Phase

Sarah, the relationship manager for Acme's account, initiates the account plan from Acme's account record page and applies the Account Plan Overview template. This template helps Sarah to capture the client's account details categorized into different sections, reducing the need for manual data collection.

Sarah can quickly identify upsell and cross-sell opportunities through a snapshot of all Opportunity, Case, and Financial Deal records associated with Acme's account. The AI-powered relationship summary keeps Sarah updated on win-loss trends, open opportunities, and unresolved cases.

Using Customer Strategy and SWOT Analysis tools, Sarah evaluates Acme's strategic priorities and market position. To deliver tailored solutions, she collaborates with product specialists by sharing the account plan.

Define and Strategize Phase

Sarah's team analyzes client data, industry trends, and the bank's needs to come up with objectives that align with the bank's expansion plan. After the objectives are approved by Acme's leadership, Sarah's team assigns objectives to respective internal owners and identifies key external stakeholders associated with each objective.

To track progress on these objectives, Sarah's team defines actionable measures and monitors performance metrics. After each client interaction, the relationship team stays on top of the objective progress by using AI-powered interaction summaries to capture key discussion points, ensuring clarity on follow-ups and next steps.

Conclusion

By using well-structured Business Relationship Plans and AI-powered summaries, Sarah's team enhances collaboration and revenue growth, establishing a strong, trust-based relationship with Acme Inc. This data-driven approach helps the team move away from dated methods, eliminate distractions, and effectively address the client's evolving needs on time.

Use New Custom Record Types for Referrals

A new custom metadata type enables you to work with new referral record types, similar to the business referrals delivered with Commercial Banking.

1. Create and Configure Custom Record Types for Referrals
   First create a custom record type on leads, based on the referral record type. Configure the record type mapping for the custom referral record type, then assign the record type to the user profiles that need them.
2. Add the Referral Component to Lightning Pages
   You can add the referral component to Lightning pages to enable users to create specific referral record types. You can add multiple versions of the component to enable various referral record types to be created from a page.
3. Show the Referrer Score Field to Experience Cloud Users
   Provide Experience Cloud users with the permissions they needed for the Referrer Score field to display in the Referrals Made Summary.

Create and Configure Custom Record Types for Referrals

First create a custom record type on leads, based on the referral record type. Configure the record type mapping for the custom referral record type, then assign the record type to the user profiles that need them.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

1. From Setup, open Object Manager and locate Lead.
2. Open **Record Types** and click **New**.
3. In Existing Record Type, select **Referral**. Give the record type a label and add a description. In Lead Process select **Lead Process** and set the record type as active. Also, select the profiles to which the record type is available.
4. Save your changes.
5. From Setup, enter `metadata` in Quick Find, then select **Custom Metadata Types**.
6. Click **Referral Record Type Mapper** and **Manage Referral Record Type Mappers**.
7. Click **New**.
8. Complete the following information for the record type mapper:
   a. Enter a label.
   b. Don't change the automatically set name.
   c. Enter the API name of the Referral Record Type you added in step 3.
   d. Enter your org's namespace.
9. Save your changes.

The custom record type is now available to users with the assigned profiles when a lead or referral is created.

Add the Referral Component to Lightning Pages

You can add the referral component to Lightning pages to enable users to create specific referral record types. You can add multiple versions of the component to enable various referral record types to be created from a page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

1. From Setup, enter `Lightning App Builder` in the Quick Find box, and then select **Lightning App Builder**.
2. Click **Clone** next to the Lightning Page you want to add the referral component to.
3. In the Search components box, enter `Referrals Create Form`.
4. Locate the Referrals Create Form component and drag it to an appropriate position on the page.
5. In Referral Record Type, select a referral record type.
6. As needed, repeat steps 3 through 5 to add a component for another referral record type.
7. Save your changes.
8. For the profiles that use the cloned page, activate the cloned page.

Show the Referrer Score Field to Experience Cloud Users

Provide Experience Cloud users with the permissions they needed for the Referrer Score field to display in the Referrals Made Summary.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Profiles that provide Experience Cloud access for users include:

- Customer Community Login User
- Customer Community Plus Login User
- Customer Community Plus User
- Customer Community User

1. From Setup, enter `Profile` in the Quick Find box, and then select **Profile**.
2. Click the name of the community user profile you want to update.
3. In Field-Level Security, click **View** next to User.
4. Click **Edit**.
5. Select Read Access for the Referrer Score field.
6. Save your changes and return to the profile.
7. In Field-Level Security, click **View** next to Contact.
8. Click **Edit**.
9. Select Read Access for the Referrer Score field.
10. Save your changes.

Set Up and Manage Insurance

Insurance for Financial Services Cloud includes a new data model for insurance, new Lightning components, and a tailored Lightning console app: Insurance Agent Console. Insurance Agent Console helps agents and service reps track their performance and stay focused on their goals. With the new distributor performance dashboard, reports, and performance metrics, sales managers can view a consolidated performance summary for all their distributors or monitor their individual performances. Use the Insurance Agent Portal template to create a portal that gives independent insurance agents access to the insurance features and components and lets them manage and grow their books of business.

When you add the Policy and Events or Milestones components to the account record page, agents have a consolidated view of their customers' life events or business milestones, insurance policies, claims, and other related details. The Policy component on the household page gives agents a consolidated view of household policies and claims. The Events or Milestones component on the contact record page gives sales managers an at-a-glance view of producers' life events. Producer relationship cards give sales managers easy access to key information about their producers.

Set Up Insurance for Financial Services Cloud

To enable Insurance for Financial Services Cloud, clone an Account record page or create one, and add the Policy and Events and Milestones components to the page. Then activate the page and assign it to the Insurance Agent Console app, appropriate account and person account record types, and appropriate user profiles. Add the Insurance Agent Action Items component to the Insurance Agent Console Home page. Then give users access to the Insurance Agent Console app.

Work with Insurance for Financial Services Cloud

Discover the information you need and the customizations you can do to fine-tune the Insurance features to best suit the needs of your agents and service reps.

Set Up Insurance for Financial Services Cloud

To enable Insurance for Financial Services Cloud, clone an Account record page or create one, and add the Policy and Events and Milestones components to the page. Then activate the page and assign it to the Insurance Agent Console app, appropriate account and person account record types, and appropriate user profiles. Add the Insurance Agent Action Items component to the Insurance Agent Console Home page. Then give users access to the Insurance Agent Console app.

Assign the FSC Insurance Permission Set License to Users

To access insurance objects and features, users need the FSC Insurance permission set license.

Give Users Access to Additional Objects and Functionality (Optional)

Give agents access to the master list of coverage types. With access to this list, an agent can better sell policies and help customers with their existing policies. To let an agent handle many-to-many relationships between claims and cases, claims and assets, and assets and policy participants, enable many-to-many relationships. For example, when many-to-many relationships are enabled, an agent can handle multiple claims through one case or have multiple cases handling one claim. Unlock the capability to let multiple producers work on the same policy. A large commercial insurance policy typically requires a team of agents and service reps to work in tandem to manage the policy. After you enable these options, you can't disable them.

Edit Sharing Settings for Insurance Objects

You can control access to data at different levels. For example, you can control the access that a user has to objects by assigning object permissions. Within an object, you can control which fields a user has access to by using field-level security. You can control access to data at the record level by assigning sharing settings. Review the default sharing settings for Insurance objects and modify them based on your needs.

Encrypt the Insurance Fields

Protect your policyholders' sensitive information with Shield Platform Encryption. You can encrypt information about a range of events, milestones, insurance policies, claims, and related details with either probabilistic or deterministic encryption schemes.

Give Agents a Consolidated View of Policyholders' Life Events, Policies, and Claims

Give your insurance agents a 360-degree view of their customers' life events or milestones, insurance policies, claims, and other important details. Start by cloning an Account record page or creating one. Then add the Policy and Events and Milestones components to the page.

Give Agents a Consolidated View of Household Policies and Claims

Configure related lists for the household page layout. Then add the Policy component to the household page to let your agents view all household policies and claims in one place.

Enable Policy and Claim Record Rollups at Household Level

To show insurance policies, claims, insurance policy participants, and claim participants as related lists at the household level, add Insurance Policies, Claims, Insurance Policy Participants, and Claim Participants as picklist values to the Rollup__c field on the Account Contact Relationship object. The Insurance Policies related list shows the policies where household members are primary insured (NamedInsuredId). The Claims related list shows the claims related to household members' accounts.

Enable Policy and Claim Rollup-By-Lookup Summaries at Household Level

Add the provided rollup-by-lookup (RBL) summaries on the account household page layout to show total household policies, policy premiums, claims on policies, and claim amount paid by a policyholder's primary household. Then activate the RBL rules to calculate the summaries.

Add the Insurance Agent Action Items Component to the Console Home Page

The Insurance Agent Action Items component gives agents an at-a-glance view of payment-due policies, policies up for renewal, open claims and cases, unread leads, and open opportunities. Add the component to the Insurance Agent Console app's home page.

Give Users Access to the Insurance Agent Console App

Add user profiles to the Insurance Agent Console app to give users access to the Insurance Agent Console app. Insurance Agent Console helps agents and service reps track their performance and stay focused on their goals.

Enable Distributor Performance Management

Help sales managers monitor individual distributor and producer performance with distributor performance metrics and reports. You can create a home page with the distributor performance dashboard and performance metrics to give sales managers consolidated performance summaries for their distributors.

Manage Producers' Life Events

Your sales managers can now see producers' life events at a glance when you add the Events and Milestones component to the contact record page.

Provide Easy Access to Producer Information

Your sales managers can easily view key information about their producers from multiple objects, without going through multiple related lists.

Include Multi-Producer Policies in Metrics and Charts

Include policies with multiple producers in your calculations to ensure that metrics and charts show accurate policy and premium figures. By default, the policy-related metrics and charts include only the policies that are assigned to single producers.

Choose an Option for Metrics Calculations for Multiline Policies

Include only parent policies or both parent and child policies in metrics calculations, depending on how premiums are populated for multiline policies. For example, if premiums are populated for child policies and also aggregated at the parent level, then include only parent policies in calculations. By default, metrics count policies and premiums at both parent and child levels.

Set Up a Portal for Independent Insurance Agents

Create a feature-rich portal for your independent insurance agents. A dashboard with performance metrics, report charts, and action items helps agents monitor their goals and accomplishments, meet deadlines, and improve sales and service. With a comprehensive view of clients' policies, claims, life events or business milestones, and other related details, agents can stay organized, deepen client relationships, and better address client needs. Agents can use built-in Experience Cloud and knowledge management features to share knowledge articles with other agents and insurance carriers.

FlexCard–Based Policy 360 Component for Financial Services Cloud

To configure the FlexCard-based Policy 360 component, assign OmniStudio permissions and the FSC Insurance permission set license to users, and customize the FlexCards, Integrations Procedures, and Data Mappers. FlexCards provide an improved user experience and simpler configurations. The FlexCard component can show contextualized information in an at-a-glance format. You can easily embed FlexCards in other FlexCards and show more details on demand by using a flyout. By using this comprehensive view, agents can easily scan the available details and resolve customer queries quickly.

Assign the FSC Insurance Permission Set License to Users

To access insurance objects and features, users need the FSC Insurance permission set license.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Click the user that you want to give permissions to.
3. Under Permission Set Assignments, click **Edit Assignments**.
4. Under Available Permission Sets, select **FSC Insurance**, and then click **Add**.
5. Save your changes.

Note: Assigning the FSC Insurance permission set automatically assigns the user an FSC Insurance permission set license. However, assigning the permission set doesn't give the user permissions on insurance objects. You give users create, read, edit, and delete permissions on the objects through user profiles or permission sets.

Tip: Your portal users can access insurance objects without requiring any additional permission set license. In your user profile, under General User Permissions, select **Access Insurance Objects**.

However, to access insurance features, the portal users need the Financial Services Community permission set license.

Give Users Access to Additional Objects and Functionality (Optional)

Give agents access to the master list of coverage types. With access to this list, an agent can better sell policies and help customers with their existing policies. To let an agent handle many-to-many relationships between claims and cases, claims and assets, and assets and policy participants, enable many-to-many relationships. For example, when many-to-many relationships are enabled, an agent can handle multiple claims through one case or have multiple cases handling one claim. Unlock the capability to let multiple producers work on the same policy. A large commercial insurance policy typically requires a team of agents and service reps to work in tandem to manage the policy. After you enable these options, you can't disable them.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Insurance Settings`, and then select **Insurance Settings**.
2. To give an agent access to the master list of coverage types, enable **Access Master List of Coverage Types**.

   Once this option is enabled, you can see these additional objects: Product Coverage and Coverage Type. And you can see the Coverage Type field (a lookup to the Coverage Type object) on the Insurance Policy Coverage object.
3. To let an agent handle many-to-many relationships between claims and cases, claims and assets, and assets and policy participants, enable **Use Many-to-Many Relationships**.

   Once this option is enabled, you can see these additional objects: Claim Case, Insurance Claim Asset, and Insurance Policy Member Asset.
4. To let multiple producers work on the same policy, enable **Let Multiple Producers Work on the Same Policy**.

   Once this option is enabled, you can see an extra object, Producer Policy Assignment.

Edit Sharing Settings for Insurance Objects

You can control access to data at different levels. For example, you can control the access that a user has to objects by assigning object permissions. Within an object, you can control which fields a user has access to by using field-level security. You can control access to data at the record level by assigning sharing settings. Review the default sharing settings for Insurance objects and modify them based on your needs.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Sharing Settings`, and then select **Sharing Settings**.
2. Under Organization-Wide Defaults, review the access levels for the following objects. By default, they are set to Private.
   - Business Milestone
   - Claim
   - Coverage Type (available when the Access Master List of Coverage Types org pref is enabled)
   - Customer Property
   - Insurance Policy
   - Insurance Policy Asset
   - Producer
   - Producer Policy Assignment (available when the Let Multiple Producers Work on the Same Policy org pref is enabled)
   - Product Coverage (available when the Access Master List of Coverage Types org pref is enabled)
   - Securities Holding
   - Worker Compensation Coverage Class
3. To change an access level, click **Edit**.
4. For each object, select the default access you want to use.
5. Save your changes.

Encrypt the Insurance Fields

Protect your policyholders' sensitive information with Shield Platform Encryption. You can encrypt information about a range of events, milestones, insurance policies, claims, and related details with either probabilistic or deterministic encryption schemes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Table 10: Insurance Fields to Encrypt

Object	Fields You can Encrypt
BusinessMilestone	MilestoneName
Claim	• ClaimNumber • IncidentSite • ReportNumber
CustomerProperty	• Address • LienHolderName

Object	Fields You can Encrypt
IdentityDocument	• Name • ExpirationDate • IssueDate
InsurancePolicy	• PolicyNumber • ServicingOffice • UniversalPolicyNumber
PersonLifeEvent	EventName
SecuritiesHolding	Name

SEE ALSO:

Which Standard Fields Can I Encrypt?

Give Agents a Consolidated View of Policyholders' Life Events, Policies, and Claims

Give your insurance agents a 360-degree view of their customers' life events or milestones, insurance policies, claims, and other important details. Start by cloning an Account record page or creating one. Then add the Policy and Events and Milestones components to the page.

Create a Custom Account Record Page

To quickly create an Account record page, you can clone an existing one. After you create the page, you can modify it to give agents a customized view of their clients' records.

Configure Related Lists for Policies, Events, and Milestones

Before you add the Policy and Events and Milestones components to your Account record page, add the components as related lists on the relevant page layouts. To make the lists of insurance policies, claims, events, and milestones available on your custom Account record page, add the lists to the Related Lists sections of the page layouts for the Account, Person Account (if enabled), and Contact objects.

Add Policy and Events and Milestones Components to Your Account Record Page

Add the Policy and Events and Milestones components to your custom Account record page to give agents a consolidated view of their customers' life events or milestones, insurance policies, claims, and other related details.

Activate the Custom Account Record Page

Activate your custom Account record page to make it visible to your users.

Create a Custom Account Record Page

To quickly create an Account record page, you can clone an existing one. After you create the page, you can modify it to give agents a customized view of their clients' records.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `App Builder`, and then select **Lightning App Builder**.
2. Clone an Account record page. (An Account record page is a page whose object name is Account and type is Record Page.) If an Account record page is not available, create one.
3. Give your page an appropriate label. For example, name it `PolicyHolder 360`.
4. Save the page. When you save the page for the first time, you are prompted to activate it to make it available to users. Click **Not Yet**.

   You activate the page later when you are done customizing it and it's ready for your users.

Configure Related Lists for Policies, Events, and Milestones

Before you add the Policy and Events and Milestones components to your Account record page, add the components as related lists on the relevant page layouts. To make the lists of insurance policies, claims, events, and milestones available on your custom Account record page, add the lists to the Related Lists sections of the page layouts for the Account, Person Account (if enabled), and Contact objects.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager**.
2. Click **Account**, and select **Page Layouts**.
3. For each page layout that you want to add the Insurance Policies list to, select **Related Lists** on the palette. Then drag **Insurance Policies** to the Related Lists section.
4. Save your changes.
5. Similarly, configure related lists for the relevant page layouts for the following objects.

Object	Related Lists
Account	Business Milestones
Person Account	Claims, Insurance Policies, Insurance Policy Participants, Person Life Events
Contact	Person Life Events

Note: The Person Life Events related list is available only when person accounts are enabled in your org.

SEE ALSO:

Work with Events and Milestones

Add Policy and Events and Milestones Components to Your Account Record Page

Add the Policy and Events and Milestones components to your custom Account record page to give agents a consolidated view of their customers' life events or milestones, insurance policies, claims, and other related details.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `App Builder`, and then select **Lightning App Builder**.
2. In the Lightning Pages list, click **Edit** next to your Account record page.
3. Drag the **Events and Milestones** component to the account summary.
4. Create a custom tab. Give it an appropriate label. For example, name it `Policies`.
5. Drag the **Policy** component to the new tab.
6. Click anywhere on the Policy component to select it.
7. In the Properties pane, review the preselected policy KPIs, and change them according to your needs.
8. In the Properties pane, under Choose Participant Role, click **Select**, and then select the appropriate participant roles.

   By default, no participant role is selected. As a result, when an agent views a user's record, the **Policies** tab shows only those policies that the user owns. Selecting participant roles includes policies in which the user is a participant but doesn't own. For example, if you select the **Beneficiary** participant role, the list includes the policies in which the user is a beneficiary.
9. Save your changes.

SEE ALSO:

Work with Events and Milestones

Show All Policies or Only Owned Policies

Activate the Custom Account Record Page

Activate your custom Account record page to make it visible to your users.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. On your custom Account record page, click **Activation**.
2. Choose how you want to activate the page.
   - To make the page the default object record page for specific Lightning apps, click the **APP DEFAULT** tab and follow the steps. For example, you can make the page the default object record page for the Insurance Agent Console page.
   - To assign the page to a combination of Lightning apps, record types, and profiles, click the **APP, RECORD TYPE, AND PROFILE** tab and follow the steps. For example, you can assign the page to the Insurance Agent Console app, Person Account record type, and Insurance Agent profile.

Here's what your custom Account record page, PolicyHolder 360, looks like when an insurance agent views a client's record.

Give Agents a Consolidated View of Household Policies and Claims

Configure related lists for the household page layout. Then add the Policy component to the household page to let your agents view all household policies and claims in one place.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

- Ensure that you have created and configured custom record types for individuals and groups.
- Ensure that group record rollups are enabled and configured for optimal performance.

1. Give your users access to the Household field on the Claim, Insurance Policy, and Insurance Policy Participant objects.
   a. From Setup, open **Object Manager**.
   b. In the Quick Find box, enter `Claim`, then select **Claim**.
   c. Click **Fields & Relationships**, and select **Household**.
   d. Click **Set Field-Level Security**.
   e. Select **Visible** for all applicable user profiles.
   f. Save your changes.
   g. Repeat these steps for the Insurance Policy and Insurance Policy Participant objects.
2. Add the Household Insurance Policies, Household Insurance Policy Participants, and Household Claims related lists to the household page layout.
   a. From Setup, open **Object Manager**.
   b. Click **Account**, and select **Page Layouts**.
   c. Click **Account (Household) Layout**.
   d. On the palette, select **Related Lists**.
   e. Drag **Household Insurance Policies**, **Household Insurance Policy Participants**, and **Household Claims** to the Related Lists section on the page.
   f. Save your changes.
3. Add the Policy component to the household record page.
   a. On a household record page, from Setup, select **Edit Page**.

b. Drag the Policy component to the main region on the page. Or, add a custom tab and drag the Policy component to the new tab.

c. Click anywhere on the Policy component to select it.

d. In the Properties pane, review the preselected policy KPIs, and change them according to your needs.

e. In the Properties pane, under Choose Participant Role, click **Select**, and then select the appropriate participant roles.

By default, no participant role is selected. As a result, when an agent views a household record, the **Policies** component shows only those policies that the household members own. Selecting participant roles includes even those policies in which the household members are participants but don't own. For example, if you select the **Beneficiary** participant role, the list shows the policies that members own and the policies in which members are beneficiaries.

f. Save your changes.

SEE ALSO:

Create and Configure Custom Record Types for Individuals and Groups

Enable Group Record Rollups (Managed Package)

Enable Policy and Claim Record Rollups at Household Level

To show insurance policies, claims, insurance policy participants, and claim participants as related lists at the household level, add Insurance Policies, Claims, Insurance Policy Participants, and Claim Participants as picklist values to the Rollup__c field on the Account Contact Relationship object. The Insurance Policies related list shows the policies where household members are primary insured (NamedInsuredId). The Claims related list shows the claims related to household members' accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager**, and click **Account Contact Relationship**.
2. Click **Fields & Relationships**, and then select **Roll-Ups**.
3. Under Values, click **New**.
4. In the Roll-Ups field, enter these picklist values. Enter each value on its own line.
   - `Insurance Policies`
   - `Insurance Policy Participants`
   - `Claims`
   - `Claim Participants`
5. Click **Save**.

Enable Policy and Claim Rollup-By-Lookup Summaries at Household Level

Add the provided rollup-by-lookup (RBL) summaries on the account household page layout to show total household policies, policy premiums, claims on policies, and claim amount paid by a policyholder's primary household. Then activate the RBL rules to calculate the summaries.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From the App Launcher, find and open **Rollup By Lookup Configurations**.
2. Change the list view to **All**.
3. For each of the following rules, select the check box in the Active column.
   - RBLForTotalNumberPoliciesHH
   - RBLForGWPHH

- RBLForTotalNumberClaimHH
- RBLForClaimPaidHH

SEE ALSO:

Rollups (Managed Package)

Add the Insurance Agent Action Items Component to the Console Home Page

The Insurance Agent Action Items component gives agents an at-a-glance view of payment-due policies, policies up for renewal, open claims and cases, unread leads, and open opportunities. Add the component to the Insurance Agent Console app's home page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. On the Insurance Agent Console home page, from Setup, select **Edit Page**.
2. Drag the Insurance Agent Action Items component to the highlights panel or the side panel.
3. Click anywhere on the Insurance Agent Action Items component to select it.
4. In the Properties pane, choose up to four metrics to show on the home page.
5. Select a time period.

Note: The time period that you select applies to only policy-related metrics. Other metrics related to cases, claims, leads, and opportunities display the total count irrespective of the time period.

6. Save your changes.

Give Users Access to the Insurance Agent Console App

Add user profiles to the Insurance Agent Console app to give users access to the Insurance Agent Console app. Insurance Agent Console helps agents and service reps track their performance and stay focused on their goals.

1. From Setup, in the Quick Find box, enter `App Manager`, and then select **App Manager**.
2. On the Insurance Agent Console app's row, click ▾, and then select **Edit**.
3. Under App Settings, click **User Profiles**.
4. Under Available Profiles, select a profile, and then click **Add**.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Enable Distributor Performance Management

Help sales managers monitor individual distributor and producer performance with distributor performance metrics and reports. You can create a home page with the distributor performance dashboard and performance metrics to give sales managers consolidated performance summaries for their distributors.

1. Deploy Distributor Performance Reports and Dashboard
   Deploy the provided reports and dashboard before you can add them to a home page or record page.
2. Add Distributor Performance Dashboard and Metrics to a Home Page
   Create a custom home page for your sales managers. Then add the distributor performance dashboard and distributor performance metrics to the page.
3. Add Performance Metrics and Reports to Account and Contact Record Pages
   Your sales managers can now view individual distributor and producer performance when you add performance reports to the account and contact record pages. You can add performance metrics only to the account record page.

Deploy Distributor Performance Reports and Dashboard

Deploy the provided reports and dashboard before you can add them to a home page or record page.

1. From Setup, in the Quick Find box, enter `Insurance Settings`, and then select **Insurance Settings**.
2. Enable **Deploy Distributor Performance Reports and Dashboard**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Important: This option is available only if API access is enabled in your org.

Note: You can enable this option only if the Let Multiple Producers Work on the Same Policy option is already enabled. You can monitor the deployment progress on the Deployment Status page in Setup. You are also notified about the status via email. If the deployment fails, you can resolve the errors, and then try redeploying. After a successful deployment, you can't disable this option.

After a successful deployment, the reports are available in the Insurance Distributor Reports folder on the Reports tab in your org. The dashboard is available in the Insurance Distributor Dashboards folder on the Dashboards tab.

Before you add the dashboard or reports to a home page or record page, use enhanced folder sharing to share your dashboard and report folders.

SEE ALSO:

Share a Lightning Report or Dashboard Folder

Add Distributor Performance Dashboard and Metrics to a Home Page

Create a custom home page for your sales managers. Then add the distributor performance dashboard and distributor performance metrics to the page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Add the Distributor Performance Dashboard to the page.
   a. On the home page, from Setup, select **Edit Page**.
   b. Drag the Dashboard component to the page.
   c. Click anywhere on the component to select it.
   d. In the Properties pane, from the Dashboard list, select **Distributor Performance Dashboard**.

Note: By default, your users view the dashboard as you. That is, they see data in the dashboard according to your access to data. You can change who your users view the dashboard as. For more information, see Dynamic Dashboards: Choose Who People View a Dashboard as in Lightning Experience.

2. Add the Insurance Distributor Performance Metrics component to the page.
   a. Drag the Insurance Distributor Performance Metrics component to the page.
   b. Click anywhere on the component to select it.
   c. In the Properties pane, under Metrics, click **Select**.
   d. Select the metrics that you want to add to the component, and click **OK**.
   e. If you use the Producer Policy Assignment object to map both a single producer to a policy and multiple producers to a policy, select **Include policies with multiple producers**.
3. Save your changes.

SEE ALSO:

Include Multi-Producer Policies in Metrics and Charts

Add Performance Metrics and Reports to Account and Contact Record Pages

Your sales managers can now view individual distributor and producer performance when you add performance reports to the account and contact record pages. You can add performance metrics only to the account record page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Add performance reports to an account or contact record page.
   a. On the record page, from Setup, select **Edit Page**.
   b. Drag the Report Chart component to the page.
   c. Click anywhere on the component to select it.
   d. In the Properties pane, from the Report list, select the report that you want to add to the component.

      Important: The Report list includes reports for both the account and contact record pages. Select an appropriate report, depending on the record page you are on. For example, on the account record page, select Renewals by Policy Type (Account). On the contact record page, select Renewals by Policy Type (Contact).

   e. From the Filter By list, select **Account ID** or **Contact ID**, depending on the record page you are on.
   f. Repeat steps 1.b through 1.e to add more reports to the page.

   Tip: The performance reports are based on these provided custom report types.
   - Accounts with Contacts and Business Licenses
   - Accounts with Contacts and Distributor Auth.
   - Accounts with Multiproducer Policies
   - Accounts with Multiproducer Policies and Claims
   - Contacts with Multiproducer Policies
   - Contacts with Multiproducer Policies and Claims
2. Add performance metrics to the account record page.

a. Drag the Insurance Distributor Performance Metrics component to the page.

Note: This component is not available on the contact record page.

b. Click anywhere on the component to select it.

c. In the Properties pane, under Metrics, click **Select**.

d. Select the metrics that you want to add to the component, and click **OK**.

You can select up to six metrics.

e. If you use the Producer Policy Assignment object to map both a single producer to a policy and multiple producers to a policy, select **Include policies with multiple producers**.

3. Save your changes.

SEE ALSO:

Include Multi-Producer Policies in Metrics and Charts

Manage Custom Report Types

Manage Producers' Life Events

Your sales managers can now see producers' life events at a glance when you add the Events and Milestones component to the contact record page.

1. On the contact record page, from Setup, select **Edit Page**.
2. Drag the Events and Milestones component to the page.
3. Save your changes.

SEE ALSO:

Work with Events and Milestones

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Provide Easy Access to Producer Information

Your sales managers can easily view key information about their producers from multiple objects, without going through multiple related lists.

1. On the account or contact record page, from Setup, select **Edit Page**.
2. Drag the Relationship Card component to the page.
3. Click anywhere on the component to select it.
4. In the Properties pane, under Card Types, click **Select**.
5. Select **Producer Account Configuration** or **Producer Contact Configuration**, depending on the record page you are on.
6. Save your changes.

On a distributor's record page (Account), sales managers see one card for each producer working with that distributor. On a producer's record page (Contact), they see one card for the producer.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

This table lists the labels on a producer card and their source fields.

Label	Description	Source Field
Title	Title of the producer, such as Agent.	Contact.Title
Email	Producer's email address.	Contact.Email
Producer ID	A unique identifier for the producer.	Producer.Name
Producer Type	Type of the producer, such as Partner Agent, Captive Agent, or Independent Agent.	Producer.Type
License Class	The class that the distributor's license belongs to, such as Insurance Producer, Managing General Agent, or Public Adjuster.	BusinessLicense.LicenseClass
Licensed LOA	The line of authority (LOA) that the producer has a license for. A producer can have licenses for multiple LOAs, such as Property, Casualty, and Health.	BusinessLicense.LineOfAuthority
Authorized LOA	The line of authority for which the insurance company has authorized the producer to act as its agent.	BusinessLicense.LineOfAuthority WHERE LineOfAuthority IS IN DistributorAuthorization

Include Multi-Producer Policies in Metrics and Charts

Include policies with multiple producers in your calculations to ensure that metrics and charts show accurate policy and premium figures. By default, the policy-related metrics and charts include only the policies that are assigned to single producers.

1. On the home page or the record page, from Setup, select **Edit Page**.
2. Click anywhere on the component that contains the metrics or charts to select it.

   Here are the components that include policy-related metrics or report charts:

   - Insurance Distributor Performance Metrics
   - Insurance Agent Performance Metrics
   - Insurance Agent Action Items
   - Insurance Agent Reports

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

3. In the Properties pane, select **Include policies with multiple producers**.

   Note: Select this option only if you use the Producer Policy Assignment object to map both a single producer to a policy and multiple producers to a policy. After you select this option, metric and chart calculations use only the mappings from the Producer Policy Assignment object. They ignore the lookup from the Insurance Policy object to the Producer object.

   Note: This option is not available for the Distributor Performance Dashboard. The reports on the Distributor Performance Dashboard always include the policies with multiple producers.

4. Save your changes.

Choose an Option for Metrics Calculations for Multiline Policies

Include only parent policies or both parent and child policies in metrics calculations, depending on how premiums are populated for multiline policies. For example, if premiums are populated for child policies and also aggregated at the parent level, then include only parent policies in calculations. By default, metrics count policies and premiums at both parent and child levels.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Insurance Settings`, and then select **Insurance Settings**.
2. Enable **Include Only Parent Policies When Counting Policies and Calculating Premiums**.

   Note: This change affects all policy-related metrics on the Insurance Agent Action Items, Insurance Agent Performance Metrics, Insurance Agent Reports, Insurance Distributor Performance Metrics, and Policy components.

Set Up a Portal for Independent Insurance Agents

Create a feature-rich portal for your independent insurance agents. A dashboard with performance metrics, report charts, and action items helps agents monitor their goals and accomplishments, meet deadlines, and improve sales and service. With a comprehensive view of clients' policies, claims, life events or business milestones, and other related details, agents can stay organized, deepen client relationships, and better address client needs. Agents can use built-in Experience Cloud and knowledge management features to share knowledge articles with other agents and insurance carriers.

1. Create a Portal for Agents

   Use the Insurance Agent Portal Lightning template to create a portal for your independent insurance agents. Key Insurance features and all Insurance Lightning components are available and fully functional in the Insurance Agent Portal template.

2. Grant Users Access to the Portal
   To access the features available in the portal, users need the Financial Services Community User permission set.
3. Grant Users Access to Producer and Insurance Policy Records
   To view the metrics and charts on the portal home page, portal users need access to records in the Producer and Insurance Policy objects.

Create a Portal for Agents

Use the Insurance Agent Portal Lightning template to create a portal for your independent insurance agents. Key Insurance features and all Insurance Lightning components are available and fully functional in the Insurance Agent Portal template.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
2. Click **New**.
3. Select the Insurance Agent Portal template, and click **Get Started**.
4. Enter a Name and a URL for the portal, and click **Create**.
5. Click **Builder**.
6. Customize the portal to suit your business needs, preview the customized portal, and then publish it.

Grant Users Access to the Portal

To access the features available in the portal, users need the Financial Services Community User permission set.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Click the user that you want to give permissions to.
3. Under Permission Set Assignments, click **Edit Assignments**.
4. Under Available Permission Sets, select **Financial Services Community User**, and then click **Add**.
5. Save your changes.

Note: Assigning the Financial Services Community User permission set automatically assigns the user a Financial Services Community permission set license. The permission set also grants the user access to the objects and components in the portal. However, it doesn't give any permissions on the objects. You give users create, read, edit, and delete permissions on the objects through user profiles or permission sets.

Tip: The default profiles in the Financial Services Cloud don't have permissions on the insurance objects. To use these profiles for portal users, grant them create, read, edit, and delete permissions on the insurance objects.

Grant Users Access to Producer and Insurance Policy Records

To view the metrics and charts on the portal home page, portal users need access to records in the Producer and Insurance Policy objects.

Grant your portal users access to Producer and Insurance Policy records that are associated with their accounts or contacts. One of the ways to do that is to use Sharing Sets.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FlexCard–Based Policy 360 Component for Financial Services Cloud

To configure the FlexCard-based Policy 360 component, assign OmniStudio permissions and the FSC Insurance permission set license to users, and customize the FlexCards, Integrations Procedures, and Data Mappers. FlexCards provide an improved user experience and simpler configurations. The FlexCard component can show contextualized information in an at-a-glance format. You can easily embed FlexCards in other FlexCards and show more details on demand by using a flyout. By using this comprehensive view, agents can easily scan the available details and resolve customer queries quickly.

Apart from supporting the capabilities of the existing Lightning-based Policy component for Insurance, the FlexCard-based Policy 360 component:

- Supports custom field and action configurations based on the policy type.
- Offers enhanced search capability based on insured item and policy number.
- Shows all policies associated with an individual irrespective of the role, such as policy holder and beneficiary.
- Supports a high volume of approximately 50–500 policies per account or household.

Perform these actions to set up the FlexCard-based Policy 360 component.

Assign the Permission Set License to FSC Insurance Users

To access insurance objects and features, users need the FSC Insurance permission set license.

Assign OmniStudio Permissions to FSC Insurance Users

Give users access to OmniStudio so that the users can create and run OmniScripts, Data Mappers, FlexCards, and Integration Procedures.

Give FSC Insurance Users Access to Additional Objects (Optional)

Give agents access to the master list of coverage types. With access to this list, an agent can better sell policies and help customers with their existing policies. To let an agent handle many-to-many relationships between claims and cases, claims and assets, and assets and policy participants, enable many-to-many relationships. For example, when many-to-many relationships are enabled, an agent can handle multiple claims through one case or have multiple cases handling one claim. Unlock the capability to let multiple producers work on the same policy. A large commercial insurance policy typically requires a team of agents and service reps to work in tandem to manage the policy. After you enable these options, you can't disable them.

Customize the FlexCard–Based Policy 360 Component

Customize the OmniStudio FlexCards, Integration Procedures, and Omnistudio Data Mappers to suit your business needs.

Assign the Permission Set License to FSC Insurance Users

To access insurance objects and features, users need the FSC Insurance permission set license.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Click the user that you want to give permissions to.
3. Under Permission Set Assignments, click **Edit Assignments**.
4. Under Available Permission Sets, select **FSC Insurance**, and then click **Add**.
5. Save your changes.

Note: Assigning the FSC Insurance permission set automatically assigns the user an FSC Insurance permission set license. However, assigning the permission set doesn't give the user permissions on insurance objects. You give users create, read, edit, and delete permissions on the objects through user profiles or permission sets.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Tip: Your portal users can access insurance objects without requiring any additional permission set license. In your user profile, under General User Permissions, select **Access Insurance Objects**. However, to access insurance features, the portal users need the Financial Services Community permission set license.

Assign OmniStudio Permissions to FSC Insurance Users

Give users access to OmniStudio so that the users can create and run OmniScripts, Data Mappers, FlexCards, and Integration Procedures.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Make sure that the OmniStudio Admin or OmniStudio User permission set is assigned to the users.
3. If a permission set isn't assigned to the users, in the Permission Set Assignments related list:

   Click **Edit Assignments**.

   Add the OmniStudio Admin or OmniStudio User permission set to Enabled Permission Sets.

   Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Give FSC Insurance Users Access to Additional Objects (Optional)

Give agents access to the master list of coverage types. With access to this list, an agent can better sell policies and help customers with their existing policies. To let an agent handle many-to-many relationships between claims and cases, claims and assets, and assets and policy participants, enable many-to-many relationships. For example, when many-to-many relationships are enabled, an agent can handle multiple claims through one case or have multiple cases handling one claim. Unlock the capability to let multiple producers work on the same policy. A large commercial insurance policy typically requires a team of agents and service reps to work in tandem to manage the policy. After you enable these options, you can't disable them.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Insurance Settings`, and then select **Insurance Settings**.
2. To give an agent access to the master list of coverage types, enable **Access Master List of Coverage Types**.

   After you enable this option, you can see these additional objects: Product Coverage and Coverage Type. And you can see the Coverage Type field (a lookup to the Coverage Type object) on the Insurance Policy Coverage object.
3. To let an agent handle many-to-many relationships between claims and cases, claims and assets, and assets and policy participants, enable **Use Many-to-Many Relationships**.

   After you enable this option, you can see these additional objects: Claim Case, Insurance Claim Asset, and Insurance Policy Member Asset.
4. To let multiple producers work on the same policy, enable **Let Multiple Producers Work on the Same Policy**.

   After you enable this option, you can see an extra object, Producer Policy Assignment.

Customize the FlexCard–Based Policy 360 Component

Customize the OmniStudio FlexCards, Integration Procedures, and Omnistudio Data Mappers to suit your business needs.

To start using the FlexCard-based Policy 360 component, customize the OmniStudio FlexCards, Integration Procedures, and Data Mappers, and then configure the component in Lightning Experience.

Customize FlexCard–Based Policy 360 Using FlexCards

To show policy information with clickable actions that change based on the information entered, customize the FlexCard components that you want to add to record pages.

Customize FlexCard–Based Policy 360 by Using Integration Procedures

Customize integration procedures in OmniStudio.

Customize FlexCard–Based Policy 360 Using Omnistudio Data Mappers

If you want to include policy and claim details from a third-party system, get your developer to create an Apex class that makes the data available to FlexCard-based Policy 360. Then customize the Data Mappers to reference the Apex class.

Configure FlexCard–Based Policy 360 in Lightning Experience

In Lightning App Builder, on the record page that you're editing or creating, drag FlexCard from the Components panel to the Lightning page canvas location where you want to position the component.

Customize FlexCard–Based Policy 360 Using FlexCards

To show policy information with clickable actions that change based on the information entered, customize the FlexCard components that you want to add to record pages.

FlexCard Designer is a declarative tool that you can use to easily build Lightning web components without code. Build a FlexCard by dragging the elements onto the Lightning page canvas. You can create UI components with FlexCards by sourcing the data and showing and organizing the output in a meaningful way.

Clone and customize these FlexCards.

Parent FlexCards:

- InsuranceFSCISEPolicy360_Salesforce
- InsuranceFSCISEPolicyTypeContainer_Salesforce
- InsuranceFSCISEPolicyContainer
- InsuranceFSCISEPolicyChild_Salesforce

Child FlexCards:

- FlexCards for Consolidated View
  - InsuranceFSCISEConsolidatedViewContainer_Salesforce
  - InsuranceFSCISEConsolidatedViewChild_Salesforce
- FlexCards for Policy Versions
  - InsuranceFSCISEPolicyVersionsContainer
  - InsuranceFSCISEPolicyVersionsChild
- FlexCards for Policy Transactions
  - InsuranceFSCISEPolicyTransactionsContainer_Salesforce
  - InsuranceFSCISEPolicyTransactionsChild_Salesforce
- FlexCards for Policy Participants
  - InsuranceFSCISEPolicyParticipantsContainer_Salesforce
  - InsuranceFSCISEPolicyParticipantsChild_Salesforce
- FlexCards for Insured Items
  - InsuranceFSCISEPolicyInsuredItemsContainer_Salesforce
  - InsuranceFSCISEPolicyInsuredItemsChild_Salesforce
- FlexCards for Policy Record Alerts
  - InsuranceFSCISEPolicyRecordAlertContainer
  - InsuranceFSCISEPolicyRecordAlertCard
- FlexCard for Participant Roles
  - InsuranceFSCISEOverviewRoleChild
- FlexCard for Policy Overview
  - InsuranceFSCISEPolicyOverview

To customize a FlexCard:

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. Select and clone a card.
4. Customize and save the card.
5. Activate the card.

   Important: Before you embed a child FlexCard in a parent FlexCard, always activate the child card.

SEE ALSO:

FlexCard Designer

Customize FlexCard–Based Policy 360 by Using Integration Procedures

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Customize integration procedures in OmniStudio.

OmniStudio Integration Procedures are declarative, server-side processes that run multiple actions in a single-server call. Integration procedures can read and write data from Salesforce and from external systems by using REST API calls, and can call Apex code.

You can customize these integration procedures:

InsuranceFSCISE_GetConsolidatedPoliciesCount_Procedure
: Customize the policy consolidation behavior, such as read, count, and merge policies for household and non household accounts.

InsuranceFSCISE_ReadAccountPolicies_Procedure
: Customize the count of policies and policy filtering options based on the policy status.

InsuranceFSCISE_ReadAllPoliciesForConsolidatedView_Procedure
: Customize the pagination behavior when you plan to show a consolidated view of all policies.

InsuranceFSCISE_ReadKPIdetails_Procedure
: Customize the grouping and merging criteria for policies based on the policy status.

InsuranceFSCISE_ReadPoliciesForHouseholdAccount_Procedure
: Customize the criteria to retrieve policies and assets related to household accounts.

InsuranceFSCISE_ReadPoliciesForNonHouseholdAccount_Procedure
: Customize the criteria to retrieve policies and assets related to non household accounts.

InsuranceFSCISE_ReadPoliciesTypesFromAccount_Procedure
: Customize the criteria to show the types of policies that are available for user accounts.

InsuranceFSCISE_ReadPolicyTransactions_Procedure
: Customize the criteria to search for policy transactions.

To customize an integration procedure:

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio Integration Procedures**.
3. To customize an integration procedure, click the procedure.

SEE ALSO:

OmniStudio Integration Procedures

Customize FlexCard–Based Policy 360 Using Omnistudio Data Mappers

If you want to include policy and claim details from a third-party system, get your developer to create an Apex class that makes the data available to FlexCard-based Policy 360. Then customize the Data Mappers to reference the Apex class.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

You can customize these Data Mappers as needed.

- InsuranceFSCISEReadTransactionsByPolicyId
- InsuranceFSCISEReadNonHouseholdTypesForFlyout
- InsuranceFSCISEReadHouseholdKPI
- InsuranceFSCISEReadNonHouseholdKPI
- InsuranceFSCISEReadHouseholdTypesForFlyout
- InsuranceFSCISEReadHouseholdAccPolicySearch
- InsuranceFSCISEGetAccountRecordType
- InsuranceFSCISEReadHouseholdPoliciesByInsuredId
- InsuranceFSCISEReadPoliciesByInsuredId
- InsuranceFSCISEReadParticipantsByPolicyId
- InsuranceFSCISEReadHouseholdType
- InsuranceFSCISEReadNonHouseholdType
- InsuranceFSCISEGetPaginatedPoliciesForHousehold
- InsuranceFSCISEGetPaginatedPoliciesForNonHousehold
- InsuranceFSCISEReadVersionsByPolicyId
- InsuranceFSCISEReadInsuredItemsByPolicyId
- InsuranceFSCISEReadRecordAlertsByPolicyId

To customize a Data Mapper:

1. In the OmniStudio app, from the navigation bar, select OmniStudio Data Mappers.
2. Select the Data Mapper that you want to customize.

SEE ALSO:

OmniStudio Data Mappers

Configure FlexCard–Based Policy 360 in Lightning Experience

In Lightning App Builder, on the record page that you're editing or creating, drag FlexCard from the Components panel to the Lightning page canvas location where you want to position the component.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. In the Properties pane, search for a component in the FlexCard Name field, and then select the card.
2. Save your changes.
3. If your page is new, activate the page.

Work with Insurance for Financial Services Cloud

Discover the information you need and the customizations you can do to fine-tune the Insurance features to best suit the needs of your agents and service reps.

Customize the Insurance Agent Console Home Page

By default, the Insurance Agent Console app's home page shows various performance metrics and report charts. You can choose which metrics and charts to show based on your users' needs.

Events and Milestones

The Events and Milestones component shows life events for a person account or contact record page and business milestones for a business account record page. You can create event types and milestone types, activate or deactivate them, and make them unique. You can hide sensitive event types and milestone types, create contextual actions for events and milestones, and expire events or milestones that are no longer valid. You can change the default icons that represent the event types and milestones. Plus, you can choose the details your users see when they hover over an event or milestone.

Insurance Policies and Claims

Depending on the page it's added on, the Policy component shows an account's or household's policies, claims, and other related details. You can add multiple instances of the Policy component on an account or household page and customize each instance to show a different set of information.

Use the FlexCard–Based Policy 360 Component

In addition to supporting all the capabilities of the Policy Aura component, the FlexCard-Based Policy 360 component supports configuring contextualized fields and actions, searching policies by insured item and policy number, viewing all policies related to an individual irrespective of the role, and creating a high volume of policies up to 500 per account or household.

Create Action Plan Templates for Insurance Objects

You can create action plan templates for the Person Life Event, Milestone, Insurance Policy, Insurance Policy Coverage, and Claim objects. Use the action plan templates to capture repeatable tasks and automatically assign task owners and deadlines.

Considerations for Working with Insurance for Financial Services Cloud

Before you start using the features in Insurance for Financial Services Cloud, review these considerations.

Customize the Insurance Agent Console Home Page

By default, the Insurance Agent Console app's home page shows various performance metrics and report charts. You can choose which metrics and charts to show based on your users' needs.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. On the Insurance Agent Console home page, from Setup, select **Edit Page**.
2. Click anywhere on the Insurance Agent Performance Metrics component to select it.
3. In the Properties pane, choose up to five metrics to show on the home page.
4. Click anywhere on the Insurance Agent Performance Reports component to select it.
5. In the Properties pane, choose up to four charts to show on the home page.
6. Click anywhere on the Insurance Agent Action Items component to select it.
7. In the Properties pane, choose up to four metrics to show on the home page.
8. Select a time period.

   Note: The time period that you select applies to only policy-related metrics. Other metrics related to cases, claims, leads, and opportunities display the total count irrespective of the time period.

9. Save your changes.

10. In the Page Saved dialog, click **Activate**. Or, click **Activation** on the home page.

11. On the APP AND PROFILE tab, click **Assign to Apps and Profiles**.

12. In the wizard, select **Insurance Agent Console**, select the appropriate profiles, and then click **Save**.

Here's what the Insurance Agent Console home page looks like.

Events and Milestones

The Events and Milestones component shows life events for a person account or contact record page and business milestones for a business account record page. You can create event types and milestone types, activate or deactivate them, and make them unique. You can hide sensitive event types and milestone types, create contextual actions for events and milestones, and expire events or milestones that are no longer valid. You can change the default icons that represent the event types and milestones. Plus, you can choose the details your users see when they hover over an event or milestone.

Note: Event Type and Milestone picklist values are in English, but you can translate them using the Translation Workbench.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

SEE ALSO:

Work with Events and Milestones

Insurance Policies and Claims

Depending on the page it's added on, the Policy component shows an account's or household's policies, claims, and other related details. You can add multiple instances of the Policy component on an account or household page and customize each instance to show a different set of information.

Set a Custom Title for the Policy Component

You can change the default title of the Policy component to a custom title that best indicates the information you choose to display.

Show the Most Relevant Policy and Claim Details on the Policy Component

The Policies component shows policies and claims to help agents plan their day-to-day work, stay on top of their targets, and better serve their clients. You can choose which policy fields to show on the Policy component by customizing the Insurance Policies related list on the account page layout. You can choose which claim fields to show on the Policy component by customizing the Claims related list on the insurance policy page layout.

Choose the Policy and Claim Details to Show on Hover

When you hover over a policy or claim on the Policy component, an expanded lookup card displays the key fields from the policy or claim record. You can customize the associated compact layout and choose the fields that you want to show in the expanded lookup card.

Show All Policies or Only Owned Policies

On a business account or person account page, by default, the Policy component shows only the policies that the client owns. It doesn't show the policies in which the client is a participant. Similarly, on a household page, the Policy component shows only the policies that the household members own. It doesn't show the policies in which household members are participants.

Expand or Collapse Policy Types by Default

On account record pages, policies are grouped by policy types. You can determine whether the policy types are expanded or collapsed when an account record page loads.

Show a Policy's Parent and Child Policies

Enable policy hierarchy to give agents easy access to a policy's parent or child policies right from the list of policies on the client record page. It's easier for agents to track policies with a hierarchical view available at a glance.

Filter Policies by Policy Type

When you add multiple instances of the Policy component on a page, you can show different details on each instance. For example, you can show a different set of policy types on each instance by including or excluding policy types. When you exclude a policy type, those policies no longer appear in the list of policies or in any policy-related metrics on the Policy component.

Set Policy Type Order

You can customize the policy type display order on the Policy component. For example, you can keep the most popular or frequently used policy types at the top of the list. By default, policy types appear in alphabetical order.

Filter Policies by Policy Record Type

When you add multiple instances of the Policy component on a page, you can show different details on each instance. For example, you can show a different set of policies on each instance by including or excluding policy record types. When you exclude a policy record type, those policies no longer appear in the list of policies or in any policy-related metrics on the Policy component.

Hide Policies' Related Claims

Hide the claims list for policies that you don't want to show or when you don't have the data. For example, you can have two instances of the Policy component on the policyholder record page—one for your policies and another for your competitors' policies. Hide the claims list for competitors' policies because it's not relevant for your agents.

View an Account's or Household's Claims History

Agents can use the All Claims link on the Policy component to view the claims associated with an account or household. The link shows all claims from all policies regardless of claim status or policy owner.

Map Insurance Policy Status Field Values to Inactive

Your users can choose from a variety Status values on an insurance policy. Many of these values mean that the policy is inactive. For each of these Status values, select the Inactive checkbox to map the value to Inactive.

Map Claim Status Field Values to Closed

Your users can choose from a variety Status values on a claim. Many of these values mean that the claim is closed. For each of these Status values, select the Closed checkbox to map the value to Closed.

Define Custom Link Texts for the List of Policies or Claims Link

Help insurance agents easily navigate to clients' policies and claims. You can change the default link texts and craft custom link texts. For example, you can use localized labels to suit agents' needs.

Work with Quick Actions on Policy Records

Insurance agents can accomplish different policy-related tasks without switching tabs. They can invoke standard and custom quick actions on policy records from within the Policy component.

Show Related Records from Multiple Policy-Related Objects

Give insurance agents a comprehensive view of clients' policies and claims. Financial Services Cloud enhancements show more detailed information. You can customize the Policy component to add an Insurance Policy Assets object as a related list for each policy record. Previously, you could add only the Claims object as a related list for policy records. The component displays the related records from these objects on separate tabs.

Show Policy-Related Details in an Enhanced Related List

In the Policy component, you can show up to 10 columns, resize and sort your columns, perform mass actions, and wrap text when you select the Enhanced Related List. By default, the Policy component uses the Basic Related List type to show policies' related list.

Filter Policies to See Only Inactive Policies

Insurance agents need insights on clients' inactive policies to better serve them. To enable better client service, the Policy component shows all inactive policies.

Path Settings for Insurance Policy and Claim Objects

Path is available for insurance policies and claims. You can set up paths for these objects.

Configure Alerts for Policies and Claims

You can push alerts on clients' policies and claims from your core policy management system. Alerts appear when an agent views a client's policies or claims on the account page.

Use Custom Icons for Policy Types

You can change the default icon associated with a policy type. Upload an SVG file to replace the icon.

Set a Custom Title for the Policy Component

You can change the default title of the Policy component to a custom title that best indicates the information you choose to display.

1. On an account or household page, from Setup, select **Edit Page**.
2. Click anywhere on the Policy component to select it.
3. In the properties pane, in the Title field, enter a title for component.
4. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Show the Most Relevant Policy and Claim Details on the Policy Component

The Policies component shows policies and claims to help agents plan their day-to-day work, stay on top of their targets, and better serve their clients. You can choose which policy fields to show on the Policy component by customizing the Insurance Policies related list on the account page layout. You can choose which claim fields to show on the Policy component by customizing the Claims related list on the insurance policy page layout.

1. Choose the policy fields to show on the Policy component.
   a. From Setup, open **Object Manager**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

   b. In the Quick Find box, enter `Person Account`, and then select **Person Account**.
   c. Click **Page Layouts**, and then select **Person Account Layout**.
   d. On the palette, select **Related Lists**.
   e. Under Related Lists, double-click the **Insurance Policies** related list or click the wrench icon ( ).
   f. Under Columns, select up to 10 fields to include in the related list, and define the order in which the fields display. Select how to sort the records. The default is by record ID.
   g. Click **OK**. Your changes aren't saved until you save the page layout.
   h. Save the page layout.

2. Choose the claim fields to show on the Policy component.
   a. From Setup, open **Object Manager**.
   b. In the Quick Find box, enter `Insurance Policy`, and then select **Insurance Policy**.
   c. Click **Page Layouts**, and then select **Insurance Policy Layout**.
   d. On the palette, select **Related Lists**.
   e. Under Related Lists, double-click the **Claims** related list or click the wrench icon ( ).
   f. Under Columns, select up to 10 fields to include in the related list, and define the order in which the fields display. Select how to sort the records. The default is by record ID.
   g. Click **OK**. Your changes aren't saved until you save the page layout.
   h. Save the page layout.

Choose the Policy and Claim Details to Show on Hover

When you hover over a policy or claim on the Policy component, an expanded lookup card displays the key fields from the policy or claim record. You can customize the associated compact layout and choose the fields that you want to show in the expanded lookup card.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Choose the policy fields to show in the expanded lookup card.
   a. From Setup, open **Object Manager**.
   b. Click **Insurance Policy**, and select **Compact Layouts**.
   c. Clone the System Default layout, or click **New** to create a compact layout.
   d. Enter a label for the compact layout, and add the fields to include.
   e. Sort the fields in the order that you want them displayed by clicking **Up** or **Down** arrow.

      Tip: Put the Policy Number field first to provide users context when they hover over a policy.

   f. Save the layout.
   g. Click **Compact Layout Assignment**, and then click **Edit Assignment**.
   h. From the Primary Compact Layout list, select your compact layout.
   i. Save your changes.

2. Choose the claim fields to show in the expanded lookup card.
   a. From Setup, open **Object Manager**.

b. Click **Claim**, and select **Compact Layouts**.

c. Clone the System Default layout, or click **New** to create a compact layout.

d. Enter a label for the compact layout, and add the fields to include.

e. Sort the fields in the order that you want them displayed by clicking **Up** or **Down** arrow.

Tip: Put the Claim Number field first to provide users context when they hover over a claim.

f. Save the layout.

g. Click **Compact Layout Assignment**, and then click **Edit Assignment**.

h. From the Primary Compact Layout list, select your compact layout.

i. Save your changes.

Show All Policies or Only Owned Policies

On a business account or person account page, by default, the Policy component shows only the policies that the client owns. It doesn't show the policies in which the client is a participant. Similarly, on a household page, the Policy component shows only the policies that the household members own. It doesn't show the policies in which household members are participants.

You can edit your account or household page, and configure the Policy component to include one or more participant roles such as beneficiary, driver, or subscriber. When you do that, the policy list includes both the owned policies and the policies where the client or the household members are participants.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

And, at the top of the list, click the filter . You see the Show only owned policies option. Select this option to view only the owned policies and exclude any participant policies.

The policies are grouped by policy type. The policies that don't have a policy type are grouped under the Others policy type. A group can show a maximum of five policies. Use the All Policies link at the bottom of the Policy component to view all the policies owned by the client or the household.

If you don't select the Show only owned policies option, you see two links at the bottom of the list: All Owned Policies and Other Policies.

- For an account, the All Owned Policies link opens the Insurance Policies list view, which shows all the policies that the client owns. The Other Policies link opens the Insurance Policy Participants list view, which shows all participant records for the client.

- For a household, the All Owned Policies link opens the Household Insurance Policies list view, which shows all the policies that the household members own. The Other Policies link opens the Household Insurance Policy Participants list view, which shows all participant records for household members.

SEE ALSO:

Add Policy and Events and Milestones Components to Your Account Record Page

Expand or Collapse Policy Types by Default

On account record pages, policies are grouped by policy types. You can determine whether the policy types are expanded or collapsed when an account record page loads.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: The policies that don't have a policy type are grouped under the Others policy type.

1. On the account record page, from Setup, select **Edit Page**.
2. Click anywhere on the Policy component to select it.
3. In the Properties pane, select or deselect **Expand all policy types by default**.

Note: When this option is selected, the record page may take longer to load if the account has several policies.

Show a Policy's Parent and Child Policies

Enable policy hierarchy to give agents easy access to a policy's parent or child policies right from the list of policies on the client record page. It's easier for agents to track policies with a hierarchical view available at a glance.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Important: Before you perform these steps, ensure that the Child Policies related list is added to the Insurance Policy page layout.

1. On the account record page, from Setup, select **Edit Page**.
2. Click anywhere on the Policy component to select it.
3. In the properties pane, select **Show policy hierarchy**.
4. Save your changes.

Agents can see the parent policy (1) and child policies (2) for a multiline policy in one place, without going through multiple related lists.

Tip: Depending on its position on the record page (main region or sidebar), the Policy component shows a maximum of five or two child policies. To view the full list of child policies, click ⋯.

Filter Policies by Policy Type

When you add multiple instances of the Policy component on a page, you can show different details on each instance. For example, you can show a different set of policy types on each instance by including or excluding policy types. When you exclude a policy type, those policies no longer appear in the list of policies or in any policy-related metrics on the Policy component.

1. On an account or household page, from Setup, select **Edit Page**.
2. Click anywhere on the Policy component to select it.
3. In the properties pane, under Select policy types to exclude, click **Select**.
4. Select the policy types that you want to exclude, and click **OK**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

5. Save your changes.

Set Policy Type Order

You can customize the policy type display order on the Policy component. For example, you can keep the most popular or frequently used policy types at the top of the list. By default, policy types appear in alphabetical order.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. On an account or household page, from Setup, select **Edit Page**.
2. Click anywhere on the Policy component to select it.
3. In the properties pane, under Set Policy Types Order, click **Select**.
4. Move policy types to the Selected list, reorder them by dragging them up or down the list, and click **OK**.

5. Save your changes.

Filter Policies by Policy Record Type

When you add multiple instances of the Policy component on a page, you can show different details on each instance. For example, you can show a different set of policies on each instance by including or excluding policy record types. When you exclude a policy record type, those policies no longer appear in the list of policies or in any policy-related metrics on the Policy component.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. On an account or household page, from Setup, select **Edit Page**.
2. Click anywhere on the Policy component to select it.
3. In the properties pane, under Select policy record types to exclude, click **Select**.
4. Select the policy record types that you want to exclude, and click **OK**.

5. Save your changes.

Hide Policies' Related Claims

Hide the claims list for policies that you don't want to show or when you don't have the data. For example, you can have two instances of the Policy component on the policyholder record page—one for your policies and another for your competitors' policies. Hide the claims list for competitors' policies because it's not relevant for your agents.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. On the account record page, from Setup, select **Edit Page**.
2. Click anywhere on the Policy component to select it.
3. In the properties pane, deselect **Show claims**.

4. Save your changes.

View an Account's or Household's Claims History

Agents can use the All Claims link on the Policy component to view the claims associated with an account or household. The link shows all claims from all policies regardless of claim status or policy owner.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. On the account record page, from Setup, select **Edit Page**.
2. Click anywhere on the Policy component to select it.
3. In the properties pane, select **Show claims**.

4. Save your changes.

Map Insurance Policy Status Field Values to Inactive

Your users can choose from a variety Status values on an insurance policy. Many of these values mean that the policy is inactive. For each of these Status values, select the Inactive checkbox to map the value to Inactive.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager**.
2. In the Quick Find box, enter `Insurance Policy`, and then select **Insurance Policy**.
3. Click **Fields & Relationships**, and then select **Status**.
4. Under Status Picklist Values, next to the value that you want to map, click **Edit**, and select **Inactive**.

5. Save your changes.

Map Claim Status Field Values to Closed

Your users can choose from a variety Status values on a claim. Many of these values mean that the claim is closed. For each of these Status values, select the Closed checkbox to map the value to Closed.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager**.
2. In the Quick Find box, enter `Claim`, and select **Claim**.
3. Click **Fields & Relationships**, and select **Status**.
4. Under Status Picklist Values, next to the value that you want to map, click **Edit**, and select **Closed**.

5. Save your changes.

Define Custom Link Texts for the List of Policies or Claims Link

Help insurance agents easily navigate to clients' policies and claims. You can change the default link texts and craft custom link texts. For example, you can use localized labels to suit agents' needs.

On the Policy component, you see links at the bottom of the component that take you to the list of policies or list of claims. The links shown on the component depend on the component settings. For example, let's say you edit your account or household page and configure the Policy component to include one or more participant roles, such as beneficiary, driver, or subscriber. You see the All Policies link at the bottom of the Policy component. If you haven't set the Show only owned policies filter on the component, then you see two links at the bottom of the list: All Owned Policies and Other Policies. You can override the default text of these links.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. On an account or household page, from Setup, select **Edit Page**.
2. Click anywhere on the Policy component to select it.
3. In the properties pane, depending on the record page, override the default value of the text fields. The default values are Custom Link Text for All Owned Policies, Custom Link Text for Other Policies, Custom Link Text for All Policies, or Custom Link Text for All Claims.
4. Save your changes.

Work with Quick Actions on Policy Records

Insurance agents can accomplish different policy-related tasks without switching tabs. They can invoke standard and custom quick actions on policy records from within the Policy component.

On the Policy component, expand the policy group, and click the icon at the top-right corner of the policy record. Click the required action on the dropdown menu to invoke it.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Show Related Records from Multiple Policy-Related Objects

Give insurance agents a comprehensive view of clients' policies and claims. Financial Services Cloud enhancements show more detailed information. You can customize the Policy component to add an Insurance Policy Assets object as a related list for each policy record. Previously, you could add only the Claims object as a related list for policy records. The component displays the related records from these objects on separate tabs.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. On an account or household page, from Setup, select **Edit Page**.
2. Click anywhere on the Policy component to select it.
3. In the properties pane, under Select policy-related objects for tabs, click **Select**.
4. Move the required objects to the Selected list, reorder them by dragging them up or down the list, and click **OK**.

   The order of the objects determines the order of the tab on the Policy component.
5. Save your changes.

Show Policy-Related Details in an Enhanced Related List

In the Policy component, you can show up to 10 columns, resize and sort your columns, perform mass actions, and wrap text when you select the Enhanced Related List. By default, the Policy component uses the Basic Related List type to show policies' related list.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. On an account or household page, from Setup, select **Edit Page**.
2. Click anywhere on the Policy component to select it.
3. In the properties pane, select **Show Enhanced List**.
4. Save your changes.

Filter Policies to See Only Inactive Policies

Insurance agents need insights on clients' inactive policies to better serve them. To enable better client service, the Policy component shows all inactive policies.

On the Policy component, at the top of the list, click the filter , and then select **Show only inactive policies**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Path Settings for Insurance Policy and Claim Objects

Path is available for insurance policies and claims. You can set up paths for these objects.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure Alerts for Policies and Claims

You can push alerts on clients' policies and claims from your core policy management system. Alerts appear when an agent views a client's policies or claims on the account page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Use Custom Icons for Policy Types

You can change the default icon associated with a policy type. Upload an SVG file to replace the icon.

1. From Setup, in the Quick Find box, enter `Icons`, and then select **Icons**.
2. Select **Insurance Policies**.
3. For the icon that you want to change, click , and select **Change Icon**.
4. Click **Upload Files**, and select the SVG file for the icon.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Use the FlexCard–Based Policy 360 Component

In addition to supporting all the capabilities of the Policy Aura component, the FlexCard-Based Policy 360 component supports configuring contextualized fields and actions, searching policies by insured item and policy number, viewing all policies related to an individual irrespective of the role, and creating a high volume of policies up to 500 per account or household.

For information about how to use the component's capabilities, see Insurance Policies and Claims.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create Action Plan Templates for Insurance Objects

You can create action plan templates for the Person Life Event, Milestone, Insurance Policy, Insurance Policy Coverage, and Claim objects. Use the action plan templates to capture repeatable tasks and automatically assign task owners and deadlines.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

SEE ALSO:

Action Plans

Considerations for Working with Insurance for Financial Services Cloud

Before you start using the features in Insurance for Financial Services Cloud, review these considerations.

Considerations for Metrics and Charts

Review these points to better understand the information that appears in charts and metrics on various Lightning components and in the deployed distribution performance reports.

Considerations for Policies and Claims

Review these points to better understand the information that appears on the Policy component.

Considerations for Events and Milestones

Review these points to better understand the information that appears on the Events and Milestones component.

Considerations for Metrics and Charts

Review these points to better understand the information that appears in charts and metrics on various Lightning components and in the deployed distribution performance reports.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Report Charts on the Insurance Agent Reports Component

- The charts group policies and policy premiums by policy type. Policies without a policy type are grouped under a type represented by a hyphen (-).

- By default, the MTD (Month to Date) filter is applied to the charts wherever applicable. Although MTD signifies Month to Date, it includes records for the entire month and not just from the first of the month to the current date. Similarly, QTD (Quarter to Date) and YTD (Year to Date) include data for the entire quarter and year.

- Filter selections don't persist across user sessions. They are reset to MTD the next time you log in.
- The sale-related charts include all new policies irrespective of whether they are active or inactive.
- When calculating the renewal-related charts, the following conditions apply.
  - Only active policies are counted.
  - If both the DateRenewed and PreviousRenewalDate values are available, DateRenewed is used to calculate the metrics and charts.
  - Only the most recent renewal of a policy in the selected time period is counted. For example, in a quarter, if five of an agent's six policies were renewed once and the sixth policy was renewed once every month of the quarter, the Policies Renewed metric shows six renewals for that quarter.
- When a policy is renewed, depending on how policy records are managed in your Salesforce org, perform one of these steps to ensure that the renewal-related charts are correctly calculated.
  - If a new record is created for each renewal of the policy, mark the old policy record inactive (IsActive = False).
  - If the same record is updated for every renewal of the policy, clear the DateRenewed field after the new policy comes into effect.
- A chart includes a record only when certain fields in that record are populated and they match the criteria specific to that metric or chart. For example, when drawing the Sales Performance by Policy Type chart, a policy is counted only when it meets all of these criteria:
  - The policy has a producer (ProducerId) associated with it, and the InternalUserId on the Producer object is mapped to the logged-in user.
  - The date on which the policy was sold (SaleDate) is within the selected time period (MTD, QTD, or YTD).
  - The policy is a new policy and not a renewed policy (IsRenewedPolicy = False).

Use this table to learn how charts are calculated.

Note: If you select the Include policies with multiple producers option for charts, chart calculations use the Producer Policy Assignment object to fetch both single-producer and multi-producer policies. They ignore the lookup from the Insurance Policy object to the Producer object.

Table 11: Report Charts on the Insurance Agent Reports Component

Report Chart	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
Sales Performance by Policy Type	The number of policies sold and the sum of the premium for those policies. The records are grouped by policy type.	Number of policies sold = COUNT (Id) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND	Number of policies sold = COUNT (Id) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment

Report Chart	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
		IsRenewedPolicy = False AND SaleDate IN Selected Time Period, GROUP BY PolicyType, ORDER BY SUM (GrossWrittenPremium) Total premium = SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period, GROUP BY PolicyType, ORDER BY SUM (GrossWrittenPremium)	WHERE Producer.InternalUserId = Current User) AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period, GROUP BY PolicyType, ORDER BY SUM (GrossWrittenPremium) Total premium = SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period, GROUP BY PolicyType, ORDER BY SUM (GrossWrittenPremium)
Renewals Performance by Policy Type	The number of policies renewed and the sum of the premium for those policies. The records are grouped by policy type.	Premium for policies renewed = SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True, GROUP BY PolicyType Premium for policies yet to be renewed = SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND (RenewalDate OR FinalRenewalDate IN Selected Time Period) AND DateRenewed = NULL AND IsActive = True, GROUP BY PolicyType	Premium for policies renewed = SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True, GROUP BY PolicyType Premium for policies yet to be renewed = SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND (RenewalDate OR FinalRenewalDate IN Selected Time Period) AND DateRenewed = NULL AND IsActive = True, GROUP BY PolicyType

Report Chart	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
Monthly Sales and Renewals	The sum of the premium for the policies sold and policies renewed in the past twelve months. The records are grouped by month.	Policies sold = SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND IsRenewedPolicy = False AND SaleDate IN Last 12 Months, GROUP BY Calendar_Year (SaleDate), Calendar_Month (SaleDate), ORDER BY Calendar_Year (SaleDate), Calendar_Month (SaleDate) Policies renewed = SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND IsActive = True AND (DateRenewed OR PreviousRenewalDate IN Last 12 Months) AND DateRenewed = NULL, GROUP BY Calendar_Year (DateRenewed), Calendar_Month (DateRenewed), ORDER BY Calendar_Year (DateRenewed), Calendar_Month (DateRenewed)	Policies sold = SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND IsRenewedPolicy = False AND SaleDate IN Last 12 Months, GROUP BY Calendar_Year (SaleDate), Calendar_Month (SaleDate), ORDER BY Calendar_Year (SaleDate), Calendar_Month (SaleDate) Policies renewed = SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND IsActive = True AND (DateRenewed OR PreviousRenewalDate IN Last 12 Months) AND DateRenewed = NULL, GROUP BY Calendar_Year (DateRenewed), Calendar_Month (DateRenewed), ORDER BY Calendar_Year (DateRenewed), Calendar_Month (DateRenewed)
Average Opportunity Closure Time	The average time the agent took to close an opportunity. The records are grouped by policy type.	AVG (SourceOpportunity.CloseDate - SourceOpportunity.CreatedDate) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND SourceOpportunity.CloseDate IN Last 6 Months, GROUP BY Calendar_Month (SourceOpportunity.CloseDate), ORDER BY Calendar_Month (SourceOpportunity.CloseDate)	AVG (SourceOpportunity.CloseDate - SourceOpportunity.CreatedDate) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND SourceOpportunity.CloseDate IN Last 6 Months, GROUP BY Calendar_Month (SourceOpportunity.CloseDate), ORDER BY Calendar_Month (SourceOpportunity.CloseDate)

Report Chart	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
Cases Closed and Average Closure Time	The number of cases closed by the service rep and the average time taken to close a case. The records are grouped by case type.	Cases closed = COUNT (Id) FROM Case WHERE OwnerId = Current User AND Status = Closed AND ClosedDate IN Selected Time Period, ORDER BY Type Average closure time = AVG (ClosedDate - CreatedDate) WHERE Status = Closed AND OwnerID = Current User AND ClosedDate IN Selected Time Period, ORDER BY Type	Same as Without ProducerPolicyAssignment
Claims Settled and Average Settlement Time	The number of claims settled by the service rep and the average time taken to settle a claim. The records are grouped by claim type.	Claims settled = COUNT (Id) FROM Claim WHERE OwnerId = Current User AND IsClosed = True AND FinalizedDate IN Selected Time Period, ORDER BY ClaimType Average settlement time = AVG (InitiationDate - FinalizedDate) WHERE OwnerId = Current User AND IsClosed = True AND FinalizedDate IN Selected Time Period, ORDER BY ClaimType	Same as Without ProducerPolicyAssignment

Metrics on the Insurance Agent Performance Metrics and Insurance Distributor Performance Metrics Components

- By default, the MTD (Month to Date) filter is applied to the metrics. Although MTD signifies Month to Date, it includes records for the entire month and not just from the first of the month to the current date. Similarly, QTD (Quarter to Date) and YTD (Year to Date) include data for the entire quarter and year.
- Filter selections don't persist across user sessions. They are reset to MTD the next time you log in.
- In metrics, currency ISO codes are used in place of currency symbols. For example, the Premium of Policies Sold metric shows USD 2500 instead of $2500.

- The sale-related metrics include all new policies irrespective of whether they are active or inactive.
- When calculating the renewal-related metrics, the following conditions apply.
  - Only active policies are counted.

  - If both the DateRenewed and PreviousRenewalDate values are available, DateRenewed is used to calculate the metrics and charts.
  - Only the most recent renewal of a policy in the selected time period is counted. For example, in a quarter, if five of an agent's six policies were renewed once and the sixth policy was renewed once every month of the quarter, the Policies Renewed metric shows six renewals for that quarter.
- When a policy is renewed, depending on how policy records are managed in your Salesforce org, perform one of these steps to ensure that the renewal-related metrics are correctly calculated.
  - If a new record is created for each renewal of the policy, mark the old policy record inactive (IsActive = False).
  - If the same record is updated for every renewal of the policy, clear the DateRenewed field after the new policy comes into effect.
- A metric includes a record only when certain fields in that record are populated and they match the criteria specific to that metric or chart. For example, when calculating the Policies Sold metric, a policy is counted only when it meets all of these criteria:
  - The policy has a producer (ProducerId) associated with it, and the InternalUserId on the Producer object is mapped to the logged-in user.
  - The date on which the policy was sold (SaleDate) is within the selected time period (MTD, QTD, or YTD).
  - The policy is a new policy and not a renewed policy (IsRenewedPolicy = False).

Use this table to learn how metrics are calculated.

Note: If you select the Include policies with multiple producers option for metrics, metric calculations use the Producer Policy Assignment object to fetch both single-producer and multi-producer policies. They ignore the lookup from the Insurance Policy object to the Producer object.

Table 12: Insurance Agent Performance Metrics

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
Policies Sold	The number of policies sold by the insurance agent.	COUNT (Id) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period	COUNT (Id) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period
Premium of Policies Sold	The sum of the premium for the policies sold by the insurance agent.	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period
Policies Renewed	The number of policies renewed by the insurance agent.	COUNT (Id) FROM InsurancePolicy WHERE	COUNT (Id) FROM InsurancePolicy WHERE Id IN

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
		Producer.InternalUserId = Current User AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True	(SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True
Premium of Policies Renewed	The sum of the premium for the policies renewed by the insurance agent.	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True
Policy Renewal Rate	The percentage of policies that were renewed.	COUNT (InsurancePolicy.Id) WHERE Producer.InternalUserId = Current User AND DateRenewed OR PreviousRenewalDate IN Selected Time Period AND IsActive = True / (COUNT (InsurancePolicy.Id) WHERE Producer.InternalUserId = Current User AND DateRenewed OR PreviousRenewalDate IN Selected Time Period AND IsActive = True + COUNT (InsurancePolicy.Id) WHERE Producer.InternalUserId = Current User AND RenewalDate OR FinalRenewalDate IN Selected Time Period AND DateRenewed = NULL AND IsActive = True)	COUNT (InsurancePolicy.Id) WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True/COUNT (InsurancePolicy.Id) WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True+COUNT (InsurancePolicy.Id) WHERE Id IN (SELECT InsurancePolicyId from ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND RenewalDate OR FinalRenewalDate IN Selected

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
			Time Period AND DateRenewed = NULL AND IsActive = True)
Lead Conversion Ratio	The percentage of leads that were converted into opportunities.	% Leads WHERE OwnerId = Current User AND IsConverted = True AND CreatedDate IN Selected Time Period	Same as Without ProducerPolicyAssignment
Cases Closed	The number of cases closed by the service rep.	COUNT (Id) FROM Case WHERE OwnerId = Current User AND Status = Closed AND ClosedDate IN Selected Time Period	Same as Without ProducerPolicyAssignment
Case Closure Time	The average number of days the service rep took to close a case.	AVG (ClosedDate - CreatedDate) WHERE Status = Closed AND OwnerID = Current User AND ClosedDate IN Selected Time Period	Same as Without ProducerPolicyAssignment
Claims Settled	The number of claims settled by the service rep.	COUNT (Id) FROM Claim WHERE OwnerId = Current User AND IsClosed = True AND FinalizedDate IN Selected Time Period	Same as Without ProducerPolicyAssignment
Claim Settlement Time	The average number of days the service rep took to settle a claim.	AVG (InitiationDate - FinalizedDate) WHERE OwnerId = Current User AND IsClosed = True AND FinalizedDate IN Selected Time Period	Same as Without ProducerPolicyAssignment

Table 13: Distributor Performance Metrics on a Sales Manager's Home Page

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
Policies Sold	The number of policies sold by all distributors that the sales manager owns.	COUNT (Id) FROM InsurancePolicy WHERE Producer.Account.OwnerId = Current User AND IsRenewedPolicy = FALSE AND SaleDate IN Selected Time Period	COUNT (Id) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.Account.OwnerId = Current User) AND IsRenewedPolicy = FALSE AND SaleDate IN Selected Time Period

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
Premium of Policies Sold	The sum of the premium for the policies sold by all distributors that the sales manager owns.	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.Account.OwnerId = Current User AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.Account.OwnerId = Current User) AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period
Policies Renewed	The number of policies renewed by all distributors that the sales manager owns.	COUNT (Id) FROM InsurancePolicy WHERE Producer.Account.OwnerId = Current User AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True	COUNT (Id) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.Account.OwnerId = Current User) AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True
Premium of Policies Renewed	The sum of the premium for the policies renewed by all distributors that the sales manager owns.	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.Account.OwnerId = Current User AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.Account.OwnerId = Current User) AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True
Policy Renewal Rate	Ratio of policies renewed to total policies up for renewal during a specific time period.	COUNT (InsurancePolicy.Id) WHERE Producer.Account.OwnerId = Current User AND (DateRenewed IN Selected Time Period OR (PreviousRenewalDate IN Selected Time Period AND DateRenewed = NULL)) AND IsActive=True / COUNT (InsurancePolicy.Id) WHERE Producer.Account.OwnerId =	COUNT (InsurancePolicy.Id) WHERE ID IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.Account.ownerId = Current User AND (InsurancePolicy.DateRenewed IN Selected Time Period OR (InsurancePolicy.PreviousRenewalDate = IN Selected Time Period AND

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
		Current User AND (DateRenewed IN Selected Time Period OR (PreviousRenewalDate IN Selected Time Period AND DateRenewed = NULL)) AND IsActive=True + COUNT (InsurancePolicy.Id) WHERE Producer.Account.OwnerId = Current User AND (RenewalDate IN Selected Time Period OR FinalRenewalDate IN Selected Time Period) AND IsActive=True AND DateRenewed = NULL	InsurancePolicy.DateRenewed= null)) AND IsActive=True /COUNT (InsurancePolicy.Id) WHERE ID IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.Account.ownerId = Current User AND (InsurancePolicy.DateRenewed IN Selected Time Period OR (InsurancePolicy.PreviousRenewalDate = IN Selected Time Period AND InsurancePolicy.DateRenewed= null)) AND IsActive=True + COUNT (InsurancePolicy.Id) WHERE ID IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.Account.ownerId = Current User AND (InsurancePolicy.RenewalDate IN Selected Time Period OR InsurancePolicy.FinalRenewalDate IN Selected Time Period) AND InsurancePolicy.DateRenewed= null AND InsurancePolicy.IsActive=True)
Policies Canceled	The number of policies that were canceled.	COUNT(Id) FROM InsurancePolicy WHERE Producer.Account.OwnerId = Current User AND CancellationDate IN Selected Time Period	COUNT (Id) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.Account.OwnerId = Current User AND CancellationDate IN Selected Time Period)

Table 14: Distributor Performance Metrics on a Distributor's (Account) Record Page

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
Policies Sold	The number of policies sold by the distributor.	COUNT (Id) FROM InsurancePolicy WHERE	COUNT (Id) FROM InsurancePolicy WHERE Id IN

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
		Producer.AccountId = This Account AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period	(SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = This Account AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period)
Premium of Policies Sold	The sum of the premium for the policies sold by the distributor.	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.AccountId = This Account AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = This Account AND IsRenewedPolicy = False AND SaleDate IN Selected Time Period)
Policies Renewed	The number of policies renewed by the distributor.	COUNT (Id) FROM InsurancePolicy WHERE Producer.AccountId = This Account AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True	COUNT (Id) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = This Account AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True)
Premium of Policies Renewed	The sum of the premium for the policies renewed by the distributor.	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.AccountId = This Account AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = This Account AND (DateRenewed OR PreviousRenewalDate IN Selected Time Period) AND IsActive = True)
Policy Renewal Rate	Ratio of policies renewed to total policies up for renewal during a specific time period.	COUNT (InsurancePolicy.Id) WHERE Producer.AccountId = 'This Account' AND (DateRenewed IN Selected Time Period OR (PreviousRenewalDate IN Selected Time Period AND	COUNT (InsurancePolicy.Id) WHERE ID IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = Current User AND

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
		DateRenewed = NULL)) AND IsActive=True / COUNT (InsurancePolicy.Id) WHERE Producer.AccountId = 'This Account' AND (DateRenewed IN Selected Time Period OR (PreviousRenewalDate IN Selected Time Period AND DateRenewed = NULL)) AND IsActive=True + COUNT (InsurancePolicy.Id) WHERE Producer.AccountId = 'This Account' AND (RenewalDate IN Selected Time Period OR FinalRenewalDate IN Selected Time Period) AND IsActive=True AND DateRenewed = NULL	(InsurancePolicy.DateRenewed IN Selected Time Period OR (InsurancePolicy.PreviousRenewalDate = IN Selected Time Period AND InsurancePolicy.DateRenewed= null)) AND IsActive=True /COUNT (InsurancePolicy.Id) WHERE ID IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = Current User AND (InsurancePolicy.DateRenewed IN Selected Time Period OR (InsurancePolicy.PreviousRenewalDate = IN Selected Time Period AND InsurancePolicy.DateRenewed= null)) AND IsActive=True + COUNT (InsurancePolicy.Id) WHERE ID IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = Current User AND (InsurancePolicy.RenewalDate IN Selected Time Period OR InsurancePolicy.FinalRenewalDate IN Selected Time Period) AND InsurancePolicy.DateRenewed= null AND InsurancePolicy.IsActive=True)
Policies Canceled	The number of policies that were canceled.	COUNT(Id) FROM InsurancePolicy WHERE Producer.AccountId = This Account AND CancellationDate IN Selected Time Period	COUNT(Id) FROM InsurancePolicy WHERE ID IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = This Account AND InsurancePolicy.CancellationDate IN Selected Time Period)
Total Premiums of Policies Canceled	The sum of the premium for the policies that were canceled.	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.AccountId = This Account AND CancellationDate IN Selected Time Period	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE ID IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId =

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
			This Account AND InsurancePolicy.CancellationDate IN Selected Time Period)
Average Policies Sold per Customer	The average number of policies that the distributor sold to each customer.	Count (Id) FROM InsurancePolicy WHERE Producer.AccountId = 'This Account' AND SaleDate IN Selected Time Period AND InsurancePolicy.IsRenewedPolicy = false / COUNT_DISTINCT (NameInsuredId) FROM InsurancePolicy WHERE Producer.AccountId = This Account AND SaleDate IN Selected Time Period AND InsurancePolicy.IsRenewedPolicy = false	Count (Id) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = This Account AND SaleDate IN Selected Time Period AND InsurancePolicy.IsRenewedPolicy = false) / COUNT_DISTINCT (NameInsuredId) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = This Account AND SaleDate IN Selected Time Period AND InsurancePolicy.IsRenewedPolicy = false)
Average Premium of Policies Sold	The average premium for all the policies that the distributor sold.	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Producer.AccountId = This Account AND DateRenewed IN Selected Time Period OR (PreviousRenewalDate IN Selected Time Period AND DateRenewed= null) AND IsActive=True) / Count (Id) FROM InsurancePolicy WHERE Producer.AccountId = This Account AND SaleDate IN Selected Time Period AND InsurancePolicy.IsRenewedPolicy = false	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = This Account AND DateRenewed IN Selected Time Period OR (PreviousRenewalDate IN Selected Time Period AND DateRenewed= null) AND IsActive=True)) / Count (Id) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.AccountId = This Account AND SaleDate IN Selected Time Period AND InsurancePolicy.IsRenewedPolicy = false)

Metrics on the Insurance Agent Action Items Component

- The policy-related metrics include only active policies.

Use this table to learn how the metrics on the Insurance Agent Action Items component are calculated.

Note: If you select the Include policies with multiple producers option for metrics, metric calculations use the Producer Policy Assignment object to fetch both single-producer and multi-producer policies. They ignore the lookup from the Insurance Policy object to the Producer object.

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
Cases Escalated	The number of escalated cases assigned to the agent.	COUNT (Id) FROM Case WHERE OwnerId = Current User AND IsEscalated = True	Same as Without ProducerPolicyAssignment
Open Cases	The number of open cases assigned to the agent.	COUNT (Id) FROM Case WHERE OwnerId = Current User AND IsClosed = False	Same as Without ProducerPolicyAssignment
Open Claims	The number of open claims assigned to the agent.	COUNT (Id) FROM Claim WHERE OwnerId = Current User AND IsClosed = False	Same as Without ProducerPolicyAssignment
Open Opportunities	The number of open opportunities assigned to the agent.	COUNT (Id) FROM Opportunity WHERE OwnerId = Current User AND IsClosed = False	Same as Without ProducerPolicyAssignment
Payment-Due Policies	The number of policies with payment due within the selected time period.	COUNT (Id) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND PaymentDueDate = Selected Time Period AND IsActive = True	COUNT (Id) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND PaymentDueDate = Selected Time Period AND IsActive = True
Policies About to Lapse	The number of policies with final renewal date within the selected time period.	COUNT (Id) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND FinalRenewalDate = Selected Time Period AND DateRenewed = NULL AND IsActive = True	COUNT (Id) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND FinalRenewalDate = Selected Time Period AND DateRenewed = NULL AND IsActive = True
Policies Up for Renewal	The number of policies with renewal date within the selected time period.	COUNT (Id) FROM InsurancePolicy WHERE Producer.InternalUserId = Current User AND (RenewalDate = Selected Time Period OR FinalRenewalDate = Selected	COUNT (Id) FROM InsurancePolicy WHERE Id IN (SELECT InsurancePolicyId FROM ProducerPolicyAssignment WHERE Producer.InternalUserId = Current User) AND

Metric	Description	Calculation (Without ProducerPolicyAssignment)	Calculation (With ProducerPolicyAssignment)
		Time Period) AND DateRenewed = NULL AND IsActive = True	(RenewalDate = Selected Time Period OR FinalRenewalDate = Selected Time Period) AND DateRenewed = NULL AND IsActive = True
Unread Leads	The number of leads assigned to the agent but not yet read by the agent.	COUNT (Id) FROM Lead WHERE OwnerId = Current User AND IsUnreadByOwner = True	Same as Without ProducerPolicyAssignment

Considerations for Policies and Claims

Review these points to better understand the information that appears on the Policy component.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

- When you hover over the Open Claims KPI, the expanded lookup card shows a View All link only when three or more claims are open. The View All link opens the Claims list view. You can edit the compact layout for the Claim object to include more fields on the lookup card.
- When you hover over the Up for Renewal KPI, the expanded lookup card shows a View All link only when three or more policies are up for renewal. The View All link opens the Insurance Policies list view. You can edit the compact layout for the Insurance Policy object to include more fields on the lookup card.
- A KPI includes a record only when certain fields in that record are populated and they match the criteria specific to that KPI. For example, when calculating Premium Paid, a policy is counted only when it meets all these criteria:
  - The policy is owned by the user whose records you are viewing.
  - The policy is active (IsActive = True).

  Use this table to learn how KPIs are calculated.

KPI	Description	Calculation
Premium Paid	The sum of the active policy premiums.	SUM (GrossWrittenPremium) FROM InsurancePolicy WHERE NameInsuredId = Current Account AND IsActive = TRUE
Up for Renewal	The list of active policies that are pending renewal in the next 90 days.	Policies FROM InsurancePolicy WHERE NameInsuredId = Current Account AND IsActive = TRUE AND RenewalDate in next 90 days, ORDER BY RenewalDate
Open Claims	User's open claims list.	Claims FROM Claim WHERE AccountId = Current Account AND IsClosed = FALSE, ORDER BY LastModifiedDate
Claims Paid	The sum of the approved and paid amount for all closed claims.	SUM (ApprovedAmount) FROM Claim WHERE AccountId = Current Account AND IsClosed = TRUE AND ApprovedAmount Is Not Null

Considerations for Events and Milestones

Review these points to better understand the information that appears on the Events and Milestones component.

- When you convert a person account to a business account, you retain the associated life events. However, they don't appear as business milestones; they are on the Related tab on the account record page.
- When you convert a business account to a person account, it deletes the associated business milestones.
- If you have marked an event type or milestone type unique, you can have only one event or milestone of that type, including the expired event or milestone.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up and Manage Digital Lending

Digital Lending supports the end-to-end lending lifecycle across all retail loan products and channels in a unified lending platform. Create a loan application process that suits the needs of your clients, both self-serve and agent-assisted. Digital Lending harnesses the power of Financial Services Cloud and common Industry features to offer a platform that serves as both the point-of-sale and loan origination system.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Your clients can apply for a loan during a time that's convenient for them by using Digital Lending self-serve experience. An easy-to-configure Experience Cloud template supports the self-serve channel loan application experience to meet the needs of your clients. To determine the categories and products that an applicant sees based on their Account context, and determine applicant loan eligibility, create product qualification rules. To show categories, products, and product attributes in Experience Cloud, use quote and order capture. The minimal interaction with bankers at your financial institution and the simple steps help applicants complete a loan application quickly and easily.

Digital Lending agent-assisted application experience provides your bankers with a seamless loan application process. Show a banker the loan products that the applicant is eligible for by creating loan products, catalogs, attributes, classifications, and rules by using Product Catalog Management. Guide bankers through the loan application process, show contextual information, and provide access to relevant tasks by using OmniStudio components.

Give underwriters easy access to loan application details to make informed decisions by using Workbench. The underwriters can get a consolidated view of a submitted loan application on the application form product record page. They can view and edit assets, liabilities, and collateral details, assign action items, confirm pricing, verify integration results, such as Know Your Customer and credit checks, and approve or reject an application.

To configure settings, features, components, and a data model to create an end-to-end example of Digital Lending implementation, complete the steps documented in Set Up and Manage Digital Lending. Or, download and implement a GitHub repository of sample

data to set up the end-to-end Digital Lending implementation. The repository provides a set of setup business and metadata to help you accelerate their implementation of Digital Lending.

Set Up Digital Lending for Financial Services Cloud

Assign permission sets, turn on Digital Lending and Know Your Customer, and update object permissions.

Create Catalogs and Products for Digital Lending

Create and customize loan products for Digital Lending. The Digital lending contains a Product List Page(PLP) and a Product Detail Page(PDP) that helps the clients browse loan products and apply for a loan when they identify a loan product that fits their needs.

Qualification Rules for Digital Lending

Ensure users see only loan products or product categories for which they are eligible using qualification rules in Product Catalog Management. You can qualify or disqualify loan products and product categories on the basis of criteria such as user based on location, SLA (Gold/Platinum/Silver) of member they are qualified for specific products, or age. Ensure your loan products have a valid configuration and are compatible with other loan products in the offering using validation rules. Validation rules validate product attributes. Exclusion rules ensure that your users don't select conflicting loan products. Requirement rules ensure that products that depend on others are always selected together.

Disclosure and Consent for Digital Lending

To complete consent and disclosure, use a Business Rules Engine decision matrix to ensure that a client uploads the required supporting documents when applying for a loan.

Pricing for Digital Lending

Generate a loan offer for your applicants with pricing for Digital Lending. Define how price discounts are applied to your lending products using Product Configurator or Salesforce Pricing.

Stage Management for Digital Lending

With Stage Management, simplify complex business processes with greater visibility and control. With Digital Lending, Stage Management restricts the values of the Stage field on an Application Form Product so that only defined transitions are permitted, and customizable actions can be completed after each transition. Define stage transition criteria on the Application Form Product object. Create a transition plan for each stage of the process. After each transition, Compliant Data Sharing participant records are created and updated to manage the visibility levels for different users throughout the application process.

Applicant Eligibility Check by Using Business Rules Engine for Digital Lending

Simplify determining loan eligibility and automate complex decision-making by using Business Rules Engine. Determine if an applicant qualifies for a loan by automating the loan approval process for faster decision-making.

Integration Orchestration for Digital Lending

Use Integration Orchestration to empower underwriters with integrations so that they can complete important loan application verification tasks. Create integration callout plans so that underwriters can review the status of integrations with different external endpoints. Underwriters can easily track the progress of all integration callouts, resulting in quicker loan approval.

Loan Calculator for Digital Lending

Help applicants with basic calculations on common loan types, such as mortgages, student loans, and personal loans by adding the loan calculator to any phase of the loan application journey. Clients can find how much they can afford to borrow based on their income, expenses, and other factors. Clients, whether they're first-time home buyers or owners of multiple investment properties, can use the loan calculator to quickly calculate their loan payments and view their amortization schedule, payment, and interest rates.

Customize an Experience Cloud Pages for Digital Lending

Use Salesforce Experience Cloud to create branded digital experiences to share information and collaborate with people who are key to your business processes, such as customers, partners, or employees. As a portal, help forum, support community, and so on, an Experience Cloud site serves as a notable place to connect with the important folks in your life.

Set Up Secure Self-Service Loan Assets for Digital Lending

Set up the Application Form Seller Item and Party Financial Asset objects for secured loans. Customize the values in the Type picklist that show additional product details and assets to an applicant.

Application Action Items for Digital Lending

Bankers can create an Application Action Item on the Application Form Product record page. The creation of an application action item triggers the Digital Lending: Assign Application Action Item flow that automatically assigns an application action item to another user on the flow orchestration work guide component. The assigned user can be a banker, underwriter, or loan applicant.

Agent Assisted Loan Application for Digital Lending

Bankers can assist applicants complete their loan application using the agent assisted loan application process. Use Product Catalog Management to show bankers the loan products for which an applicant is eligible. Bankers can assist a client with a loan application process, view contextual information, and have access to relevant tasks by using Digital Lending Omnistudio components.

Self-Service Loan Application for Digital Lending

Apply for a loan during a time that's convenient for you by using the Digital Lending self-service loan application process. Create a profile, browse loan products, and start, pause, and complete a loan application at a time that's convenient. Minimal interaction with bankers at a financial institution and simple steps help you complete a loan application quickly and easily. After your loan application is submitted, review a loan summary and complete the action items assigned by a banker to complete the application process.

Underwriter Console for Digital Lending

Use Underwriter Console to give underwriters easy access to the loan application details so that they can make informed decisions. Underwriters can get a consolidated view of a submitted loan application on the application form product record page. Users view and edit assets, liabilities, and collateral details, assign action items, confirm pricing, verify integration results, such as Know Your Customer and credit checks, and approve or reject an application.

Set Up Digital Lending for Financial Services Cloud

Assign permission sets, turn on Digital Lending and Know Your Customer, and update object permissions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Assign Digital Lending Permissions

Assign Digital Lending permission sets to the users who set up Digital Lending.

Enable Digital Lending

Turn on Digital Lending to grant access to Digital Lending assets and data model.

Enable Know Your Customer

Use the Know Your Customer (KYC) data model to store information collected from a party during a KYC process.

Customize the Co-Applicant Application

Customize the Role picklist values on the co-applicant screen. Use Apex Class to remove the picklist value Primary.

Download and Implement Digital Lending Sample Data

Implement the Digital Lending Sample Data stored in the GitHub repository. A GitHub repository (sometimes called a repo for short) stores project work files — code, text, images, and so on.

Enable Associated Object Access for Digital Lending

Turn on access to associated records for Identity Document, Party Identity Verification, Party Profile Address, Party Profile Risk, and Party Screening Summary objects.

Digital Lending Billable Usage Types

Usage of certain Digital Lending features impacts your event credit consumption. For more information on how usage is billed, refer to your contract or contact your account executive.

Assign Digital Lending Permissions

Assign Digital Lending permission sets to the users who set up Digital Lending.

Digital Lending permissions:

Permission	Description	Information
Digital Lending User	Allow user access to Digital Lending admin-specific features.	Enabled by default in the Digital Lending permission set.
Digital Lending Edit Read-Only Party Related Records	Grant access to edit Party related records when Read Only is selected on the corresponding Party record and Turn on read-only digital lending party-related records.	Disabled by default in the Digital Lending permission set.
Digital Lending India Admin User	Allow user access to Digital Lending India admin-specific features.	Disabled by default in the Digital Lending permission set.
Digital Lending Admin User	Grants user to access to Digital Lending specific features.	Disabled by default in the Digital Lending permission set.
Digital Lending Workbench	Grants access to digital lending workbench features.	Disabled by default in the Digital Lending permission set.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:

- Digital Lending permission set

1. Assign Digital Lending permission set to users.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
   b. Click the **Digital Lending** permission set.
   c. Click **Manage Assignments**, and then click **Add Assignments**.
   d. Select the checkbox for each user who the features, and then click **Assign**.
2. Clone and assign the Digital Lending permission set to Salesforce Admin users, read-only users, and workbench users.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
   b. Click **Clone** next to the Digital Lending permission set.
   c. Enter a label and unique API name.
   d. (Optional) Change the description field.
   e. Click **Save**.
   f. In the Permission Sets list, click the name of the permission set you created.
   g. Click **System Permissions**.

h. Click **Edit**.

i. Turn on **Digital Lending Admin User** permissions.

j. Click **Save**.

k. From Setup, in the Quick Find box, enter `Permission Sets`, and then click the permission set you created.

l. Click **Manage Assignments**, and then click **Add Assignments**.

m. Select the checkbox for each user who the features, and then click **Assign**.

n. Similarly, complete the steps to create and assign read-only user and workbench user permission sets.

SEE ALSO:

Salesforce Help: Assign Roles and Permissions

Enable Digital Lending

Turn on Digital Lending to grant access to Digital Lending assets and data model.

Digital Lending grants access to Digital Lending assets:

Digital Lending App Launcher, FlexCards, OmniScripts, Integration Procedures, DataRaptors, Salesforce flows, Lightning pages, Experience Cloud templates, file-based APEX, Lightning Web Components, and Context Definitions.

1. From Setup, in the Quick Find box, enter `Digital Lending`, then in Financial Services Cloud select **Digital Lending**.
2. Turn on **Digital Lending**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To grant access to Digital Lending assets:

- Digital Lending permission set

Enable Know Your Customer

Use the Know Your Customer (KYC) data model to store information collected from a party during a KYC process.

1. From Setup, in the Quick Find box, enter `General Settings`, and then under Financial Services, select **General Settings**.
2. Enable **Know Your Customer**.

SEE ALSO:

Salesforce Help: Know Your Customers

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To enable Know Your Customer:

- Digital Lending permission set

Customize the Co-Applicant Application

Customize the Role picklist values on the co-applicant screen. Use Apex Class to remove the picklist value Primary.

1. Create an apex file that retrieves the roles from the Applicant.Role picklist.
   a. In Setup, in the Quick Find box, enter *Apex Classes*, and then select **Apex Classes**.
   b. Click **New**.
   c. Enter the Apex Class.

      The Apex class returns all Role values except Primary Applicant.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

```
global with sharing class CoApplicantRoles implements Callable
{
    // Dispatch actual methods
   public Object call(String action, Map<String, Object> args) {

       Map<String, Object> input = (Map<String, Object>)args.get('input');
       Map<String, Object> output = (Map<String, Object>)args.get('output');
       Map<String, Object> options = (Map<String, Object>)args.get('options');

       return invokeMethod(action, input, output, options);
   }

    private Object invokeMethod(String methodName, Map<String, Object> inputMap,
Map<String, Object> outMap, Map<String, Object> options)
    {
        if(methodName.equals('getCoApplicantRoles')) {
            // this returns the applicant roles
            return GetCoApplicantRoles(inputMap, outMap);
        }

        return null;
    }

    /**
     * Get applicant role, excluding Primary Applicant value
     * @param inputMap input
     * @param outputMap output from Apex
     * @return outputMap output from Apex to IP
     */
   public Object getCoApplicantRoles(Map<String, Object> inputMap, Map<String, Object>
 outputMap) {
        List<Map<String, Object>> optionList = new List<Map<String, Object>>();

       for (PicklistValueInfo role : [SELECT Label,value FROM PicklistValueInfo WHERE
```

```
 EntityParticle.EntityDefinition.QualifiedApiName = 'Applicant' AND
EntityParticle.DeveloperName = 'Role' and isActive = true]) {
            if (!'Primary Applicant'.equals(role.Value)) {
                Map<String, Object> option = new Map<String, Object>();
                option.put('name', role.Value);
                option.put('value', role.Label);
                optionList.add(option);
            }
        }
        outputMap.put('options', optionList);
        return optionList;
    }
}
```

d. Save your changes.

2. Update the DigitalLendingAdditionalApplicants OmniScript.
   a. In App Launcher, select **OmniStudio**, and then select **OmniScripts**.
   b. Click **DigitalLendingAdditionalApplicants**.
   c. Click **New Version**.
   d. Expand **AdditionalApplicants** step.
   e. Click **$standardLabel.DigitalLendingAdditionalApplicants.Role**.
   f. In the Properties panel, select **Custom** for Option Source.
   g. In the Source field, enter `CoApplicantRoles.getCoApplicantRoles`.
   h. Click **Activate Version**.

   When you activate a new version of an OmniScript, the active version is automatically used in place of the non-active versions.

SEE ALSO:

Salesforce Help: Disable the Managed Package Runtime Setting and Deploy Custom Lightning Web Components

Download and Implement Digital Lending Sample Data

Implement the Digital Lending Sample Data stored in the GitHub repository. A GitHub repository (sometimes called a repo for short) stores project work files — code, text, images, and so on.

This repository contains sample data for Industries Digital Lending. Digital Lending feature setup has several steps. The repository automates many of the setup steps and sample data. Installing the GitHub sample data is optional. Complete the steps in Set Up and Manage Digital Lending. to create an end-to-end example of Digital Lending implementation.

1. Enter the URL into a web browser.

   https://github.com/salesforce/digital-lending-sample-data

2. Download and implement the Digital Lending resources. Follow the steps in the ReadMe section to implement the sample data.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To grant access to Digital Lending assets:

- Digital Lending permission set

Enable Associated Object Access for Digital Lending

Turn on access to associated records for Identity Document, Party Identity Verification, Party Profile Address, Party Profile Risk, and Party Screening Summary objects.

1. From Setup, in the Quick Find box, enter `General Settings`, and then under Financial Services Cloud, select **General Settings**.
2. Enable **Turn on access to Identity Document, Party Identity Verification, Party Profile Address, Party Profile Risk, and Party Screening Summary** and **Turn on access to Party Credit Profile, Party Expense, Party Income, Person Employment, Party Financial Asset, and Party Financial Liability**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:

- Digital Lending permission set

Digital Lending Billable Usage Types

Usage of certain Digital Lending features impacts your event credit consumption. For more information on how usage is billed, refer to your contract or contact your account executive.

Event Credit Usage

Each Digital Lending subscription includes a quantity of Loan Credits. These Credits must be used before the Order End Date set forth in the Usage Details table on the Order Form, and no rollover will be permitted. The customer consumes these Credits at the applicable multiplier rate based on the Usage Type identified below.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Usage Type	Description
Loan Origination	Usage is calculated based on the number of loan applications submitted to the Digital Lending application.

Create Catalogs and Products for Digital Lending

Create and customize loan products for Digital Lending. The Digital lending contains a Product List Page(PLP) and a Product Detail Page(PDP) that helps the clients browse loan products and apply for a loan when they identify a loan product that fits their needs.

Before continuing with the steps to set up products and catalogs for digital lending, review the details and setup steps for Product Catalog Management:

Product Catalog Management

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Assign Product Catalog Permissions

Assign Product Catalog Management Designer permission set to users who configure products and product catalogs.

Create a Catalog for Digital Lending

A catalog is a collection of the products that you sell, organized into categories for easier findability. You must create a catalog before you create catalog categories and assign products to them. Use Product Catalog Management to create and manage your organization's catalogs.

Create Catalog Categories and Subcategories for Digital Lending

To organize and group products in your catalog, create catalog categories and catalog subcategories. You can assign products to more than one catalog category and subcategory. The Categories tab shows a hierarchical view of categories that can be expanded or collapsed to display or hide the catalog subcategories.

Create a Product

Products are all the items and services that you sell to customers. Products can also be non-sellable. There are two types of products: simple products and bundled products. Simple products don't have an associated product hierarchy while bundled products generally have one. Bundled products are a group of products that are sold together as one unit.

Define and Update Product Attributes for Digital Lending

Attributes capture the characteristics or properties of products. You can define details such as attribute name, label, data type while creating an attribute. Create Minimum Loan Amount, Maximum Loan Amount, and LoanTerm attributes and update the OmniScript Name attribute.

Create Loan Term Attribute Picklists

Create loan term attribute picklist values of 12 Months, 24 Months, and 36 Months. A picklist represents all possible values for an attribute when an attribute can have multiple values. Users choose from one of these values when buying a product. You must define picklists before creating picklist attributes.

Create Offer Validity Attribute for Digital Lending

Use the OfferValidPeriod product attribute to configure the validity in days for an offer generated for a product. When the OfferValidPeriod attribute is configured for the product, the pricing engine uses the OfferValidPeriod attribute and populates the offer's valid start date and end date.

Create OmniScript Name Attribute for Digital Lending

Use the OmniScriptName product attribute to configure the loan intake process.

Create Personal Loans Product Classification for Digital Lending

A product classification is a template that you use to create similar products. Create a product classification to which you can assign attributes and base products on.

Assign and Edit Attributes in the Personal Loans Product Classification

Product classifications hold a collection of attributes that describe the general properties of products. You can assign individual attributes to a product classification or a collection of attributes through attribute categories. Customize the default values to meet the needs of your company.

Add Product Classification to Personal Loan Product

Assign the Personal Loans Product Classification to the product you created in Create Personal Loans Product Classification for Digital Lending, for example, Personal Loan.

Assign Products to Catalog Categories for Digital Lending

You can organize products by assigning them to catalog categories and subcategories.

Considerations and Limitations for Catalogs and Products for Digital Lending

There are certain points to consider when you set up when you set up catalogs and products for Digital Lending for Financial Services Cloud.

Assign Product Catalog Permissions

Assign Product Catalog Management Designer permission set to users who configure products and product catalogs.

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
2. Click the **Product Catalog Management Designer** permission set.
3. Click **Manage Assignments**, and then click **Add Assignments**.
4. Select the checkbox for each user who the features, and then click **Assign**.

SEE ALSO:

Salesforce Help: Set Up Product Catalog Management

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To set up Product Catalog Management features and objects:
- Product Catalog Management Designer permission set

To view Product Catalog Management features and objects
- Product Catalog Management Viewer

Create a Catalog for Digital Lending

A catalog is a collection of the products that you sell, organized into categories for easier findability. You must create a catalog before you create catalog categories and assign products to them. Use Product Catalog Management to create and manage your organization's catalogs.

Follow the steps outlined in the following topics to setup catalogs for digital lending. To learn more details about catalogs, review Catalogs.

1. From the App Launcher select **Product Catalog Management**, and then click **Catalogs**.
2. From the catalogs list view page, click **New**.
3. In the New Catalog window, enter the details:
   a. Enter a name and description for the catalog.
   b. Enter a unique catalog code.
   c. Select an effective start and end date.

      The effective start date is the date and time when the catalog becomes available to users. The effective end date is the date and time after which the catalog is no longer available to users.

   d. Select the type of catalog: Sales. A Sales catalog is a catalog for products, while a Service Process is a catalog for a suite of services.
4. Save your changes.

SEE ALSO:

Salesforce Help: Product Catalog Management

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To set up Product Catalog Management features and objects:
- Product Catalog Management Designer permission set

To view Product Catalog Management features and objects
- Product Catalog Management Viewer

Create Catalog Categories and Subcategories for Digital Lending

To organize and group products in your catalog, create catalog categories and catalog subcategories. You can assign products to more than one catalog category and subcategory. The Categories tab shows a hierarchical view of categories that can be expanded or collapsed to display or hide the catalog subcategories.

Create a category that's associated to the catalog that you created in Create a Catalog for Digital Lending.

1. From the App Launcher select **Product Catalog Management**, and then click **Catalogs**.
2. From the catalogs list view page, click the catalog that you created in Create a Catalog for Digital Lending.
3. Click **Categories**.
4. Click **Create Category**.
5. In the New Catalog window, enter the details:
   a. Enter a name and description for the catalog category.
   b. The Catalog field is auto-populated with the catalog name.
   c. Select a parent category for the catalog category. If the category you're creating is the first category in the hierarchy, leave the parent category field blank.
   d. Enter the sort order of the category in the hierarchy. The sort order determines the order in which the categories are shown to users as part of the purchase flow.
   e. Enter a category code.
6. Save your changes.

SEE ALSO:

Salesforce Help: Create Catalog Categories and Subcategories

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To set up Product Catalog Management features and objects:
- Product Catalog Management Designer permission set

To view Product Catalog Management features and objects
- Product Catalog Management Viewer

Create a Product

Products are all the items and services that you sell to customers. Products can also be non-sellable. There are two types of products: simple products and bundled products. Simple products don't have an associated product hierarchy while bundled products generally have one. Bundled products are a group of products that are sold together as one unit.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To set up Product Catalog Management features and objects:
- Product Catalog Management Designer permission set

To view Product Catalog Management features and objects
- Product Catalog Management Viewer

1. From the App Launcher select **Product Catalog Management**, and then click **Products**.
2. From the product list view page, click **New**.
3. Select a record type.
4. In the New Product window, enter the details:
   a. Enter a name and description for the product.
   b. Enter a product code.
   c. Select None under Product Type.
   d. To create a configurable simple product, select Allowed under Configure During Sale.
   e. To make the product available for purchase, select **Active**.
   f. Select a product classification that this product is based on. Basing the product on a product classification is optional.
   g. In the Display URL field, enter a URL that leads to a product image linked to an external data source. The product image is displayed in the runtime.
   h. If the product instance must persist and become a customer asset after it's purchased, select Is Assetizable. This option is selected by default.
   i. Select the date and time when the product is made available for sale under Availability Date.
   j. Select a date and time after which the product can't be sold in End Of Life Date.
   k. Select a date and time after which a product isn't supported, ordered, or maintained under Discontinued Date.
5. Save your changes.

SEE ALSO:

Salesforce Help: Create a Catalog

Define and Update Product Attributes for Digital Lending

Attributes capture the characteristics or properties of products. You can define details such as attribute name, label, data type while creating an attribute. Create Minimum Loan Amount, Maximum Loan Amount, and LoanTerm attributes and update the OmniScript Name attribute.

1. From the App Launcher select **Product Catalog Management**, and then click **Attribute Definitions**.
2. From the Attribute Definitions list view, click **New**.
3. In the New Attribute Definition screen, enter these field values:

Field	Value
Name	MinLoanAmount
Label	Minimum Loan Amount
API Name	MinLoanAmount
Data Type	Number
Description	Minimum Loan Amount

4. Click **Save & New**.

Field	Value
Name	LoanTerm
Label	Loan Term
API Name	LoanTerm
Data Type	Picklist
Picklist	LoanTerm
Description	Minimum Loan Amount
Active	Select

5. Click **Save & New**.

Field	Value
Name	MaxLoanAmount
Label	Maximum Loan Amount
API Name	MaxLoanAmount
Data Type	Number
Description	Maximum Loan Amount

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To set up Product Catalog Management features and objects:
- Product Catalog Management Designer permission set

To view Product Catalog Management features and objects
- Product Catalog Management Viewer

Field	Value
Active	Select

6. Click **Save**.

SEE ALSO:

Salesforce Help: Dynamic Attributes

Salesforce Help: Create Attributes

Create Loan Term Attribute Picklists

Create loan term attribute picklist values of 12 Months, 24 Months, and 36 Months. A picklist represents all possible values for an attribute when an attribute can have multiple values. Users choose from one of these values when buying a product. You must define picklists before creating picklist attributes.

1. From the App Launcher select Product Catalog Management, then click **Attribute Picklists**.
2. On the Attribute Picklists list view page, select **All Attribute Picklists**.
3. Click Loan Term.
4. Click the **Related** tab. On the Attribute Picklist Values section, click **New**.
5. In the New Attribute Picklist Value window, enter the values to create the 12 Months term:

Field	Value
Picklist	Loan Term
Name	12 Months
Status	Active
Display Value	12 Months
Sequence	1

6. Click **Save & New**.

Field	Value
Picklist	Loan Term
Name	12 Months
Status	Active
Display Value	12 Months
Sequence	1

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To set up Product Catalog Management features and objects:
- Product Catalog Management Designer permission set

To view Product Catalog Management features and objects
- Product Catalog Management Viewer

7. Click **Save & New**.

Field	Value
Picklist	Loan Term
Name	24 Months
Status	Active
Display Value	24 Months
Sequence	1

8. Click **Save & New**.

Field	Value
Picklist	Loan Term
Name	36 Months
Status	Active
Display Value	36 Months
Sequence	1

9. Click **Save**.

SEE ALSO:

Salesforce Help: Picklists

Salesforce Help: Create Picklists

Create Offer Validity Attribute for Digital Lending

Use the OfferValidPeriod product attribute to configure the validity in days for an offer generated for a product. When the OfferValidPeriod attribute is configured for the product, the pricing engine uses the OfferValidPeriod attribute and populates the offer's valid start date and end date.

1. From the App Launcher select **Product Catalog Management**, and then click **Attribute Definitions**.
2. From the Attribute Definitions list view, click **New**.
3. In the New Attribute Definition screen, enter these field values:

Field	Value
Name	OfferValidPeriod
Label	Offer Valid Period
API Name	OfferValidPeriod
Data Type	Number
Description	Offer Valid Period

4. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To set up Product Catalog Management features and objects:
- Product Catalog Management Designer permission set

To view Product Catalog Management features and objects
- Product Catalog Management Viewer

Create OmniScript Name Attribute for Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND OmniStudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

	Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	OmniStudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

Use the OmniScriptName product attribute to configure the loan intake process.

1. From the App Launcher select **Product Catalog Management**, and then click **Attribute Definitions**.
2. From the Attribute Definitions list view, click **New**.
3. In the New Attribute Definition screen, enter these field values:

Field	Value
Name	OmniScriptName
Label	OmniScript Name
API Name	OmniScriptName
Data Type	Text
Description	Stores the name of the Omniscript that launches applicant intake experience.

4. Save your changes.

SEE ALSO:

Salesforce Help: OmniScripts

Create Personal Loans Product Classification for Digital Lending

A product classification is a template that you use to create similar products. Create a product classification to which you can assign attributes and base products on.

Before continuing with the steps to create a product classifications for personal loans, learn more about Product Classifications.

Create a Personal Loans product classification.

1. From the App Launcher select **Product Catalog Management**, and then click **Product Classifications**.
2. On the Product Classifications list view page, click **New**.
3. In the New Product Classification window, enter the product classification.

Field	Value
Product Classification Name	Personal Loans
Code	Personal Loans
Status	Active

4. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To set up Product Catalog Management features and objects:
- Product Catalog Management Designer permission set

To view Product Catalog Management features and objects
- Product Catalog Management Viewer

Assign and Edit Attributes in the Personal Loans Product Classification

Product classifications hold a collection of attributes that describe the general properties of products. You can assign individual attributes to a product classification or a collection of attributes through attribute categories. Customize the default values to meet the needs of your company.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To set up Product Catalog Management features and objects:
- Product Catalog Management Designer permission set

To view Product Catalog Management features and objects
- Product Catalog Management Viewer

1. Assign LoanTerm, MaxLoanAmount, MinLoanAmount, OmniScriptName, and OfferValidPeriod attributes to the Personal Loans product classification.
   a. From App Launcher, select **Product Catalog Management**, then select **Product Classifications**.
   b. On the Product Classifications list view page, click the product classification that you created in Create Personal Loans Product Classification for Digital Lending, for example, Personal Loans.
   c. Click the **Attributes** tab.
   d. In the Attributes section, click **Assign**.
   e. Select **Assign Attributes by Category** and click **Next**.
   f. Select the **Uncategoried** tab.
   g. Select **LoanTerm**, **MaxLoanAmount**, **MinLoanAmount**, OmniScriptName, and OfferValidPeriod and click **Assign**.
2. Edit the default value for MinLoanAmount, MaxLoanAmount, OmniScriptName, and OfferValidPeriod.
   a. From App Launcher, select **Product Catalog Management**, then select **Product Classifications**.
   b. On the Product Classifications list view page, click the product classification that you created in Create Personal Loans Product Classification for Digital Lending, for example, Personal Loans.
   c. Click the **Attributes** tab.
   d. Click the action icon associated with the MinLoanAmount attribute, and click **Edit**.
   e. Enter `1` in the Default Value field and save your changes.
   f. Click the action icon associated with the MaxLoanAmount attribute, and click **Edit**.
   g. Enter `100000` in the Default Value field and save your changes.
   h. Click the action icon associated with the OmniScriptName attribute, and click **Edit**
   i. Enter `ApplicantIntake` in the Default Value field and save your changes.
   j. Click the action icon associated with the OfferValidPeriod attribute, and click **Edit**
   k. Enter `30` in the Default Value field and save your changes.

   If you're configuring a secure loan product, such as an auto loan, enter ApplicantIntakeSecured as the default value for OmniScriptName.

SEE ALSO:

Salesforce Help: Product Classifications

Add Product Classification to Personal Loan Product

Assign the Personal Loans Product Classification to the product you created in Create Personal Loans Product Classification for Digital Lending, for example, Personal Loan.

1. From the App Launcher select **Product Catalog Management**, and then click **Products**.
2. Click the product you created in Create Personal Loans Product Classification for Digital Lending, for example Personal Loan.
3. In the Based On field, select **Personal Loans**.
4. Save your changes.

SEE ALSO:

Salesforce Help: Product Classifications

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To set up Product Catalog Management features and objects:
- Product Catalog Management Designer permission set

To view Product Catalog Management features and objects
- Product Catalog Management Viewer

Assign Products to Catalog Categories for Digital Lending

You can organize products by assigning them to catalog categories and subcategories.

Associate lending products to the category created in Add Product Classification to Personal Loan Product

1. From the App Launcher, select **Product Catalog Management**, then select **Categories**.
2. From the Categories list view, click the category with the catalog category or subcategory to which you want to assign one or more products.
3. From the Category page, click **Related** tab.
4. In the Products section, click **Assign Products**.
5. Select the Personal Loan product.
6. Click **Next** and save your changes.

SEE ALSO:

Salesforce Help: Assign Products to Catalog Categories and Subcategories

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To set up Product Catalog Management features and objects:
- Product Catalog Management Designer permission set

To view Product Catalog Management features and objects
- Product Catalog Management Viewer

Considerations and Limitations for Catalogs and Products for Digital Lending

There are certain points to consider when you set up when you set up catalogs and products for Digital Lending for Financial Services Cloud.

These considerations and limitations are relevant to Digital Lending Financial Services Cloud sample data when you set up Digital Lending following the steps in this guide or by using the GitHub sample data.

- Pagination isn't supported for the products on the Product List Page FlexCard. Up to 100 products from our CPQ API call are shown on the Product List Page.
- You must add products to a category if you're not using parent and child categories.
- When you use parent and child categories, categorize products by using subcategories.
- Add the LoanTerm, MinLoanAmount, MaxLoanAmount, OmniScriptName, and OfferValidPeriod attributes in the same attribute category or as uncategorized attributes.
- The Digital Lending Financial Services Cloud sample data product detail page retrieves the loan amount details related to the MinLoanAmount and MaxLoanAmount product attributes. The MinLoanAmount and MaxLoanAmount attributes are Type currency.
- The Digital Lending Financial Services Cloud sample data retrieves the loan term details with a product attribute named LoanTerm added to the product. The LoanTerm attribute is a picklist type with loan terms as picklist values. Loan terms are in months.
- If you create attributes other than LoanTerm, MinLoanAmount, MaxLoanAmount, OmniScriptName, and OfferValidPeriod, then update DigitalLendingTransFormProductInfo Data Mapper Transform with the customized attributes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

- You can invoke the CPQ Fetch product detail API that returns new attributes. The updated attributes and associated details are shown on the product detail page.
- You must create default values for MinLoanAmount, MaxLoanAmount, OfferValidPeriod, and OmniscriptName for each product. Use default values to restrict the applicants who can apply for a particular product during the loan intake process. For example, Loan Terms values are populated as a picklist from the LoanTerm Product attribute.
- To show the name, image, and description in the product card on the product list page, use the name, display URL, and description attributes from the product. The name, image, and description attributes are dynamic based on the product.

Qualification Rules for Digital Lending

Ensure users see only loan products or product categories for which they are eligible using qualification rules in Product Catalog Management. You can qualify or disqualify loan products and product categories on the basis of criteria such as user based on location, SLA (Gold/Platinum/Silver) of member they are qualified for specific products, or age. Ensure your loan products have a valid configuration and are compatible with other loan products in the offering using validation rules. Validation rules validate product attributes. Exclusion rules ensure that your users don't select conflicting loan products. Requirement rules ensure that products that depend on others are always selected together.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Context definitions ensure efficient data access at every step of the process. A context definition defines the relationship between the nodes and the attributes within each node. Your users can use nodes and attributes to easily access the relevant data from the mapped data source. Various Salesforce products offer predefined context definitions based on their use case.

Before continuing with the steps to create qualification rules for digital lending, review the resources to learn more about rules in Qualification Rules and Configuration Rules and Quote and Order Capture and Business Rules Engine.

- Qualification Rules
- Configuration Rules
- Quote and Order Capture
- Business Rules Engine

Assign Permissions for Digital Lending Qualification Rules

Assign Product Discovery Admin, Rule Engine Designer, and Product Catalog Management Designer permission sets to the users who set up qualification rules.

Turn on Context Definition

Simplify the sharing and consumption of business application data using Context Service.

Set Up Context Definition for Digital Lending

Simplify the sharing and consumption of business application data using Context Service. To run qualification rules, turn on context definition and configure it following the steps. This lets you use the qualification APIs and APEX Implementation.

Create a Decision Table to Evaluate Product Qualifications

Decision tables are complex lookup tables that read business rules with multiple inputs, and return multiple outputs for records in your Salesforce org, or for the values that you specify. Rules are records in a standard object, custom object, or a custom metadata type.

Create a Qualification Procedure Expression Set

Create two Qualification Procedure Expression Sets that execute qualification rules on products through Context Definition. One runs Agent (User object) based qualification and another runs Customer Community User (Person Account object) based qualification rules.

Assign Permissions for Digital Lending Qualification Rules

Assign Product Discovery Admin, Rule Engine Designer, and Product Catalog Management Designer permission sets to the users who set up qualification rules.

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**
2. Click the **Product Discovery Admin** permission set.
3. Click **Manage Assignments**, and then click **Add Assignments**.
4. Select the checkbox for each user who the features, and then click **Assign**.
5. Complete the steps for Rule Engine Designer and Product Catalog Management Designer permission sets.

SEE ALSO:

Salesforce Help: Product Discovery Setup

Salesforce Help: Personas and Permission Sets for Quote and Order Capture

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure qualification rules:
- Product Catalog Management Designer permission set

  AND

  Product Discovery Admin permission set

  AND

  Rule Engine Designer permission set

To run qualification rules:
- Product Catalog Management Viewer permission set

  AND

  Product Discovery User permission set

Turn on Context Definition

Simplify the sharing and consumption of business application data using Context Service.

Before creating context definitions for digital lending, complete the steps to set up and learn more about Context Services.

Turn on Context Service

Learn and Explore Context Service

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:

- Digital Lending permission set

To configure qualification rules:

- Product Catalog Management Designer permission set

  AND

  Product Discovery Admin permission set

  AND

  Rule Engine Designer permission set

To run qualification rules:

- Product Catalog Management Viewer permission set

  AND

  Product Discovery User permission set

Set Up Context Definition for Digital Lending

Simplify the sharing and consumption of business application data using Context Service. To run qualification rules, turn on context definition and configure it following the steps. This lets you use the qualification APIs and APEX Implementation.

Before creating context definitions for digital lending, complete the steps to set up and learn more about Context Services.

Context definition considerations:

- LendingProductDiscoveryContext context definition has three nodes at the parent level. There are no restrictions to the number of nodes you add at the parent level.
- You can't add nodes to FileBasedApex in industriesdigitallending.
- Don't add to or change the node structure of the Catalog. You can add attributes.
- You can add attribute or child nodes to the Account and User nodes.
- You can add new nodes to the additionalContextData.

1. Turn on Context Service.
2. In Setup, in the Quick Find box, enter `Context Service`, and then select **Context Definitions**.
3. Click **New**.
4. Enter the context definition details:
   a. Enter a name.
   b. In Inherited From, select the standard definition that you want to extend.
   c. In Description, enter additional details about the context definition.
   d. Select the effective date range.
   e. In Time to Live, select how long you want the data that's loaded in your context instance to live in the context service's cache.
5. Click Next.
6. Configure a structure to define a relationship between the nodes. You can add child and sibling nodes.
7. Enter the node details:
   a. Enter a name.
   b. To add child nodes, click the child node icon.
   c. To add sibling nodes, click sibling node.
   d. Click the more icon, and select **Mark as Transposable** if you want to convert the node's record to a field name.
   e. Click more icon, and select **Delete** to remove a node.
8. Click **Next**.
9. Add attributes for each node by choosing an input type, the data type, and values if you have a key-value pair.
10. Click Add Attributes and enter the attribute details.
11. Click **Next**.
12. Define the context tags that can be added at the node and attribute levels.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure qualification rules:
- Product Catalog Management Designer permission set

  AND

  Product Discovery Admin permission set

  AND

  Rule Engine Designer permission set

To run qualification rules:
- Product Catalog Management Viewer permission set

  AND

  Product Discovery User permission set

13. Specify the context tag details.
    a. Choose a node. In the Tags column, enter the tag name, such as Phones, and click Done.
    b. Similarly, choose an attribute. In the Tags column, enter the tag name, such as Color, to set color as an attribute, and click **Done**.
14. Save your changes.

SEE ALSO:

Salesforce Help: Create Context Definitions

Create a Decision Table to Evaluate Product Qualifications

Decision tables are complex lookup tables that read business rules with multiple inputs, and return multiple outputs for records in your Salesforce org, or for the values that you specify. Rules are records in a standard object, custom object, or a custom metadata type.

Before getting started setting up expression sets, learn more about the Decision Tables for Business Rules Engine.

Create a decision table to evaluate qualifications for a product on specific criteria.

1. From the App Launcher, find and select **Business Rules Engine**.
2. From the navigation bar, select **Lookup Tables**.
3. Click **New**.
4. Click **Decision Table**, and then click **Next**.
5. In the New Decision Table screen, enter these field values:

Field	Value
Name	ProductQualificationDT
API Name	ProductQualificationDT
Source Object	Product Qualification (iProduct qualification object or a custom object)
Usage Type	Product Qualification

6. Click **Next**.
7. Configure the decision tables columns. For each column in the table, select the column type and the operator.

   Column types indicate whether the column is optional input, required input, or output column. If you don't want to use a column in the decision table, select Don't Use.
8. Click **Next**.
9. Configure the column logic.
   a. Group the decision table rows by up to two input fields. You can group rows only by fields that use the Equals operator.
   b. Select the condition logic for the input fields in the table. If you select Custom Logic, specify the logic.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure qualification rules:
- Product Catalog Management Designer permission set

  AND

  Product Discovery Admin permission set

  AND

  Rule Engine Designer permission set

To run qualification rules:
- Product Catalog Management Viewer permission set

  AND

  Product Discovery User permission set

c. If needed, sort the decision table rows by a table field and select a sort order.

10. Save your decision table.
11. To use the decision table in expression sets or flows, activate the table.

SEE ALSO:

Salesforce Help: Create a Decision Table

Create a Qualification Procedure Expression Set

Create two Qualification Procedure Expression Sets that execute qualification rules on products through Context Definition. One runs Agent (User object) based qualification and another runs Customer Community User (Person Account object) based qualification rules.

Before getting started setting up expression sets, learn more about the Business Rules Engine Expression Sets.

Create the Agent (User object) Qualification Procedure Expression Set

1. From the App Launcher, find and select Business Rules Engine.
2. From the navigation bar, select Expression Sets.
3. Click New.
4. Enter the expression set details:

Field	Value
Name	AAEProductQualification
Usage Type	Product Qualification
Context Definition	LendingProductDiscoveryContext

5. Click Save.
6. To open the version in Expression Set Builder, from the Expression Set Versions area, click **AAEProductQualification** expression set.
7. Click the Add icon in the expression set builder canvas, and then select **Evaluate Qualification** element.
8. In Lookup Table Details, enter and select **ProductQualificationDT** decision table you created in the Create a Decision Table to Evaluate Product Qualifications topic.

   When you configured the Decision Table you selected input and output. Input values are listed as Input Parameters, output values are listed as Output Parameters.
9. Enter the input parameter element details.
10. Enter the output parameter element details.
11. In the expression set builder side bar, click the **Expression Set Properties** gear icon.
12. In the Rank field, enter the order that you want the qualification rule to execute.
13. In the expression set builder side bar, click the **Element Details** icon.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure qualification rules:
- Product Catalog Management Designer permission set

  AND

  Product Discovery Admin permission set

  AND

  Rule Engine Designer permission set

To run qualification rules:
- Product Catalog Management Viewer permission set

  AND

  Product Discovery User permission set

14. Select **Include in Output**.
15. Save and activate the expression set.
16. Complete the steps for SSEProductQualification to create the User (Person Account) Qualification Procedure Expression Set.
17. Enter the expression set details:

Field	Value
Name	SSEProductQualification
Usage Type	Product Qualification
Context Definition	LendingProductDiscoveryContext

SEE ALSO:

Salesforce Help: Create An Expression Set

Salesforce Help: Expression Sets

Salesforce Help: How to Create an Expression Set That Uses Context Definition

Disclosure and Consent for Digital Lending

To complete consent and disclosure, use a Business Rules Engine decision matrix to ensure that a client uploads the required supporting documents when applying for a loan.

Before getting started, review Business Rules Engine.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a Decision Matrix for Digital Lending

Customize the Authorization Form Text to show to clients on the Disclosure and Consent section of their loan application. A decision matrix matches input values to a table row and returns the row's output values. Create a decision matrix with the input columns for Product Id, ApplicantType, and Level, and an output column for DataUsePurpose.

Create a Document Upload for Digital Lending

Customize a document form that includes the ProductId, ApplicantType, Level, and DocTypeLabel.

Considerations and Limitations for Document Upload for Digital Lending

There are certain points to consider when you set up document upload.

Create a Decision Matrix for Digital Lending

Customize the Authorization Form Text to show to clients on the Disclosure and Consent section of their loan application. A decision matrix matches input values to a table row and returns the row's output values. Create a decision matrix with the input columns for Product Id, ApplicantType, and Level, and an output column for DataUsePurpose.

Note: Applicants must have Detail Authorization Form Text read access on the Authorization Form Text object to read the text on the application form.

Make sure that you set up business rules engine.

1. From the App Launcher, find and select **Business Rules Engine**.
2. From the navigation bar, select **Lookup Tables**.
3. Click **New**.
4. Click **Decision Matrix**, and then click **Next**.
5. Enter the **Name** `LendingDataUsePurposes`. For Type, select **Standard**, and then click **Save**.
6. Click the **Related** tab.
7. In the Decision Matrix Versions, click **LendingDataUsePurposes V1**.
8. Click **Add Column**, add four columns with the following data, and then click **Done**.

Column Header	Header Type	Data Type
productId	Input	Text
applicantType	Input	Text
level	Input	Text
dataUsePurposeId	Input	Text

9. From the App Launcher, find and create a product. (Skip this step if you already have products.)
   a. To create a product, click **New**.
   b. Enter a product name and select **Active**.
   c. Enter a display URL.
   d. Select a **Product Family**.
   e. Select a **Product Type**, and then select **Based On** to align the product to a product classification.
   f. Enter a product code.
   g. Enter a product description and save the product.
10. From the App Launcher, find and select **Data Use Purpose**.
   a. Click **New** if you don't have data use purpose records. Don't set the Data Use Purpose to active.
   b. Enter a name and description.
   c. To align the data use purpose to a data use legal basis, select a legal basis.
   d. Deselect **Is Active**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure qualification rules:
- Product Discovery Administrator

  AND

  Rule Engine Designer

  AND

  Product Catalog Management Designer

To run qualification rules:
- Product Discovery User

  AND

  Product Catalog Management Viewer

   e. Save the data use purpose.

11. From the App Launcher, find and select **Authorization Form**.
   a. Click **New** or choose an existing one.
   b. Enter a name.
   c. (Optional) Select **Is Signature Required**, and then click **Save**.
   d. Click the **Related** tab.
   e. In the Authorization Form Text section, click **New**.
   f. Enter a name.
   g. Enter your text into the Detail Authorization Form Text field.
   h. Select English **Locale**.

      When an applicant completes the application from an English locale, the English authorization form text displays.

   i. Select **Active**.
   j. Save your changes.
   k. Similarly, to customize the authorization form text for other locals, complete the steps.

12. Edit the Data Use Purpose record created in the previous step.
   a. From the App Launcher find and select the data use purpose that you created in the previous step.
   b. Click the **Related** tab.
   c. In the Authorization Form Data Use section, click **New**.
   d. Enter a name.
   e. Select the authorization form that you created in the previous step.
   f. Select the data use purpose you created in the previous step.
   g. Click **Save**.
   h. On the data use purpose record, click the **Details** tab, and select **Is Active**.
   i. Save your changes.

13. From the App Launcher, find and select **Business Rules Engine**.
   a. In the menu, select **Lookup Tables**.
   b. Select the **LendingDataUsePurposes** decision matrix.
   c. In the Decision Matrix Versions, click **LendingDataUsePurposes V1**.
   d. Click **Add Row**.
   e. Add a row with the following data, then click **Done**.

ProductId	ApplicantType	Level	DataUsePurpose
ProductId created in the previous step.	Primary Applicant	ApplicationFormProduct	DataUsePurpose ID created in the previous step.

14. Save and activate the decision matrix.

SEE ALSO:

Salesforce Help: Business Rules Engine

Salesforce Help: Decision Matrices

Salesforce Help: Fields in Data Use Purpose Records

Create a Catalog for Digital Lending

Create a Document Upload for Digital Lending

Customize a document form that includes the ProductId, ApplicantType, Level, and DocTypeLabel.

1. From the App Launcher, find and select **Business Rules Engine**.
2. From the navigation bar, select **Lookup Tables**.
3. Click **New**.
4. Click **Decision Matrix**, and then click **Next**.
5. Enter the **Name** `LendingDocumentTypes`. For Type, select **Standard**, and then click **Save**.
6. Click the **Related** tab.
7. In the Decision Matrix Versions, click **LendingDocumentTypesV1**.
8. Click **Add Column**, add four columns with the following data, and then click **Done**.

Column Header	Header Type	Data Type
productId	Input	Text
applicantType	Input	Text
level	Input	Text
docTypeLabel	Output	Text

9. From the App Launcher, find and create a product. (Skip this step if you already have products.)
   a. To create a product, click **New**.
   b. Enter a `Product Name` and select **Active**.
   c. Enter a `Display URL`.
   d. Select a **Product Family**.
   e. Select a **Product Type**, and then select **Based On** to align the product to a product classification.
   f. Enter a `Product Code`.
   g. Enter a `Product Description` and save the product.
10. From **Setup**, in the Quick Find box, enter `Document Type`, and then select **Document Type**.
    a. Create a document type, or confirm an existing one.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure qualification rules:
- Product Discovery Administrator

  AND

  Rule Engine Designer

  AND

  Product Catalog Management Designer

To run qualification rules:
- Product Discovery User

  AND

  Product Catalog Management Viewer

b. Save the API name of the document type for later.

11. From the App Launcher, find and select **Business Rules Engine**.
    a. From the navigation bar, select **Lookup Tables**.
    b. Select the decision matrix **LendingDocumentTypes**. In the Decision Matrix Versions, click **LendingDocumentTypes V1**.
12. Click **Add Row**, add a row with the following data, and then click **Done**.

ProductId	ApplicantType	Level	DocTypeLabel
ProductId created in the previous step.	Primary Applicant	ApplicationFormProduct	API name of the document type created in the previous step.

13. Save and activate the decision matrix.

Considerations and Limitations for Document Upload for Digital Lending

There are certain points to consider when you set up document upload.

These considerations and limitations are relevant to Digital Lending Financial Services Cloud sample data when you set up Digital Lending following the steps in this guide or by using the GitHub sample data.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

- Customize Salesforce Files settings and understand file sharing and visibility to get the most out of Files in your Experience Cloud site. Limit files in your experience cloud sites.
- To provide more security, control the way some file types are handled during upload and download. Configure file upload and download security settings.
- When sharing and viewing files, context matters. Experience Cloud site files are tied to the site context in which they're created or uploaded, with a few exceptions. View file visibilty and sharing in experience cloud sites.
- To apply file type restrictions to your Salesforce Org, create an apex trigger on ContentVersion object similar to restrict certain file extension from being uploaded to chatter. Created the trigger on the ContentVersion object.

Pricing for Digital Lending

Generate a loan offer for your applicants with pricing for Digital Lending. Define how price discounts are applied to your lending products using Product Configurator or Salesforce Pricing.

With Product Configurator, customize loan product pricing attributes that are dynamically adjusted to show applicants real-time loan offers. Transform your loan price policies into pricing procedures. To calculate the final net price of a loan product, arrange procedure elements in a specified order.

With Salesforce Pricing, customize loan product pricing attributes to show applicants three real-time loan offers

.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Pricing for Digital Lending

Assign pricing permissions, create Product List Rate records, Rate Adjustment by Credit Score object and records, and Decision Tables for Product List Rate and Credit Score Based Adjustment Decision Table.

Product Configurator for Digital Lending

Customize loan product attributes that are dynamically adjusted and show applicants real-time product offers. Use the intuitive user interface of Product Configurator to select the right options for your loan products. View product details such as attributes, pricing, and purchasing options. Show complex loan offers to your customers efficiently.

Salesforce Pricing for Digital Lending

Salesforce Pricing is a comprehensive pricing solution. Users can create customized price adjustment methods that define how discounts are applied to your products and services. Use pricing procedures to price retail, wholesale, service, and rate-based lending products. Use pricing procedures to create formulas for calculating the final net price, and provide complete visibility into the pricing calculation process.

Set Up Pricing for Digital Lending

Assign pricing permissions, create Product List Rate records, Rate Adjustment by Credit Score object and records, and Decision Tables for Product List Rate and Credit Score Based Adjustment Decision Table.

Complete the common setup for Salesforce Pricing and Product Configurator. Then, set up Salesforce Pricing or Product Configurator, depending on the pricing solution that meets the needs of your organization.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Assign Permissions and Set Up Pricing for Digital Lending

Assign the Digital Lending, Salesforce Pricing, and Business Rules Engine permissions.

Create Product List Rate Records for Digital Lending

The Product List Rate object stores the list price of a product as a percentage. The List Rate field contains the base interest rate. Create one list rate for each product.

Create Rate Adjustment By Credit Score Object

Create a Rate Adjustment By Credit Score custom object that represents the adjustments to list rates based on the client's credit score.

Create Rate Adjustment By Credit Score Records

Create the Rate Adjustment By Credit Score records that represent the adjustments to list rates based on the client's credit score.

Create a Product List Rate Decision Table

Decision tables are complex lookup tables that read business rules with multiple inputs, and return multiple outputs for the records in your Salesforce org, or for the values that you specify. Rules are records in a standard object, a custom object, or a custom metadata type.

Create Credit Score Based Adjustment Decision Table

Decision tables are complex lookup tables that read business rules with multiple inputs, and return multiple outputs for the records in your Salesforce org, or for the values that you specify. Rules are records in a standard object, custom object, or a custom metadata type.

Create Rate Adjustment By Term Object

Create a Rate Adjustment By Term custom object that represents the adjustments to list rates based on the loan term.

Create Rate Adjustment By Term Records

Create the Rate Adjustment By Term records that meet the needs of your company. The records represent the adjustments to list rates based on the loan term.

Create a Term-Based Adjustment Decision Table

Decision tables are complex lookup tables that read business rules with multiple inputs, and return multiple outputs for the records in your Salesforce org, or for the values that you specify. Rules are the records in a standard object, custom object, or a custom metadata type.

Update the Price Recipe for NGPDefaultRecipe

Update pricing recipes and associate data from selected Digital Lending objects with lookup tables. Salesforce Pricing gives users a predefined pricing recipe along with standard lookup tables used to create pricing procedures. Add the ProductListRateDT, CreditScoreBasedAdjustmentDT, and TermBasedAdjustmentDT lookup tables to the NGPDefaultRecipe pricing recipe.

Assign Permissions and Set Up Pricing for Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run-time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Assign the Digital Lending, Salesforce Pricing, and Business Rules Engine permissions.

1. Assign the Digital Lending permission sets to the users.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
   b. Select the **Digital Lending** permission set.
   c. Click **Manage Assignments**, and then click **Add Assignments**.
   d. Select each user who uses the feature, and then click **Assign**.
2. Complete the steps in Discover and Explore.
3. Complete the steps in Salesforce Pricing Setup.
4. Complete the steps to Set Up Business Rules Engine

Create Product List Rate Records for Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To grant read access for all run-time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run Business Rules Engine:	Rule Engine User

The Product List Rate object stores the list price of a product as a percentage. The List Rate field contains the base interest rate. Create one list rate for each product.

Before you create product list rates, you must complete the steps in Create Catalogs and Products for Digital Lending on page 163.

1. From the App Launcher, find and select **Product List Rates**.
2. Click **New**.
3. Select a product.
4. In List Rate, enter the base interest rate of the product.
5. Enter a valid start date and a valid end date.
6. Save your changes.
7. Similarly, create the base interest rates for other products.

Create Rate Adjustment By Credit Score Object

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run-time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a Rate Adjustment By Credit Score custom object that represents the adjustments to list rates based on the client's credit score.

1. In Setup, click **Object Manager**.
2. Click **Create**, and then select **Custom Object**.
3. Enter `Rate Adjustment By Credit Score` as the label.
4. Enter `Label Rate Adjustment By Credit Scores` as the plural label.
5. Save your changes.
6. Click **Fields & Relationships**, and create the custom fields based on the chart.

Field Label	Field Name	Data Type
Created By	CreatedById	Lookup (User)
Last Modified By	LastModifiedById	Lookup (User)
Lower Bound	LowerBound__c	Number(3, 0)
Owner	OwnerId	Lookup (User, Group)
Product	Product__c	Lookup (Product)
Rate Adjustment By Credit Score Name	Name	Auto Number
Tier Type	TierType__c	Picklist
Tier Value	TierValue__c	Number (16, 2)
Upper Bound	UpperBound__c	Number(3, 0)

SEE ALSO:

Salesforce Help: Create a Custom Object

Create Rate Adjustment By Credit Score Records

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create the Rate Adjustment By Credit Score records that represent the adjustments to list rates based on the client's credit score.

1. From the App Launcher, find and select **Rate Adjustment By Credit Score**.
2. Click **New**.
3. Select Product **Personal Loan**.
4. Enter `801` as the Lower Bound.
5. Enter `900` as the Upper Bound.
6. Enter `50` as the Tier Value.

7. Select Tier Type **Percentage**.
8. Save your changes.
9. Similarly, create Rate Adjustment By Credit Score records by using the details in the table.

Product	Lower Bound	Upper Bound	Tier Value	Tier Type
Personal Loan	801	900	50	Percentage
Personal Loan	701	800	10	Percentage
Personal Loan	601	700	5	Percentage
Personal Loan	0	600	20	Override
Personal Loan	801	900	50	Percentage
Personal Loan	701	800	10	Percentage
Personal Loan	601	700	5	Percentage
Personal Loan	0	600	20	Override

Create a Product List Rate Decision Table

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run-time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Decision tables are complex lookup tables that read business rules with multiple inputs, and return multiple outputs for the records in your Salesforce org, or for the values that you specify. Rules are records in a standard object, a custom object, or a custom metadata type.

1. From the App Launcher, find and select **Business Rules Engine**.
2. Click the app navigation menu, and select **Lookup Tables**.
3. Click **New**.
4. Select **Decision Table**, and then click **Next**.
5. Select **Create Decision Table**, and then click **Next**.
6. Enter `ProductListRateDT` as the name.

7. Enter `ProductListRateDT` as the API name.
8. Select Source Object **Product List Rate**.
9. Select Filter Result By **Output Order**.
10. Select Usage Type **Pricing**.
11. Click **Next**.
12. Configure the decision table columns using the details in the table.

Column Header	Column Type	Data Type	Operator
ProductId	Required Input	Lookup	Equals
ListRate	Output	Percent	N/A

13. Click **Next**.
14. Save your changes.
15. Activate the decision table.

SEE ALSO:

Salesforce Help: Create a Decision Table

Create Credit Score Based Adjustment Decision Table

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run-time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Decision tables are complex lookup tables that read business rules with multiple inputs, and return multiple outputs for the records in your Salesforce org, or for the values that you specify. Rules are records in a standard object, custom object, or a custom metadata type.

1. From the App Launcher, find and select **Business Rules Engine**.
2. Click the app navigation menu, and select **Lookup Tables**.
3. Click **New**.
4. Select **Decision Table**, and then click **Next**.
5. Select **Create Decision Table**, and then click **Next**.

6. Enter `CreditScoreBasedAdjustmentDT` as the name.
7. Enter `CreditScoreBasedAdjustmentDT` as the API name.
8. Select Source Object **Rate Adjustment Based Credit Score**.
9. Select Filter Result By **Output Order**.
10. Select Usage Type **Pricing**.
11. Click **Next**.
12. Configure the decision table columns using the details in the table.

Column Header	Column Type	Data Type	Operator
Product__c	Required Input	Lookup	Equals
LowerBound__c	Required Input	Number	Great Or Equal
UpperBound__c	Required Input	Number	Less Or Equal
TierType__c	Output	Picklist	N/A
TierValue__c	Output	Number	N/A

13. Click **Next**.
14. Save your changes.
15. Activate the decision table.

SEE ALSO:

Salesforce Help: Create a Decision Table

Create Rate Adjustment By Term Object

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run-time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a Rate Adjustment By Term custom object that represents the adjustments to list rates based on the loan term.

1. In Setup, click **Object Manager**.

2. Click **Create**, and then select **Custom Object**.
3. Enter `Rate Adjustment By Term` as the label.
4. Enter `Rate Adjustment By Terms` as the plural label.
5. Save your changes.
6. Click **Fields & Relationships**, and create the custom fields based on the chart.

Field Label	Field Name	Data Type
Created By	CreatedById	Lookup(User)
Last Modified By	LastModifiedById	Lookup(User)
Owner	OwnerId	Lookup(User, Group)
Product	Product__c	Lookup(Product)
Rate Adjustment Name	Name	Auto Number
Term	Term__c	Number(4, 0)
Tier Type	TierType__c	Picklist
Tier Value	TierValue__c	Number(16, 2)

SEE ALSO:

Salesforce Help: Create a Custom Object

Create Rate Adjustment By Term Records

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run-time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create the Rate Adjustment By Term records that meet the needs of your company. The records represent the adjustments to list rates based on the loan term.

1. From the App Launcher, find and select **Rate Adjustment By Terms**.
2. Click **New**.

3. Complete the fields.
4. Save your changes.

Create a Term-Based Adjustment Decision Table

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run-time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing setting
To use Business Rules Engine:	Rule Engine Designer
To run Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Decision tables are complex lookup tables that read business rules with multiple inputs, and return multiple outputs for the records in your Salesforce org, or for the values that you specify. Rules are the records in a standard object, custom object, or a custom metadata type.

1. From the App Launcher, find and select **Business Rules Engine**.
2. Click the app navigation menu, and select **Lookup Tables**.
3. Click **New**.
4. Select **Decision Table**, and then click **Next**.
5. Select **Create Decision Table**, and then click **Next**.
6. Enter `TermBasedAdjustmentDT` as the name.
7. Enter `TermBasedAdjustmentDT` as the API name.
8. Select Source Object **RateAdjustmentByTerm**.
9. Select Filter Result By **Output Order**.
10. Select Usage Type **Pricing**.
11. Click **Next**.
12. Configure the decision table columns using the details in the table.

Column Header	Column Type	Data Type	Operator
Term__c	Required Input	Number	Equals
Product__c	Required Input	Lookup	Equals
TierType__c	Output	Picklist	N/A
TierValue__c	Output	Number	N/A

13. Click **Next**.
14. Save your changes.
15. Activate the decision table.

SEE ALSO:

Salesforce Help: Create a Decision Table

Update the Price Recipe for NGPDefaultRecipe

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Update pricing recipes and associate data from selected Digital Lending objects with lookup tables. Salesforce Pricing gives users a predefined pricing recipe along with standard lookup tables used to create pricing procedures. Add the ProductListRateDT, CreditScoreBasedAdjustmentDT, and TermBasedAdjustmentDT lookup tables to the NGPDefaultRecipe pricing recipe.

1. In Setup, in the Quick Find box, enter `Pricing Recipes`, and then select **Pricing Recipes**.
2. Click **NGPDefaultRecipe**.
3. Click **Price Adjustment Matrix**.
4. Click **Modify**.
5. Update the Price Adjustment Matrix for CreditScoreBasedAdjustmentDT and TermBasedAdjustmentDT based on these details.

Select	Lookup Table Name	Type	Pricing Component Type	AdjustmentValue	AdjustmentType
Click plus icon	CreditScoreBased AdjustmentDT	Decision Table	Custom Discount	Tier Value	Tier Type
Click plus icon	TermBased AdjustmentDT	Decision Table	Custom Discount	Tier Value	Tier Type

6. Update the Price Adjustment Matrix for ProductListRateDT based on these details.

Select	Lookup Table Name	Type	Pricing Component Type	Unitprice
Click plus icon	ProductListRateDT	Decision Table	List Price	ListRate

7. Save your changes.

Product Configurator for Digital Lending

Customize loan product attributes that are dynamically adjusted and show applicants real-time product offers. Use the intuitive user interface of Product Configurator to select the right options for your loan products. View product details such as attributes, pricing, and purchasing options. Show complex loan offers to your customers efficiently.

Configure your loan products with attributes that are compatible with other products in the offering. With configuration rules, make sure that applicants choose the loan product that meets their needs. For example, to view mortgage products, create qualification rules that require an applicant to have a credit score above 600, a minimum income of US$2,000 per month, and an address in the United States.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Generate Pricing Based on Loan Term

Use Product Configurator to show applicants customized loan term product attributes and generate the pricing based on their selected loan term.

Generate Pricing Based on Credit Score

Use the Product Configurator to show applicants customized credit score, product attributes, and generate pricing based on applicant needs.

Generate Pricing Based on Loan Amount

Use the Product Configurator to show applicants the customized product attributes and generate the pricing based on applicant needs.

Pricing Procedure for Product Configurator for Digital Lending

With Pricing Procedure Builder, transform your established pricing policies into pricing procedures. These procedures are customizable stacks of pricing elements that are arranged in a specific sequence. They're used to calculate the final net price of a product. Pricing elements call appropriate lookup tables to perform the pricing calculations. This structured approach makes sure that the final net price of a product is determined efficiently and accurately, reflecting the strategic pricing goals of the company.

Considerations and Limitations for Product Configurator for Digital Lending

There are certain points to consider when you set up Product Configurator for Digital Lending for Financial Services CLoud.

Generate Pricing Based on Loan Term

Use Product Configurator to show applicants customized loan term product attributes and generate the pricing based on their selected loan term.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Turn On Price Impacting for Loan Term Attribute

Set loan term attribute definition to dictate the price of a product.

Turn On Price Impacting for Loan Term Attribute

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Product Configurator for Digital Lending:	Omnistudio Admin AND Product Catalog Management Designer AND Rule Engine Designer permission set AND Salesforce Pricing Design Time
To use Product Configurator for Digital Lending:	Omnistudio User AND Product Catalog Management Viewer AND Rule Engine Runtime AND Salesforce Pricing Run Time

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set loan term attribute definition to dictate the price of a product.

1. From the App Launcher select **Product Catalog Management**, then click **Product Classification**.
2. Click the product you created in Create Personal Loans Product Classification for Digital Lending. For example, Personal Loan.
3. Click the **Attributes** tab.
4. Edit Loan Term.
5. Select **Is Price Impacting**.
6. Save your changes.

Generate Pricing Based on Credit Score

Use the Product Configurator to show applicants customized credit score, product attributes, and generate pricing based on applicant needs.

Set Up Pricing Based on Credit Score

Create a credit score attribute definition and assign it to personal loan product classification.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Turn On Price Impacting and Hidden for Credit Score Attribute

Set a credit score attribute definition to dictate the price of a product and hide the attribute from the applicants at run time. Hide the credit score attribute so that the applicant can't input a credit score value. Retrieve the applicant's credit score from the party credit profile object on the DigitalLendingProductConfigurator Omniscript.

Set Up Pricing Based on Credit Score

USER PERMISSIONS	
To set up Digital Lending:	Digital Lending permission set
To configure Product Configurator for Digital Lending:	Omnistudio Admin AND Product Catalog Management Designer AND Rule Engine Designer permission set AND Salesforce Pricing Design Time
To use Product Configurator for Digital Lending:	Omnistudio User AND Product Catalog Management Viewer AND Rule Engine Runtime AND Salesforce Pricing Run Time

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a credit score attribute definition and assign it to personal loan product classification.

1. Define and update credit score attribute definition.
   a. From the App Launcher, select **Product Catalog Management**, and then click **Attribute Definitions**.
   b. In the Attribute Definitions list view, click **New**.
   c. Create an attribute definition based on the chart.

Field	Field Value
Name	CreaditScore
Label	Credit Score
API Name	CreditScore
Data Type	Number
Picklist	CreditScore

Field	Field Value
Description	Credit score.
Active	Select

d. Save your changes.

2. Assign credit score to the personal loan product classification.
   a. From the App Launcher, select **Product Catalog Management**, and then select **Categories**.
   b. In the Categories list view, click **Personal Loan**.
   c. On the Category page, click the **Related** tab.
   d. In the Products section, click **Assign Products**.
   e. Select **Credit Score**.
   f. Click **Next** and save your changes.

Turn On Price Impacting and Hidden for Credit Score Attribute

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Product Configurator for Digital Lending:	Omnistudio Admin AND Product Catalog Management Designer AND Rule Engine Designer permission set AND Salesforce Pricing Design Time
To use Product Configurator for Digital Lending:	Omnistudio User AND Product Catalog Management Viewer AND Rule Engine Runtime AND Salesforce Pricing Run Time

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set a credit score attribute definition to dictate the price of a product and hide the attribute from the applicants at run time. Hide the credit score attribute so that the applicant can't input a credit score value. Retrieve the applicant's credit score from the party credit profile object on the DigitalLendingProductConfigurator Omniscript.

1. From the App Launcher select **Product Catalog Management**, then click **Product Classification**.
2. Click the product you created in Create Personal Loans Product Classification for Digital Lending. For example, Personal Loan.
3. Click the **Attributes** tab.
4. Edit Credit Score.
5. Select **Is Price Impacting**.
6. Select **Is Hidden**.
7. Save your changes.

Generate Pricing Based on Loan Amount

Use the Product Configurator to show applicants the customized product attributes and generate the pricing based on applicant needs.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Pricing Based on Loan Amount

Create a loan amount attribute definition and assign it to personal loan product classification.

Turn On Price Impacting for Loan Amount Attribute

Set loan amount attribute definition to dictate the price of a product.

Set Up Pricing Based on Loan Amount

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Product Configurator for Digital Lending:	Omnistudio Admin AND Product Catalog Management Designer AND Rule Engine Designer permission set AND Salesforce Pricing Design Time
To use Product Configurator for Digital Lending:	Omnistudio User AND Product Catalog Management Viewer AND Rule Engine Runtime AND Salesforce Pricing Run Time

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a loan amount attribute definition and assign it to personal loan product classification.

1. Define and update loan amount attribute definition.
   a. From the App Launcher, select **Product Catalog Management**, and then click **Attribute Definitions**.
   b. From the Attribute Definitions list view, click **New**.
   c. Create an attribute definition based on the chart.

Field	Field Value
Name	LoanAmount
Label	Loan Amount
API Name	LoanAmount
Data Type	Currency
Picklist	LoanAmount
Description	Loan amount.
Active	Select

   d. Save your changes.
2. Assign loan amount to the personal loan product classification.
   a. From the App Launcher, select **Product Catalog Management**, and then select **Categories**.
   b. In the Categories list view, select **Personal Loan**.
   c. On the Category page, click the **Related** tab.
   d. In the Products section, click **Assign Products**.
   e. Select **Loan Amount**.
   f. Click **Next** and save your changes.

Turn On Price Impacting for Loan Amount Attribute

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Product Configurator for Digital Lending:	Omnistudio Admin AND Product Catalog Management Designer AND Rule Engine Designer permission set AND Salesforce Pricing Design Time

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To use Product Configurator for Digital Lending:	Omnistudio User AND Product Catalog Management Viewer AND Rule Engine Runtime AND Salesforce Pricing Run Time

Set loan amount attribute definition to dictate the price of a product.

1. From the App Launcher, select **Product Catalog Management**, then click **Product Classification**.
2. Click the product you created in Create Personal Loans Product Classification for Digital Lending. For example, Personal Loan.
3. Click the **Attributes** tab.
4. Edit Loan Amount.
5. Select **Is Price Impacting**.
6. Save your changes.

Pricing Procedure for Product Configurator for Digital Lending

With Pricing Procedure Builder, transform your established pricing policies into pricing procedures. These procedures are customizable stacks of pricing elements that are arranged in a specific sequence. They're used to calculate the final net price of a product. Pricing elements call appropriate lookup tables to perform the pricing calculations. This structured approach makes sure that the final net price of a product is determined efficiently and accurately, reflecting the strategic pricing goals of the company.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create Pricing Procedure for Product Configurator for Digital Lending

Pricing procedures are customizable stacks of pricing elements that are arranged in specific sequence and are used to calculate the final net price of a product. With Pricing Procedure Builder, create a pricing procedure and add elements.

Add Pricing Elements to the Pricing Procedure

Pricing elements are the building blocks of a pricing procedure. Add an element to create a step in the pricing procedure. Use the Pricing Setting, List Price, and Price Adjustment Matrix elements to form logical steps in the pricing procedure for Digital Lending.

Create Pricing Procedure for Product Configurator for Digital Lending

USER PERMISSIONS	
To set up Digital Lending:	Digital Lending permission set
To configure Product Configurator for Digital Lending:	Omnistudio Admin AND Product Catalog Management Designer AND Rule Engine Designer permission set AND Salesforce Pricing Design Time
To use Product Configurator for Digital Lending:	Omnistudio User AND Product Catalog Management Viewer AND Rule Engine Runtime AND Salesforce Pricing Run Time

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Pricing procedures are customizable stacks of pricing elements that are arranged in specific sequence and are used to calculate the final net price of a product. With Pricing Procedure Builder, create a pricing procedure and add elements.

Calculate the list rate of a lending product based on the elements and data that are set up in decision tables.

- Attribute-Based Price element: This element calculates the price of a product based on the discounts configured for selected price impacting attributes.
- Formula-Based Pricing element: This element performs functions and mathematical calculations to generate the price of a product.
- List Group and List Operation element: A list group element filters items in a list based on the filter conditions and then performs further operations on the filtered lists. A list operation is always the first step in the list group and defines how items in the list are filtered.
- List Price element: This element is used to read the relevant record of the product that's priced. The filter is the ProductId and the List Rate is the output.
- Price Adjustment Matrix: This element adjusts the list rate based on the adjustment record. This element is used one time per adjustment type.
- Pricing Setting element: This element maps commonly used variables in a pricing procedure to context tags.

1. Complete the steps to Configure Your Pricing Procedure using the details.
   a. Enter the name as `digital_lending_AppFormProductProposalConfigProc`.
   b. Enter the API name as `digital_lending_AppFormProductProposalConfigProc`.
   c. Select **Pricing** Usage Type.

d. Select **LendingProductConfigContext** Context Definition.

Add Pricing Elements to the Pricing Procedure

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Product Configurator for Digital Lending:	Omnistudio Admin AND Product Catalog Management Designer AND Rule Engine Designer permission set AND Salesforce Pricing Design Time
To use Product Configurator for Digital Lending:	Omnistudio User AND Product Catalog Management Viewer AND Rule Engine Runtime AND Salesforce Pricing Run Time

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Pricing elements are the building blocks of a pricing procedure. Add an element to create a step in the pricing procedure. Use the Pricing Setting, List Price, and Price Adjustment Matrix elements to form logical steps in the pricing procedure for Digital Lending.

1. To map the variables in a pricing procedure to context tags, create a Pricing Setting element. Use the chart to create the element.

Field	Value
Line Item	ProductId
Net Unit Price	Select a Value
Subtotal	AFPPInterestRate

2. To calculate the base price of a product based on the price type, create a List Price element. Use the chart to create the element.

Field	Value
Lookup Table Details	ProductListRateDT
Product	ProductId

Field	Value
Quantity	Select a Value
List Price Field	Constant_UnitPrice_ProductListRateDT_LP
List Price	AFPPInterestRate
Subtotal	AFPPInterestRate

3. To calculate the price of a product based on credit score, create a List Container. Then add List Operation, Formula Based Pricing, and Price Adjustment Matrix elements to the list container.
   a. Use the chart to create the list operation element.

Field	Value
Filter Condition Requirements	All Conditions Are Met (AND)
Resource	AttributeName
Operator	Equals
Value	CreditScoreConstant

   b. Use the chart to create the formula-based pricing element.

Field	Value
Calculation Formula	VALUE (AttributeValue)
Output Variable	AttributeValueAsNumber

   c. Use the chart to create the price adjustment matrix element.

Field	Value
Lookup Table Details	CreditScoreBasedAdjustment
Product	ProductId
LowerBound	AttributeValueAsNumber
UpperBound	AttributeValueAsNumber
Adjustment Type Field	Constant_AdjustmentType_CreditScoreBaseAdjustment_PAM
Adjustment Value Field	Constant_AdjustmentValue_CreditScoreBaseAdjustment_PAM
Quantity	Select a quantity.
Net Unit Price	AFPPInterestRate

Field	Value
Subtotal	InterestRate

4. To calculate the price of a product based on loan term, create a List Container. Then add List Operation, Formula Based Pricing, and Price Adjustment Matrix elements to the list container.
   a. Use the chart to create the list operation element.

Field	Value
Filter Condition Requirements	All Conditions Are Met (AND)
Resource	AttributeName
Operator	Equals
Value	LoanTermConstant

   b. Use the chart to create the formula-based pricing element.

Field	Value
Calculation Formula	VALUE (AttributeValue)
Output Variable	AttributeValueAsNumber

   c. Use the chart to create the price adjustment matrix element.

Field	Value
Lookup Table Details	TermBasedAdjustmentDT
Product	ProductId
Term	AttributeValueAsNumber
Adjustment Type Field	Constant_AdjustmentType_TermBasedAdjustmentDT_PAM
Adjustment Value Field	Constant_AdjustmentValue_TermBasedAdjustmentDT_PAM
Quantity	Select a quantity.
Net Unit Price	AFPPInterestRate
Subtotal	AFPPInterestRate

5. Save and activate the pricing procedure.

Considerations and Limitations for Product Configurator for Digital Lending

There are certain points to consider when you set up Product Configurator for Digital Lending for Financial Services CLoud.

Supported attribute types when using Product Configurator and Pricing Procedure:

- Number: creditscore
- Picklist: loan term. Attribute picklist type, Text.
- Currency: Downpayment
- When picklist type isn't text, use custom object field Text and matrix input attributeValue. For example, term field in RateAdjustmentByLoanTerm__c.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Salesforce Pricing for Digital Lending

Salesforce Pricing is a comprehensive pricing solution. Users can create customized price adjustment methods that define how discounts are applied to your products and services. Use pricing procedures to price retail, wholesale, service, and rate-based lending products. Use pricing procedures to create formulas for calculating the final net price, and provide complete visibility into the pricing calculation process.

Create an expression set and build a pricing procedure for your lending products by using pricing elements unique to Salesforce pricing, such as Pricing Setting and List Price elements. Pricing procedures contain the additional enhancements to expression sets, such as integration with context service and pricing waterfall support.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Update Omnistudio Components to use Salesforce Pricing for Digital Lending

The Omnistudio components use Product Configurator by default. To use Salesforce Pricing, update DigitalLendingApplicantIntake and DigitalLendingApplicantIntakeSecured Omniscripts to call the DigitalLendingViewOffer Omniscript, and update the DigitalLendingConfirmOffer and DigitalLendingConfirmOfferAAE Flexcards to call DigitalLending_PricingEngineFinalOffer Integration Procedure.

Create Pricing Procedure for Salesforce Pricing for Digital Lending

Pricing procedures are customizable, ordered stacks of pricing elements that are used to calculate the final net price of a product using the Pricing Procedure Builder. Create a pricing procedure and add elements.

Add Pricing Elements to the Pricing Procedure

Pricing elements are the building blocks of a pricing procedure. Add an element to create a step in the pricing procedure. Use the Pricing Setting, List Price, and Price Adjustment Matrix elements to form logical steps in the pricing procedure for Digital Lending.

SEE ALSO:

Salesforce Help: Business Rules Engine

Salesforce Help: Salesforce Pricing

Update Omnistudio Components to use Salesforce Pricing for Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run-time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run the Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

The Omnistudio components use Product Configurator by default. To use Salesforce Pricing, update DigitalLendingApplicantIntake and DigitalLendingApplicantIntakeSecured Omniscripts to call the DigitalLendingViewOffer Omniscript, and update the DigitalLendingConfirmOffer and DigitalLendingConfirmOfferAAE Flexcards to call DigitalLending_PricingEngineFinalOffer Integration Procedure.

1. Update DigitalLendingApplicantIntake and DigitalLendingApplicantIntakeSecured Omniscripts.
   a. From App Launcher, select **Omnistudio**, and then select **OmniScripts**.
   b. Click the DigitalLendingApplicantIntake Omniscript.
   c. Click **New Version**.
   d. On the new version, click **Edit**.
   e. Enter a name and save your changes.
   f. Delete the DigitalLendingOfferConfigurator OmniScript component.
   g. Add the DigitalLendingViewOffer Omniscript.
   h. Similarly, complete the steps for DigitalLendingApplicantIntakeSecured Omniscript.
2. Update the DigitalLendingConfirmOffer and DigitalLendingConfirmOfferAAE Flexcards.
   a. From App Launcher, select **Omnistudio**, and then select **Flexcards**.
   b. Click the **DigitalLendingConfirmOffer** Flexcard.
   c. Click **New Version**.
   d. On the new version, click **Edit**.
   e. Enter a name and save your changes.
   f. Delete the DigitalLending_PricingEngineOfferConfiguratorFinalOffer Integration Procedure component.
   g. Add the DigitalLending_PricingEngineFinalOffer Integration Procedure.
   h. Similarly, complete the steps for DigitalLendingConfirmOfferAAE Flexcard.

Create Pricing Procedure for Salesforce Pricing for Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run-time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run the Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Pricing procedures are customizable, ordered stacks of pricing elements that are used to calculate the final net price of a product using the Pricing Procedure Builder. Create a pricing procedure and add elements.

Calculate the list rate of a lending product based on the elements and data that are set up in decision tables.

- Pricing Setting element: This element maps commonly used variables in a pricing procedure to context tags.
- List Price element: This element is used to read the relevant record of the product that's priced. The filter is the ProductId and the List Rate is the output.
- Price Adjustment Matrix: This element adjusts the list rate based on the adjustment record. This element is used one time per adjustment type.

1. Configure Your Pricing Procedure.

SEE ALSO:

Salesforce Help: Pricing Elements

Salesforce Help: Pricing Procedures

Add Pricing Elements to the Pricing Procedure

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To create, read, update, and delete all design time pricing objects:	Salesforce Pricing Design Time
To grant read access for all run-time pricing features:	Salesforce Pricing Run Time
To use Salesforce Pricing:	Salesforce Pricing preference
To use Business Rules Engine:	Rule Engine Designer
To run Business Rules Engine:	Rule Engine User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Pricing elements are the building blocks of a pricing procedure. Add an element to create a step in the pricing procedure. Use the Pricing Setting, List Price, and Price Adjustment Matrix elements to form logical steps in the pricing procedure for Digital Lending.

1. To map the variables in a pricing procedure to context tags, create a Pricing Setting element. Use the chart to create the element.

Field	Value
Line Item	UniqueId
Net Unit Price	Select a Value
Subtotal	InterestRate

2. To calculate the base price of a product based on the price type, create a List Price element. Use the chart to create the element.

Field	Value
Lookup Table Details	ProductListRateDT
Product	ProductId
Quantity	Select a Value
List Price Field	Constant_UnitPrice_ProductListRateDT_LP
List Price	InterestRate
Subtotal	InterestRate

3. To calculate the price of a product based on the discounts, create a Price Adjustment Matrix element. Use the chart to create the element.

Field	Value
Lookup Table Details	CreditScoreBasedAdjustmentDT
Product	ProductId
LowerBound	CreditScore
UpperBound	CreditScore
Adjustment Type Field	Constant_AdjustmentType_CreditScoreBaseAdjustment_PAM
Adjustment Value Field	Constant_AdjustmentValue_CreditScoreBaseAdjustment_PAM
Quantity	Select a quantity
Input Unit Price	InterestRate
Net Unit Price	InterestRate
Subtotal	InterestRate

4. To calculate the price of a product based on the discounts, create a second Price Adjustment Matrix element. Use the chart to create the element.

Field	Value
Lookup Table Details	CreditScoreBasedAdjustmentDT
Term	Term
Product	ProductId
Adjustment Type Field	Constant_AdjustmentType_TermBasedAdjustmentDT_PAM
Adjustment Value Field	Constant_AdjustmentValue_TermBasedAdjustmentDT_PAM
Quantity	Select a quantity
Input Unit Price	InterestRate
Subtotal	InterestRate

5. Save and activate the pricing procedure.

SEE ALSO:

Salesforce Help: List Price

Salesforce Help: Price Adjustment Matrix

Salesforce Help: Pricing Setting

Stage Management for Digital Lending

With Stage Management, simplify complex business processes with greater visibility and control. With Digital Lending, Stage Management restricts the values of the Stage field on an Application Form Product so that only defined transitions are permitted, and customizable actions can be completed after each transition. Define stage transition criteria on the Application Form Product object. Create a transition plan for each stage of the process. After each transition, Compliant Data Sharing participant records are created and updated to manage the visibility levels for different users throughout the application process.

A transition is any change to the value in the Stage field on an Application Form Product. A defined set of transitions prevents the applicants from updating the stage to invalid values. For example, create a stage definition that enables the transition of the stage from Intake to Submitted, but prevents the transition from Submitted to Intake.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up and Assign Permissions for Digital Lending

Assign the Digital Lending and Stage Management permissions.

Turn on Stage Management for Digital Lending

To create stage definitions for your business processes, enable the Stage Management setting.

Set Up Compliant Data Sharing for Stage Management Digital Lending

Admins and compliance managers can use Compliant Data Sharing to configure advanced data sharing rules, so that they can improve compliance with regulations and company policies. They can control and monitor what data gets shared with whom, without writing complex code.

Create Permission Sets for Compliant Data Sharing for Digital Lending

Create a permission set for the users who configure Digital Lending, Stage Management, and Compliant Data Sharing and another permission set for Compliant Data Sharing users.

Enable Compliant Data Sharing for Objects

Turn on Compliant Data Sharing for the CRM and Experience Cloud users.

Add Participant Roles for Digital Lending Objects

Create participant roles for the Application Form, Application Form Product, and Party Profile objects.

Create Participant Groups for Compliant Data Sharing Digital Lending

Create the Underwriter_Group and Agent_Group participant groups. Compliant Data Sharing uses participant groups to define groups of users with the same role in their record interactions.

Create an Apex Class CDSCacheHelper

Use an APEX class to customize the values.

Create an Apex Class CDSUtil

Add a step that runs an Apex class when the stage transitions from Intake to Submitted by running a Flow. The business logic run after a stage transition is built into the Apex class, and a Salesforce Flow calls the Apex class.

Create Digital Lending Stage Management Flow

Create an AutoLaunched Flow with an Apex Action element that is set to run the AutoLoanCDSUtil Apex file.

Create Decision Matrix for Digital Lending

A decision matrix matches input values to a table row and returns the row's output values. Expression sets and various digital procedures can call decision matrices. Decision matrices accept JSON input from, and return JSON output to the digital processes that call the matrices. Decision matrices are useful for implementing complex rules in a systematic, readable manner.

Create a Stage Definition for Digital Lending

Create a stage definition for the Application Form Product reference object and the Stage field.

Set Up Stage Transitions for Digital Lending

Activate the Digital Lending Stage Management stage definition. Stage transitions specify the criteria and conditions to facilitate the transition between the business process stages. Use stage transition to configure the movement from one stage to another.

Set Up and Assign Permissions for Digital Lending

Assign the Digital Lending and Stage Management permissions.

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
2. Click the **Digital Lending** permission set.
3. Click **Manage Assignments**, and then click **Add Assignments**.
4. Select the users who need access to the feature, and then click **Assign**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To use Stage Management:
- Stage Management Design User

Turn on Stage Management for Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing
To run Compliant Data Sharing:	Use Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To create stage definitions for your business processes, enable the Stage Management setting.

1. From Setup, in the Quick Find box, enter `Stage Management`, and then select **Stage Management**.
2. Turn on Stage Management.

Set Up Compliant Data Sharing for Stage Management Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To run Compliant Data Sharing:	Use Compliant Data Sharing

Admins and compliance managers can use Compliant Data Sharing to configure advanced data sharing rules, so that they can improve compliance with regulations and company policies. They can control and monitor what data gets shared with whom, without writing complex code.

Set up Compliant Data Sharing

1. configure your org for compliant data sharing.

   To get the benefits of Compliant Data Sharing, set org-wide sharing settings for supported objects to Private or Public Read-Only for the Application Form Product, Application Form, and Party Profile objects.

2. configure page layouts for compliant data sharing.
3. manage users in compliant data sharing.

Create Permission Sets for Compliant Data Sharing for Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing
To run Compliant Data Sharing:	Use Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a permission set for the users who configure Digital Lending, Stage Management, and Compliant Data Sharing and another permission set for Compliant Data Sharing users.

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
2. Create a permission set for the Compliant Data Sharing users.
   a. Select **New**.
   b. Enter `FSCCDSUser` as the label.

      You can customize the label to meet your business needs.

   c. Enter `FSCCDSUser` as the API Name.

      The developer name FSCCDSUser is used in the CDSUtil Apex file. If you enter a unique developer name, you must update the permission set in the Apex file.

   d. Enter a description.
   e. Select **None** as the license, and then save your changes.
   f. Under System, click **System Permissions**, and then click **Edit**.
   g. Select the **Use Compliant Data Sharing** permission.
   h. Save your changes. If a confirmation window appears, click **Save**.

3. Create a permission set for the users who configure and manage participant roles and participant groups.
   a. Click **New**.
   b. Enter `FSCCDSConfigUser` as the label.
      A unique API name is provided automatically, but you can change it.
   c. Enter a description for the permission set.
   d. Select **None** as the license, and then save your changes.
   e. On the Permission Sets Setup page, click the name of your new permission set.
   f. On the Compliant Data Sharing Manager Permission Set page, under System, click **System Permissions**, and then click **Edit**.
   g. Select the **Configure Compliant Data Sharing** permission.
   h. If necessary, deselect the **Use Compliant Data Sharing** permission.
   i. Save your changes. If a confirmation window appears, click **Save**.

Enable Compliant Data Sharing for Objects

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing
To run Compliant Data Sharing:	Use Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Turn on Compliant Data Sharing for the CRM and Experience Cloud users.

1. From Setup, in the Quick Find box, enter `Object Enablement Settings`, and then select **Object Enablement Settings**.
2. Turn on Compliant Data Sharing for the CRM and Experience Cloud users for the Application Form, Application Form Product, and Party Profile objects.

Add Participant Roles for Digital Lending Objects

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing
To run Compliant Data Sharing:	Use Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create participant roles for the Application Form, Application Form Product, and Party Profile objects.

For each object, create the no access, read/write, and read only participant roles.

1. From Setup, in the Quick Find box, enter `Participant Roles`, and then select **Participant Roles**.
2. Create the Application Form No Access participant role.
   a. Click **New**.
   b. Enter `Application Form No Access` as the name.
   c. Enter `ApplicationFormNoAccess` as the API name.
   d. Select **Application Form** as the parent object.
   e. Select **No Access** as the default access level.
   f. Save your changes.
3. Create the Application Form Read/Write participant role.
   a. Click **New**.
   b. Enter `Application Form Read Write` as the name.
   c. Enter `ApplicationFormReadWrite` as the API name.
   d. Select **Application Form** as the parent object.
   e. Select **Read/Write** as the default access level.
   f. Save your changes.
4. Create the Application Form Read Only participant role.
   a. Click **New**.
   b. Enter `Application Form Read Only` as the name.
   c. Enter `ApplicationFormReadyOnly` as the API name.
   d. Select **Application Form** as the parent object.
   e. Select **Read Only** as the default access level.
   f. Save your changes.
5. Similarly, create the Application Form Product and Party Profile objects.

Create Participant Groups for Compliant Data Sharing Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing
To run Compliant Data Sharing:	Use Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create the Underwriter_Group and Agent_Group participant groups. Compliant Data Sharing uses participant groups to define groups of users with the same role in their record interactions.

1. From Setup, in the Quick Find box, enter `Participant Groups`, and then select **Participant Groups**.
2. Click **New**.
3. Enter `Agent_Group` as the name.
4. Enter `Agent_Group` as the developer name.
5. Save your changes.
6. Similarly, create the Underwriter_Group participant group.

Create an Apex Class CDSCacheHelper

USER PERMISSIONS	
To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing
To run Compliant Data Sharing:	Use Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Use an APEX class to customize the values.

1. In Setup, in the Quick Find box, enter `Apex Classes`, and then select **Apex Classes**.
2. Click **New**.
3. Enter the Apex Class.

```
public class CDSCacheHelper {

    public static Map<String, String> PARTICIPANT_ROLE_NAME_TO_ID = new Map<String,
String>();
    public static Map<String, String> PARTICIPANT_GROUP_NAME_TO_ID = new Map<String,
String>();

    public static void loadCDSData() {

        if (!(PARTICIPANT_ROLE_NAME_TO_ID.isEmpty() ||
PARTICIPANT_GROUP_NAME_TO_ID.isEmpty())) {
            return;
        }

        // Caching participant roles
        List<Participantrole> paticipantRoles = [SELECT ID, DeveloperName FROM
ParticipantRole WHERE IsActive = true];
        for (Participantrole role: paticipantRoles) {
            PARTICIPANT_ROLE_NAME_TO_ID.put(role.DeveloperName, role.ID);
        }
```

```
        // Caching participant groups
        List<Group> groups = [SELECT ID, DeveloperName FROM Group WHERE Type =
'Participant'];
        for (Group groupData: groups) {
            PARTICIPANT_GROUP_NAME_TO_ID.put(groupData.DeveloperName, groupData.ID);
        }

    }

}
```

4. Save your changes.

Create an Apex Class CDSUtil

USER PERMISSIONS	
To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing
To run Compliant Data Sharing:	Use Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Add a step that runs an Apex class when the stage transitions from Intake to Submitted by running a Flow. The business logic run after a stage transition is built into the Apex class, and a Salesforce Flow calls the Apex class.

Here are the main business values for using the Apex class:

- When the stage field on the Application Form Product record is updated, the Apex updates the value of the stage field on the related Application Form record. The field value is determined by the decision matrix where the lists of inputs and outputs for the Application Form Product and Application Form stages are matched. The Apex finds the value of the Stage Field on the Application Form Product, looks up the decision matrix, and transitions the stage field on the Application Form to the value in the decision matrix.
- When the stage field on the Application Form Product record is updated, the Apex updates the value of the Applicant Visible Status field as well. The field value is determined by a decision matrix list of inputs and outputs for the Applicant Visible Status field. The Apex finds the stage field value on the Application Form Product, and uses the decision matrix to transition the Applicant Visible Status field on the Application Form Product.
- When the stage field on the Application Form Product record is updated, the Apex creates Participant records on the Application Form Product, associated Application Form, and associated Party Profile records to manage the visibility for different users. For example, when the Application Form Product stage is In Review, underwriters have read and write access to the related records. But when the stage is Intake, underwriters don't have access. The value of the Participant Role is determined by the decision matrix list of inputs and the outputs for each Application Form Product, Application Form, and Party Profile access are defined by user and stage transition.

1. Create an apex file.
   a. In Setup, in the Quick Find box, enter `Apex Classes`, and then select **Apex Classes**.
   b. Click **New**.

c. Enter the Apex Class.

```
public with sharing class AutoLoanCDSUtil {

    private static final String DM_APP_FORM_PRODUCT_STAGE_FIELD_NAME =
'ApplicationFormProductStage';
   private static final String DM_APP_FORM_STAGE_FIELD_NAME = 'ApplicationFormStage';

    private static final String DM_APPLICANT_STATUS_FIELD_NAME =
'ApplicantVisibleStatus';

    private static final String DM_AFP_STAGE_TO_AF_STAGE = 'AFPStage_To_AFStage';
    private static final String DM_AFP_STAGE_TO_APPLICANT_STATUS =
'AFPStage_To_ApplicantVisibleStatus';

    private static final String DM_AUTO_LOAN_CDS = 'AutoLoan_CDS_Config';
    private static final String DM_UW_ACCESS_FIELD_NAME = 'Underwriter_Access';
    private static final String DM_APPLICANT_AGENT_ACCESS_FIELD_NAME =
'Applicant_Agent_Access';

    private static final String APPLICATION_FORM = 'ApplicationForm';
    private static final String APPLICATION_FORM_PRODUCT = 'ApplicationFormProduct';

    private static final String PARTY_PROFILE = 'PartyProfile';

    private static final String UNDERWRITER_PARTICIPANT_GROUP_NAME =
'Underwriter_Group';
    private static final String AGENT_PARTICIPANT_GROUP_NAME = 'Agent_Group';
    private static final String CDS_PERMISSION_SET_NAME = 'FSCCDSUser';

    static {
        CDSCacheHelper.loadCDSData();
    }

    @InvocableMethod(label = 'Digital Lending CDS'
        description = 'Creates the CDS records on
ApplicationForm/ApplicationFormProduct/PartyProfile based on the configuration.')
    public static List <Result> execute(List <ID> ids) {
        List <Result> results = new List <Result> ();
        Result result = new Result();
        try {

            Id applicationFormProductId = ids.get(0);

            ApplicationFormProduct appFormProduct = [SELECT Id, Stage,
ApplicantVisibleStatus, ApplicationFormId FROM ApplicationFormProduct WHERE Id =:
applicationFormProductId];

            updateApplicantVisibleStatus(appFormProduct);
            updateApplicationFormStage(appFormProduct);

            Invocable.Action.Result cdsDmResult =
invokeDecisionMatrix(DM_AUTO_LOAN_CDS, appFormProduct.Stage);
            String applicantAgentRole = getOutputVal(cdsDmResult,
DM_APPLICANT_AGENT_ACCESS_FIELD_NAME);
```

```
            String underwriterRole = getOutputVal(cdsDmResult,
DM_UW_ACCESS_FIELD_NAME);

            String[] applicantAgentRoles = applicantAgentRole.split(',');
            String[] underwriterRoles = underwriterRole.split(',');

            Set <Id> partyProfileIds = new Set < Id > ();

            List <Applicant> applicants = [SELECT Id, Email, ApplicationFormId,
PartyProfileId FROM Applicant WHERE ApplicationFormId =:
appFormProduct.ApplicationFormId];

            for (Applicant applicant: applicants) {
                if (applicant.PartyProfileId != null) {
                    partyProfileIds.add(applicant.PartyProfileId);
                }
                // If no users where email matches applicant email, continue
                List<User> users = [SELECT Id FROM USER WHERE Email =:
applicant.Email];
                if (users.size() == 0) {
                    continue;
                }
                User user = users.get(0);

                // If user does not have CDS permission, continue
                List<PermissionSetAssignment> permissionSetAssignments = [SELECT
AssigneeId, PermissionSet.Name FROM PermissionSetAssignment
                                                                        WHERE
AssigneeId =: user.Id AND PermissionSet.Name =: CDS_PERMISSION_SET_NAME ];
                if (permissionSetAssignments.size() == 0) {
                    continue;
                }

                for (String cdsRole: applicantAgentRoles) {
                    if (cdsRole.startsWith(APPLICATION_FORM_PRODUCT)) {
                        handleApplicationFormProductParticipants(user.Id,
appFormProduct, cdsRole);
                    } else if (cdsRole.startsWith(APPLICATION_FORM)) {
                        handleApplicationFormParticipants(user.Id, appFormProduct,
cdsRole);
                    } else if (cdsRole.startsWith(PARTY_PROFILE)) {
                        handlePartyProfileParticipants(user.Id,
applicant.PartyProfileId, cdsRole);
                    }
                }
            }
            // Updating / Creating Participant Records for Underwrite groups
            handleCDSUpdatesForGroups(UNDERWRITER_PARTICIPANT_GROUP_NAME,
underwriterRoles, partyProfileIds, appFormProduct);

            // Updating / Creating Participant Records for Agent groups
            handleCDSUpdatesForGroups(AGENT_PARTICIPANT_GROUP_NAME,
applicantAgentRoles, partyProfileIds, appFormProduct);
            result.isSuccess = true;
```

```
            result.message = 'Stage configuration executed successfully.';

        } catch (Exception ex) {
            result.isSuccess = false;
            result.message = ex.getMessage();
            System.debug(ex);
        }

        results.add(result);
        return results;
    }

    public static void handleCDSUpdatesForGroups(String groupName, String[] roles,
Set < Id > partyProfileIds, ApplicationFormProduct appFormProduct) {
        String groupId = CDSCacheHelper.PARTICIPANT_GROUP_NAME_TO_ID.get(groupName);

        for (String cdsRole: roles) {
            if (cdsRole.startsWith(APPLICATION_FORM_PRODUCT)) {
                handleApplicationFormProductParticipants(groupId, appFormProduct,
cdsRole);
            } else if (cdsRole.startsWith(APPLICATION_FORM)) {
                handleApplicationFormParticipants(groupId, appFormProduct, cdsRole);

            } else if (cdsRole.startsWith(PARTY_PROFILE)) {
                for (Id partyProfileId: partyProfileIds) {
                   handlePartyProfileParticipants(groupId, partyProfileId, cdsRole);

                }
            }
        }
    }

    public static void updateApplicantVisibleStatus(ApplicationFormProduct
appFormProduct) {
        Invocable.Action.Result result =
invokeDecisionMatrix(DM_AFP_STAGE_TO_APPLICANT_STATUS, appFormProduct.Stage);
        String applicantVisibleStatus = getOutputVal(result,
DM_APPLICANT_STATUS_FIELD_NAME);
        appFormProduct.ApplicantVisibleStatus = applicantVisibleStatus;
        upsert appFormProduct;
    }

    public static void updateApplicationFormStage(ApplicationFormProduct
appFormProduct) {
       Invocable.Action.Result result = invokeDecisionMatrix(DM_AFP_STAGE_TO_AF_STAGE,
 appFormProduct.Stage);
        String applicationFormStage = getOutputVal(result,
DM_APP_FORM_STAGE_FIELD_NAME);

        ApplicationForm applicationForm = new ApplicationForm();
        applicationForm.Id = appFormProduct.ApplicationFormId;
        applicationForm.Stage = applicationFormStage;
        upsert applicationForm;
    }
```

```
    public static void handleApplicationFormParticipants(Id userOrGroupId,
ApplicationFormProduct appFormProduct, String roleName) {
        List<ApplicationFormParticipant> appFormParticipants = [SELECT Id,
ParticipantRoleId FROM ApplicationFormParticipant WHERE ParticipantId =: userOrGroupId
 AND ApplicationFormId=:appFormProduct.ApplicationFormId];
        String roleId = CDSCacheHelper.PARTICIPANT_ROLE_NAME_TO_ID.get(roleName);
        if (appFormParticipants.size() == 0) {
            ApplicationFormParticipant participant = new
ApplicationFormParticipant(ApplicationFormId = appFormProduct.ApplicationFormId,

IsActive = true,

ParticipantRoleId = roleId,

ParticipantId=userOrGroupId);
            insert participant;
        } else {
            ApplicationFormParticipant participant = appFormParticipants.get(0);
            participant.IsActive = true;
            participant.ParticipantRoleId = roleId;
            upsert participant;
        }
    }

    public static void handleApplicationFormProductParticipants(Id userOrGroupId,
ApplicationFormProduct appFormProduct, String roleName) {
        List<AppFormProductParticipant> participants = [SELECT Id, ParticipantRoleId
 FROM AppFormProductParticipant WHERE ParticipantId =: userOrGroupId AND
ApplicationFormProductId=:appFormProduct.Id];
        String roleId = CDSCacheHelper.PARTICIPANT_ROLE_NAME_TO_ID.get(roleName);
        if (participants.size() == 0) {
            AppFormProductParticipant participant = new
AppFormProductParticipant(ApplicationFormProductId = appFormProduct.Id,

IsActive = true,

ParticipantRoleId = roleId,

ParticipantId=userOrGroupId);
            insert participant;
        } else {
            AppFormProductParticipant participant = participants.get(0);
            participant.IsActive = true;
            participant.ParticipantRoleId = roleId;
            upsert participant;
        }
    }

    public static void handlePartyProfileParticipants(Id userOrGroupId, String
partyProfileId, String roleName) {
        List<PartyProfileParticipant> participants = [SELECT Id, ParticipantRoleId
FROM PartyProfileParticipant WHERE ParticipantId =: userOrGroupId AND
PartyProfileId=:partyProfileId];
```

```
        String roleId = CDSCacheHelper.PARTICIPANT_ROLE_NAME_TO_ID.get(roleName);
        if (participants.size() == 0) {
            PartyProfileParticipant participant = new
PartyProfileParticipant(PartyProfileId = partyProfileId,
                                                                                IsActive
 = true,

ParticipantRoleId = roleId,

ParticipantId=userOrGroupId);
            insert participant;
        } else {
            PartyProfileParticipant participant = participants.get(0);
            participant.IsActive = true;
            participant.ParticipantRoleId = roleId;
            upsert participant;
        }
    }


    public static Invocable.Action.Result invokeDecisionMatrix(String
decisionMatrixName, String appFormProductStageVal) {
        // Create an Invocable.Action
        Invocable.Action action =
Invocable.Action.createCustomAction('runDecisionMatrix', decisionMatrixName);
        action.setInvocationParameter(DM_APP_FORM_PRODUCT_STAGE_FIELD_NAME,
appFormProductStageVal);
        List < Invocable.Action.Result > results = action.invoke();
        return results.get(0);
    }

    public static String getOutputVal(Invocable.Action.Result result, String
outputFieldName) {
        return (String) result.getOutputParameters().get(outputFieldName);
    }


    public class Result {
        @InvocableVariable(label = 'Message'
                           description = 'Resulted output of the action.'
                           required = true)
        public String message;

        @InvocableVariable(label = 'Status'
                           description = 'Resulted status of the action.'
                           required = true)
        public boolean isSuccess;
    }
}
```

d. Save your changes.

2. If necessary, update the APEX class if you created a unique username and API name when you created the permission sets for Compliant Data Sharing for Digital Lending.

a. In the APEX class, find the line:

```
private static final String CDS_PERMISSION_SET_NAME = 'FSCCDSUser';
```

b. Replace FSCCDSUser with the API name that you created when you created the permission sets for Compliant Data Sharing for Digital Lending.

Create Digital Lending Stage Management Flow

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing
To run Compliant Data Sharing:	Use Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create an AutoLaunched Flow with an Apex Action element that is set to run the AutoLoanCDSUtil Apex file.

Autolaunched Flow: Launches when invoked by Apex, processes, REST API, and so on. This autolaunched flow runs in the background.

1. From Setup, in the Quick Find box, enter *Flows*, and then select **Flows**.
2. Click **New Flow**.
3. Select **Start From Scratch**, and click **Next**.
4. Select **Autolaunched Flow (No Triggers)**, and click **Create**.
5. Click the Add element icon.
6. In the Search box, enter *Action*, and then select the **Action** element.
7. In the Search Actions box, enter *Apex*, and then select **apex-AutoLoanCDSUtil**.
8. Enter *Digital Lending Stage Management* as the label and the API name.
9. Turn on Set Input Values for the Selected Actions.
10. In the Enter value or search resources box, select **New Resource**.
11. Select **Variable** as the resource type.
12. Enter *RecordId* as the API name.
13. Select **Text** as the data type.
14. Select **Available for input**.
15. Save and activate the flow.

Create Decision Matrix for Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing
To run Compliant Data Sharing:	Use Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

A decision matrix matches input values to a table row and returns the row's output values. Expression sets and various digital procedures can call decision matrices. Decision matrices accept JSON input from, and return JSON output to the digital processes that call the matrices. Decision matrices are useful for implementing complex rules in a systematic, readable manner.

Make sure that you set up business rules engine.

1. From the App Launcher, find and select **Business Rules Engine**.
2. From the navigation bar, select **Lookup Tables**.
3. Create the AutoLoan_CDS_Config decision matrix.
   a. Click **New**.
   b. Click **Decision Matrix**, and then click **Next**.
   c. Enter `AutoLoan_CDS_Config` as the name. Select **Standard** as the type, and then save your changes.
   d. Click the **Related** tab.
   e. In Decision Matrix Versions, click **AutoLoan_CDS_Config V1**.
   f. Click **Add Column**, add these columns, and then click **Done**.

Column Header	Header Type	Data Type
ApplicationFormProductStage	Input	Text
Underwriter_Access	Input	Text
Applicant_Agent_Access	Output	Text

   g. Click **Add Row**, add rows with this data, and then click **Done**.

ApplicationFormProductStage	Underwriter_Access	Applicant_Agent_Access
Book to Core	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
Signature Complete	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead

ApplicationFormProductStage	Underwriter_Access	Applicant_Agent_Access
Awaiting Signature	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
Contract Generation	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
Auto Rejected	ApplicationFormNoAccess, ApplicationFormProductNoAccess, PartyProfileNoAccess	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
Underwriter Rejected	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
Customer Rejected	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
Auto Approved	ApplicationFormNoAccess, ApplicationFormProductNoAccess, PartyProfileNoAccess	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
Customer Approved	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
Underwriter Approved	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
Need More Info	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
In Review	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
Submitted	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW	ApplicationFormRead, ApplicationFormProductRead, PartyProfileRead
Intake	ApplicationFormNoAccess, ApplicationFormProductNoAccess, PartyProfileNoAccess	ApplicationFormRW, ApplicationFormProductRW, PartyProfileRW

h. Save and activate the decision matrix.

4. Create the AFPStage_To_ApplicantVisibleStatus decision matrix.

a. Click **New**.

b. Click **Decision Matrix**, and then click **Next**.

c. Enter `AFPStage_To_ApplicantVisibleStatus` as the name. Select **Standard** as the type, and then save your changes.

d. Click the **Related** tab.

e. In Decision Matrix Versions, click **AFPStage_To_ApplicantVisibleStatus V1**.

f. Click **Add Column**, add these columns, and then click **Done**.

Column Header	Header Type	Data Type
ApplicationFormProductStage	Input	Text
ApplicantVisibleStatus	Output	Text

g. Click **Add Row**, add rows with this data, and then click **Done**.

ApplicationFormProductStage	ApplicantVisibleStatus
Book to Core	Loan Booked
Signature Complete	Signature Complete
Awaiting Signature	Awaiting Signature
Contract Generation	Contract Generation
Auto Rejected	Rejected
Underwriter Rejected	Rejected
Customer Rejected	Rejected
Auto Approved	Approved
Customer Approved	Approved
Underwriter Approved	Approved
Need More Info	Need More Info
In Review	In Review
Submitted	Submitted

h. Save and activate the decision matrix.

5. Create the AFPStage_To_AFStage decision matrix.

a. Click **New**.

b. Click **Decision Matrix**, and then click **Next**.

c. Enter `AFPStage_To_AFStage` as the name. Select **Standard** as the type, and then save your changes.

d. Click the **Related** tab.

e. In the Decision Matrix Versions, click **AFPStage_To_AFStage V1**.

f. Click **Add Column**, add these columns, and then click **Done**.

Column Header	Header Type	Data Type
ApplicationFormProductStage	Input	Text
ApplicationFormStage	Output	Text

g. Click **Add Row**, add rows with this data, and then click **Done**.

ApplicationFormProductStage	ApplicationFormStage
Book to Core	Book to Core
Signature Complete	Closing
Awaiting Signature	Closing
Contract Generation	Closing
Auto Rejected	Decision
Underwriter Rejected	Decision
Customer Rejected	Decision
Auto Approved	Decision
Customer Approved	Decision
Underwriter Approved	Decision
Need More Info	Submitted
In Review	Submitted
Submitted	Submitted
Intake	Intake

h. Save and activate the decision matrix.

Create a Stage Definition for Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing
To run Compliant Data Sharing:	Use Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a stage definition for the Application Form Product reference object and the Stage field.

1. From Setup, in the Quick Find box, enter `Stage Management`, and then select **Stage Management**.
2. Click **New**.
3. Enter `Digital Lending Stage Management` as the name of the stage definition.
4. Select **Application Form Product** as the reference object.
5. Select **Stage** as the reference object field.
6. Enter a description.
7. Save the stage definition.

Set Up Stage Transitions for Digital Lending

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Stage Management:	Stage Management Design User
To run Stage Management:	Stage Management Design User
To configure Compliant Data Sharing:	Configure Compliant Data Sharing
To run Compliant Data Sharing:	Use Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Activate the Digital Lending Stage Management stage definition. Stage transitions specify the criteria and conditions to facilitate the transition between the business process stages. Use stage transition to configure the movement from one stage to another.

1. Create stage transitions.
   a. From Setup, in the Quick Find box, enter `Stage Management` , and then select **Stage Management**.
   b. Select the stage definition that you created.
   c. In the Stage Management console, select the **Intake** stage, and then select **+ Add Stage Transition**.
   d. In Transition To, select **Submitted**.
   e. Click **Add**.

f. Similarly, add the transitions for the stages listed in this table.

Stage	Transition To
Intake	Submitted, Auto Rejected
Submitted	In Review, Need More Info, Auto Approved, Auto Rejected
In Review	Need More Info, UW Approved, UW Rejected
UW Approved	Customer Approved, Customer Rejected
Auto Approve	Customer Approved, Customer Rejected, Contract Generation
Customer Approved	Contract Generation
Contract Generation	Signature Complete

2. Add transition rules.
   a. In the Stage Management console, select the **Intake** stage, and then select **Submitted**.
   b. Click **Add Stage Transition Rules**.
   c. Select **Add Step Definitions**, and then click **Add**.
   d. Click **Add**.
   e. Enter a name and a developer name.
   f. Select **AutoLaunched Flow** as the step type.
   g. Select **Digital Lending Stage Management** as the flow definition name.
   h. In Run As User, select **Admin User**.
   i. Click **Add**.
   j. Similarly, add a transition rule for the transitions listed in the table.
3. Save and activate the Digital Lending Stage Management transitions.

Applicant Eligibility Check by Using Business Rules Engine for Digital Lending

Simplify determining loan eligibility and automate complex decision-making by using Business Rules Engine. Determine if an applicant qualifies for a loan by automating the loan approval process for faster decision-making.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Approve or Reject a Loan Automatically

Create a decision matrix that automatically approves or rejects a loan application based on the applicant's credit score.

Verify the DigitalLendingIsSTPApplication OmniScript

Speed up the loan application process by automatically approving a loan based on an applicant's credit score. The DigitalLendingIsSTPApplication OmniScript shows the applicant a confirm offer page or a submitted offer page based on the result of the IsSTPApplication decision matrix.

Approve or Reject a Loan Automatically

USER PERMISSIONS	
To set up Digital Lending:	Digital Lending permission set
To configure business rules engine:	Product Discovery Admin permission set AND Rule Engine Designer permission set AND Product Catalog Management Designer permission set AND OmniStudio Admin
To run business rules engine:	Product Discovery User permission set AND Product Catalog Management Viewer permission set AND OmniStudio User permission set

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a decision matrix that automatically approves or rejects a loan application based on the applicant's credit score.

Return the value of true when the applicant's credit score is above a specified number, for example, 740 and above. Or, return the value of false when the applicant's credit score is below a specified number, for example, 0–739. Customize the credit score value to meet your business needs.

1. From the App Launcher, find and select **Business Rules Engine**, and then select **Lookup Tables**.
2. Click **New**.
3. Select **Decision Matrix**, and then click **Next**.
4. Enter `IsSTPApplication` as the name.

   To show applicants a confirm offer or submitted offer page, the decision matrix must have the same name as the decision matrix action element in DigitalLendingIsSTPApplication OmniScript.
5. Select **Standard** as the type.
6. Save your changes.
7. Click **Add Column**. Add four columns with these details, and then click **Done**.

Column Header	Header Type	Data Type
CreditScore	Input	Number
IsSTP	Output	Boolean

8. Click **Add Row**. Add one row with these details, and then click **Done**.

CreditScore	IsSTP
0–739	False
740	True

9. Save and activate the decision matrix.

SEE ALSO:

Salesforce Help: Decision Matrices

Verify the DigitalLendingIsSTPApplication OmniScript

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure business rules engine:	Product Discovery Admin permission set AND Rule Engine Designer permission set AND Product Catalog Management Designer permission set AND OmniStudio Admin
To run business rules engine:	Product Discovery User permission set AND Product Catalog Management Viewer permission set AND OmniStudio User permission set

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Speed up the loan application process by automatically approving a loan based on an applicant's credit score. The DigitalLendingIsSTPApplication OmniScript shows the applicant a confirm offer page or a submitted offer page based on the result of the IsSTPApplication decision matrix.

The decision matrix action element calls a decision matrix with specified inputs and returns the result to an OmniScript. The DigitalLendingIsSTPApplication OmniScript is preconfigured with the IsSTPApplication decision matrix action element. To show applicants a confirm offer page or a submitted offer page, the decision matrix that you created in Approve or Reject a Loan Automatically topic must have the same name as the decision matrix action element in DigitalLendingIsSTPApplication OmniScript.

1. From the App Launcher, find and select **OmniStudio**, and then select **OmniScript**.

2. Click the **DigitalLendingIsSTPApplication** OmniScript.
3. Confirm that the IsSTPApplication decision matrix action element is included in the OmniScript.

SEE ALSO:

Salesforce Help: Call a Decision Matrix from an OmniScript

Salesforce Help: OmniStudio Decision Matrix Action Properties

Integration Orchestration for Digital Lending

Use Integration Orchestration to empower underwriters with integrations so that they can complete important loan application verification tasks. Create integration callout plans so that underwriters can review the status of integrations with different external endpoints. Underwriters can easily track the progress of all integration callouts, resulting in quicker loan approval.

Save the underwriter's time when they verify the documents submitted by an applicant. Add the Integration Execution Status component to the Underwriter Console and integrate it with external tools that help underwriters complete the essential steps to verify the documents. For example, underwriters must verify the employment status of the applicant. Integrate with a third-party tool so that underwriters can verify the applicant's employment status without moving away from the Underwriter Console.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Integration Orchestration

Set up Integration Orchestration and view the Integration Execution Status component to the Application Form Product page.

Set Up Integration Orchestration

Set up Integration Orchestration and view the Integration Execution Status component to the Application Form Product page.

1. Set up integration orchestration.
2. To show integrations to underwriters, view the Integration Execution Status on the Application Form Product record page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure Integration Orchestration for Digital Lending:
- Omnistudio Admin

  AND

  Product Catalog Management Designer

  AND

  Rule Engine Designer

  AND

  Context Service Admin

To use Integration Orchestration for Digital Lending:
- Omnistudio User

  AND

  Product Catalog Management Viewer

  AND

  Rule Engine Runtime

Loan Calculator for Digital Lending

Help applicants with basic calculations on common loan types, such as mortgages, student loans, and personal loans by adding the loan calculator to any phase of the loan application journey. Clients can find how much they can afford to borrow based on their income, expenses, and other factors. Clients, whether they're first-time home buyers or owners of multiple investment properties, can use the loan calculator to quickly calculate their loan payments and view their amortization schedule, payment, and interest rates.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Educate applicants on the impact that loan terms and interest rates have on their overall financial contribution to a loan. For example, in the easy-to-use loan calculator, clients can update the loan amount, loan term, and interest rate to view the monthly payment, principal, and interest rate. They can customize the values in the loan calculator view and compare the total loan amount, principal, and interest paid over the loan term.

Set Up the Loan Calculator

Add the DigitalLendingLoanCalculator Flexcard to any phase of the loan application journey so that agents and applicants can calculate the loan details.

Set Up the Loan Calculator

Add the DigitalLendingLoanCalculator Flexcard to any phase of the loan application journey so that agents and applicants can calculate the loan details.

1. To show the loan calculator to underwriters, add the Digital Lending Loan Calculator to a record page.
   a. In Set Up, select **Object Manager**, and then select an object.
   b. Select **Lightning Record Pages**.
   c. Select a page.
   d. Click **Edit**.
   e. Add the Flexcard component to the page.
   f. Select the DigitalLendingLoanCalculator Flexcard.
   g. Save and activate the page.
2. To show the loan calculator to applicants, add the Digital Lending Loan Calculator to the Experience Cloud site.
   a. In Set Up, in the Quick Find box, enter `All Sites`, and then select **All Sites**.
   b. Click **Builder** for the site that you created.
   c. Click the Components icon.
   d. In the Search box, enter `Flexcard`.
   e. Add the Flexcard component to the page.
   f. Select the **DigitalLendingLoanCalculator** Flexcard.
   g. Save and activate the page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure Loan Calculator for Digital Lending:
- Omnistudio Admin

  AND

  Product Catalog Management Designer

To use Loan Calculator for Digital Lending:
- Omnistudio User

  AND

  Product Catalog Management Viewer

Customize an Experience Cloud Pages for Digital Lending

Use Salesforce Experience Cloud to create branded digital experiences to share information and collaborate with people who are key to your business processes, such as customers, partners, or employees. As a portal, help forum, support community, and so on, an Experience Cloud site serves as a notable place to connect with the important folks in your life.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: Person Accounts must be enabled in the Salesforce Org. Digital Lending template is currently supported only for Customer Community Plus Login-in users.

Complete the steps to set up and configure Experience Cloud for your organization:

- Enable Digital Experiences
- Configure Digital Experiences Settings
- Configure a Custom Domain for your Experience Cloud Site
- Find Your Way Around Experience Workspaces
- Administer Your Experience Cloud Site

Update the Financial Services For Customer Community Plus Login Permission Set

Create and update the object permissions for the Digital Lending Financial Services for Customer Community Plus permission set.

Update the Customer Community Plus Login Profile

Create and update the object permissions for the Digital Lending Customer Community Plus profile.

Set Up Experience Cloud Sharing for Digital Lending

Show digital lending assets, such as products, categories, and disclosures, to Experience Cloud users.

Configure the Digital Lending Experience Cloud Template

Give your clients the ability to apply for loans using self-service digital lending.

Configure the Digital Lending Experience Cloud Navigation Menu

Use the Navigation Menu component to extend your site's navigational path beyond navigational topics.

Configure the Digital Lending Registration Pages

Configure the registration page that allows clients to create a profile.

Overview of Digital Lending Experience Cloud Pages

Use the Digital Lending Experience Cloud pages to navigate the loan application process.

Assign Digital Lending Profile to Experience Cloud Site Users

Give your clients the ability to self-register to apply for loans using a self-serve experience.

Make Images Visible to Customers

Enable files in the Related section for a product. Upload the image as a file to the product.

Guest User Access for Digital Lending

Enhance the self-service loan application experience by specifying the level of access that guest users have to your loan products. Applicants can have visibility to the Home Page, Product List Page, and Product Detail Page components without setting up an account.

SEE ALSO:

Salesforce Help: Experience Cloud

Update the Financial Services For Customer Community Plus Login Permission Set

USER PERMISSIONS	
To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND Omnistudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	Omnistudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create and update the object permissions for the Digital Lending Financial Services for Customer Community Plus permission set.

Update the object permissions and field access. Use the table as a guide, and update permissions that meet the needs of your business.

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
2. Click **Clone** next to a permission set for Customer Community Plus Login.
3. Enter a label for your permission set.
   Such as `Digital Lending FSC for Customer Community Plus Login`.
4. Clear the API name field and then tab to the next field, so the API name fills in automatically.

5. (Optional) Change the Description field if desired.
6. Click **Save**.
7. In the Permission Sets list, click the name of the permission set you just created to edit it.
8. Click **Object Settings**, and then click **Edit**.
9. Update the object permissions, and then save your changes.

Object	Access level
Accounts	Read, Create, Edit
Applicants	Read, Create, Edit, Delete
Application Action Items	Read Edit
Application Form Participants	Inherits Access from Application Form Product
Application Form Product Fees	Read
Application Form Product Participants	Inherits Access from Application Form
Application Form Product Proposals	Read, Create, Edit, Delete
Application Form Products	Read, Create, Edit
Application Forms	Read, Create, Edit
Application Form Seller Items	Read, Create, Edit, Delete
Application Usage Assignments	Read, Create
Authorization Form	Read
Authorization Form Consent	Read, Create, Edit
Authorization Form Data	Read
Authorization Form Text	Read
Data Use Purpose	Read
Index Rates	Read
Info Authorization Request	Read, Create, Edit
Info Auth Request Form	Read, Create, Edit
Multiparty Info Authorization Form	Read, Create, Edit
Party Credit Profiles	Read, Create
Party Profile Participant	Inherits Access from Party Profile
Party Expenses	Read, Create, Edit, Delete
Party Financial Asset Additional Owners	Read, Create, Edit, Delete
Party Financial Asset Liens	Read, Create, Edit, Delete
Party Financial Assets	Read, Create, Edit, Delete

Object	Access level
Party Financial Liabilities	Read, Create, Edit, Delete
Party Financial Liability Additional Borrowers	Read, Create, Edit, Delete
Party Incomes	Read, Create, Edit, Delete
Payment Mandates	Read, Create, Edit, Delete
Product Fees	Read
Product List Rates	Read

Update the Customer Community Plus Login Profile

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND OmniStudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	OmniStudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

AND

Salesforce Pricing Runtime User

Create and update the object permissions for the Digital Lending Customer Community Plus profile.

Update the object permissions and field access. Use the table as a guide, and update permissions that meet the needs of your business.

1. From Setup, in the Quick Find box, enter `Profile`, and then click **Profile**.
2. Click **Clone** next to a permission set for Customer Community Plus Login.
3. Enter a label for your permission set, such as `Digital Lending for Customer Community Plus Login`.
4. Clear the API name field and then tab to the next field, so the API name fills in automatically.
5. (Optional) Change the Description field if desired.
6. Click **Save**.
7. In the Profile list, click the name of the profile, and click **Edit**.
8. In the Administrative Permissions section, select:
   - Context Service Run time user
   - Salesforce Pricing: Run time user
9. In the General User Permissions section, select:
   - Allow access to Product Discovery
   - Enables consumers and partners to execute OmniScripts, Data Mappers, and FlexCards through a Community or off platform
   - Run Decision Matrices
   - Run Decision Tables
   - Run Expression Sets
   - View Product Catalog via the API for Customer Community User
   - View Product Catalog for Customer Community User
10. In Standard Object Permissions, update the object permissions and save your changes.

Object Label	Permission
Attributes Based Adjustment Rules	Read
Attribute Based Adjustments	Read
Attribute Categories	Read
Attribute Category Attributes	Read
Attribute Definitions	Read
Attribute Picklist Excluded Values	Read
Attribute Picklist Values	Read
Attribute Picklists	Read
Authorization Form Consents	Read, Create, Edit

Object Label	Permission
Authorization Form Data Uses	Read
Authorization Form Texts	Read
Authorization Forms	Read, Create
Calculation Procedures	Read
Calculation Procedure Steps	Read
Calculation Procedure Versions	Read
Catalogs	Read
Categories	Read
Data Use Purposes	Read
Decision Matrices	Read
Decision Matrix Columns	Read
Decision Matrix Column Ranges	Read
Decision Matrix Rows	Read
Decision Matrix Versions	Read
Document Checklist Items	Read, Create, Edit, Delete
Document Generation Processes	Read, Create
Expression Sets	Read
Expression Set Step Relationships	Read
Expression Set Versions	Read
Info Authorization Requests	Read, Create, Edit
Multiparty Information Authorization Request	Read, Create, Edit
Omni Data Transformations	Read
Omni Data Transformation Items	Read
Omni Electronic Signature Templates	Read
Omni Processes	Read
Omni Process Compilations	Read
Omni Process Elements	Read
Omni Process Transient Data	Read
Omni UI Cards	Read
OmniScript Saved Sessions	Read

Object Label	Permission
Party Consents	Read, Create, Edit
Party Identity Verifications	Read, Create, Edit
Party Identify Verification Steps	Read, Create, Edit
Party Incomes	Read, Create, Edit
Party Profiles	Read, Create, Edit
Party Profile Addresses	Read, Create, Edit, Delete
Party Profile Risks	Read, Create, Edit, Delete
Person Employment	Read, Create, Edit, Delete
Price Adjustment Schedules	Read
Price Adjustment Tiers	Read
Products	Read
Product Attribute Definitions	Read
Product Category Disqualifications	Read
Product Category Product	Read
Product Category Qualification	Read
Product Classification	Read
Product Classification Attribute	Read
Product Component Group	Read
Product Component Group Override	Read
Product Disqualification	Read
Product Qualification	Read
Product Selling Model	Read
Product Specification Record Type	Read
Product Specification Type	Read
Product Relationship Types	Read

Set Up Experience Cloud Sharing for Digital Lending

USER PERMISSIONS	
To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND OmniStudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	OmniStudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Show digital lending assets, such as products, categories, and disclosures, to Experience Cloud users.

Update the sharing rules for the objects. Use the table as a guide, and update sharing settings that meet the needs of your business.

Complete the steps in Organization-Wide Sharing Defaults to update sharing rules.

Label	InternalSharingModel	ExternalSharingModel
Attribute Category	Read	Read
Attribute Category Attribute	Read	Read

Label	InternalSharingModel	ExternalSharingModel
Attribute Definition	Read	Read
Attribute Picklist	Read	Read
Authorization Form	Read	Read
Authorization Form Consent	Read	Read
Authorization Form Data Use	Read	Read
Catalog	Read	Read
Data Use Purpose	Read	Read
Index Rate	Read	Read
Omni Data Transformation	Read	Read
Omni DataPack	Read	Read
Omni Process	Read	Read
Omni Process Transient	Read	Read
Omni UI Card	Read	Read
Product	Read	Read
Product Attribute Definition	Read	Read
Product Classification	Read	Read
Product Classification Attribute	Read	Read
Product Component Group	Read	Read
Product Component Group Override	Read	Read
Product Disqualification	Read	Read
Product Fee	Read	Read
Product List Rate	Read	Read
Product Qualification	Read	Read
Product Related Component Override	Read	Read

SEE ALSO:

Salesforce Help: Sharing Settings

Salesforce Help: Organization-Wide Sharing Defaults

Configure the Digital Lending Experience Cloud Template

USER PERMISSIONS	
To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND OmniStudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	OmniStudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Give your clients the ability to apply for loans using self-service digital lending.

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
2. Click **New**.
3. Select the **Financial Services Cloud Sales Portal** site.
4. When you see the new screen, click **Get Started** and enter the name and URL path.
5. To build your customer site, click **Create** twice.
6. (Optional) You can associate the URL with your primary website URL or create a separate URL.

When your site is built, you're redirected to the Experience Cloud Workspace where you can customize the site.

SEE ALSO:

Salesforce Help: Find Your Way Around Experience Workspaces

Configure the Digital Lending Experience Cloud Navigation Menu

USER PERMISSIONS	
To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND OmniStudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	OmniStudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Use the Navigation Menu component to extend your site's navigational path beyond navigational topics.

Note: The dynamic navigation menu header can only show 5 nested levels of subcategories.

Configure the header with `Product Categories`.

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
2. Select the site you created in the previous topic.
3. On the Workspaces screen, click **Builder**.
4. To configure the header with product categories, click **Home**.
   a. In the Multilevel Navigation menu, click **Edit Default Navigation**.
   b. Click **Add Menu Item** and select the details:
   - Type: **Data Source**
   - Data Source: **Product Catalog**
   - Product Catalogs: List of catalogs you created in the system.
   - To make this menu item available to everyone, select **Publicly Available**.

   a. (Optional) Click **+Add Menu Item** to add more menu items.
   b. Click **Save Menu**.
   Your Experience Cloud site navigation menu shows product categories and subcategories you configured.

SEE ALSO:

Salesforce Help: Navigation Menu

Configure the Digital Lending Registration Pages

USER PERMISSIONS	
To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND OmniStudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To use Experience Cloud for Digital Lending:	OmniStudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

Configure the registration page that allows clients to create a profile.

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
2. Select the site you created in Configure the Digital Lending Experience Cloud Template.
3. In the Home section, click the **Page Properties** gear icon.
4. Expand the **Login** section, and then click Register.
5. Configure the fields that need to be captured during the registration process.
6. In the property editor, configure the properties for the component for self registration.
7. Choose **Include Password Field** in the dialog shown at the right.
8. Publish the component.

SEE ALSO:

Salesforce Help: Self-Registration

Overview of Digital Lending Experience Cloud Pages

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND OmniStudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

	Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	OmniStudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

Use the Digital Lending Experience Cloud pages to navigate the loan application process.

- Product List Page: Show a list of products when the user clicks a category.
- Product Detail Page: Show product details when the user clicks a product on the product list page.
- New Application: Show the application detail page when the user clicks to apply for a product.
- Offer Result Page: Show the result page when an offer is approved or rejected.
- Confirm Offer: Show the confirmation page when an application is automatically approved. Then the user can select to approve or reject the offer.

Assign Digital Lending Profile to Experience Cloud Site Users

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND OmniStudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

	Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	OmniStudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

Give your clients the ability to self-register to apply for loans using a self-serve experience.

1. From Setup, in the Quick Find box, enter `Digital Experience`, and then select **All Sites**.
2. Select the site you created in Configure the Digital Lending Experience Cloud Template.
3. Click the Workspace icon next to the home tab, then click **Administration**.
4. Click **Members**.
   a. In Select Profiles, select **Customer**.
   b. In Available Profiles, select the profile configured in the previous topic and move it to Selected Profiles.
   c. Save your changes.
5. Click **Login & Registration**.
   a. From Login Page Setup, select **Login Page Type Experience Builder Page**, and then select the login page you created.
   b. In Registration Page Configuration, select **Allow customers and partners to self-register**.
   c. In Registration Page Type, select **Experience Builder Page**, then select the registration page you created in Configure the Digital Lending Experience Cloud Template.
   d. Save your changes.

SEE ALSO:

Salesforce Help: Add Members to Your Experience Cloud Site

Salesforce Help: Self-Registration

Make Images Visible to Customers

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND OmniStudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	OmniStudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Enable files in the Related section for a product. Upload the image as a file to the product.

- To ensure that your customers can access files on records, complete the steps in Make Files on Records Visible to Customers.

SEE ALSO:

Salesforce Help: Work with Files in Your Experience Cloud Site

Guest User Access for Digital Lending

Enhance the self-service loan application experience by specifying the level of access that guest users have to your loan products. Applicants can have visibility to the Home Page, Product List Page, and Product Detail Page components without setting up an account.

Provide value to the applicants before asking for their personal data. When you enable public access to an Experience Cloud site, guest users can view asset files on public pages, by default. Loan applicants can create a username and password later in the loan application journey.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Guest User Administration

Set up administration settings for guest user access to product catalogs for Digital Lending.

Grant Digital Lending Experience Cloud Access to Guest Users

Configure the Experience Cloud site and the permission set to grant guest users access to Digital Lending Experience Cloud.

Set Up Guest User Product Information

Set up sharing settings for product information. Create sharing rules that grant access to guest users who don't have login credentials.

Grant Omnistudio Access to Digital Experience Guest Users for Loan Applications

Provide guest users access to the Omnistudio standard objects when they aren't logged in to an Experience Cloud site.

Set Up Guest User Administration

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND Omnistudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	Omnistudio User AND

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

	Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

Set up administration settings for guest user access to product catalogs for Digital Lending.

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
2. Click **Builder** for the site that you created.
3. Click the menu icon at the top left of the page.
4. Select **Administration**.
5. Select **Preferences**.
6. Select **Show nicknames**.
7. Select **Optimize cached images for guest users on all devices**.
8. Select **Give guest users access to public Chatter API requests**.
9. Select **Let guest users view asset files, library files, and CMS content available to the site**.
10. Select **Enable direct messages**.
11. Select **Allow discussion threads**.

Grant Digital Lending Experience Cloud Access to Guest Users

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND Omnistudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

	Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	Omnistudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

Configure the Experience Cloud site and the permission set to grant guest users access to Digital Lending Experience Cloud.

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
2. Click **Builder** for the site that you created.
3. Configure product catalog guest user access.
   a. Click **Home**.
   b. Click **Edit Default Navigation**.
   c. Select **Product Catalog**.
   d. Select **Publicly Available**.
   e. Save your changes.
4. Configure the page settings.
   a. Click the Page Properties gear icon.
   b. Click the Page Actions icon, and then select **Page Settings**.
   c. Select **Public**.
5. Give guest users access to the site's IP.
   a. Click the Settings gear icon.
   b. Select **General**.
   c. Select **Guest users can see and interact with the site without logging in**.
6. Configure access for the guest.
   a. In the General Guest User Profile section, click the link to the guest user profile.
   b. Click **Edit**.
   c. In the Administrative Permissions section, select **Digital Lending User** and **Context Service Run Time User**.

d. In the General User Permissions section, select **Allow access to Product Discovery**, **Run Decision Matrices**, **Run Expression Sets**, **View Product Catalog for Customer Community User**, and **View Product Catalog via API for Customer Community User**.

e. Save your changes.

7. In Standard Object Permissions, update the object permissions and save your changes.

Object Label	Permission
Attribute Categories	Read
Attribute Category Attributes	Read
Attribute Definitions	Read
Attribute Picklist	Read
Attribute Picklist Excluded Values	Read
Attribute Picklist Values	Read
Catalogs	Read
Categories	Read
Products	Read
Product Attribute Definitions	Read
Product Category Product	Read
Product Classification	Read
Product Classification Attribute	Read
Product Component Group	Read
Product Component Group Override	Read
Product Fees	Read
Product List Rates	Read
Product Relationship Types	Read
Product Selling Model	Read
Product Specification Record Type	Read
Product Relationship Types	Read

Set Up Guest User Product Information

USER PERMISSIONS

To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND Omnistudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	Omnistudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set up sharing settings for product information. Create sharing rules that grant access to guest users who don't have login credentials.

1. In Setup, in the Quick Find box, enter `Sharing Settings`, and then select **Sharing Settings**.
2. In the Attribute Category Sharing Rules section, click **New**.
3. Enter a label and name for the rule.
4. Select the **Guest user access, based on criteria** rule type.
5. In Select which records to be shared, configure the sharing rule with a Field, Operator, and Value.
6. In Select the users to share with, select the site that you created.

7. Select the **Read Only** access for the users.
8. Similarly, create sharing rules for these: Attribute Definition, Attribute Picklist, Catalog, Product, Product Attribute Definition, Product Category Disqualification, Product Category Qualification, Product Classification, Product Classification Attribute, Product Component Group, Product Component Group Override, Product Disqualification, Product Fee, Product List Rate, Product Qualification, and Product Related Component Override.

Grant Omnistudio Access to Digital Experience Guest Users for Loan Applications

USER PERMISSIONS	
To set up Digital Lending:	Digital Lending permission set
To configure Experience Cloud for Digital Lending:	Rule Engine Designer AND Omnistudio Admin AND Compliant Data Sharing Manager AND Document Checklist AND Product Catalog Management Designer AND Product Discovery Admin AND Salesforce Pricing Admin AND Salesforce Pricing Design Time User
To use Experience Cloud for Digital Lending:	Omnistudio User AND Rule Engine Runtime AND Product Catalog Management Viewer AND Product Discovery User AND Salesforce Pricing Runtime User

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Provide guest users access to the Omnistudio standard objects when they aren't logged in to an Experience Cloud site.

1. Create an OmniStudio permission set for Digital Experience guest users.

2. Assign an OmniStudio permission set to Digital Experience guest users.
3. Create sharing rules for Digital Lending Experience Cloud guest users.

Set Up Secure Self-Service Loan Assets for Digital Lending

Set up the Application Form Seller Item and Party Financial Asset objects for secured loans. Customize the values in the Type picklist that show additional product details and assets to an applicant.

Customize Digital Lending Objects for Secure Loans

Update the Type field on the Application Form Seller Item and Party Financial Asset objects for secured loans.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Customize Digital Lending Objects for Secure Loans

Update the Type field on the Application Form Seller Item and Party Financial Asset objects for secured loans.

1. Update the Type field on the Application Form Seller Item object.
   a. In Setup, click **Object Manager**, and then select **Application Form Seller Item**.
   b. Select **Fields & Relationships**, and then select **Type**.
   c. In the Type Picklist Values section, click **New**.
   d. Enter a list of the items that represent the type of products that the applicant can select, and then save your changes.

      The applicant sees these values in the Additional Product Details and Assets pages.
2. Similarly, update the Type field on the Party Financial Asset object by selecting **Party Financial Asset** in Object Manager.

   Enter a list of the items that represent the type of assets that the applicant can select.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

Application Action Items for Digital Lending

Bankers can create an Application Action Item on the Application Form Product record page. The creation of an application action item triggers the Digital Lending: Assign Application Action Item flow that automatically assigns an application action item to another user on the flow orchestration work guide component. The assigned user can be a banker, underwriter, or loan applicant.

Preconfigured Salesforce Flows provide a declarative process automation for your users with point-and-click automation. When the creation of an application action item triggers the flow, the assigned user receives an email notification. The user reviews the action item on the Application Form Product record page work guide component.

The application action item process contains these flows:

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

- Digital Lending: Assign Application Action Item - Allows a flow user to create and assign an application action item.
- Digital Lending: Evaluate Review Offer Action Item - Allows the user assigned to a new review offer to review the associated application form product proposal record details and approve or reject the offer.
- Digital Lending: Get Username - Gets the username of an applicant that's used to assign actions to them.

- Digital Lending: Review Offer - Get the application form product proposal record details. The user selects to approve or reject the offer.

Assign Permissions for Application Action Items

Assign the Digital Lending, Compliant Data Sharing, and Run Flows permissions.

Update Object Permissions for Application Action Items

Enable object permissions. For each object, update the field access to suit your use case.

Enable Compliant Data Sharing Object Settings for Application Form

Users can add, remove, and edit participants for CRM and Experience Cloud users for Application Forms.

Set Up the Salesforce Flows for Application Action Item

The Assign Application Action Item, Get Username, and Review Offer flows are active by default. Clone and activate the Evaluate Review Offer Action Item flow.

SEE ALSO:

Salesforce Help: Flow Builder

Salesforce Help: Flow Orchestration Work Guide

Assign Permissions for Application Action Items

Assign the Digital Lending, Compliant Data Sharing, and Run Flows permissions.

1. Assign Digital Lending permission sets to users.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
   b. Click the **Digital Lending** permission set.
   c. Click **Manage Assignments**, and then click **Add Assignments**.
   d. Select the users who need access to the feature, and then click **Assign**.
2. Set up Compliant Data Sharing.
   a. Manage participant roles.
   b. Configure page layouts for Compliant Data Sharing.
   c. Manage users in Compliant Data Sharing.
3. Assign the Run Flows general user permission.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click a profile.
   c. Click **Edit**.
   d. In General User Permissions, select **Run Flows**.
   e. Save your changes.

SEE ALSO:

Salesforce Help: Compliant Data Sharing

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure Compliant Data Sharing:
- Configure Compliant Data Sharing

To run Compliant Data Sharing:
- Use Compliant Data Sharing

To run Salesforce Flow:
- Run Flows General User Permission

Update Object Permissions for Application Action Items

Enable object permissions. For each object, update the field access to suit your use case.

1. Update the object permissions.
   a. In Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click a profile, and then click **Edit**.
   c. In Standard Object Permissions, update the object permissions using the details in the table.
   d. Then save your changes.
2. Update the field access.
   a. In Setup, click **Object Manager**.
   b. Select **Account**, and then click **Fields & Relationships**.
   c. Click a field.
   d. Click **Set Field-Level Security**.
   e. Select **Visible** for profiles that need access to application action items.
   f. Save your changes.
   g. Similarly, update the access for fields on Application Form, Application Form Product, Applicant, Application Action Item, Application Form Participant, and Application Form Proposal.

Object Label	Permission
Account	Read
Application Form	Read
Application Form Product	Read, Edit
Applicant	Read
Application Action Item	Read, Create, Edit
Application Form Participant	Read, Create, Edit
Application Form Product Proposal	Read, Edit

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure Compliant Data Sharing:
- Configure Compliant Data Sharing

To run Compliant Data Sharing:
- Use Compliant Data Sharing

To run Salesforce Flow:
- Run Flows General User Permission

SEE ALSO:

Salesforce Help: Object Permissions

Enable Compliant Data Sharing Object Settings for Application Form

Users can add, remove, and edit participants for CRM and Experience Cloud users for Application Forms.

1. In Setup, in the Quick Find box, enter `Compliant Data Sharing`, and then select **Object Enablement Settings**.
2. For Application Form, turn on Compliant Data Sharing for CRM Users and Compliant Data Sharing for Experience Cloud Users.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure Compliant Data Sharing:
- Configure Compliant Data Sharing

To run Compliant Data Sharing:
- Use Compliant Data Sharing

To run Salesforce Flow:
- Run Flows General User Permission

Set Up the Salesforce Flows for Application Action Item

The Assign Application Action Item, Get Username, and Review Offer flows are active by default. Clone and activate the Evaluate Review Offer Action Item flow.

1. In Setup, in the Quick Find box, enter `Process Automation`, and then select **Flows**.
2. Click **New Flow**.
3. Select **Use a Template**, and click **Next**.
4. In Search All Templates, enter `Digital Lending: Evaluate Review Offer Action Item`, and then select **Digital Lending: Evaluate Review Offer Action Item**.
5. Click **Create**.
6. Save your changes and enter a unique orchestration label, such as `Digital Lending: Evaluate Review Offer Action Item Clone`.
7. Enter a unique orchestration API name, such as `Digital_Lending_Evaluate_Review_Offer_Action_Item_Clone`.
8. Save and activate the flow.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To configure Compliant Data Sharing:
- Configure Compliant Data Sharing

To run Compliant Data Sharing:
- Use Compliant Data Sharing

To run Salesforce Flow:
- Run Flows General User Permission

Agent Assisted Loan Application for Digital Lending

Bankers can assist applicants complete their loan application using the agent assisted loan application process. Use Product Catalog Management to show bankers the loan products for which an applicant is eligible. Bankers can assist a client with a loan application process, view contextual information, and have access to relevant tasks by using Digital Lending Omnistudio components.

Complete an Application With a Client

Complete a loan application with a client using the agent assisted application process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Complete an Application With a Client

Complete a loan application with a client using the agent assisted application process.

First-time loan applicants can be overwhelmed by the application and appreciate guidance from a banker to complete the process. For example, a first-time homeowner needs a loan to complete the structural modifications identified in a home inspection. They require the expertise of a banker to guide them to enter their applicant details, upload supporting documentation, and provide feedback on the monthly payment, term, and rate options. The banker ensures that the application is completed correctly so that the loan is approved quickly.

1. In App Launcher select **Digital Lending**.
2. In the menu, select **Products**, then select a product name.
   On the product detail page review FAQs, product details, and related records.
3. Click **Start Application**.
4. Enter personal information.
5. Enter loan details.
6. Enter address information.
7. Enter income information.
8. Enter expense information.
9. Enter automatic payment details.
10. Enter additional applicants.
11. Enter Soft Credit Pull Disclaimer.
12. View and select an offer.
13. Upload applicant documents.
14. Review disclosure and consent.
15. Review application summary.
16. Click **Submit Application**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

Self-Service Loan Application for Digital Lending

Apply for a loan during a time that's convenient for you by using the Digital Lending self-service loan application process. Create a profile, browse loan products, and start, pause, and complete a loan application at a time that's convenient. Minimal interaction with bankers at a financial institution and simple steps help you complete a loan application quickly and easily. After your loan application is submitted, review a loan summary and complete the action items assigned by a banker to complete the application process.

Complete a Loan Application

Complete a loan application during a time that's convenient for you by using the Digital Lending self-serve experience.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

View Loan Details with Loan Calculator

Identify the overall financial contribution to a loan by viewing the loan terms and interest rates in Loan Calculator. For example, in the easy-to-use Loan Calculator, clients can update the loan amount, loan term, and interest rate to view the monthly payment, principal, and interest rate. They can customize the values in the loan calculator view and compare the total loan amount, principal, and interest paid over the loan term.

Complete a Loan Application

Complete a loan application during a time that's convenient for you by using the Digital Lending self-serve experience.

1. From your financial institution's website, create a profile.
2. On the product detail page review FAQs, product details, and related records. Select a loan product.
3. Click **Start Application**.
4. Enter personal information.
5. Enter loan details.
6. Enter address information.
7. Enter income information.
8. Enter expense information.
9. Enter automatic payment details.
10. Enter additional applicants.
11. Enter Soft Credit Pull Disclaimer.
12. View and select an offer.
13. Upload applicant documents.
14. Review disclosure and consent.
15. Review application summary.
16. Click **Submit Application**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:

- Digital Lending permission set

View Loan Details with Loan Calculator

Identify the overall financial contribution to a loan by viewing the loan terms and interest rates in Loan Calculator. For example, in the easy-to-use Loan Calculator, clients can update the loan amount, loan term, and interest rate to view the monthly payment, principal, and interest rate. They can customize the values in the loan calculator view and compare the total loan amount, principal, and interest paid over the loan term.

1. In the loan calculator, enter a loan amount.
2. Enter a loan term.
3. Select an amortization schedule.
4. Enter an interest rate.
5. Select a start date.
6. Enter an additional payment amount.
7. Select an additional payment frequency.
8. Click **Calculate**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

View the loan details monthly payment, principal, and interest. View the total loan amount, principal, interest, and total additional payments. View the loan maturity date. Expand to view the amortization schedule.

Underwriter Console for Digital Lending

Use Underwriter Console to give underwriters easy access to the loan application details so that they can make informed decisions. Underwriters can get a consolidated view of a submitted loan application on the application form product record page. Users view and edit assets, liabilities, and collateral details, assign action items, confirm pricing, verify integration results, such as Know Your Customer and credit checks, and approve or reject an application.

The Underwriter Console is configured with FlexCards that enable underwriters to review and verify a loan application and supporting documentation, define loan terms, customize an offer, and complete the stages of a loan application.

Here are the FlexCards and components included in the Underwriter Console:

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

- DigitalLendingApplicantDetailCard: Shows the basic application details related to the applicant.
- DigitalLendingApplicantProfileCard: Shows a summary of the details that the applicant provides during the intake process.
- DigitalLendingOfferDetailCard: Shows the offers that are presented to the applicant. Indicates the offer selected by the applicant. The underwriter can create a proposal or clone a proposal.
- DigitalLendingSellerItemDetails: Shows a summary of the loan product that the applicant is applying for.
- DigitalLendingLoanDocuments: Shows a list of the loan documents uploaded by the applicant.
- Related tab: Shows the miscellaneous records relevant to the application.
- Action Items: Enables an underwriter to assign to an applicant or another underwriter a task, such as review the offer or update documents.

Create and Assign an Underwriter Permission Set

Create a permission set that grants users access to the Digital Lending Underwriter Console features.

View the Loan Application Details in the Underwriter Console

The Underwriter Console provides a streamlined view of the loan application details without switching between tools.

Create and Assign an Underwriter Permission Set

Create a permission set that grants users access to the Digital Lending Underwriter Console features.

1. Create an Underwriter Console permission set.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
   b. Next to the Digital Lending permission set, click **Clone**.
   c. Enter a label and unique API name, such as `Underwriter Console`.
   d. Save your changes.
   e. Click **System Permissions**.
   f. Click **Edit**.
   g. Select **Digital Lending Workbench**.
   h. Save your changes.
2. Assign the Underwriter Console permission set to users.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
   b. Click the permission set that you created.
   For example, Underwriter Console.
   c. Click **Manage Assignments**, and then click **Add Assignments**.
   d. Select the users who use the feature, and then click **Assign**.

EDITIONS

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Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To use the Underwriter Console:
- Digital Lending Workbench permission

View the Loan Application Details in the Underwriter Console

The Underwriter Console provides a streamlined view of the loan application details without switching between tools.

It's time-consuming for an underwriter to use different tools to analyze an applicant's credit history, verify income, submit supporting documentation, and gather personal data to determine if they qualify for a loan. Underwriter Console shows all these details in a single view, helping the underwriter save time and approve applications faster.

1. In the App Launcher, find and select **Digital Lending**, and then select **Application Form Products**.
2. To view the application details related to the applicant, click **Applicant Details**.
   You can modify the details by clicking **Edit**.
3. To view a summary of the details that the applicant provided during the loan intake process, Click **Applicant Profile**.
   You can add, edit, or delete applicant details related to Know Your Customer, credit profile, employment, income, expenses, assets, and liabilities.
4. To view the loan offers presented to the applicant, click **Proposal**.
   You can select a different loan offer or create a loan offer.
5. To view the loan products that the applicant is applying for, click **Seller Item**.
   You can update the product that the applicant is applying for by clicking Edit.
6. To view the list of loan documents uploaded by the applicant, click **Loan Documents**.

EDITIONS

Available in: Lightning Experience

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USER PERMISSIONS

To set up Digital Lending:
- Digital Lending permission set

To use the Underwriter Console:
- Digital Lending Workbench permission

To download and view a document, click a document link.

7. To view the additional records related to the application, click **Related**.
8. In the Action Items component, assign a task to an applicant or another underwriter.
   a. Select a task type.
   b. Select an assignee.
   c. Enter a subject and description.
   d. Select a due date.
   e. Click **Submit Action Item**.
   The assignee receives an email notification for the action item.

Set Up and Manage Digital Lending—India

Digital Lending—India provides banks and financial institutions with a comprehensive platform for consumer lending. Streamline the application intake, underwriter review, and pre-disbursement processes for loan types, such as home, auto, and personal loans.

Watch this video to understand how Digital Lending—India provides banks and financial institutions with a unified platform for consumer lending.

Watch a video

If you aren't able to watch the video in full screen, open the video in a new tab: Get to Know the Digital Lending—India Loan Origination Solution.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Application Intake

Offer an assisted application intake experience that enables relationship managers and agents to efficiently originate loans. This can be done by collecting and authenticating documents and applicant details, such as address, employment, and income. Application intake is powered by Discovery Framework, which tracks the responses to assessment questions.

Underwriting

Provide a unified interface for underwriters to access essential data for credit review, including applicant information, loan products, offers, deviations, approvals, evaluations, terms, and fees. Underwriters can access information about the documents collected. Integrations run at various stages of the loan application process.

India-Specific Prebuilt Integrations

Provide prebuilt integration templates that can be configured for Aadhaar authentication, identity verification, Video Know Your Customer (KYC), risk screening, and employment verification. These integrations enable credit processing assistants and agents to meet KYC compliance and to streamline onboarding. The integrations provide simplified configuration to verify the bank account and Indian Financial System Code (IFSC) details.

Pre-Disbursement Operations

Provide a guided form to enable operations officers to collect an applicant's bank account details, mode of repayment, repayment frequency, and monthly amount. The pre-disbursement workflow includes closing the associated opportunity, creating a financial asset for a secured loan, and a placeholder for a callout to the core banking system.

Digital Lending–India Essentials

Digital Lending—India provides banks and financial institutions with a comprehensive platform for consumer lending. It is an an end-to-end loan origination solution that helps streamline the application intake, underwriter review, and pre-disbursement processes for loan types, such as home, auto, and personal loans.

Complete the Prerequisites for Loan Origination Process

Complete the preliminary tasks for setting up Digital Lending—India so that your users can efficiently start with the loan origination process.

Document Management for Digital Lending—India

Manage the loan-related documents of your loan applicants by setting up a structured and compliant document management system. This system includes document checklist items, document types, document categories, and document category document types.

Pre-Loan Origination Data

Before your users can start with the loan origination process, it's essential to set up specific data that's required during the loan origination lifecycle. The data includes the loan products offered, data use purposes, authorization form text, product fees, terms, and deviations.

Decision Matrices and Expression Sets for Digital Lending—India

Use the Business Rules Engine to automate the decision-making process when you onboard and evaluate a loan applicant.

Set Up an Approval Process for Party Profile and Application Form Records

To automate the review of the party profile and application form records that were created for onboarding the loan applicants, create approval processes. Use the approval processes to specify the sequence of steps that are necessary to approve a record.

Flexipages and Page Layouts for Digital Lending—India

In the Digital Lending—India sample application, you can set up flexi pages and customize page layouts for Application Form, Assessment, Application Form Product, Applicant, and Party Profile records based on your business needs. Tailor these pages for different user roles, such as relationship managers, agents, and underwriters. Customize page layouts that adapt based on the changes in the loan application stage and the corresponding changes in ownership. Make sure that each persona sees the most relevant information and tools that they need at each stage of the loan process.

Loan-Related Integrations for Digital Lending—India

In the loan origination process, integrating with external service providers is essential for performing various verifications and checks, such as Aadhaar authentication, PAN authentication, bank account verification, and employment verification. To connect with external service providers, Digital Lending—India offers integration pre-processing templates in the form of integration definitions, integration procedures, and Omnistudio Data Mappers.

Stage Management Plan for Digital Lending—India

Use Stage Management to streamline the stage transition process for objects used in the loan origination business workflow. There are multiple objects, such as Applicant, Application Form, and Party Profile involved in a loan origination workflow. With Stage Management, create stage definitions, the criteria for the business process to move from one stage to another, and the steps to be performed when the business process moves to a particular stage.

Digital Lending–India Essentials

Digital Lending—India provides banks and financial institutions with a comprehensive platform for consumer lending. It is an an end-to-end loan origination solution that helps streamline the application intake, underwriter review, and pre-disbursement processes for loan types, such as home, auto, and personal loans.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Digital Lending–India Essentials is a collection of terms, key objects, and key concepts designed to help you navigate Digital Lending–India. This collection is based on the real-world scenario of Rahul Gupta's home loan application to Cumulus Bank.

Product

A financial product such as a specific loan product, insurance, savings account, and credit card. In this case, Rahul is applying for a home loan.

Product Fees

Fees or charges associated with availing the product. For Rahul's home loan, the fees or charges can include processing fees, documentation fees, and so on.

Product List Rate

Standard or advertised interest rate for a specific product such as a loan and a savings account. Represents the interest rate that a customer can receive under normal circumstances without adjustment. In Rahul's case, this can mean the standard interest rate on his home loan.

Index Rate

Benchmark interest rate used as a reference point for financial products such as adjustable-rate loans.

Terms

Master data of all possible terms for sanctioning a particular product or for availing an offer or proposal associated with the product. For instance, the bank can impose a condition requiring Rahul to repay 10% of the loan within the first five years as a condition for sanctioning his home loan.

Term Related Object

A junction object relating a term to a product. For example, in the context of Rahul Gupta applying for a home loan, the term related object tracks the specific terms associated with his home loan product. This object also includes the effective date when the term is related to the product and information on whether this relationship is active.

Deviations

Anomalies found while evaluating an application. For example, if Rahul's age or time until retirement is beyond the acceptable threshold, or if the loan-to-value ratio is above an acceptable threshold. Common possible anomalies are stored as master data and can be referred to in the context of application form products while tracking deviations against them.

Data Use Purpose

Represents the purpose behind the usage of the collected data of a customer. For example, in Rahul's case, when he applies for a home loan, the data use purpose can include a credit pull or conducting surveys to gather feedback on the loan application process.

Authorization Form

Stores the name, version, and effective dates of the authorization form. You can use the revision number to determine if you're using the current version. You can also link to a default authorization form text record to be used if text isn't available for a specific language. For example, the authorization form associated with Rahul Gupta's application stores the name, version, and effective dates of the form he signed. If the form is revised, the revision number helps make sure that Rahul is using the most current version.

Authorization Form Text

Manages the text associated with the authorization form. For example, in Rahul Gupta's case when he's applying for a home loan, the authorization form text can include multiple versions to support different languages, regions, and situations. In addition, this object can also store a summary describing the form's purpose. The purpose can state an explanation as to why his consent is needed for processing the loan application. This summary can then be shown to Rahul when asking for his consent.

Application Form

The central object that tracks the loan application form. The usage Type must be Loan Origination. This object is where Rahul's home loan application is tracked.

Applicant

A child object of Application Form. Represents either a new-to-bank customer or an existing customer applying for a new product. Rahul, as the applicant, has a lookup to Party Profile which stores his Know Your Customer (KYC) information. The applicant object has related objects such as Person Employment, Party Income, Party Expense, Party Financial Asset, Party Financial Liability, and Party Credit Profile. These objects track his employment records, income and expense records, asset and liability records, and credit records. Rahul's contact details and his role as the Primary Applicant for this application form are also stored here.

Application Form Product

A child object of Application Form, used to track product-specific details. For Rahul, the product-specific details are a Home Loan of INR 50 lakhs with a requested tenure of 10 years for repayment.

Application Form Seller Item

A child object of Application Form Product, used to track specific details of the loan asset for the product. For Rahul's home loan, the details can include the property price, address, and so on.

Application Form Product Deviation

A child object of Application Form Product. Anomalies found with respect to a specific application form product. For example, consider a case where Rahul's home loan of INR 50 lakhs is for a property priced at INR 55 lakhs. Here, a deviation can be tracked since the loan-to-value ratio is above an acceptable limit of 70%.

Application Form Product Fees

A child object of Application Form Product. The fee is charged with respect to a particular application form product. For example, a 5% processing fee for documents of Rahul's home loan of INR 50 lakhs.

Application Form Terms

A child object of Application Form. Terms and conditions associated with a particular loan application. For example, for Rahul's home loan, the property tax certificate must be submitted within a year.

Information Verification

Represents the details of the information verification initiated for an object. For example, in the context of Rahul Gupta applying for a home loan, information verification can include verifying his address, employment, and other relevant details. This object has a

polymorphic lookup to Application Form and Party Profile, and it stores the results of the physical verifications related to these objects.

Application Form Evaluation

An object to store the evaluation records of the application form. For example, for Rahul Gupta's home loan application, this object's records store review comments from underwriters at different levels, documenting their evaluations and feedback on his application form.

Application Form Product Proposal

A child object of Application Form Product. A proposal of interest rate and interest rate type, along with dates for validity, details of monthly payment, total interest, and term. This object represents whether an instance is a pre-qualification proposal or a final proposal. For example, when Rahul Gupta is applying for a home loan, the application form product proposal can include details such as the proposed interest rate and interest rate type, validity dates, monthly payment amounts, total interest, and loan term.

Application Action Item

Stores the action items related to the application form, assigned by underwriters, mid office agents, credit processing assistants, or operations officers to other managers or officers in their team. For example, when Rahul Gupta is applying for a home loan, the application action item can include tasks such as verifying documents, obtaining missing documents from the applicant, or completing credit checks. In the same context, a mid office agent can assign an application action item to the relationship manager to collect Rahul's income proof for evaluation. This object has a polymorphic lookup to Application, Application Form Product, Applicant, and Application Form Product Deviation. The object tracks action items, including details such as due dates, status, type, and assignment information.

Payment Mandate

Used to store repayment details including dates, mandate amount, frequency, and bank account information. For example, for Rahul Gupta's home loan application, the payment mandate can include information such as the repayment effective date and end date, EMI amounts, payment frequency, and Rahul's bank account details for processing the loan repayments.

Party Profile

Store KYC information (know your customer information) of an applicant or account. For Rahul, this can include his personal identification details. See Know Your Customers.

Party Profile Address

Represents the address of the party profile and contains flags to indicate whether the address is a current address and also whether it's a permanent address. For example, Rahul's party profile record can include multiple addresses and specify whether the address is permanent and also whether it's current.

Party Income

Income record of a Party Profile or Applicant. For example, you can associate multiple income records with Rahul's Party Profile or Applicant record. Each income record includes information about Rahul's income type, income amount, and income frequency.

Party Expense

Expense record of a Party Profile or Applicant. For example, you can associate multiple expense records with Rahul's Party Profile or Applicant record. Each expense record includes information about the expense type, amount, and recurrence interval.

Party Financial Asset

Financial asset record of a Party Profile or Applicant. Multiple financial asset records can be associated with a Party Profile or Applicant. For Rahul, this record can include physical assets such as a property or a car, or financial assets such as stocks.

Party Financial Liability

Financial liability record of a Party Profile or Applicant. Multiple financial liability records can be associated with a Party Profile or Applicant. For Rahul, this record can include a loan or a credit card liability.

Party Identity Verification

Identity verification which can be a part of the Know Your Customer (KYC) process. Associated with Party Profile. For Rahul, this can involve Aadhaar authentication or PAN authentication.

Party Identity Verification Step
Steps in an identity verification. For example, PAN OCR (Optical Character Recognition) and name match of the party profile with PAN are two steps in the PAN-based identity verification for Rahul.

Party Screening Summary
Checks of a customer or applicant's information to prevent fraud or high risk. For example, Anti Money Laundering (AML) screening or matching Rahul's name against sanction lists. This is associated with the Party Profile.

Party Screening Step
Steps in a Party Screening. For example, steps for an anti-money laundering check can involve checking Rahul's name against multiple sanction lists.

Person Employment
Stores Applicant's employment information. This object has a lookup to Applicant, Party Profile, Account, and Contact. In addition, it contains a flag to indicate current employment. Digital Lending–India creates person employment records based on data entered in the intake process. These records are related to the Applicant (Rahul) and not to the Party Profile, as this is considered point-in-time data related to an applicant or customer's employment details. This is in the context of a particular application.

Party Credit Profile
Used to store credit details including credit score, total exposure amount, and date of credit pull. Can be related to both Applicant and Party Profile. It's not created through any process in Digital Lending India currently, however, it's useful for customers to track credit information of applicants such as Rahul.

Party Financial Asset Lien
Represents information of a lien held by another lender on the party asset. For the property which Rahul declares as a financial Asset, this can indicate if another lender has a lien on his property.

Party Financial Asset Additional Owner
Additional owner of a financial asset owned by an Applicant or Party Profile. For Rahul, this can be another owner for his property or car.

Party Financial Liability Additional Borrower
Represents an Applicant or Account who is an additional borrower for the party financial liability. For Rahul, this can be another borrower for an existing loan or a credit card liability.

Complete the Prerequisites for Loan Origination Process

Complete the preliminary tasks for setting up Digital Lending—India so that your users can efficiently start with the loan origination process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Install or upgrade the Omnistudio package in your Salesforce org.

   Digital Lending—India uses Omnistudio components, such a Flexcards, Omniscripts, Omnistudio Data Mapper, and Integration Procedures throughout the loan origination process. Make sure that an Omnistudio managed package is installed in your Salesforce org to configure the Omnistudio components.

2. Configure the Omnistudio settings.

   Enable the Omnistudio Metadata API support setting and disable the managed package runtime setting in Salesforce. See Enable OmniStudio Metadata API Support and Disable the Managed Package Runtime Setting.

3. Assign Omnistudio permissions to users.

   Configure users who must have access to the Omnistudio components associated with the loan origination process.

4. Enable Know Your Customer.

Give your users access to the Know Your Customer (KYC) data model so that they can easily perform the identity verification, risk assessment, and screening checks of the loan applicants. Use the KYC data model to store the information collected from an applicant during a KYC process. To verify the identity of the loan applicants or to perform various screening checks for the applicants, use the data from the Identity and Verification service providers.

5. Turn on Discovery Framework.

   Give your users access to the Discovery Framework data model so that they can effectively collect and validate a loan applicant's details. See Discovery Framework and Assessments

6. Assign permissions to users on page 276.

   Throughout the loan origination process, your users need access to the objects in the Digital Lending data model.

7. Enable Digital Lending—India on page 277.

   Grant your users access to the essential resources required throughout the loan origination process. These resources include the data model and prebuilt templates tailored for Digital Lending—India.

8. Deploy the Discovery Framework sample template for Digital Lending—India on page 277.

   Deploy the prebuilt templates for Digital Lending—India that add sample Omniscripts, Integration Procedures, Omnistudio Data Mappers, and assessment questions to your Salesforce instance.

9. Enable person accounts.

   Person accounts store information about individual loan applicants by combining certain account and contact fields into one record.

10. Set your organization-wide currency on page 278.

    Set the default currency for your organization.

11. Assign your users the permission sets for the Business Rules Engine.

    These permission sets give your users the required access to run the expression sets and decision matrices that are associated with the loan origination process.

12. Turn on Stage Management in your Salesforce instance.

    Use Stage Management to ensure a smooth and efficient loan origination process. There are multiple Salesforce objects involved in the loan origination business workflow. With Stage Management, you can define stages and the stage transition criteria that must be met for the business process to move from one stage to the other. You can also define the transition plans to be performed when the process transitions to this stage.

13. To automate the process of creating an application form from a lead, clone and activate the flow with the label Digital Lending India - Create Application Form from Lead. This flow initiates the loan origination process with the lead as the starting point, facilitating the onboarding of loan applicants. See Flows to Automate Workflows in Digital Lending—India.

Assign Digital Lending—India Permissions to Users

Give your users access to the Digital Lending data model by cloning the Digital Lending permission set.

Enable Digital Lending—India

Grant your users access to the essential resources required throughout the loan origination process. These resources include the data model and prebuilt templates tailored for Digital Lending—India.

Deploy Discovery Framework Sample Template for Digital Lending—India

Deploy the prebuilt templates for Digital Lending—India that add sample Omniscripts, Integration Procedures, Omnistudio Data Mappers, and assessment questions to your Salesforce instance.

Set Organization-Wide Currency for Digital Lending—India

Set the default locale and currency locale for your organization. Multi-currency organizations don't have a default currency. Instead, change your corporate currency or your personal currency.

Flows to Automate Workflows in Digital Lending—India

When you enable Digital Lending—India, you get access to certain prebuilt flows that you can configure to automate the workflows in a loan origination process. Activate the record-triggered flows before you use them.

Add Picklist Values for Loan Origination

Configure the required picklist values so that your users can collect and store the related data of loan application accurately.

Assign Digital Lending—India Permissions to Users

Give your users access to the Digital Lending data model by cloning the Digital Lending permission set.

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
2. Clone the Digital Lending permission set.
3. Enter a label and an API name for the permission set.
4. Save your changes.
5. Open the cloned permission set.
6. Under System Permissions, enable the Digital Lending India Admin User permission.
7. Save your changes.
8. Assign the cloned permission set to your users who use Digital Lending—India.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To assign permission sets:

- Assign Permission Sets

  AND

  View Setup and Configuration

  AND

  Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service

Enable Digital Lending—India

Grant your users access to the essential resources required throughout the loan origination process. These resources include the data model and prebuilt templates tailored for Digital Lending—India.

1. From Setup, in the Quick Find box, enter `Lending`, and then select **Digital Lending—India.**
2. Turn on Digital Lending—India.

After you turn on the Digital Lending—India setting, you get access to the Digital Lending—India guided setup and Digital Lending—India sample app.

The sample app is designed to give you a head start on building your own loan origination experience. It includes sample templates that you can customize to suit your needs. The sample templates work in a specific flow and depend on how you set up your org to onboard loan applicants. To get the most out of the sample app, have a good understanding of Discovery Framework, Integration Definitions, Omniscript, Integration Procedures, Omnistudio Data Mappers, Decision Matrices, Expression Sets, Flows, Stage Management, Approval Processes, and Queues.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To enable Digital Lending—India:

- Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service

Deploy Discovery Framework Sample Template for Digital Lending—India

Deploy the prebuilt templates for Digital Lending—India that add sample Omniscripts, Integration Procedures, Omnistudio Data Mappers, and assessment questions to your Salesforce instance.

1. From Setup, in the Quick Find box, enter `Discovery Framework`, and then under Discovery Framework, select **General Settings**.
2. Turn on Import or Export and Sample templates.
3. From Setup, in the Quick Find box, enter `Discovery Framework Sample Templates`, and then select **Discovery Framework Sample Templates.**
4. To see a list of the assessment questions, Omniscripts, Data Mappers, and Integration Procedures that are included in the template, next to Digital Lending—India Integrated, click **View Details**.
5. Click **Deploy**.

   Wait for the deployment process to complete.

After deployment is complete, make sure you activate the Digital Lending—India artifacts deployed using the discovery framework sample template before using them in the loan origination process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To deploy sample templates:

- Customize Application

  AND

  Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service

Set Organization-Wide Currency for Digital Lending—India

Set the default locale and currency locale for your organization. Multi-currency organizations don't have a default currency. Instead, change your corporate currency or your personal currency.

1. From Setup, in the Quick Find box, enter `Company Information`, and then select **Company Information**.
2. Click **Edit**.
3. In the Local Settings section, select **English (India)** as the default locale.
4. In the Currency Settings section, select **Hindi (India) - INR** as the currency locale.
5. Save your changes.

SEE ALSO:

Set Your Personal or Organization-Wide Currency

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view currencies:
- View Setup and Configuration

To change currencies:
- Customize Application

Flows to Automate Workflows in Digital Lending—India

When you enable Digital Lending—India, you get access to certain prebuilt flows that you can configure to automate the workflows in a loan origination process. Activate the record-triggered flows before you use them.

The flows listed in the table are provided to automate the workflows in Digital Lending—India.

Flow Label	Flow API Name	Description	Invocation Source	Status
Digital Lending—India: Create Application Form from Lead	CreateApplnFormFromLead	This record-triggered flow creates an application form when a lead is converted. The lead, account, and opportunity are referenced in the created application form.	On conversion of a lead	Inactive
Digital Lending–India: Assess Party Profile Risk Category	AssessPtyPrflRiskCatg	This autolaunched flow assesses and stores the risk category of the party profile record that's associated with	From Stage Management when an applicant record moves to the Risk Assessment stage	Active

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Flow Label	Flow API Name	Description	Invocation Source	Status
		an applicant and creates a party profile risk record. You must enable Stage Management to run this flow.		
Digital Lending—India: Submit Party Profile Approval	SubmitPartyProfileAppvl	This autolaunched flow calls an action to submit the party profile record to the approval process. You must enable Stage Management to run this flow.	From Stage Management when the party profile record moves to the Approval stage	Active
Digital Lending-India: Perform Application Form Post-Evaluation Actions	ProcAppInFormOnbrdAppInt	When the stage of an application form record is marked as Approved, this autolaunched flow updates the associated account type to Customer and the associated opportunity stage to Closed Won. It then calls an action to run a callout to the core banking system by using an integration definition, and then creates a party financial asset record for the applicant corresponding to the Application Form Seller Item. You must enable Stage Management to run this flow.	From Stage Management when the application form record moves to the Book to Core stage	Active
Digital Lending - India: Update Account and Opportunity Records	UpdtAccountAndOppRecords	This autolaunched flow verifies if an application form is complete and updates the Account record with the applicant's details and changes the stage of the opportunity record to Closed Won.	Digital Lending-India: Perform Application Form Post-Evaluation Actions autolaunched flow	Active

Flow Label	Flow API Name	Description	Invocation Source	Status
Create Process Exception	CreateProcessException	Creates a process exception record to process the errors that occur during flow execution.	When errors occur during a flow execution	Active

Add Picklist Values for Loan Origination

Configure the required picklist values so that your users can collect and store the related data of loan application accurately.

1. In Setup, go to Object Manager.
2. From the Object Management settings for each object and field that's listed in this topic, click **Fields & Relationships**.
3. Make sure that each field contains the picklist values as shown in this table.

Note: You can configure the picklist values for these fields based on your business needs. However, using the values as recommended in this table ensures a smooth experience with the Digital Lending—India sample application. If you use different values, you must adjust the default sample application accordingly.

Object	Field	Picklist Values
Application Form	Stage	Initiated, Intake, In Progress, Submitted, In Review, Detailed Data Entry, Underwriting, Approved, Operations, Book to Core, Rejected, On Hold
Applicant	Stage	In Review, Evaluation, Document Validation, Risk Assessment, Approved, On Hold, Rejected
	Role	Primary Applicant, Co-Applicant, Co-Signer, Guarantor
Party Profile	Stage	Initiated, Identity Verification, Risk Screening, Document Validation, Risk Assessment, Approval, Approved, Rejected, On Hold
	Primary Identification Type	Driving License, Government ID, Aadhaar, Passport, Birth Certificate

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To activate picklist values:

- Customize Application

  AND

  Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service

Object	Field	Picklist Values
	Taxpayer Identification Type	Taxpayer Identification Number, SSN
	Resident Type	Citizen, NRI, Non-citizen
Party Income	Income Type	Salary, Commission, Fees, Rent
	Income Frequency	One Time, Yearly, Monthly, Weekly
Party Identity Verification	Status	Initiated, In Progress, Completed
	Result	Accepted, On Hold, Rejected
Party Screening Summary	Status	Initiated, In Progress, Completed
	Screening Decision	Accepted, Clear, On Hold, Rejected
Person Employment	Employment Type	Full-Time, Part-Time, Temporary, Contract, Self-Employed, Salaried
Application Form Product	Loan Type	Home Loan, Auto Loan Two Wheeler, Auto Loan Four Wheeler, Personal Loan
Product2	Product Family	Home Loan, Auto Loan Two Wheeler, Auto Loan Four Wheeler, Personal Loan
Application Form Evaluation	Decision	Approved, On Hold, Rejected, Submitted for Approval
Application Form Product Proposal	Selected By	Lender, Applicant, Applicant, and Lender
Document Checklist Item	Status	New, Pending, OCR Done, Accepted, Rejected
Payment Mandate	Mandate Type	Electronic, Offline
	Account Type	Savings, Checkings
	Authorization Type	Payment, Disbursement
Assessment	Assessment Type	Home Loan, Auto Loan Two Wheeler, Auto Loan Four Wheeler, Personal
Application Form Seller Item	Type	New Home, Resale Home, Used Car, New Car
Application Form Product Proposal	Type	Pre-qualification, Final
Party Profile Risk	Type	Initial, Final

Note: Make sure that the picklist values for Employment Type in Person Employment and Party Profile are the same.

Make sure that the picklist values for Employment Industry in Person Employment and Party Profile are the same.

Make sure that the picklist values for Loan Type in Application Form Product, Assessment Type in Assessment, and Product Family in Product2 are the same.

4. Save your changes.

Document Management for Digital Lending—India

Manage the loan-related documents of your loan applicants by setting up a structured and compliant document management system. This system includes document checklist items, document types, document categories, and document category document types.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Document Checklist Items for Loan Origination

Streamline the document approval process by verifying the documents in the Document Checklist Items against data from Applicant, Application Form, and Party Profile and their related records.

Set Up Document Types for Loan Origination

Define the specific types of documents needed from your loan applicants so that you can ensure consistency across loan applications.

Set Up Document Categories for Loan Origination

Group the loan-related documents into logical categories to make it easier for your users to manage and retrieve related documents quickly.

Set Up Document Type Document Category for Loan Origination

Establish the relationship between loan-related document types and document categories by linking specific document types with their respective document categories. For example, associate the Aadhaar Card and Driving License document types with the Proof of Address and Proof of Identity document categories. Or associate the Bank Statement and Salary Slip document types with the Proof of Income document category.

Document Types and Document Categories Required for Loan Origination

During the loan origination process, you must collect various documents from your loan applicants. It's essential to categorize and organize these documents to ensure a smooth workflow.

Set Up Document Checklist Items for Loan Origination

Streamline the document approval process by verifying the documents in the Document Checklist Items against data from Applicant, Application Form, and Party Profile and their related records.

1. To give your users access to the document checklist items, assign the document checklist permission set.
2. Update the page layouts of Applicant, Application Form, and Party Profile and their related records.

   Add the Document Checklist Items component to the related list section on the page layouts of Applicant, Application Form, and Party Profile and its related records.

SEE ALSO:

Document Types and Document Categories Required for Loan Origination

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To assign permission sets:
- System Administrator

  AND

  Document Checklist Item

To update page layouts.
- Customize Application

  AND

  Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service

Set Up Document Types for Loan Origination

Define the specific types of documents needed from your loan applicants so that you can ensure consistency across loan applications.

1. From Setup, in the Quick Find box, enter `Document Type`, and then select **Document Type**.
2. Click **New Document Type**.
3. Enter a label for the document type.
   For example, `Aadhaar Card`.

   The API name is automatically filled based on the label and can be customized. Edit the API name to make sure that each document type has a unique API name.
4. Make sure that the Is Active checkbox is selected.
5. Enter a description for the document type.
6. To add another document type, click **Save & New** or to finish, click **Save**.

   Create document types for each type of document that's required to complete a loan application. For the list of document types that you must create, see Document Types and Document Categories Required for Loan Origination on page 285.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create document types:
- System Administrator

  AND

  Document Checklist Item

Set Up Document Categories for Loan Origination

Group the loan-related documents into logical categories to make it easier for your users to manage and retrieve related documents quickly.

1. From Setup, in the Quick Find box, enter `Document Category`, and then select **Document Category**.
2. Click **New Document Category**.
3. Enter a label for the document category.
   For example, `Proof of Address`.

   The API name is automatically filled based on the label and can be customized. Edit the Api name to make sure that each document category has a unique API name.
4. Enter a description for the document category.
5. To add another document category, click **Save & New** or to finish, click **Save**.

   For the list of document categories that you must create, see Document Types and Document Categories Required for Loan Origination on page 285.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create document categories:
- System Administrator

  AND

  Document Checklist Item

Set Up Document Type Document Category for Loan Origination

Establish the relationship between loan-related document types and document categories by linking specific document types with their respective document categories. For example, associate the Aadhaar Card and Driving License document types with the Proof of Address and Proof of Identity document categories. Or associate the Bank Statement and Salary Slip document types with the Proof of Income document category.

1. From Setup, in the Quick Find box, enter `Document Category Document Type`, then select **Document Category Document Type**.
2. Click **New Document Category Document Type**.
3. Enter a label for the document type document category.

   The API name is automatically filled based on the label. Edit the Api name to make sure that each document type document category has a unique API name.
4. Select the document category.
5. Select the document type that you want to associate with the document category.

   You can associate a document type with more than one document category.
6. To associate another document type with the same or a different document category, click **Save & New** or to finish, click **Save**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create a document type document category:
- System Administrator

  AND

  Document Checklist Item

Document Types and Document Categories Required for Loan Origination

During the loan origination process, you must collect various documents from your loan applicants. It's essential to categorize and organize these documents to ensure a smooth workflow.

To support the loan origination process, create these document typed and document categories.

Note: We suggest using the values recommended in this table to ensure a smooth experience with the Digital Lending—India sample application.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Document Category	Document Type	Required	Stored As Document Checklist Item Against	Used In
Proof of Identity	PAN Card, Driving License, Passport, Redacted Aadhaar	Yes	Party Profile	Digital [illegible] Framework Omniscripts)
Proof of Address	Redacted Aadhaar, Driving License, Utility Bills, Passport	Yes	Party Profile	Digital [illegible] Framework Omniscripts)
Photograph	Photograph	Yes	Party Profile	Digital [illegible] Framework Omniscripts)
Proof of Employment	Certificate of Employment, Salary Slips, Income Statements	Optional	Applicant	Digital [illegible] Framework Omniscripts)
Proof of Income	Bank Statements, Salary Slips, ITR V, Form 16	Optional	Applicant	Digital [illegible] Framework Omniscripts)
Tax Proof	Form 16, ITR-V	Yes	Applicant	Digital [illegible] Framework Omniscripts)
Loan Product Related Documents	Property Tax Certificate,	Yes	Applicant	Digital [illegible]

Document Category	Document Type	Required	Stored As Document Checklist Item Against	Used In
	Registration Certificate			Framework Omniscripts)
Application Form Product Related Document	PropertyCert	Yes	ApplicationForm	Digital Lending India Application Form Onboarding, Digital Lending India Additional Applicant Onboarding Screen, Framework Omniscripts)
Application Form Product Related Document	RC_Certificate	Yes	ApplicationForm	Digital Lending India Application Form Onboarding, Digital Lending India Additional Applicant Onboarding Screen, Framework Omniscripts)
Application Form Product Related Document	Post-dated Cheques	Yes	Applicant	Digital Lending India_Pre Disbursement Ops OmniScript when the user selects Cheque as the EMI Payment Mode.
—	Signature	Yes	Applicant	DigitalLendingIndia: ApplicationFormOnboarding OS and DigitalLendingIndia: AdditionalApplicantsOnboarding OS

Pre-Loan Origination Data

Before your users can start with the loan origination process, it's essential to set up specific data that's required during the loan origination lifecycle. The data includes the loan products offered, data use purposes, authorization form text, product fees, terms, and deviations.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Loan Products

Create products for the loan types that you offer to your loan applicants. For example, if you offer personal loan and home loan, create a product record for each loan type.

Set Up Deviations for Loan Products

Create the deviations applicable for loan products so that your underwriters can review and offer tailored loan products that better match an applicant's profile.

Set Up Product Fees for Loan Products

Add the various charges associated with loan products that an applicant is required to pay during the application approval and servicing processes. For example, create product fee records to include a range of costs, such as processing fees, origination fees, and underwriting fees. A clearly defined product fees setup ensures that applicants understand the costs associated with their loans.

Set Up Terms and Conditions for Loan Products

Create term records to outline the conditions and expectations that the applicant must fulfill during the loan tenure. For example, if you don't want the applicant to repay the entire loan amount within three years, then create a term record with a lock-in period of three years. Similarly, if you want the applicant to pay 50% of the interest within five years, then create a term record with Repayment 50% of interest within five years.

Associate Terms with Loan Products

Create term related object records to establish a link between a loan product and a term.

Consent and Disclosures for Digital Lending—India

Make sure that a loan applicant's data is transparently collected, processed, and used in compliance with data protection regulations. Define the purpose of data use and obtain explicit consent through authorization forms and authorization form texts.

Set Up Loan Products

Create products for the loan types that you offer to your loan applicants. For example, if you offer personal loan and home loan, create a product record for each loan type.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To activate picklist values.
- Customize Application

To set up products:
- Create on Product2

1. Add the picklist values.

   When you create a product record for a loan type, you must specify the product family that the product belongs to. Add the picklist values for the product family.

   a. From the object management settings for products, go to Fields & Relationships.

   b. In the Quick Find box, enter `Product Family`, and then select **Product Family**.

   c. In the Picklist Values for Product Family section, click **New**.

   d. Add the picklist values.
   For example, you can add Home Loan, Personal Loan, Auto Loan Two Wheeler, and Auto Loan Four Wheeler as the picklist values.

   e. Save your changes.

2. Create Products.

   a. From the App Launcher, find and select **Products**.

   b. Click **New** and enter the product details.
   For example, for a home loan, enter `fixed-rate mortgage` as the product name and select **home loan** as the product family.

   c. To activate the product, select **Active**.

   d. To add another product, click **Save & New** or to finish, click **Save**.

Set Up Deviations for Loan Products

Create the deviations applicable for loan products so that your underwriters can review and offer tailored loan products that better match an applicant's profile.

If an applicant's credit score is 680 but the minimum credit score required for a loan product is 700, then your underwriters can create a credit deviation and qualify the applicant for the loan based on the applicant's stable income, savings, and good repayment history.

Create a deviation record for each type of deviation that you want to offer. For example, if you offer deviations such as loan to value, debt to income, credit, and sanction terms, create a deviation record for each deviation type.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To activate picklist values
- Customize Application

1. Add the picklist values.

   When you create deviation records for loan products, you must specify the type of deviation. Add the picklist values for Type.

   a. From the object management settings for deviations, go to Fields & Relationships.

   b. In the Quick Find box, enter `Type`, and then select **Type**.
   c. In the Picklist Values for Type section, click **New**.
   d. Add the picklist values.
      For example, you can add Loan to Value, Debt to Income, Credit, and Sanction Terms as the picklist values.
   e. Save your changes.

2. Create deviations.
   a. From the App Launcher, find and select **Deviations**.
   b. Click **New** and enter the deviation details.
   c. To activate the deviation, select **Active**.
   d. To add another deviation, click **Save & New** or to finish, click **Save**.

   Your underwriters can associate the deviation records with a loan product when they create application form product deviations.

Set Up Product Fees for Loan Products

Add the various charges associated with loan products that an applicant is required to pay during the application approval and servicing processes. For example, create product fee records to include a range of costs, such as processing fees, origination fees, and underwriting fees. A clearly defined product fees setup ensures that applicants understand the costs associated with their loans.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To activate picklist values:
- Customize Application

1. Add the picklist values.

   When you create product fee records for loan products, you must specify the type of fee. Add the picklist values for Type.
   a. From the object management settings for product fee, go to Fields & Relationships.
   b. In the Quick Find box, enter `Type`, and then select **Type**.
   c. In the Picklist Values for Type section, click **New**.
   d. Add the picklist values.
      For example, you can add Origination Fees, Processing Fees, and Underwriter Fees as the picklist values.
   e. Save your changes.

2. Create product fee records.
   a. From the App Launcher, find and select **Product Fees**.
   b. Click **New**, and enter the product fee details.
   c. To add another product fee, click **Save & New** or to finish, click **Save**.

   Your users can associate the product fee records with a loan product when they create application form product fees.

Set Up Terms and Conditions for Loan Products

Create term records to outline the conditions and expectations that the applicant must fulfill during the loan tenure. For example, if you don't want the applicant to repay the entire loan amount within three years, then create a term record with a lock-in period of three years. Similarly, if you want the applicant to pay 50% of the interest within five years, then create a term record with Repayment 50% of interest within five years.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To activate picklist values:
- Customize Application

1. Add the picklist values.

   When you create term records for loan products, you must specify the type of term. Add the picklist values for Type.

   a. From the object management settings for Term, go to Fields & Relationships.
   b. In the Quick Find box, enter `Type`, and then select **Type**.
   c. In the Picklist Values for Type section, click **New**.
   d. Add the picklist values.
      For example, you can add Lock-in Period of Three Years and Repay 50% Interest Within Five Years as the picklist values.
   e. Save your changes.

2. Create term records.

   a. From the App Launcher, find and select **Terms**.
   b. Click **New**, and enter the term details.
   c. To add another term, click **Save & New** or to finish, click **Save**.

   Your users can associate the term records with a loan product when they create application form terms.

Associate Terms with Loan Products

Create term related object records to establish a link between a loan product and a term.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From the App Launcher, find and select **Term Related Objects**.
2. Click **New**, and enter the term related object's details.
3. To add another term related object, click **Save & New** or to finish, click **Save**.

Consent and Disclosures for Digital Lending—India

Make sure that a loan applicant's data is transparently collected, processed, and used in compliance with data protection regulations. Define the purpose of data use and obtain explicit consent through authorization forms and authorization form texts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create Data Use Purposes for Loan Products

Define the purpose for collecting an applicant's data in a loan application. Create data use purpose records to make sure that the applicant's data is used transparently throughout the loan origination process.

Create Authorization Form Records for Loan Products

Obtain explicit consent from a loan applicant to collect and use their personal data.

Create Authorization Form Text Records for Loan Products

Standardize the language used in authorization forms by using authorization form text. Make sure to state disclosures clearly so that applicants can easily understand and agree to the loan terms.

Create Authorization Form Data Use Records for Loan Products

Use the Authorization Form Data Use junction object to associate authorization form records with the data use purpose records.

Determine the Relevant Authorization Form Text to Show in a Loan Application

Set up a decision matrix and then update an Omniscript to automate the process of retrieving and showing relevant authorization form language in a loan application based on the Application Form Product selected by the loan applicant.

Create Data Use Purposes for Loan Products

Define the purpose for collecting an applicant's data in a loan application. Create data use purpose records to make sure that the applicant's data is used transparently throughout the loan origination process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From the App Launcher, find and select **Data Use Purposes**.
2. Click **New**, and enter the data use purpose details.
   a. Enter a name for the data use purpose record for the home loan product.
      For example, `Consent for Information Verification for Home Loan`.
   b. Save your changes.
3. Similarly, create a data use purpose record for the other loan products that you offer to your applicants.

   For example, if you offer a personal loan, auto loan two wheeler, and auto loan four wheeler, then create a data use purpose record for each loan products.

If you're creating multiple data use purpose records, make sure that the name of each data use purpose record is unique.

SEE ALSO:

Add Data Use Purposes

Create Authorization Form Records for Loan Products

Obtain explicit consent from a loan applicant to collect and use their personal data.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From the App Launcher, find and select **Authorization Form**.
2. Click **New** and enter the authorization form details.
   a. Enter a name for the authorization form record for the home loan product.
      For example, enter `Disclose Authorization Form for Home Loan`.
   b. In Default Auth Form Text, select the authorization form text record that you created for the home loan product.

      See Create Authorization Form Text Records for Loan Products on page 291
   c. Save your changes.
3. Similarly, create an authorization form record for the other loan products for which you must obtain the applicant's consent.

For example, to obtain an applicant's consent for a personal loan and an auto loan, create authorization form records for these loan products.

Create Authorization Form Text Records for Loan Products

Standardize the language used in authorization forms by using authorization form text. Make sure to state disclosures clearly so that applicants can easily understand and agree to the loan terms.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From the App Launcher, find and select **Authorization Form Text**.
2. Click **New**, and enter the authorization form text details.
   a. Enter a name for the authorization form text record for a home loan product.
      For example, `Home Loan Auth Text`.
   b. Select the authorization form record that you created for the home loan product.
   c. In Detail Authorization Form Text, enter the authorization language that aligns with your business needs for taking the consent for a home loan product.

      Here's a sample authorization form text.

      By signing below, I authorize the use of my identity verification data solely for the purpose of processing my home loan application. I understand that this data may include personal information and consent to its use by the authorized parties involved in the loan approval process.
   d. Select a locale.
   e. Select **Is Active**.
   f. Save your changes.
3. Similarly, create authorization form text records for the other loan products that you offer.

   For example, if you offer a personal loan, auto loan two wheeler, and auto loan four wheeler, then create a data use purpose record for each loan product.

Authorization form text stores the language to be shown to the loan applicants when you ask for their consent. After you create the authorization form text records, link them with their respective authorization form records.

SEE ALSO:

Manage Authorization Form Text Versions

Create Authorization Form Data Use Records for Loan Products

Use the Authorization Form Data Use junction object to associate authorization form records with the data use purpose records.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Before you begin:

- Create authorization form records on page 290.
- Create authorization form text records on page 291.

1. From the App Launcher, find and select **Authorization Form Data Use**.
2. Click **New**, and enter the authorization form data use details.
   a. Enter a name for the authorization form data use record for the home loan product.
      For example, `Home Loan Authorization Data Use`.

   b. Select an authorization form record that you created for the home loan product.
   c. Select a data use purpose record that you created for the home loan product.
   d. Save your changes.

3. Similarly, create an authorization form data use record for each authorization form that you want to associate with the data use purpose.

Determine the Relevant Authorization Form Text to Show in a Loan Application

Set up a decision matrix and then update an Omniscript to automate the process of retrieving and showing relevant authorization form language in a loan application based on the Application Form Product selected by the loan applicant.

Before you begin, make sure that you create data use purpose, authorization form, authorization form text, and authorization form data use records for each loan product that you offer.

Decision matrices are lookup tables that contain user-defined input and output columns. The engine takes in inputs and then looks up the appropriate outputs. When a decision matrix element in an Omniscript calls a decision matrix, the engine locates the table row that matches the input values and returns the output value for that row.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create, update, and delete decision matrices and matrix versions:
- Rule Engine Designer

To use decision tables in Business Rules Engine:
- Rule Engine Runtime

1. From the App Launcher, find and select **Business Rules Engine**.
2. From the app navigation menu, select **Lookup Tables**.
3. Click **New**.
4. Select **Decision Matrix**, and click **Next**.
5. Enter a name for the decision matrix.
   For example, `Data Use Purpose Map`.
   Note the decision matrix name. Reference it from the GetDataUsePurposeforApplicationFormProduct decision matrix action element in the DigitalLendingIndiaDisclosureConsentInformation Omniscript.
6. Select **Standard** as the type of matrix.
7. Save your changes.
8. On the record page of your new decision matrix, on the Related tab, click version 1 of the matrix.
9. On the Matrix tab, create four columns with these settings.

Column Header	Header Type	Data Type
productType	Input	Text
applicantType	Input	Text
level	Input	Text
dataUsePurposeName	Output	Text

10. Click **Done**.
11. Add rows and values that represent each loan product that you offer.
    Here's the sample input data and output data.

productType	applicantType	Level	dataUsePurposeName
Home Loan	Primary Applicant	ApplicationFormProduct	Consent for Information Verification for Home Loan
Personal Loan	Primary Applicant	ApplicationFormProduct	Consent for Information Verification for Personal Loan
Auto Loan Two-Wheeler	Primary Applicant	ApplicationFormProduct	Consent for Information Verification for Auto Loan Two-Wheeler
Auto Loan Four-Wheeler	Primary Applicant	ApplicationFormProduct	Consent for Information Verification for Auto Loan Four-Wheeler

productType is mapped to the Loan Type field of the Application Form Product object, applicantType is mapped to the Role field of the Applicant object, level is mapped to the Application Form Product object, and dataUsePurposeName is mapped to the name of the data use purpose record related to the loan product.

12. Save your changes.
13. Activate the decision matrix.
14. Update the decision matrix name in the cloned version of the DigitalLendingIndiaDisclosureConsentInformation Omniscript to the name of the decision matrix that you created earlier.
    a. From the App Launcher, find and select **OmniStudio**.
    b. In the Omnistudio app, from the navigation bar, select **OmniScripts**.
    c. Find and select **DigitalLendingIndiaDisclosureConsentInformation**.
    d. Open the highest version of the Omniscript.
       If the Omniscript is active, deactivate it to make any changes.
    e. Select **GetDataUsePurposeforApplicationFormProduct**.
    f. Under Properties, expand Remote Properties.
    g. Select the decision matrix that you created earlier.
    h. Activate the Omniscript.

Decision Matrices and Expression Sets for Digital Lending—India

Use the Business Rules Engine to automate the decision-making process when you onboard and evaluate a loan applicant.

Decision matrices and expression sets are key components in the Business Rules Engine. Decision matrices are lookup tables that contain user-defined input and output columns. The engine takes in inputs and then looks up the appropriate outputs. When an expression set calls a decision matrix, the engine locates the table row that matches the input values and returns the output value for that row.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

When you enable the sample Digital India—Lending app, you can access four prebuilt expression templates. Use these templates to automate decision-making processes, such as categorize risk profiles, determine maximum eligible loan amounts for secured and unsecured loans, and present relevant offers.

Decision Matrices for Digital Lending—India

To automate certain decision-making processes in the loan origination lifecycle, set up decision matrices and reference them from an expression set.

Expression Set Templates for Digital lending—India

To automate certain decision-making processes in the loan origination lifecycle, Digital Lending—India provides prebuilt expression set templates. Build expression sets from these templates and add the needed decision matrix and map its input and output variables in the expression set.

Set Up Decision Matrices to Determine the Risk Category for a Party Profile

Set up decision matrices and then build an expression set to automate the calculation of a risk category of a party profile associated with a loan applicant.

Set Up Decision Matrices to Determine the Maximum Eligible Amount for a Secured Loan

Set up decision matrices and then build an expression set to automate the calculation of the maximum eligible amount for a secured loan.

Set Up Decision Matrices to Determine the Maximum Eligible Amount for an Unsecured Loan

Set up decision matrices and then build an expression set to automate the calculation of the maximum eligible amount for a secured loan.

Set Up Decision Matrices to Determine Offer Rates for a Loan

Set up decision matrices and then build an expression set to automate the process of identifying and presenting loan offers that are best suited for a loan applicant.

Decision Matrices for Digital Lending—India

To automate certain decision-making processes in the loan origination lifecycle, set up decision matrices and reference them from an expression set.

You must set up these decision matrices for Digital Lending—India.

Decision Matrix Name	Purpose	Called By Expression Sets
Credit Score Category	To determine: • The risk category of a party profile • The maximum eligible amount for a secured loan • The maximum eligible amount for an unsecured loan • The offer rates for a loan	Risk Category Assessment on page 296
Risk Category	To determine: • The risk category of a party profile	Risk Category Assessment on page 296

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Decision Matrix Name	Purpose	Called By Expression Sets
Requested Term Category	To determine: • The maximum eligible amount for a secured loan • The maximum eligible amount for an unsecured loan • The offer rates for a loan	Determine Secured Loan Maximum Eligible Amount on page 296 Determine Unsecured Loan Maximum Eligible Amount on page 296 Loan Offer Rate on page 296
Requested Amount Category	To determine: • The offer rates for a loan	Loan Offer Rate on page 296
Annual Income Category	To determine: • The maximum eligible amount for a secured loan • The maximum eligible amount for an unsecured loan • The offer rates for a loan	Determine Secured Loan Maximum Eligible Amount on page 296 Determine Unsecured Loan Maximum Eligible Amount on page 296 Loan Offer Rate on page 296
Age Category	To determine: • The maximum eligible amount for a secured loan • The maximum eligible amount for an unsecured loan • The offer rates for a loan	Determine Secured Loan Maximum Eligible Amount on page 296 Determine Unsecured Loan Maximum Eligible Amount on page 296 Loan Offer Rate on page 296
Secured Loan Eligibility Amount	To determine: • The maximum eligible amount for a secured loan	Determine Secured Loan Maximum Eligible Amount on page 296
Unsecured Loan Eligibility Amount	To determine: • The maximum eligible amount for an unsecured loan	Determine Unsecured Loan Maximum Eligible Amount on page 296
Loan Offer Rate	To determine: • The offer rates for a loan	Loan Offer Rate on page 296

SEE ALSO:

Decision Matrices

Create Standard Decision Matrices

Expression Set Templates for Digital lending—India

To automate certain decision-making processes in the loan origination lifecycle, Digital Lending—India provides prebuilt expression set templates. Build expression sets from these templates and add the needed decision matrix and map its input and output variables in the expression set.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Expression Set Template Name	Purpose	Decision Matrices It Calls	Sample Decision Matrices
Risk Category Assessment	Determines the risk category of a party profile	Credit Score Category Risk Category	Set Up Decision Matrices to Determine the Risk Category for a Party Profile on page 297
Determine Secured Loan Maximum Eligible Amount	Determines the maximum eligible amount for a secured loan	Credit Score Category Requested Term Category Annual Income Category Age Category Secured Loan Eligibility Amount	Set Up Decision Matrices to Determine the Maximum Eligible Amount for a Secured Loan on page 299
Determine Unsecured Loan Maximum Eligible Amount	Determines the maximum eligible amount for an unsecured loan	Credit Score Category Requested Term Category Annual Income Category Age Category Unsecured Loan Eligibility Amount	Set Up Decision Matrices to Determine the Maximum Eligible Amount for an Unsecured Loan on page 302
Loan Offer Rate	Determines the offer rates for a loan	Credit Score Category Requested Term Category Annual Income Category Age Category Loan Offer Rate	Set Up Decision Matrices to Determine Offer Rates for a Loan on page 303

SEE ALSO:

Build Your Expression Set From a Template

Set Up Decision Matrices to Determine the Risk Category for a Party Profile

Set up decision matrices and then build an expression set to automate the calculation of a risk category of a party profile associated with a loan applicant.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create, update, and delete decision matrices and expression sets:
- Rule Engine Designer

To use decision tables in Business Rules Engine:
- Rules Engine Runtime

1. To determine the risk category for a party profile based on credit score, create a decision matrix.
   a. Enter `Credit Score Category`as the name of the decision matrix.
   b. Create two columns with these settings.

Coloumn Header	Header Type	Data Type
CreditScore	Input	Number Range
CreditScoreCategory	Output	Text

   c. Add these sample rows and values.

   You can add more rows and values to suit your business needs.

CreditScore	CreditScoreCategory
0	Very Low
550	Low
700	Average
750	High
900	Very High

   d. Save your changes and activate the decision matrix.
2. To determine the risk category for a party profile based on employment industry, employment type, credit score category, and annual income, create another decision matrix.
   a. Enter`Risk Category` as the name of the decision matrix.
   b. Create five columns with these settings.

Column Header	Header Type	Data Type
EmploymentIndustry	Input	Text
EmploymentType	Input	Text
CreditScoreCategory	Input	Text
AnnualIncome	Input	Number Range
RiskCategory	Output	Text

   c. Add these sample rows and values.

EmploymentIndustry	EmploymentType	CreditScoreCategory	AnnualIncome	RiskCategoryAnnualIncome
Banking	Salaried	Very High	1500000	Low
Banking	Salaried	Low	0	Medum
Banking	Salaried	Very Low	1500000	High
Energy and Utilities	Salaried	Very High	1500000	Low
Energy and Utilities	Salaried	Low	0	Medium
Energy and Utilities	Self Employed Professional	Very High	1500000	Low
IT	Salaried	Low	1500000	Low
IT	Salaried	Very Low	1500000	High

You can add more rows and values to suit your business needs.

d. Save your changes and activate the decision matrix.

Note: Make sure that you map the table's output variables to the resources from the expression set version. See Variable Mapping in Lookup Tables.

After you create the decision matrices, reference them from the Risk Category Assessment expression set. The flow with the Digital Lending–India: Assess Party Profile Risk Category label calls this expression set to determine the risk category for a party profile associated with an applicant.

SEE ALSO:

Decision Matrices

Create Standard Decision Matrices

Build Your Expression Set From a Template

Set Up Decision Matrices to Determine the Maximum Eligible Amount for a Secured Loan

Set up decision matrices and then build an expression set to automate the calculation of the maximum eligible amount for a secured loan.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create, update, and delete decision matrices and expression sets:
- Rule Engine Designer

To use decision tables in Business Rules Engine:
- Rules Engine Runtime

1. To determine the maximum eligible amount for a secured loan based on credit score, create a decision matrix.

   If you already created the decision matrix to determine the credit score category, you can skip this step.

2. To determine the maximum eligible amount for a secured loan based on the requested term in months, create another decision matrix.

   a. Enter `Requested Term Category` as the name of the decision matrix

   b. Create two columns with these settings.

Column Header	Header Type	Data Type
RequestedTerm	Input	Number Range
RequestedTermCategory	Output	Text

   c. Add these sample rows and values.

RequestedTerm	RequestedTermCategory
0	Short
36	Medium
100	Long

   You can add more rows and values to suit your business needs.

   d. Save your changes and activate the decision matrix.

3. To determine the maximum eligible amount for a secured loan based on the applicant's annual income, create another decision matrix.

   a. Enter `Annual Income Category` as the name of the decision matrix.

   b. Create two columns with these settings.

Column Header	Header Type	Data Type
AnnualIncome	Input	Number Range
AnnualIncomeCategory	Output	Text

   c. Add these sample rows and values.

AnnualIncome	AnnualIncomeCategory
0	Low
500000	Medium
150000	High

You can add more rows and values to suit your business needs.

d. Save your changes and activate the decision matrix.

4. To determine the maximum eligible amount for a secured loan based on the applicant's age, create another decision matrix.

a. Enter `Age Category` as the name of the decision matrix.

b. Create two columns with these settings.

Column Header	Header Type	Data Type
Age	Input	Number Range
AgeCategory	Output	Text

c. Add these sample rows and values.

Age	AgeCategory
18	Young
32	Middle-Aged
60	Senior Citizen

You can add more rows and values to suit your business needs.

d. Save your changes and activate the decision matrix.

5. To determine the maximum eligible amount for a secured loan based on credit score category, requested term category, income type, risk category, age category, employment type, loan type, PIN code, product name, debt to income ratio, income to expense ratio, and loan to value ratio, create another decision matrix.

a. Enter `Secured Loan Eligibility Amount` as the name of the decision matrix.

b. Create these columns with these settings.

Column Header	Header Type	Data Type
CreditScoreCategory	Input	Text
EmploymentType	Input	Text
IncomeType	Input	Text

Column Header	Header Type	Data Type
RiskCategory	Input	Text
LoanType	Input	Text
ProductName	Input	Text
RequestedTermCategory	Input	Text
Pincode	Input	Number
AgeCategory	Input	Text
TotalDebtToIncomePercent	Input	Number Range
TotalLoanToValuePercent	Input	Number Range
TotalIncomeToExpenseRatio	Input	Number Range
TotalCollateralValue	Input	Currency
MaximumEligibleAmount	Output	Currency

c. Add rows and values based on your business needs.

Here's a sample decision matrix.

d. Save your changes and activate the decision matrix.

Note:

- Make sure that your users populate the debt to income and income to expense ratios manually in the application form to determine the maximum eligibility amount.
- Make sure that you map the table's output variables to the resources from the expression set version. See Variable Mapping in Lookup Tables.

After you create the decision matrices, reference them from the Determine Secured Loan Maximum Eligible Amount expression set. The FetchAmounttSecuredloans expression set action in the DigitalLendingIndiaGetEligiblityAmount integration procedure calls this expression set to determine the maximum eligibility amount for a secured loan. The DigitalLendingIndiaGetEligiblityAmount integration procedure is referenced in the DigitalLendingIndiaGetMaximumEligiblityAmount Omniscript.

SEE ALSO:

Decision Matrices

Create Standard Decision Matrices

Build Your Expression Set From a Template

Set Up Decision Matrices to Determine the Maximum Eligible Amount for an Unsecured Loan

Set up decision matrices and then build an expression set to automate the calculation of the maximum eligible amount for a secured loan.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create, update, and delete decision matrices and expression sets:
- Rule Engine Designer

To use decision tables in Business Rules Engine:
- Rules Engine Runtime

1. To determine the maximum eligible amount for an unsecured loan based on credit score, create a decision matrix.

   If you already created the decision matrix to determine the credit score category, you can skip this step.

2. To determine the maximum eligible amount for an unsecured loan based on the requested term in months, create another decision matrix.

   If you already created the decision matrix to determine the requested term category, you can skip this step.

3. To determine the maximum eligible amount for an unsecured loan based on the applicant's annual income, create another decision matrix.

   If you already created the decision matrix to determine the annual income category, you can skip this step.

4. To determine the maximum eligible amount for an unsecured loan based on the applicant's age, create another decision matrix.

   If you already created the decision matrix to determine the age category, you can skip this step.

5. To determine the maximum eligible amount for an unsecured loan based on credit score category, requested term category, annual income type, risk category, age category, employment type, loan type, PIN code, product name, debt to income ratio, and income to expense ratio, create another decision matrix.

   a. Enter `Unsecured Loan Eligibility Amount` as the name of the decision matrix.

   b. Create these columns with these settings.

Column Header	Header Type	Data Type
CreditScoreCategory	Input	Text
EmploymentType	Input	Text
IncomeType	Input	Text
RiskCategory	Input	Text
LoanType	Input	Text
ProductName	Input	Text
RequestedTermCategory	Input	Text
Pincode	Input	Number
AgeCategory	Input	Text
TotalDebtToIncomePercent	Input	Number Range
TotalIncomeToExpenseRatio	Input	Number Range
MaximumEligibleAmount	Output	Number Range

c. Add rows and values based on your business needs.

Here's a sample decision matrix.

d. Save your changes and activate the decision matrix.

Note:

- Make sure that your users populate the debt to income, income to expense, and loan to value ratios manually to determine the maximum eligibility amount.
- Make sure that you map the table's output variables to the resources from the expression set version. See Variable Mapping in Lookup Tables.

After you create the decision matrices, reference them from the Determine Unsecured Loan Maximum Eligible Amount expression set. The FetchAmtUnsecuredloans expression set action in the DigitalLendingIndiaGetEligiblityAmount integration procedure calls this expression set to determine the maximum eligibility amount for a secured loan. The DigitalLendingIndiaGetEligiblityAmount integration procedure is referenced in the DigitalLendingIndiaGetMaximumEligiblityAmount Omniscript.

SEE ALSO:

Decision Matrices

Create Standard Decision Matrices

Build Your Expression Set From a Template

Set Up Decision Matrices to Determine Offer Rates for a Loan

Set up decision matrices and then build an expression set to automate the process of identifying and presenting loan offers that are best suited for a loan applicant.

1. To determine the offer rates for a loan based on credit score, create a decision matrix.

   If you already created the decision matrix to determine the credit score category, you can skip this step.

2. To determine the offer rates for a loan based on the requested term, create another decision matrix.

   If you already created the decision matrix to determine the requested term category, you can skip this step.

3. To determine the offer rates for a loan based on the applicant's annual income, create another decision matrix.

   If you already created the decision matrix to determine the annual income category, you can skip this step.

4. To determine the offer rates for a loan based on the applicant's age, create another decision matrix.

   If you already created the decision matrix to determine the age category, you can skip this step.

5. To determine the offer rates for a loan based on the requested amount, create another decision matrix.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create, update, and delete decision matrices and expression sets:

- Rule Engine Designer

To use decision tables in Business Rules Engine:

- Rules Engine Runtime

a. Enter `Requested Amount Category` as the name of the decision matrix.

b. Create two columns with these settings.

Column Header	Header Type	Data Type
RequestedAmount	Input	Number Range
RequestedAmountCategory	Output	Text

c. Add these sample rows and values.

RequestedTerm	RequestedTermCategory
100000	Very Low
500000	Low
1000000	Medium
2000000	High
5000000	Very High

You can add more rows and values to suit your business needs.

Here's a sample decision matrix.

d. Save your changes and activate the decision matrix.

6. To determine the offer rates for a loan based on credit score category, employment type, annual income category, risk category, loan type, requested term category, PIN code, age group, requested amount category, create another decision matrix.

a. Enter `Loan Offer Rate` as the name of the decision matrix.

b. Add these columns and settings.

Column Header	Header Type	Data Type
CreditScoreCategory	Input	Text
EmploymentType	Input	Text

Column Header	Header Type	Data Type
AnnualIncomeCategory	Input	Text
RiskCategory	Input	Text
LoanType	Input	Text
RequestedTermCategory	Input	Text
Pincode	Input	Number
AgeCategory	Input	Text
RequestedAmountCategory	Input	Text
InterestRate	Output	Percent
InterestRateType	Output	Text
ValidStartDate	Output	Text
ValidEndDate	Output	Text

c. Add rows and values based on your business needs.

Here's a sample decision matrix.

d. Save your changes and activate the decision matrix.

Note: Make sure that you map the table's output variables to the resources from the expression set version. See Variable Mapping in Lookup Tables.

After you create the decision matrices, reference them from the Loan Offer Rate expression set. The ExpressionSetAction expression set action in the DigitalLendingIndiaGetIntakeProposalsBRE integration procedure calls this expression set to determine the offer rates for a loan. The DigitalLendingIndiaGetIntakeProposalsBRE integration procedure is referenced in the DigitalLendingIndiaViewOffers Omniscript.

The DigitalLendingIndiaExtractIntakeRecords action in the DigitalLendingIndiaGetIntakeProposalsBRE integration procedure prepares the input data for the expression set.

SEE ALSO:

Decision Matrices

Create Standard Decision Matrices

Build Your Expression Set From a Template

Set Up an Approval Process for Party Profile and Application Form Records

To automate the review of the party profile and application form records that were created for onboarding the loan applicants, create approval processes. Use the approval processes to specify the sequence of steps that are necessary to approve a record.

An approval process specifies each step of approval, including from whom to request approval and what to do at each stage of the process.

A party profile record represents the information about the profile of the applicant that you're onboarding.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create an approval process:
- Customize Application

1. In Setup, find, and select **Approval Processes**.
2. In Manage Approval Processes For, select **Party Profile**.
3. Click **Create New Approval Process**, and then select **Use Standard Setup Wizard.**
4. Enter `Approve_Party_Profile` as the name for the approval process.

   Note: If you enter a different name, make sure to update the references to the approval process in the flow with the Digital Lending—India: Submit Party Profile Approval label. The flow calls an action that submits the party profile record to the approval process.

5. If only certain types of records should enter this approval processTo restrict the aproval process to certin types of records, enter the criteria and click **Next**.
6. Select the field to be used for automated approval routing.
7. Under Record Editability Properties, select **Administrators ONLY can edit records during the approval process.**
8. Click **Next**.
9. If you created an email template, select the email template that's used to notify approvers that an approval request is assigned to them.
10. Select the fields that you want to show on the Approval page layout.
    a. From Available Fields, move the fields for the Party Profile object to Selected Fields.
       For example, you can select Party Profile Name, Owner Name, Created Date as the fields to be shown on the Approval page layout.
    b. Select **Display approval history information in addition to the fields selected above**.
    c. Under Security Settings, select **Allow approvers to access the approval page only from within the Salesforce application. (Recommended).**
11. Specify the users who can submit the initial request for approval.
    For example, you can select Party Profile Owner as the Allowed Submitter.
12. Save your changes.
13. Similarly, create another approval process to automate the review of application form records.

Add an Approval Step to the Approval Process

Add an approval step to determine the records that can advance to that step and the approver, and to determine whether an approver's delegate can respond to the requests.

Add Field Updates to the Approval Process

Field updates change the selected field after the approval process is complete. You can add field updates for final approval actions and final rejection actions.

Activate the Approval Process to Approve Party Profile and Application Form Records

After you set up the approval process, make sure that you activate the approval process.

Create and Configure a Queue for Digital Lending—India

Create a queue for the application form and party profile records, and the set of users who can retrieve these records from the queue.

Create Routing Rules for a Queue

Set up rules to direct application form records in a queue to underwriters based on their skill level and the type of loan that's being applied for. This way, you can make sure that the most qualified underwriter must have evaluated each application .

SEE ALSO:

Approval Processes

Add an Approval Step to the Approval Process

Add an approval step to determine the records that can advance to that step and the approver, and to determine whether an approver's delegate can respond to the requests.

1. From Setup, in the Quick Find box, enter `Approval Processes`, and then click **Approval Processes**.
2. Select the approval process that you want to add the approval step to.
3. Under Approval Steps, click **New Approval Step**.
4. Enter a name for the approval step, and then click **Next**.
5. Select **All records should enter this step**, and then click **Next**.
6. Select **Automatically assign to queue**, and then select a queue.
7. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To add an approval step:
- Customize Application

Add Field Updates to the Approval Process

Field updates change the selected field after the approval process is complete. You can add field updates for final approval actions and final rejection actions.

1. Add a field update for the final approval action.
   a. Under Final Approval Actions, click **Add New**, and then select **Field Update**.
   b. Enter a name for the field update.
      For example, `Party Profile to Reviewed`.
   c. Select **Stage** as the field to be updated.
   d. Under Specify New Field Value, select **A specific value**, and select **Approved**.
   e. Save your changes.
2. Add a field update for the Final Rejection action.
   a. Under Final Rejection Actions, click **Add New**, and then select **Field Update**.
   b. Enter a name for the field update.
      For example, enter `Party Profile to Rejected`.
   c. Select **Stage** as the field to be updated.
   d. Under Specify New Field Value, select **A specific value**, and select**Rejected**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To add field updates:
- Customize Application

e. Save your changes.

Activate the Approval Process to Approve Party Profile and Application Form Records

After you set up the approval process, make sure that you activate the approval process.

1. Open the approval process.
2. Review the approval process to make sure that it's configured correctly.
3. Click **Activate**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To activate the approval process:
- Customize Application

Create and Configure a Queue for Digital Lending—India

Create a queue for the application form and party profile records, and the set of users who can retrieve these records from the queue.

Evaluate party profiles and review application forms by organizing users into specific groups, levels, and hierarchies. Queues for application forms and party profiles help manage tasks, such as data verification and underwriting based on users' roles, locations, and skill levels.

1. From Setup, in the Quick Find box, enter `Queues`, and then click **Queues**.
2. Click **New**.
3. Enter a label for the queue.
   For example, `Underwriter User Queue`.
4. If needed, add an email for the queue.
5. If needed, select **Send Emails to Members**.
6. Under Supported Objects, add the objects from Available Objects to Selected Objects.
   For example, for an underwriter queue, you can select Application Form and Party Profile.
7. Under Queue Members, from Available Members, add the user roles to whom you want to assign the queue, to Selected Members.
8. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create or change queues:
- Customize Application

  AND

  Manage Public List Views

To change the queues created by other users:
- Customize Application

  AND

  Manage Public List Views

  AND

  Manage Users

Create Routing Rules for a Queue

Set up rules to direct application form records in a queue to underwriters based on their skill level and the type of loan that's being applied for. This way, you can make sure that the most qualified underwriter must have evaluated each application .

1. Create routing configurations for queues.

SEE ALSO:

Set Up Queues

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create routing rules:
- Customize Application

Flexipages and Page Layouts for Digital Lending—India

In the Digital Lending—India sample application, you can set up flexi pages and customize page layouts for Application Form, Assessment, Application Form Product, Applicant, and Party Profile records based on your business needs. Tailor these pages for different user roles, such as relationship managers, agents, and underwriters. Customize page layouts that adapt based on the changes in the loan application stage and the corresponding changes in ownership. Make sure that each persona sees the most relevant information and tools that they need at each stage of the loan process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Update Record Page Layouts for Digital Lending—India

Add related lists and fields to the record page layouts of Application Form, Applicant, Party Profile, and Application Form Product so that your relationship managers, underwriters, and loan officers have the information that they need at their fingertips.

Update Record Page Layouts for Digital Lending—India

Add related lists and fields to the record page layouts of Application Form, Applicant, Party Profile, and Application Form Product so that your relationship managers, underwriters, and loan officers have the information that they need at their fingertips.

1. From the Object Manager, use Quick Find to select the object that you want to update.
2. Click **Page Layouts**, and then click **Related Lists**.
3. Add these related lists to the page layouts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create or update record page layouts:
- Customize Application

  AND

  Digital Lending India Admin User

Object	Related List
Application Form	Assessments, Document Checklist Items, Application Form Evaluations, Information Verifications, Application Form Product Proposals, Application Form Products, Application Form Product Deviations, Application Form History, Payment Mandates, Application Form Terms, Applicants, Approval History.
Party Profile	Assessments, Document Checklist Items, Party Profile Addresses, Person Employments, Party Incomes, Party Expenses, Party Financial Assets, Party Financial Liabilities, Party Identity Verifications, party Screening Summaries, Party Profile Risks, Approval History.
Applicant	Assessments, Application Form Product Deviations, Document Checklist Items, Person Employments, Party Credit Profiles, Party Incomes, Party Expenses, Party Financial Assets, Party Financial Liabilities, Payment Mandates, Approval History.
Application Form Product	Application Form Product Deviations, Application Form Product Fees, Application Form Seller Items, Document Checklist Items.

4. Add the Primary Identifier and Account fields to the party profile record page layout.

   The Primary Identifier field stores the unique identifier for the party and the Account field stores the Account ID that's associated with the party profile.

5. Save your changes.

Loan-Related Integrations for Digital Lending—India

In the loan origination process, integrating with external service providers is essential for performing various verifications and checks, such as Aadhaar authentication, PAN authentication, bank account verification, and employment verification. To connect with external service providers, Digital Lending—India offers integration pre-processing templates in the form of integration definitions, integration procedures, and Omnistudio Data Mappers.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Supported Loan-Related Integrations

Digital Lending—India supports integrations for essential loan origination services that you require during the entire loan lifecycle.

You can set up integrations in Digital Lending—India for these services.

- Aadhaar One-Time Password (OTP) authentication
- Permanent Account Number (PAN) authentication
- Advanced authentication of PAN
- Utility Bill authentication
- Name match with PAN
- Address match with Aadhaar
- Anti-Money Laundering (AML) risk screening

- Employment verification
- Bank account verification
- Indian Financial System Code (IFSC) verification
- Video Know Your Customer (Video KYC)
- Video Personal Discussion (Video PD)
- KYC for PAN with OCR (Optical Character Recognition)
- Mobile number authentication with OTP
- Email verification
- Face Match
- ITR-V (Income Tax Return - Verification) form extraction with OCR
- Form 16 extraction with OCR
- Email fraud check
- Vehicle Registration Certificate (RC) authentication
- Property Tax verification
- E-Sign

Components to Set Up Loan-Related Integrations

Harness the power of external services, named credentials, integration definitions, Omnistudio, and Stage Management to set up the loan-related integrations with your preferred external service providers.

- **External Services**

  Define the connection to external APIs by specifying details, such as endpoint URL and schema definition.

- **Named Credentials**

  Store authentication details for external services by specifying details, such as external credentials and authentication method.

- **Integration Definitions**

  Define how data is sent to and received from external service providers by specifying details such as, external service, named credential, input processor, and output processor.

- **Integration Procedures and Data Mappers**

  Orchestrate the call to the integration definitions by using prebuilt integration procedures. Configure the prebuilt integration procedures and reference them as input processors or output processors in an integration definition. The input processors use Data Mappers to format and structure Salesforce data according to the request parameters expected by the external API. Similarly, the output processors use Data Mappers to handle the response data from the external API, making sure that the returned data is correctly mapped to Salesforce fields.

- **Stage Management**

  Define the stage of the application form, applicant, or a party profile record when you want to trigger the loan-related integrations.

  Set Up External Services for Digital Lending—India

  Configure external service endpoints and named credentials to integrate with external service providers.

Prepare Integration Procedures and Data Mappers for Loan-Related Integrations

Create a version of the prebuilt integration procedures that are used as input processors and output processors in integration definitions. Clone the Omnistudio Data Mappers that are associated with these integration procedures. Configure the cloned Data Mappers to meet the specific API requirements of the external service that you're integrating with, and then reference the configured Data Mappers in the new version of the integration procedures.

Integration Definitions Required for Loan-Related Integrations

You must create certain integration definitions to integrate with external service providers for loan origination services.

Set Up Integrations for Loan Origination Services

Set up and configure integration definitions to connect with the APIs of your preferred external service providers. Each integration definition contains details of how to call an external endpoint for a specific loan origination service.

Add the Integration Execution Status Lightning Component to Record Pages

Give your users real-time visibility into the progress and status of external data integrations that are run during various phases of the loan origination lifecycle.

Set Up External Services for Digital Lending—India

Configure external service endpoints and named credentials to integrate with external service providers.

Configure an external service and a named credential for the external service providers that you want to integrate with. For example, if you want to use different service providers to verify an applicant's identity and AML screening, then create an external service and a named credential to authenticate with each external service provider.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view external credentials and named credentials:
- View Setup and Configuration

To create, edit, or delete external credentials and named credentials:
- Manage Named Credentials

  OR

  Customize Application

To register an external service:
- Customize Application

1. Define an external credential.

   Specify an authentication protocol and permission set or profile to use when authenticating to an external service provider. An external credential represents the details of how Salesforce authenticates to an external service provider via an authentication protocol. It also links to a user's permission set. Before you create a named credential, create one or more external credentials for it to link to. See Define an External Credential and a Named Credential.

2. Define a named credential.

   Create a named credential to authenticate with the external service providers. A named credential specifies the URL of a callout endpoint, that is, the service you want to access, and its required authentication parameters in one definition. Named credentials connect to external credentials. See Define an External Credential and a Named Credential.

   Make sure that you have the OpenAPI endpoint information for the service that you're registering for. You use the endpoint information to set up a named credential. A named credential is the method External Services uses for authentication.

3. Register an external service.

   Register the API specification that describes your service provider's services and methods. The API spec's schema generates the external service operations with corresponding input and output parameters. The operations imported from your registered schema automatically creates invocable actions. You can then call these invocable actions from the prebuilt integration definitions available with Digital Lending—India. See Register an External Service.

4. Give your users permissions to access the registered external service.

   a. From Setup, in the Quick Find box, enter `permission sets`, and then select **Permission Sets**.

b. Select the permission set that you cloned from the Digital Lending permission set.

c. In the Apps section, select **External Credential Principal Access**.

d. Click **Edit**.

e. From Available External Credential Principals, add the external services that you registered for integrating with external systems for loan-related integrations, to Enabled External Credential Principals.

f. Save your changes.

SEE ALSO:

Named Credentials

External Services

Invoke External Services from OmniStudio Assets

Prepare Integration Procedures and Data Mappers for Loan-Related Integrations

Create a version of the prebuilt integration procedures that are used as input processors and output processors in integration definitions. Clone the Omnistudio Data Mappers that are associated with these integration procedures. Configure the cloned Data Mappers to meet the specific API requirements of the external service that you're integrating with, and then reference the configured Data Mappers in the new version of the integration procedures.

1. From the App Launcher, find and select **Omnistudio**.
2. In the OmniStudio app, from the navigation bar, select **Omnistudio Integration Procedures**.
3. Find and select each of these integration procedures and create a version of it.
   - DigitalLendingIndia_GetOTPRequest
   - DigitalLendingIndia_GetVerifyOTPRequest
   - DigitalLendingIndia_GetVerifyOTPResponse
   - DigitalLendingIndia_PANAuthenticationResponse
   - DigitalLendingIndia_PANAdvancedAuthInput
   - DigitalLendingIndia_PANAdvancedAuthOutput
   - DigitalLendingIndia_InitiateNameMatchRequest
   - DigitalLendingIndia_InitiateNameMatchResponse
   - DigitalLendingIndiaVKYCAddNewCustomerInput
   - DigitalLendingIndiaVideoKYCGenCustTokenInput
   - DigitalLendingIndiaVideoKYCGenWebLinkInput
   - DigitalLendingIndiaVideoPDGenerateSessionTokenInput
   - DigitalLendingIndiaPrepareAppIntDetailsForVideoPD
   - DigitalLendingIndiaPrepareWebLinkDetailsVideoPD
   - DigitalLendingIndiaAMLRequest
   - DigitalLendingIndiaAMLResponse
   - DigitalLendingIndia_EBillAuthRequest
   - DigitalLendingIndia_EBillAuthResponse
   - DigitalLendingIndiaIntegInputIFSCCodeCheck

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To update Integration Procedures and Data Mappers:

- OmniStudio Admin

  AND

  Digital Lending India Admin User

- DigitalLendingIndiaBankAccRequest
- DigitalLendingIndiaBankAccResponse
- DigitalLendingIndia_KycOcrPlusRequest
- DigitalLendingIndia_KycOcrPlusResponse
- DigitalLendingIndiaMobileOTPRequest
- DigitalLendingIndiaMobileStatusRequest
- DigitalLendingIndiaMobileStatusResponse
- DigitalLendingIndiaMobileDetailsRequest
- DigitalLendingIndiaEmailAuthAdvancedInput
- DigitalLendingIndiaEmailAuthAdvancedOutput
- DigitalLendingIndia_FaceMatchRequest
- DigitalLendingIndia_FaceMatchResponse
- DigitalLendingIndiaITRRequest
- DigitalLendingIndia_PrepareForm16OCRInputDetails
- DigitalLendingIndia_EmailFraudCheckInput
- DigitalLendingIndia_EmailFraudCheckOutput
- DigitalLendingIndia_RCAdvancedInput
- DigitalLendingIndia_PropertyTaxVerifyInput
- DigitalLendingIndia_EsignRequest
- DigitalLendingIndia_GetEsignDocumentStatusRequest
- DigitalLendingIndia_GetEsignDocumentStatusResponse

4. Save your changes and activate the integration procedures.
5. In the OmniStudio app, from the navigation bar, select **Omnistudio Data Mappers**.
6. Find and select each of these Data Mappers and create a version of it.
   - DigitalLendingIndiaGetOtpRequestAadhaar
   - DigitalLendingIndiaGetVerifyOTPRequest
   - DigitalLendingIndiaTransformVerifyResponse
   - DigitalLendingIndiaTransformNameMatchRequest
   - DigitalLendingIndiaTransformNameMatchResponse
   - DigitalLendingIndiaCreatePayloadAddressMatch
   - DigitalLendingIndiaUpdatePartyProfileAddress
   - DigitalLendingIndiaCustomerTokenGenPayload
   - DigitalLendingIndiaVideoKYCGenAddNewCustomerRequest
   - DigitalLendingIndiaVideoKYCGenCustTokenInput
   - DigitalLendingIndiaVideosKYCWebLinkGenPayload
   - DigitalLendindgIndiaVideoKYCGenWebLinkRqst
   - DigitalLendingIndiaAddNewCustomerGeneratePayload
   - DigitalLendingIndiaGetApplicantInfo
   - DigitalLendingIndiaGenCustomerTokenRqst

- DigitalLendingIndiaTransformAMLRequest
- DigitalLendingIndiaTransformEmploymentVerfRqst
- DigitalLendingIndiaIFSCCodeRequest
- DigitalLendingIndiaGetPymtMandate
- DigitalLendingIndiaUpdatePaymentMandate
- DigitalLendingIndiaGetDocumentKycOcrfromContentDocument
- DigitalLendingIndiaTransformKycOcrPlusResponse
- DigitalLendingIndiaGetInitiatedPartyIdentity
- DigitalLendingIndiaEmailAdvancedAuth
- DigitalLendingIndiaTransformFaceMatchResponse
- DigitalLendingIndiaSetPayloadForEsignStatus
- DigitalLendingIndiaTransformEsignStatusResponse

7. Save your changes and activate the Data Mappers.

Integration Definitions Required for Loan-Related Integrations

You must create certain integration definitions to integrate with external service providers for loan origination services.

Here's the list of integration definitions.

Important: You can create integration definitions with names that suit your business needs. However, using the names recommended in the table ensures a smooth experience with the sample Digital Lending—India sample application. If you use different names, you must then adjust the default sample application accordingly.

Integration Definition	Loan Origination Service
DigitalLendingIndiaEaadharOtpIntegDef	Aadhaar One-Time Password (OTP) authentication
DigitalLendingIndiaEaadharVerifyIntegDef	
DigitalLendingIndiaPanAuthenticationIntegDef	Permanent Account Number (PAN) authentication
DigitalLendingIndiaPANAdvancedAuthIntegDef	
DigitalLendingIndiaNameMatchIntegDef	Name match with PAN card
DigitalLendingIndiaAddressMatchIntegDef	Address match with Aadhaar card
DigitalLendingIndiaAMLScreeningIntegDef	Anti-Money Laundering (AML) risk screening
DigitalLendingIndiaEmploymentVerificationIntegDef	Employment verification
DigitalLendingIndiaBankAcctVerificationIntegDef	Bank account verification
DigitalLendingIndiaIFSCCodeCheckIntegDef	Indian Financial System Code (IFSC) check
DigitalLendingIndiaVKYCAddNewCustomerIntegDef	Video Know Your Customer (Video KYC) process
DigitalLendingIndiaVKYCGenerateCustomerTokenIntegDef	

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Integration Definition	Loan Origination Service
DigitalLendingIndiaVKYCGenerateSessionTokenIntegDef	
DigitalLendingIndiaVKYCGenerateWebLinkIntegDef	
DigitalLendingIndiaAddVPDCustomerIntegDef	Video Personal Discussion (Video PD) process
DigitalLendingIndiaVPDGenerateSessionTokenIntegDef	
DigitalLendingIndiaGenerateVPDWebLinkIntegDef	
DigitalLendingIndiaKycOcrPlusIntegDef	KYC for PAN with OCR (Optical Character Recognition)
DigitalLendingIndiaMobileOTPIntegDef	Mobile number authentication with OTP
DigitalLendingIndiaMobileStatusIntegDef	
DigitalLendingIndiaMobileDetailIntegDef	
DigitalLendingIndiaEmailAdvancedAuthIntegDef	Email verification
DigitalLendingIndiaFaceMatchIntegDef	Face Match
DigitalLendingIndiaITROCR	ITR-V (Income Tax Return - Verification) form extraction with OCR
DigitalLendingIndiaGetForm16DetailsIntegDef	Form 16 extraction with OCR
DigitalLendingIndiaEmailFraudCheckIntegDef	Email fraud check
DigitalLendingIndiaRCAdvancedIntegDef	Vehicle Registration Certificate (RC) authentication
DigitalLendingIndiaPropertyTaxIntegDef	Property Tax verification
DigitalLendingIndiaESignSessionIntegDef	E-Sign
DigitalLendingIndiaESignGetDocumentIntegDef	

Set Up Integrations for Loan Origination Services

Set up and configure integration definitions to connect with the APIs of your preferred external service providers. Each integration definition contains details of how to call an external endpoint for a specific loan origination service.

Before you begin:

- Set up external services. See Set Up External Services for Digital Lending—India on page 312.
- Prepare integration procedures and Omnistudio Data Mappers. See Prepare Integration Procedures and Data Mappers for Loan-Related Integrations on page 313.

Important:

- The input processors and output processors in the integration definitions are prebuilt integration procedures. Clone and configure the necessary Data Mappers associated with the prebuilt integration procedures to align with your service provider's API request and response parameters. Open API specification from the service provider is a prerequisite for this. After you update the Data Mappers, create a version of the prebuilt integration

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:

- IndustriesIntegrationFwk

procedures. Reference the updated Data Mappers in the new versions of the integration procedures and use them as input and output processors in the integration definitions.

- You can create integration definitions with names that suit your business needs. However, using the names recommended in these tasks ensures a smooth experience with the sample Digital Lending—India sample application. If you use different names, you must adjust the default sample application accordingly.

Set Up Integrations for Aadhaar One-Time Password (OTP) Authentication

Set up integrations to verify the identity of your loan applicants by using their Aadhaar number.

Set Up an Integration for Permanent Account Number (PAN) Authentication

Set up an integration to retrieve the name of the PAN holder by using their PAN. Use the retrieved name in the name match integration to verify the identity of the applicant.

Set Up an Integration for Advanced Permanent Account Number (PAN) Authentication

Set up an integration definition to validate the identity of a PAN holder by authenticating both the applicant's photograph and PAN card image.

Set Up an Integration for Verifying Address with Utility Bill

Set up an integration definition to verify an applicant's identity and address by matching it with their address on a utility bill.

Set Up an Integration for Name Match with Permanent Account Number (PAN)

Set up an integration to match the name provided by your loan applicants with their name on the PAN card.

Set Up an Integration for Address Match with Aadhaar

Set up an integration to match the address provided by your loan applicants with their address on the Aadhaar card.

Set Up Integrations to Initiate the Video Know Your Customer (Video KYC) Process

Set up integrations to verify the identity of your loan applicants through a live video interaction with a KYC provider.

Set Up an Integration for Anti-Money Laundering (AML) Risk Screening

Set up an integration to identify and mitigate possible risks associated with money laundering and other fraudulent financial activities.

Set Up an Integration for Employment Verification

Set up an integration to verify the employment details provided by your loan applicants.

Set Up an Integration to Initiate the Video Personal Discussion (Video PD) Process

Set up integrations to conduct a detailed personal discussion with your loan applicants through a video interaction. Use this process to assess the applicant's intent, creditworthiness, and to clarify any details regarding the loan application.

Set Up an Integration for Indian Financial System Code (IFSC) Verification

Set up an integration to verify the IFSC code provided by your loan applicants so that loan disbursement, EMI collection, and other financial transactions are routed to the correct branch of the bank.

Set Up an Integration for Bank Account Verification

Set up an integration to verify the bank account details provided by your loan applicants.

Set Up an Integration to Initiate KYC for PAN with OCR

Set up an integration to check if your loan applicants have uploaded a structurally valid PAN card, and then extract the PAN card details.

Set Up Integrations for Mobile Number Authentication with One-Time Password (OTP)

Set up integrations to confirm that the applicant's phone number is active and under their control by sending a one-time password (OTP).

Set Up an Integration for Email Verification

Set up an integration definition to verify the authenticity of the applicant's email address.

Set Up an Integration for Face Match

Set up an integration to verify an applicant's identity by comparing the applicant's uploaded photo with the downloaded image from their Aadhaar card.

Set Up an Integration for ITR-V Form Extraction with Optical Character Recognition (OCR)

Set up an integration to validate the the uploaded ITR-V form and verify an applicant's declared income by extracting the income tax return details from the uploaded ITR-V document.

Set Up an Integration for Form-16 Extraction with OCR

Set up an integration to validate the structure of the uploaded Form-16 and extract the income tax details from the uploaded Form-16 document and assess an applicant's financial stability.

Set up an integration for Email Fraud Check

Set up an integration to check the applicant's email for any signs of fraud or suspicious activity.

Set up an integration for Vehicle Registration Certificate (RC) Authentication

Set up an integration to confirm the ownership and vehicle details by verifying the applicant's vehicle registration number.

Set up an integration for Property Tax Verification

Set up an integration to confirm the payment and status of property taxes.

Set Up Integrations for Aadhaar One-Time Password (OTP) Authentication

Set up integrations to verify the identity of your loan applicants by using their Aadhaar number.

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. To get the OTP for Aadhaar authentication, create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaEaadharOtpIntegDef` as the integration definition name.
   d. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For action, select the method or the operation of the service provider API to be called to get an OTP for Aadhaar authentication.
   f. Select **DigitalLendingIndia_GetOTPRequest** as the input processor.
   g. Turn on Integration Ochestrator.
   h. Select the **IntegrationOrchestrationShowIntegTimelineDetails** Flexcard.

      Make sure to select a cloned and activated version of the Flexcard. This Flexcard shows the integration execution status and the request and response details.
   i. Select **Automatic** as the integration execution mode.

The DigitalLendingIndiaExecuteEaadharOtpID integration procedure from the DigitalLendingIndiaOTPAuthentication Omniscript invokes this integration definition. It's triggered when a user clicks the Request OTP or Resend OTP button on the Omniscript.

The DigitalLendingIndia_GetOTPRequest input processor calls the DigitalLendingIndiaGetOtpRequestAadhaar Omnistudio Data Mapper.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

To prepare the input in a format as expected by the external service API for getting an Aadhaar OTP, configure the cloned copy of the Data Mapper.

3. Save your changes and activate the integration definition.
4. To verify the OTP for Aadhaar authentication, create another integration definition.
   a. Select **External Services Defined** as the type.
   b. Enter `DigitalLendingIndiaEaadharVerifyIntegDef` as the integration definition name.
   c. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   d. For action, select the method or the operation of the service provider API to be called to match the party profile address against the address in Aadhaar.
   e. Select **DigitalLendingIndia_GetVerifyOTPRequest** as the input processor.
   f. Select **DigitalLendingIndia_GetVerifyOTPResponse** as the output processor.
   g. Turn on Integration Ochestrator.
   h. Select the **IntegrationOrchestrationShowIntegTimelineDetails** Flexcard.

      Make sure to select a cloned and activated version of the Flexcard. This Flexcard shows the integration execution status and the request and response details.
   i. Select **Automatic** as the integration execution mode.

   The DigitalLendingIndia_ExecuteEaadharVerifyID integration procedure from the DigitalLendingIndiaOTPAuthentication Omniscript invokes this integration definition. It's triggered when a user clicks the Verify button in the Omniscript.

   The DigitalLendingIndia_GetVerifyOTPRequest input processor calls the DigitalLendingIndiaGetVerifyOTPRequest Data Mapper.

   To prepare the input in a format as expected by the external service API for verifying Aadhaar OTP, configure the cloned copy of the DigitalLendingIndiaGetVerifyOTPRequest Data Mapper.

   The DigitalLendingIndia_GetVerifyOTPResponse output processor calls these Data Mappers.

   - DigitalLendingIndiaGetPartyProfileAccount
   - DigitalLendingIndiaUpdateIdVerificationStep
   - DigitalLendingIndiaGetPartyProfileAccount
   - DigitalLendingIndiaUpdateIdVerificationEntities
   - DigitalLendingIndiaTransformVerifyResponse
   - DigitalLendingIndiaUpdatePartyProfileEntities

   To handle the response from the external service API for Aadhaar OTP verification, configure the cloned copy of the DigitalLendingIndiaTransformVerifyResponse Data Mapper.
5. Save your changes and activate the integration definition.

Set Up an Integration for Permanent Account Number (PAN) Authentication

Set up an integration to retrieve the name of the PAN holder by using their PAN. Use the retrieved name in the name match integration to verify the identity of the applicant.

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. Create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaPanAuthenticationIntegDef` as the integration definition name.
   d. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For action, select the method or the operation of the service provider API to be called to authenticate the validity and existence of PAN.
   f. Select **DigitalLendingIndia_PANAuthenticationRequest** as the input processor.
   g. Select **DigitalLendingIndia_PANAuthenticationResponse** as the output processor.
   h. Select **Manual** as the integration execution mode.
   i. Turn on Integration Ochestrator.
   j. Select the **IntegrationOrchestrationShowIntegTimelineDetails** Flexcard.

      Make sure to select a cloned and activated version of the Flexcard. This Flexcard shows the integration execution status and the request and response details.
   k. Select **Manual** as the integration execution mode.
3. Save your changes and activate the integration definition.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

Set Up an Integration for Advanced Permanent Account Number (PAN) Authentication

Set up an integration definition to validate the identity of a PAN holder by authenticating both the applicant's photograph and PAN card image.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:

- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:

- OmniStudio Admin

  AND

  Digital Lending India Admin User

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. Create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaPANAdvancedAuthIntegDef` as the integration definition name.
   d. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For action, select the method or the operation of the service provider API to be called to authenticate the validity and existence of PAN.
   f. Select **DigitalLendingIndia_PANAdvancedAuthInput** as the input processor.
   g. Select **DigitalLendingIndia_PANAdvancedAuthOutput** as the output processor.

   This integration definition is automatically invoked during the Identity Verification stage of the party profile record, provided a stage transition plan is configured for the party profile stages in Stage Management. See Create a Stage Management Configuration for Party Profile Stages on page 347.

   The DigitalLendingIndia_PANAdvancedAuthInput input processor calls these Data Mappers.

   - DigitalLendingIndiaPANAdvancedAuth
   - DigitalLendingIndiaCreatePartyIdentityVerf
   - DigitalLendingIndiaGenPANAdvncdAuthRqstBody

   To prepare the input in a format as expected by the external service API, for verifying an applicant's identity with the given photograph and PAN card image, configure the cloned copies of the DigitalLendingIndiaPANAdvancedAuth and DigitalLendingIndiaGenPANAdvncdAuthRqstBody Data Mappers.

   The DigitalLendingIndia_PANAdvancedAuthOutput output processor calls these Data Mappers.

   - DigitalLendingIndiaGetPartyProfileAccount
   - DigitalLendingIndiaUpdateVIdEntities

   To handle the response from the external service API for an applicant's identity verification using photograph and PAN card image, configure the cloned copies of the DigitalLendingIndiaGetPartyProfileAccount and DigitalLendingIndiaUpdateVIdEntities Data Mappers.
3. Save your changes and activate the integration definition.

Set Up an Integration for Verifying Address with Utility Bill

Set up an integration definition to verify an applicant's identity and address by matching it with their address on a utility bill.

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. Create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaEBillAuthIntegDef` as the integration definition name.
   d. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For action, select the method or the operation of the service provider API to be called to verify the address with a utility bill.
   f. Select **DigitalLendingIndia_EBillAuthRequest** as the input processor.
   g. Select **DigitalLendingIndia_EBillAuthResponse** as the output processor.
3. Save your changes and activate the integration definition.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

Set Up an Integration for Name Match with Permanent Account Number (PAN)

Set up an integration to match the name provided by your loan applicants with their name on the PAN card.

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. Create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaNameMatchIntegDef` as the integration definition name.
   d. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For the action, select the method or the operation of the service provider API to be called to match the name of the party profile with PAN.
   f. Select **DigitalLendingIndia_InitiateNameMatchRequest** as the input processor.
   g. Select **DigitalLendingIndia_InitiateNameMatchResponse** as the output processor.
   h. Select **Manual** as the integration execution mode.
   i. Turn on Integration Ochestrator.
   j. Select the **IntegrationOrchestrationShowIntegTimelineDetails** Flexcard.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

Make sure to select a cloned and activated version of the Flexcard. This Flexcard shows the integration execution status and the request and response details.

k. Select **Manual** as the integration execution mode.

The DigitalLendingIndia_InitiatePartyProfileNameMatchwithPAN integration procedure from the DigitalLendingIndiaExecuteNameMatchPANAuthentication Omniscript invokes this integration definition. It's triggered when a user runs the Omniscript from the record stage overview tab during the identity verification stage of the party profile. See Create a Stage Management Configuration for Party Profile Stages on page 347.

The DigitalLendingIndia_InitiateNameMatchRequest input processor calls these Data Mappers.

- DigitalLendingIndiaGetInitiatedPartyIdentity
- DigitalLendingIndiaCreatePartyIdentityVerificationStep
- DigitalLendingIndiaTransformNameMatchRequest

To prepare the input in a format as expected by the external service API for party profile name match with PAN, configure the cloned copy of the DigitalLendingIndiaTransformNameMatchRequest Data Mapper.

The DigitalLendingIndia_InitiateNameMatchResponse output processor calls these Data Mappers.

- DigitalLendingIndiaGetPartyProfileAccount
- DigitalLendingIndiaUpdatePartyIdentityVerificationForNameMatch
- DigitalLendingIndiaTransformNameMatchResponse

To handle the response from the external service API for party profile name match with PAN, configure the cloned copy of the DigitalLendingIndiaTransformNameMatchResponse Data Mapper.

3. Save your changes and activate the integration definition.

Set Up an Integration for Address Match with Aadhaar

Set up an integration to match the address provided by your loan applicants with their address on the Aadhaar card.

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.

2. Create an integration definition.

a. Click **+ New**.

b. Select **External Services Defined** as the type.

c. Enter `DigitalLendingIndiaAddressMatchIntegDef` as the integration definition name.

d. For external service, enter the name of the registered external service that you want to use to connect to an external API.

e. For action, select the method or the operation of the service provider API to be called to match the address of the party profile with the address in Aadhaar.

f. Select **DigitalLendingIndia_AddressMatchRequest** as the input processor.

g. Select **DigitalLendingIndia_AddressMatchResponse** as the output processor.

h. Turn on Integration Ochestrator.

i. Select the **IntegrationOrchestrationShowIntegTimelineDetails** Flexcard.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:

- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:

- OmniStudio Admin

  AND

  Digital Lending India Admin User

Make sure to select a cloned and activated version of the Flexcard. This Flexcard shows the integration execution status and the request and response details.

j. Select **Automatic** as the integration execution mode.

This integration definition is automatically invoked during the Identity Verification stage of the party profile record, provided a stage transition plan is configured for the party profile in Stage Management. See Create a Stage Management Configuration for Party Profile Stages on page 347.

The DigitalLendingIndia_AddressMatchRequest input processor calls these Data Mappers.

- DigitalLendingIndiaGetInitiatedPartyIdentity
- DigitalLendingIndiaGetPartyProfilePermanentAddress
- DigitalLendingIndiaGetPartyProfileAadhaarAddress
- DigitalLendingIndiaCreatePartyIdentityVerf
- DigitalLendingIndiaCreatePayloadAddressMatch

To prepare the input in a format as expected by the external service API for party profile address match with Aadhaar, configure the cloned copy of the DigitalLendingIndiaCreatePayloadAddressMatch Data Mapper.

The DigitalLendingIndia_AddressMatchResponse output processor calls these Data Mappers.

- DigitalLendingIndiaGetPartyProfileAccount
- DigitalLendingIndiaUpdateVerificationIdEntities
- DigitalLendingIndiaGetPartyProfilePermanentAddress
- DigitalLendingIndiaUpdatePartyProfileAddress

To handle the response from the external service API party profile address match with Aadhaar, configure the cloned copy of the DigitalLendingIndiaUpdatePartyProfileAddress Data Mapper.

3. Save your changes and activate the integration definition.

Set Up Integrations to Initiate the Video Know Your Customer (Video KYC) Process

Set up integrations to verify the identity of your loan applicants through a live video interaction with a KYC provider.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. To generate the session token for the Video KYC process, create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaVKYCGenerateSessionTokenIntegDef integration` as the integration definition name.
   d. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For action, select the method or the operation of the service provider API to be called to generate a session token for the Video KYC process.
   f. Select **DigitalLendingIndiaVideoKYCGenSessionTknInput** as the input processor.

   The DigitalLendingIndiaExecuteVKYCGenerateSessionToken integration procedure from the DigitalLendingIndiaInitiateVideoKYC Omniscript invokes this integration definition. It's triggered when a user initiates the KYC process on the flexi page of the party profile.

   To prepare the input in a format as expected by the external service API for generating a Video KYC session token, configure the cloned copy of the DigitalLendingIndiaVideoKYCGenSessionTknInput input processor.
3. Save your changes and activate the integration definition.
4. To generate the transaction ID for the Video KYC session, create another integration definition.
   a. Select **External Services Defined** as the type.
   b. Enter `DigitalLendingIndiaVKYCAddNewCustomerIntegDef` as the integration definition name.
   c. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   d. For action, select the method or the operation of the service provider API to be called to generate the transaction ID for the Video KYC session.
   e. Select **DigitalLendingIndiaVKYCAddNewCustomerInput** as the input processor.

   The DigitalLendingIndiaExecuteVKYCAddNewCustomer integration procedure from the DigitalLendingIndiaInitiateVideoKYC Omniscript invokes this integration definition. It's triggered when a user initiates the KYC process on the flexi page of the party profile.

   The DigitalLendingIndiaVKYCAddNewCustomerInput input processor calls the DigitalLendingIndiaVideoKYCGenAddNewCustomerRequest Data Mapper.

   To prepare the input in a format as expected by the external service API for generating a Video KYC transaction ID, configure the cloned copies of the DigitalLendingIndiaCustomerTokenGenPayload and DigitalLendingIndiaVideoKYCGenAddNewCustomerRequest Data Mappers.
5. Save your changes and activate the integration definition.
6. To generate the customer token for the Video KYC session, create another integration definition.
   a. Select **External Services Defined** as the type.
   b. Enter `DigitalLendingIndiaVKYCGenerateCustomerTokenIntegDef` as the integration definition name.

c. For external service, enter the name of the registered external service that you want to use to connect to an external API.

d. For action, select the method or the operation of the service provider API to be called to generate the customer token for the Video KYC session.

e. Select **DigitalLendingIndiaVideoKYCGenCustTokenInput** as the input processor.

The DigitalLendingIndiaExecuteVKYCGenerateCustomerToken integration procedure from the DigitalLendingIndiaInitiateVideoKYC Omniscript invokes this integration definition. It's triggered when a user initiates the KYC process on the flexi page of the party profile.

The DigitalLendingIndiaVideoKYCGenCustTokenInput input processor calls the DigitalLendingIndiaGenCustomerTokenRqst Data Mapper.

To prepare the input in a format as expected by the external service API for generating a Video KYC customer token, configure the cloned copies of the DigitalLendingIndiaCustomerTokenGenPayload and DigitalLendingIndiaVideoKYCGenCustTokenInput Data Mappers.

7. Save your changes and activate the integration definition.

8. To generate the web link for the video KYC session, create another integration definition.

   a. Select **External Services Defined** as the type.

   b. Enter `DigitalLendingIndiaVKYCGenerateWebLinkIntegDef` as the integration definition name.

   c. For external service, enter the name of the registered external service that you want to use to connect to an external API.

   d. For action, select the method or the operation of the service provider API to be called to generate the web link for the Video KYC session.

   e. Select **DigitalLendingIndiaVideoKYCGenWebLinkInput** as the input processor.

   The DigitalLendingIndiaExecuteVKYCGenerateWebLink integration procedure from the DigitalLendingIndiaInitiateVideoKYC Omniscript invokes this integration definition. It's triggered when a user initiates the KYC process on the flexi page of the party profile.

   The DigitalLendingIndiaVideoKYCGenWebLinkInput input processor calls the DigitalLendingIndiaVideoKYCGenWebLinkRqst Data Mapper.

   To prepare the input in a format as expected by the external service API for generating the Video KYC web link, configure the cloned copies of the DigitalLendingIndiaVideosKYCWebLinkGenPayload and DigitalLendind gIndiaVideoKYCGenWebLinkRqst Data Mappers.

9. Save your changes and activate the integration definition.

Set Up an Integration for Anti-Money Laundering (AML) Risk Screening

Set up an integration to identify and mitigate possible risks associated with money laundering and other fraudulent financial activities.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. Create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaAMLScreeningIntegDef` as the integration definition name.
   d. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For action, select the method or the operation of the service provider API to be called to run the AML screening.
   f. Select **DigitalLendingIndiaAMLRequest** as the input processor.
   g. Select **DigitalLendingIndiaAMLResponse** as the output processor.
   h. Turn on Integration Ochestrator.
   i. Select the **IntegrationOrchestrationShowIntegTimelineDetails** Flexcard.

      Make sure to select a cloned and activated version of the Flexcard. This Flexcard shows the integration execution status and the request and response details.
   j. Select **Automatic** as the integration execution mode.

   This integration definition is automatically invoked during the risk screening stage of the party profile record, provided a stage transition plan is configured for the party profile stages in Stage Management. See Create a Stage Management Configuration for Party Profile Stages on page 347.

   The DigitalLendingIndiaAMLRequest input processor calls these Data Mappers.
   - DigitalLendingIndiaGetPartyProfileAccount
   - DigitalLendingIndiaCreatePartyScreening
   - DigitalLendingIndiaTransformAMLRequest

   To prepare the input in a format as expected by the external service API for performing AML screening, configure the cloned copy of the DigitalLendingIndiaTransformAMLRequest Data Mapper.

   The DigitalLendingIndiaAMLResponse output processor calls these data mappers.
   - DigitalLendingIndiaGetPtyProfileIdAssocWithScrnSumRecord
   - DigitalLendingIndiaCreatePartyScreening
   - DigitalLendingIndiaCreatePartyScreeningStep
3. Save your changes and activate the integration definition.

Set Up an Integration for Employment Verification

Set up an integration to verify the employment details provided by your loan applicants.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:

- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:

- OmniStudio Admin

  AND

  Digital Lending India Admin User

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. Create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaEmploymentVerificationIntegDef` as the integration definition name.
   d. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For action, select the method or the operation of the service provider API to be called to run the employment verification.
   f. Select **DigitalLendingIndiaEmploymentInformationRequest** as the input processor.
   g. Select **DigitalLendingIndiaScreeningResponse** as the output processor.
   h. Turn on Integration Ochestrator.
   i. Select the **IntegrationOrchestrationShowIntegTimelineDetails** Flexcard.

      Make sure to select a cloned and activated version of the Flexcard. This Flexcard shows the integration execution status and the request and response details.
   j. Select **Automatic** as the integration execution mode.

   This integration definition is automatically invoked during the Evaluation stage of the applicant record, provided a stage transition plan is configured for the applicant record stages in Stage Management. See Create a Stage Management Configuration for Applicant Stages on page 352.

   The DigitalLendingIndiaAMLRequest input processor calls these Data Mappers.

   - DigitalLendingIndiaGetEmploymentDetails
   - DigitalLendingIndiaCreatePartyScreening
   - DigitalLendingIndiaTransformEmploymentVerfRqst

   To prepare the input in a format as expected by the external service API for verifying the applicant's employment details, configure the cloned copy of the DigitalLendingIndiaTransformEmploymentVerfRqst Data Mapper.

   The DigitalLendingIndiaAMLResponse output processor calls these integration definitions.

   - DigitalLendingIndiaGetPersonEmpAddrDtl
   - DigitalLendingIndiaCreatePartyScreening
   - DigitalLendingIndiaCreatePartyScreeningStep
   - DigitalLendingIndiaUpdatePersonEmployment

   To handle the response from the external service API for an applicant's employment verification, configure the cloned copy of the DigitalLendingIndiaUpdatePersonEmployment Data Mapper.
3. Save your changes and activate the integration definition.

Set Up an Integration to Initiate the Video Personal Discussion (Video PD) Process

Set up integrations to conduct a detailed personal discussion with your loan applicants through a video interaction. Use this process to assess the applicant's intent, creditworthiness, and to clarify any details regarding the loan application.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. To generate the session token for the Video PD process, create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaVPDGenerateSessionTokenIntegDef` as the integration definition name.
   d. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For action, select the method or the operation of the service provider API to be called to generate a session token for the Video PD process.
   f. Select **DigitalLendingIndiaVideoPDGenerateSessionTokenInput** as the input processor.

   The DigitalLendingIndiaInitiateVideoPD integration procedure from the DigitalLendingIndiaGenerateVideoPDWebLink Omniscript invokes this integration definition. It's triggered when a user initiates the Video PD process for a loan applicant on the flexi page of the application form during the underwriting stage.

   To prepare the input in a format as expected by the external service API for generating a Video PD session token, configure the cloned copy of the DigitalLendingIndiaVideoPDGenerateSessionTokenInput input processor.
3. Save your changes and activate the integration definition.
4. To generate the transaction ID for the Video PD session, create another integration definition.
   a. Select **External Services Defined** as the type.
   b. Enter `DigitalLendingIndiaAddVPDCustomerIntegDef` as the integration definition name.
   c. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   d. For action, select the method or the operation of the service provider API to be called to generate the transaction ID for the Video PD session.
   e. Select **DigitalLendingIndiaPrepareAppIntDetailsForVideoPD** as the input processor.

   The DigitalLendingIndiaGenerateTrxnIDForVideoPDWebLink integration procedure from the DigitalLendingIndiaGenerateVideoPDWebLink Omniscript invokes this integration definition. It's triggered when a user initiates the Video PD process for a loan applicant on the flexi page of the application form during the underwriting stage.

   The DigitalLendingIndiaPrepareAppIntDetailsForVideoPD input processor calls the DigitalLendingIndiaGetApplicantInfo Data Mapper.

   To prepare the input in a format as expected by the external service API for Video PD, configure the cloned copies of the DigitalLendingIndiaAddNewCustomerGeneratePayload and DigitalLendingIndiaGetApplicantInfo Data Mappers.
5. Save your changes and activate the integration definition.
6. To generate the customer token for the Video PD session, create another integration definition.
   a. Select **External Services Defined** as the type.

b. Enter `DigitalLendingIndiaVPDGenerateCustomerTokenIntegDef` as the integration definition name.

c. For external service, enter the name of the registered external service that you want to use to connect to an external API.

d. For action, select the method or the operation of the service provider API to be called to generate the customer token for the Video PD session.

e. Select **DigitalLendingIndiaVideoKYCGenCustTokenInput** as the input processor.

The DigitalLendingIndiaExecuteVKYCGenerateCustomerToken integration procedure from the DigitalLendingIndiaGenerateVideoPDWebLink Omniscript invokes this integration definition. It's triggered when a user initiates the Video PD process for a loan applicant on the flexi page of the application form during the underwriting stage.

The DigitalLendingIndiaVideoKYCGenCustTokenInput input processor calls the DigitalLendingIndiaGenCustomerTokenRqst Data Mapper.

To prepare the input in a format as expected by the external service API for generating the Video PD customer token, configure the cloned copies of the DigitalLendingIndiaCustomerTokenGenPayload and DigitalLendingIndiaGenCustomerTokenRqst Data Mappers.

7. Save your changes and activate the integration definition.

8. To generate the web link for the Video PD session, create an integration definition.

a. Select **External Services Defined** as the type.

b. Enter `DigitalLendingIndiaGenerateVPDWebLinkIntegDef` as the integration definition name.

c. For external service, enter the name of the registered external service that you want to use to connect to an external API.

d. For action, select the method or the operation of the service provider API to be called to generate the web link for the Video PD session.

e. Select **DigitalLendingIndiaPrepareWebLinkDetailsVideoPD** as the input processor.

The DigitalLendingIndiaGenerateWebLinkVideoPD integration procedure from the DigitalLendingIndiaGenerateVideoPDWebLink Omniscript invokes this integration definition. It's triggered when a user initiates the Video PD process for a loan applicant on the flexi page of the application form during the underwriting stage.

The DigitalLendingIndiaPrepareWebLinkDetailsVideoPD input processor calls the DigitalLendingIndiaVideoKYCGenWebLinkRqst Data Mapper.

To prepare the input in a format as expected by the external service API for generating Video PD web link, configure the cloned copies of the DigitalLendingIndiaVideosKYCWebLinkGenPayload and DigitalLendingIndiaVideoKYCGenWebLinkRqst Data Mappers.

9. Save your changes and activate the integration definition.

Set Up an Integration for Indian Financial System Code (IFSC) Verification

Set up an integration to verify the IFSC code provided by your loan applicants so that loan disbursement, EMI collection, and other financial transactions are routed to the correct branch of the bank.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:

- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:

- OmniStudio Admin

  AND

  Digital Lending India Admin User

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. To generate the session token for the Video PD process, create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaIFSCCodeCheck` as the integration definition name.
   d. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For action, select the method or the operation of the service provider API to be called to run the IFSC verification.
   f. Select **DigitalLendingIndiaIntegInputIFSCCodeCheck** as the input processor.
   g. Turn on Integration Ochestrator.
   h. Select the **IntegrationOrchestrationShowIntegTimelineDetails** Flexcard.

      Make sure to select a cloned and activated version of the Flexcard. This Flexcard shows the integration execution status and the request and response details.

   i. Select **Automatic** as the integration execution mode.

   This integration definition is automatically invoked when the application form record transitions from the Operations stage to the Book to Core stage, provided a stage transition plan is configured for the application form record stages in Stage Management. See Create a Stage Management Configuration for Application Form Record Stages on page 357.

   The DigitalLendingIndiaIntegInputIFSCCodeCheck input processor calls the DigitalLendingIndiaIFSCCodeRequest Data Mapper.

   To prepare the input in a format as expected by the external service API for verifying the IFSC details, configure the cloned copy of the DigitalLendingIndiaIFSCCodeRequest Data Mapper.
3. Save your changes and activate the integration definition.

Set Up an Integration for Bank Account Verification

Set up an integration to verify the bank account details provided by your loan applicants.

1. From Setup, in the Quick Fund box, enter `integration definitions`, and then select **Integration Definitions**.
2. Click **+ New**.
3. Create an integration definition.
   a. Select the type as **External Services Defined**.
   b. Enter the integration definition name as `DigitalLendingIndiaBankAccVerification`.
   c. For the external service, enter the name of the registered external service that you want to use to connect to an external API.
   d. For the action, select the method or the operation of the service provider API to be called to verify the bank account details.
   e. Select the input processor as **DigitalLendingIndiaBankAccRequest**.
   f. Select the output processor as **DigitalLendingIndiaBankAccResponse**.
   g. Turn on **Integration Ochestrator**.
   h. Select **IntegrationOrchestrationShowIntegTimelineDetails** as the FlexCard.

      Make sure that you've selected a cloned and activated version of the FlexCard. This FlexCard shows the integration execution status and the request and response details.
   i. Select **Automatic** as the integration execution mode.

   This integration definition is automatically triggered when the application form record transitions from the Operations stage to the Book to Core stage, provided that a stage transition plan is configured for the application form record stages in Stage Management. See Create a Stage Management Configuration for Application Form Record Stages on page 357.

   The DigitalLendingIndiaBankAccRequest input processor calls the DigitalLendingIndiaGetPymtMandate Data Mapper.

   To prepare the input in a format as expected by the external service API for verifying the bank account details, configure the DigitalLendingIndiaGetPymtMandate Data Mapper.

   The DigitalLendingIndiaBankAccResponse output processor calls the DigitalLendingIndiaUpdatePaymentMandate Data Mapper.

   To handle the response from the external service API for bank account verification, configure the cloned copy of the DigitalLendingIndiaUpdatePaymentMandate Data Mapper.
4. Save your changes and activate the integration definition.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, Data Mapper, or an Omniscript
- OmniStudio Admin permission set

  AND

  Digital Lending India Admin User

Set Up an Integration to Initiate KYC for PAN with OCR

Set up an integration to check if your loan applicants have uploaded a structurally valid PAN card, and then extract the PAN card details.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. To validate the PAN uploaded by the applicant, create an integration definition.
   a. Click**+ New**.
   b. Select**External Services Defined**as the type.
   c. Enter`DigitalLendingIndiaKycOcrPlusIntegDef` as the integration definition name.
   d. For the external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For the action, select the method or the operation of the service provider API to be called to match the address of the party profile with the address in Aadhaar.
   f. Select **DigitalLendingIndia_KycOcrPlusRequest** as the input processor.
   g. Select **DigitalLendingIndia_KycOcrPlusResponse**as the output processor.
   h. Turn on Integration Ochestrator.
   i. Select**IntegrationOrchestrationShowIntegTimelineDetails**as the Flexcard.

      Make sure to select a cloned and activated version of the Flexcard. This Flexcard shows the integration execution status and the request and response details.
   j. Select**Automatic** as the integration execution mode.

This integration definition is invoked by the DigitalLendingIndia_InitiateKycOcrPlusPanId integration procedure from the DigitalLendingIndiaApplicationFormOnboarding and DigitalLendingIndiaAdditionalApplicantOnboarding Omniscripts. It is triggered when a user clicks the Validate PAN button on the Omniscript.

The DigitalLendingIndia_InitiateKycOcrPlusPanId integration procedure calls these data mappers.

- DigitalLendingIndiaSetPartyProfiletoPayload
- DigitalLendingIndiaGetIdentityProofContentDocumentId

The DigitalLendingIndia_KycOcrPlusRequest input processor calls these Data Mappers.

- DigitalLendingIndiaGetDocumentKycOcrfromContentDocument
- DigitalLendingIndiaGetInitiatedPartyIdentity
- DigitalLendingIndiaCreatePartyIdVerification

The DigitalLendingIndia_KycOcrPlusResponse output processor calls these Data Mappers.

- DigitalLendingIndiaTransformKycOcrPlusResponse
- DigitalLendingIndiaGetPartyProfileAccount
- DigitalLendingIndiaUpdateVerficationIdEntities
- DigitalLendingIndiaGetPANDocument
- DigitalLendingIndiaUpdatePANDocChkItm

To handle the response from the external service API to validate the PAN, configure the cloned copy of the DigitalLendingIndiaTransformKycOcrPlusResponse data mapper.

3. Save your changes and activate the integration definition.

Set Up Integrations for Mobile Number Authentication with One-Time Password (OTP)

Set up integrations to confirm that the applicant's phone number is active and under their control by sending a one-time password (OTP).

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. To send the mobile OTP to the phone, create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaMobileOTPIntegDef` as the integration definition name.
   d. For external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For action, select the method or the operation of the service provider API to be called to get an OTP for Aadhaar authentication.
   f. Select **DigitalLendingIndiaMobileOTPRequest** as the input processor.
   g. Turn on Integration Ochestrator.
   h. Select **IntegrationOrchestrationShowIntegTimelineDetails** as the Flexcard.

      Make sure to select a cloned and activated version of the Flexcard. This Flexcard shows the integration execution status and the request and response details.
   i. Select **Manual** as the integration execution mode.

   This integration definition is invoked by the DigitalLendingIndiaSendMobileOTP integration procedure from the DigitalLendingIndiaApplicationFormOnboarding and DigitalLendingIndiaAdditionalApplicantOnboarding Omniscripts. It is triggered when a user clicks the Verify Mobile button on the Omniscript.

   The DigitalLendingIndiaSendMobileOTP integration procedure calls the DigitalLendingIndiaTransformMobileOTPPayload data mapper.

   The DigitalLendingIndiaMobileOTPRequest input processor calls these data mappers.
   - DigitalLendingIndiaGetInitiatedPartyIdentity
   - DigitalLendingIndiaCreatePartyIdentityVerf
   - DigitalLendingIndiaTransformMobileOTPRequest

   To prepare the input in a format as expected by the external service API for sending the mobile OTP, configure the cloned copy of the DigitalLendingIndiaTransformMobileOTPRequest data mapper.
3. Save your changes and activate the integration definition.
4. To get the OTP sent to the mobile phone, create another integration definition.
   a. Select **External Services Defined** as the type.
   b. Enter `DigitalLendingIndiaMobileStatusIntegDef` as the integration definition name.
   c. For the external service, enter the name of the registered external service that you want to use to connect to an external API.
   d. For the action, select the method or the operation of the service provider API to be called to match the party profile address against the address in Aadhaar.

e. Select **DigitalLendingIndiaMobileStatusRequest** as the input processor.

f. Select **DigitalLendingIndiaMobileStatusResponse** as the output processor.

This integration definition is invoked by the DigitalLendingIndia_VerifyMobileOTPStatus integration procedure from the DigitalLendingIndiaApplicationFormOnboarding and DigitalLendingIndiaAdditionalApplicantOnboarding Omniscripts. It is triggered when a user clicks the Verify Mobile button on the Omniscript.

The DigitalLendingIndia_VerifyMobileOTPStatus integration procedure calls the DigitalLendingIndiaTransformMobileOTPStatusPayload data mapper.

The DigitalLendingIndiaMobileStatusRequest input processor calls the DigitalLendingIndiaTransformMobileStatusRequest data mapper.

To prepare the input in a format as expected by the external service API to get the mobile OTP sent to the mobile phone, configure the cloned copy of the DigitalLendingIndiaTransformMobileStatusRequest data mapper.

The DigitalLendingIndiaMobileStatusResponse output processor calls these data mappers.

- DigitalLendingIndiaGetPartyProfileAccount
- DigitalLendingIndiaUpdateVldEntities

5. To validate the OTP entered by the user, create another integration definition.

   a. Select **External Services Defined** as the type.

   b. Enter `DigitalLendingIndiaMobileDetailIntegDef` as the integration definition name.

   c. For external service, enter the name of the registered external service that you want to use to connect to an external API.

   d. For action, select the method or the operation of the service provider API to be called to get an OTP for Aadhaar authentication.

   e. Select **DigitalLendingIndiaMobileDetailsRequest** as the input processor.

   This integration definition is invoked by the DigitalLendingIndia_GetPersonalDetailsFromMobileNumber integration procedure from the DigitalLendingIndiaApplicationFormOnboarding and DigitalLendingIndiaAdditionalApplicantOnboarding Omniscripts. It is triggered when a user clicks the Get Details button on the Omniscript.

   The DigitalLendingIndia_GetPersonalDetailsFromMobileNumber integration procedure calls the DigitalLendingIndiaGetPersDetailsFromMobNbrPayload data mapper.

   The DigitalLendingIndiaMobileDetailsRequest input processor calls the DigitalLendingIndiaTransformMobileDetailsRequest data mapper.

   To prepare the input in a format as expected by the external service API for validating the mobile OTP, configure the cloned copy of the DigitalLendingIndiaTransformMobileDetailsRequest data mapper.

6. Save your changes and activate the integration definition.

Set Up an Integration for Email Verification

Set up an integration definition to verify the authenticity of the applicant's email address.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:

- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:

- OmniStudio Admin

  AND

  Digital Lending India Admin User

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select**Integration Definitions**.
2. To validate the PAN uploaded by the applicant, create an integration definition.
   a. Click**+ New**.
   b. Select**External Services Defined**as the type.
   c. Enter`DigitalLendingIndiaEmailAdvancedAuthIntegDef`as the integration definition name.
   d. For the external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For the action, select the method or the operation of the service provider API to be called to match the address of the party profile with the address in Aadhaar.
   f. Select**DigitalLendingIndiaEmailAuthAdvancedInput** as the input processor.
   g. Select **DigitalLendingIndiaEmailAuthAdvancedOutput** as the output processor.
   h. Turn on Integration Ochestrator.
   i. Select the **IntegrationOrchestrationShowIntegTimelineDetails** Flexcard.

      Make sure to select a cloned and activated version of the Flexcard. This Flexcard shows the integration execution status and the request and response details.
   j. Select**Manual**as the integration execution mode.

   The DigitalLendingIndia_ExecuteEmailAdvancedAuth integration procedure invokes this integration definition from the DigitalLendingIndiaApplicationFormOnboarding and DigitalLendingIndiaAdditionalApplicantOnboarding Omniscript. It is triggered when the user clicks on the Verify Email button after entering the email on the Omniscript.

   The DigitalLendingIndiaEmailAuthAdvancedInput input processor calls these data mappers.

   - DigitalLendingIndiaEmailAdvancedAuth
   - DigitalLendingIndiaCreatePartyIdentityVerf
   - DigitalLendingIndiaGenPANAdvncdAuthRqstBody

   The DigitalLendingIndiaEmailAuthAdvancedOutput output processor calls these data mappers.

   - DigitalLendingIndiaGetPartyProfileAccount
   - DigitalLendingIndiaUpdateVldEntities
3. Save your changes and activate the integration definition.

Set Up an Integration for Face Match

Set up an integration to verify an applicant's identity by comparing the applicant's uploaded photo with the downloaded image from their Aadhaar card.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. To match the two photos, create an integration definition.
   a. Click**+ New**.
   b. Select**External Services Defined**as the type.
   c. Enter`DigitalLendingIndiaFaceMatchIntegDef`as the integration definition name.
   d. For the external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For the action, select the method or the operation of the service provider API to be called to match the address of the party profile with the address in Aadhaar.
   f. Select **DigitalLendingIndia_FaceMatchRequest** as the input processor.
   g. Select **DigitalLendingIndia_FaceMatchResponse** as the output processor.

   This integration definition is invoked by the DigitalLendingIndiaInitiateFaceMatchRequest integration procedure from the DigitalLendingIndiaApplicationFormOnboarding and DigitalLendingIndiaAdditionalApplicantOnboarding Omniscripts. It is triggered when a user clicks the Verify button on the Omniscript.

   Note: The Verify Photo button appears only after the authentication for the Aadhaar has been done and the photo has been uploaded.

   The DigitalLendingIndiaInitiateFaceMatchRequest integration procedure calls these data mappers
   - DigitalLendingIndiaGetAadhaarImagefromPartyProfile
   - DigitalLendingIndiaGetPhotographContentDocumentId

   The DigitalLendingIndia_FaceMatchRequest input processor calls these data mappers.
   - DigitalLendingIndiaCreatePayloadFaceMatch
   - DigitalLendingIndiaGetInitiatedPartyIdentity
   - DigitalLendingIndiaCreatePartyIdVerification

   The DigitalLendingIndia_FaceMatchResponse output processor calls these data mappers.
   - DigitalLendingIndiaGetPartyProfileAccount
   - DigitalLendingIndiaUpdateVerficationIdEntities
   - DigitalLendingIndiaTransformFaceMatchResponse

   To handle the response from the external service API for matching the two photos, configure the cloned copy of the DigitalLendingIndiaTransformFaceMatchResponse data mapper.
3. Save your changes and activate the integration definition.

Set Up an Integration for ITR-V Form Extraction with Optical Character Recognition (OCR)

Set up an integration to validate the the uploaded ITR-V form and verify an applicant's declared income by extracting the income tax return details from the uploaded ITR-V document.

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. To validate the PAN uploaded by the applicant, create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaITROCR` as the integration definition name.
   d. For the external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For the action, select the method or the operation of the service provider API to be called to match the address of the party profile with the address in Aadhaar.
   f. Select **DigitalLendingIndiaITRRequest** as the input processor.

   This integration definition is invoked by the DigitalLendingIndiaExecuteITROCR integration procedure from the DigitalLendingIndiaApplicationFormOnboarding and DigitalLendingIndiaAdditionalApplicantOnboarding Omniscripts. It is triggered when a user clicks the Validate ITR-V button on the Omniscript.

   The DigitalLendingIndiaExecuteITROCR integration procedure calls the DigitalLendingIndiaValidateUserSelections data mapper.

   The DigitalLendingIndiaITRRequest input processor calls the DigitalLendingIndiaGetDocumentOcrfromContentDocument data mapper.
3. Save your changes and activate the integration definition.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

Set Up an Integration for Form-16 Extraction with OCR

Set up an integration to validate the structure of the uploaded Form-16 and extract the income tax details from the uploaded Form-16 document and assess an applicant's financial stability.

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. To validate the PAN uploaded by the applicant, create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaGetForm16DetailsIntegDef` as the integration definition name.
   d. For the external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For the action, select the method or the operation of the service provider API to be called to match the address of the party profile with the address in Aadhaar.
   f. Select **DigitalLendingIndia_PrepareForm16OCRInputDetails** as the input processor.

   This integration definition is invoked by the DigitalLendingIndia_GetForm16Details integration procedure from the DigitalLendingIndiaApplicationFormOnboarding and DigitalLendingIndiaAdditionalApplicantOnboarding Omniscripts. It is triggered when a user clicks the Validate Form-16 button on the Omniscript.

   The DigitalLendingIndia_GetForm16Details integration procedure calls the DigitalLendingIndiaValidateUserSelections data mapper.

   The DigitalLendingIndia_PrepareForm16OCRInputDetails input processor calls the DigitalLendingIndiaGetDocumentOcrfromContentDocument data mapper.
3. Save your changes and activate the integration definition.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

Set up an integration for Email Fraud Check

Set up an integration to check the applicant's email for any signs of fraud or suspicious activity.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:

- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:

- OmniStudio Admin

  AND

  Digital Lending India Admin User

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. Create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaEmailFraudCheckIntegDef` as the integration definition name.
   d. For the external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For the action, select the method or the operation of the service provider API to be called to match the address of the party profile with the address in Aadhaar.
   f. Select **DigitalLendingIndia_EmailFraudCheckInput** as the input processor.
   g. Select **DigitalLendingIndia_EmailFraudCheckOutput** as the output processor.

   This integration definition is automatically invoked during the identity verification stage of the party profile, provided a stage transition plan is configured for the party profile record stages in Stage Management. See Create a Stage Management Configuration for Party Profile Stages on page 347.

   The DigitalLendingIndia_EmailFraudCheckInput input processor calls these data mappers.

   - DigitalLendingIndiaEmailFraudCheck
   - DigitalLendingIndiaCreatePartyIdentityVerf
   - DigitalLendingIndiaGenPANAdvncdAuthRqstBody

   To prepare the input in a format as expected by the external service API to check the email for fraud, configure the cloned copy of the DigitalLendingIndiaGenPANAdvncdAuthRqstBody data mapper.

   The DigitalLendingIndia_EmailFraudCheckOutput output processor calls these data mappers.

   - DigitalLendingIndiaGetPartyProfileAccount
   - DigitalLendingIndiaUpdateVIdEntities
3. Save your changes and activate the integration definition.

Set up an integration for Vehicle Registration Certificate (RC) Authentication

Set up an integration to confirm the ownership and vehicle details by verifying the applicant's vehicle registration number.

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. Create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaRCAdvancedIntegDef` as the integration definition name.
   d. For the external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For the action, select the method or the operation of the service provider API to be called to match the address of the party profile with the address in Aadhaar.
   f. Select **DigitalLendingIndia_RCAdvancedInput** as the input processor.

   This integration definition is automatically invoked during the Detailed Data Entry (DDE) stage of the application form, provided a stage transition plan is configured for the application form record stages in Stage Management. See Create a Stage Management Configuration for Application Form Record Stages on page 357. Here, the application form product type is Auto Loan Four Wheeler.

   The DigitalLendingIndia_RCAdvancedInput input processor calls the DigitalLendingIndiaGetRCAdvancedRequestBody data mapper.
3. Save your changes and activate the integration definition.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

Set up an integration for Property Tax Verification

Set up an integration to confirm the payment and status of property taxes.

1. From Setup, in the Quick Find box, enter `integration definitions`, and then select **Integration Definitions**.
2. Create an integration definition.
   a. Click **+ New**.
   b. Select **External Services Defined** as the type.
   c. Enter `DigitalLendingIndiaPropertyTaxIntegDef` as the integration definition name.
   d. For the external service, enter the name of the registered external service that you want to use to connect to an external API.
   e. For the action, select the method or the operation of the service provider API to be called to match the address of the party profile with the address in Aadhaar.
   f. Select **DigitalLendingIndia_PropertyTaxVerifyInput** as the input processor.

   This integration definition is automatically invoked during the Detailed Data Entry (DDE) stage of the application form, provided a stage transition plan is configured for the application form record stages in Stage Management. See Create a Stage Management Configuration for Application Form Record Stages on page 357.

   . Here, the application form product type is Home Loan.

   The DigitalLendingIndia_PropertyTaxVerifyInput input processor calls the DigitalLendingIndiaGetApplicationFormSellerItem data mapper.
3. Save your changes and activate the integration definition.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an Integration Procedure, a Data Mapper, or an Omniscript:
- OmniStudio Admin

  AND

  Digital Lending India Admin User

Add the Integration Execution Status Lightning Component to Record Pages

Give your users real-time visibility into the progress and status of external data integrations that are run during various phases of the loan origination lifecycle.

Add the Integration Execution Status component to the applicant, application form, and party profile record pages so that your users can monitor the status of integration callouts without switching to multiple pages.

1. From the object management settings for Applicant, go to Lightning Record Pages.
2. Select **Applicant Record Page**.
3. Click **Edit**.
4. On the Components tab, locate the Integration Execution Status component and drag it onto the record page canvas.
5. Save your changes, and then activate the page, if necessary.
6. Similarly, add the Integration Execution Status component to the party profile and application form record page layouts.

   The Integration Execution Status component shows the status of each data integration that was run during the loan origination process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Integration Execution Status lightning component in the Lightning App Builder, and to add to the lightning component to the dispute item record page:

- Customize Application AND View Setup and Configuration

  AND

  Stage Management Design User

  AND

  Stage Management User

  AND

  Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service

Stage Management Plan for Digital Lending—India

Use Stage Management to streamline the stage transition process for objects used in the loan origination business workflow. There are multiple objects, such as Applicant, Application Form, and Party Profile involved in a loan origination workflow. With Stage Management, create stage definitions, the criteria for the business process to move from one stage to another, and the steps to be performed when the business process moves to a particular stage.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Example: Stage Management Plan for Party Profile

Define the stages for the Party Profile object. Use Stage Management to configure when and how you want a party profile record to move from one stage to another. Define the steps to be performed when a party profile record moves to a particular stage.

Example: Stage Management Plan for Applicant

Define the stages for the Applicant object. Use Stage Management to configure when and how you want an applicant record to move from one stage to another. Define the steps to be performed when an applicant record moves to a particular stage.

Example: Stage Management Plan for Application Form

Define the stages for the Application Form object. Use Stage Management to configure when and how you want an application form record to move from one stage to another. Define the steps to be performed when an application form record moves to a particular stage.

Add the Record Stage Overview Lightning Component to Record Pages

Give your users a comprehensive view of the stages and the steps to be performed in each phase of the loan origination business workflow.

Example: Stage Management Plan for Party Profile

Define the stages for the Party Profile object. Use Stage Management to configure when and how you want a party profile record to move from one stage to another. Define the steps to be performed when a party profile record moves to a particular stage.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Object Stage Definitions

In this example, to create a stage definition, we use Party Profile as the reference object and the Stage field as the reference object field.

Important: You can create party profile stages that suit your business needs. However, using the stages recommended in the table ensures a smooth experience with the Digital Lending—India sample application. If you use different stages, you must adjust the default sample application accordingly.

Stage	Description
Initiated	The party profile review process begins.
Identity Verification	The party profile's identity verification begins.
Risk Screening	The risk assessment of the party profile begins.
Document Validation	The validation of the documents submitted by the party profile begins.
Risk Assessment	The overall risk evaluation of the party profile begins.
Approval	The party profile record awaits approval.
Approved	The party profile record is approved.
Rejected	The party profile record is rejected.
On Hold	The approval of the party profile record is on hold.

Object Stage Transitions

Set the criteria for the party profile record to move from one stage to another. This table shows the steps that you can run at each party profile stage. The party profile record moves from one stage to another only if the transition criteria are met and all steps in the stage are completed.

Note: You can define transition criteria and step definitions that suit your business needs. However, using the transition criteria and the step definitions recommended in the table ensures a smooth experience with the Digital Lending—India sample application. If you use different criteria and step definitions, you must adjust the default sample application accordingly.

From Stage	To Stage	Transition Criteria	Step Definition	Step Type With Reference Artifact
Initiated	Identity Verification	No transition criteria	Verify PAN details and match with Party Profile name.	Omniscript DigitalLendingIndia_ExtractNameMatchPANAuthentication Omniscript.
			Match address from Aadhaar with permanent address.	Integration Defintion - Auto DigitalLendingIndiaAddressMatchIntegDef integration definition
			Check the applicant's emails for any signs of fraud or suspicious activity.	Integration Defintion - Auto DigitalLendingIndiaEmailFraudCheckIntegDef
			Validate if the entered PAN is the same as the PAN mentioned in the uploaded file of PAN card.	Integration Defintion - Auto DigitalLendingIndiaKycOcrPushIntegDef
			Verify the authenticity of the applicant's email address.	Integration Defintion - Auto DigitalLendingIndiaEmailAdvancedAuthIntegDef
Identity Verification	Risk Screening	Check if at least one party identity verification record exists with status as Completed and result as Accepted.	Initiate Anti-Money Laundering (AML) screening.	Integration Defintion - Auto DigitalLendingIndiaAMLScreeningIntegDef integration definition
Risk Screening	Document Validation	Check if at least one party screening summary record exists with status as Completed and screening decision as Accepted.	Assign the documents verification tasks to your mid-office agents to manually verify the uploaded documents.	Manual Task No reference artifact

From Stage	To Stage	Transition Criteria	Step Definition	Step Type With Reference Artifact
Document Validation	Risk Assessment	Check if all requested documents are uploaded and validated.	No transition plan	No step needed for this transition No reference artifact
Risk Assessment	Approval	No transition criteria	Trigger an approval process with tasks assigned to approvers.	Auto-launched Flow Flow with the label Digital Lending—India: Submit Party Profile Approval
Approval	Approved	No transition criteria	No transition plan	No step needed for this transition No reference artifact
Approval	Rejected	No transition criteria	No transition plan	No step needed for this transition No reference artifact
Approval	On Hold	No transition criteria	No transition plan	No step needed for this transition No reference artifact
On Hold	Approved	No transition criteria	No transition plan	No step needed for this transition No reference artifact
On Hold	Rejected	No transition criteria	No transition plan	No step needed for this transition No reference artifact
On Hold	Risk Screening	No transition criteria	Initiate Anti-Money Laundering (AML) screening.	Integration Defintion - Auto Digital Lending India AML Screening Integration Def integration definition
On Hold	Document Validation	No transition criteria	Assign the documents verification tasks to your mid-office agents to manually verify the uploaded documents.	Manual Task No reference artifact

From Stage	To Stage	Transition Criteria	Step Definition	Step Type With Reference Artifact
On Hold	Risk Assessment	Check if all the party identity verification and party screening summary records associated with the applicant are in completed status. Check if the result of all the party identity verification steps is accepted and the screening decision of the party screening summary is Clear.	No transition plan	No step needed for this transition No reference artifact
		Check if the credit score, employment industry and employment type in the party profile record are populated.		
On Hold	Approval	No transition criteria	Trigger an approval process with tasks assigned to approvers.	Auto-launched Flow Flow with the label Digital Lending—India: Submit Party Profile Approval

Create a Stage Management Configuration for Party Profile Stages

Use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to manage the stages of a party profile record in a loan origination workflow.

SEE ALSO:

Create a Stage Management Configuration for Party Profile Stages

Create a Stage Management Configuration for Party Profile Stages

USER PERMISSIONS

To create a stage management configuration for Applicant stages:

Stage Management Design User

AND

Stage Management User

AND

Financial Services Cloud Standard

OR Financial Services Cloud Extension OR

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

	FSC Sales OR FSC Service OR FSC Sales and Service
To clone and activate flows:	Manage Flow
To clone and update Omniscripts:	OmniStudio Admin
To add picklist values for the Stage field in the Applicant object:	Customize Application AND Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service

Use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to manage the stages of a party profile record in a loan origination workflow.

Before you begin:

- Set up integrations for loan origination services. on page 316
- Review the flows to automate workflows in Digital Lending—India. on page 278
- Turn on Stage Management in your Salesforce instance.
- Add the picklist values required for the Stage field of the Party Profile object. on page 280
- Review the example Stage Management plan for Party Profile. on page 344

1. Create a stage definition with Party Profile as the reference object and Stage as the reference object field.

   To know more about how to create stage definitions, see Create a Stage Definition.

2. Add transition stages.

   a. Select the stage definition that you created.

   b. Add the transition stages as shown in the table.

      To know more about how to add transition stages, see Set Up Stage Transitions.

Transition From Stage	Transition To Stage
Initiated	Identity Verification
Identity Verification	Risk Screening
Risk Screening	Document Validation
Document Validation	Risk Assessment
Risk Assessment	Approval
On Hold	Risk Screening
	Document Validation
	Approval

   c. Save your changes.

3. Set up stage transitions and step definitions for the party profile stages as shown in Example: Stage Management Plan for Party Profile. on page 344

   To know more about how to set up stage transitions and add step definitions, see Set Up Stage Transitions and Add Step Definitions.

4. Activate the stage definition.

Example: Stage Management Plan for Applicant

Define the stages for the Applicant object. Use Stage Management to configure when and how you want an applicant record to move from one stage to another. Define the steps to be performed when an applicant record moves to a particular stage.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Object Stage Definitions

In this example, to create a stage definition, we use Applicant as the reference object and the Stage field as the reference object field.

Important: You can create applicant stages that suit your business needs. However, using the stages recommended in the table ensures a smooth experience with the Digital Lending—India sample application. If you use different stages, you must adjust the default sample application accordingly.

Stage	Description
In Review	The applicant's review process begins.
Evaluation	The applicant's information is reviewed and evaluated for the loan eligibility analysis.
Document Validation	The validation of the documents submitted by the applicant begins.
Risk Assessment	The overall risk evaluation of the applicant begins.
Approved	The applicant record is approved.
Rejected	The applicant record is rejected.
On Hold	The approval of the applicant record is on hold.

Object Stage Transitions

Set the criteria for the party profile record to move from one stage to another. This table shows the steps that you can run at each applicant stage. The applicant record moves from one stage to another only if the transition criteria are met and all steps in the stage are completed.

Note: You can define transition criteria and step definitions that suit your business needs. However, using the transition criteria and the step definitions recommended in the table ensures a smooth experience with the Digital Lending—India sample application. If you use different criteria and step definitions, you must adjust the default sample application accordingly.

From Stage	To Stage	Transition Criteria	Step Definition	Step Type With Reference Artifact
In Review	Evaluation	No transition criteria	Verify Employment Details.	Integration Defintion - Auto Digital Lending Employment Verification integration definition
			Initiate field investigation for employment (optional).	Manual Task No reference artifact
Evaluation	Document Validation	No transition criteria	Assign the documents verification tasks to your mid-office agents to manually verify the uploaded documents.	Manual Task No reference artifact
	In Review	No transition criteria	Revert to In Review stage and assign a manual task to Relationship Manager if further information needs to be collected before evaluation.	Manual Task No reference artifact
Document Validation	Risk Assessment	Check if all requested documents are uploaded and validated.	Initiate risk assessment based on the applicant's data.	Auto-launched Flow Flow with the label Digital Lending–India: Assess Party Profile Risk Category
		Check if all the party identity verification and party screening summary records associated with the applicant are in completed status. Check if the result of all the party identity verification steps is accepted and the screening decision of the party screening summary is Clear.		
		Check if the credit score, employment industry and employment type in Party Profile record are populated.		
Risk Assessment	Approved	No transition criteria	Update the stage of the applicant to Approved.	Manual Task No reference artifact

From Stage	To Stage	Transition Criteria	Step Definition	Step Type With Reference Artifact
Risk Assessment	Approved	No transition criteria	Update the stage of the applicant to Approved.	Manual Task No reference artifact
Risk Assessment	On Hold	Risk category is not high for the party profile risk record that's associated with the party profile record.	No transition plan	No step needed for this transition No reference artifact
On Hold	Rejected	No transition criteria	No transition plan	No step needed for this transition No reference artifact
On Hold	Document Validation	No transition criteria	Assign the documents verification tasks to your mid-office agents to manually verify the uploaded documents.	Manual Task No reference artifact
On Hold	Risk Assessment	Check if all the party identity verification and party screening summary records associated with the applicant are in completed status. Check if the result of all the party identity verification steps is accepted and the screening decision of the party screening summary is Clear. Check if the credit score, employment industry and employment type in the party profile record are populated.	Initiate risk assessment based on the applicant's data.	Auto-launched Flow Flow with the label Digital Lending–India: Assess Party Profile Risk Category
On Hold	Approved	No transition criteria	No transition plan	No step needed for this transition No reference artifact

Create a Stage Management Configuration for Applicant Stages

Use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to manage the stages of an applicant record in a loan origination workflow.

SEE ALSO:

Create a Stage Management Configuration for Applicant Stages

Create a Stage Management Configuration for Applicant Stages

USER PERMISSIONS	
To create a stage management configuration for Applicant stages:	Stage Management Design User AND Stage Management User AND Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service
To clone and activate flows:	Manage Flow
To clone and update Omniscripts:	OmniStudio Admin
To add picklist values for the Stage field in the Applicant object:	Customize Application AND Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to manage the stages of an applicant record in a loan origination workflow.

Before you begin:

- Set up integrations for loan origination services. on page 316
- Review the flows to automate workflows in Digital Lending—India. on page 278
- Turn on Stage Management in your Salesforce instance.
- Add the picklist values required for the Stage field of the Applicant object. on page 280
- Review the example Stage Management plan for Applicant. on page 349

1. Create a stage definition with Applicant as the reference object and Stage as the reference object field.

   To know more about how to create stage definitions, see Create a Stage Definition.

2. Add transition stages.

a. Select the stage definition that you created.

b. Add the transition stages as shown in the table.

To know more about how to add transition stages, see Set Up Stage Transitions.

Transition From Stage	Transition To Stage
In Review	Evaluation
Evaluation	Document Validation
	In Review
Document Validation	Risk Assessment
Risk Assessment	Approved
	On Hold
	Approved
On Hold	Rejected
	Document Validation
	Risk Assessment
	Approved

c. Save your changes.

3. Set up stage transitions and step definitions for the party profile stages as shown in Example: Stage Management Plan for Applicant. on page 349

To know more about how to set up stage transitions and add step definitions, see Set Up Stage Transitions and Add Step Definitions.

4. Activate the stage definition.

Example: Stage Management Plan for Application Form

Define the stages for the Application Form object. Use Stage Management to configure when and how you want an application form record to move from one stage to another. Define the steps to be performed when an application form record moves to a particular stage.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Object Stage Definitions

In this example, to create a stage definition, we use Application Form as the reference object and the Stage field as the reference object field.

Important: You can create party profile stages that suit your business needs. However, using the stages recommended in the table ensures a smooth experience with the Digital Lending—India sample application. If you use different stages, you must adjust the default sample application accordingly.

Stage	Description
Initiated	The application form record is created.
Intake	The application intake process begins.
In Progress	The application intake or review is in progress.
Submitted	The application intake process is completed and the application form is submitted for further review..
In Review	The application-related information is in review.
Detailed Data Entry	The collection and verification of details such as, loan asset, collateral, and other details associated with the applicant begins.
Underwriting	The application form is in review by an underwriter.
Approved	The application form record is approved.
Rejected	The application form record is rejected.
On Hold	The approval of the application form record is on hold.
Operations	The loan-related documents are verified and the details of loan repayment are collected.
Book to Core	The loan repayment details are verified and the loan application details are sent to the core banking system where the loan account is maintained.

Object Stage Transitions

Set the criteria for the application form record to move from one stage to another. This table shows the steps that you can run at each application form stage. The application form record moves from one stage to another only if the transition criteria are met and all steps in the stage are completed.

Note: You can define transition criteria and step definitions that suit your business needs. However, using the transition criteria and the step definitions recommended in the table ensures a smooth experience with the Digital Lending—India sample application. If you use different criteria and step definitions, you must adjust the default sample application accordingly.

From Stage	To Stage	Transition Criteria	Step Definition	Step Type With Reference Artifact
Initiated	Intake	No transition criteria	No transition plan	No step needed for this transition No reference artifact
	Submitted	The application intake process is completed.	No transition plan	No step needed for this transition No reference artifact

From Stage	To Stage	Transition Criteria	Step Definition	Step Type With Reference Artifact
Intake	In Progress	No transition criteria	No transition plan	No step needed for this transition No reference artifact
	Submitted	The application intake process is completed.	No transition plan	No step needed for this transition No reference artifact
In Progress	Submitted	The application intake process is completed.	No transition plan	No step needed for this transition No reference artifact
Submitted	In Review	No transition criteria	No transition plan	No step needed for this transition No reference artifact
Submitted	Detailed Data Entry	No transition criteria		Integration Defintion - Auto DigitalLendingIndiaRCAdvancedIntegDef
Submitted	Detailed Data Entry	No transition criteria		Integration Defintion - Auto DigitalLendingIndiaPropertyTaxIntegDef
In Review	Detailed Data Entry	No transition criteria	Collect and verify any additional information required before passing the application form for underwriting.	Manual Task No reference artifact
Detailed Data Entry	In Review	No transition criteria	Review additional information if required.	Manual Task No reference artifact
In Review	Underwriting	No transition criteria	Review and evaluate the application form.	Manual Task No reference artifact
Detailed Data Entry	Underwriting	No transition criteria	Review and evaluate the application form.	Manual Task No reference artifact

From Stage	To Stage	Transition Criteria	Step Definition	Step Type With Reference Artifact
Underwriting	Approved	Underwriter reviews the eligibility and approves the final offer with terms.	No transition plan	No step needed for this transition No reference artifact
	Rejected	No transition criteria	No transition plan	No step needed for this transition No reference artifact
	On Hold	No transition criteria	Negotiate the terms of the offer	No step needed for this transition No reference artifact
On Hold	Approved	Underwriter reviews the eligibility and approves the final offer with terms.	No transition plan	No step needed for this transition No reference artifact
	Rejected	No transition criteria	No transition plan	No step needed for this transition No reference artifact
Approved	Operations	No transition criteria	Review the loan-related documents and loan repayment details.	Manual Task No reference artifact
Operations	Book to Core	The repayment details are collected.	Verify Indian Financial System Code (IFSC).	Integration Defintion - Auto Digital Lending IFSC Code Check Integration Def integration definition
			Verify bank account details.	Integration Defintion - Auto Digital Lending Bank Account Verification Integration Def integration definition
			Update the related Opportunity to Closed Won, update the Account Type to Customer, and create a Party Financial Asset for the loan asset. Make a callout to the core banking system.	Auto-launched Flow Flow with the label Digital Lending—India: Perform Application Form Post-Evaluation Actions

Create a Stage Management Configuration for Application Form Record Stages

Use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to manage the stages of an application form record in a loan origination workflow.

SEE ALSO:

Create a Stage Management Configuration for Application Form Record Stages

Create a Stage Management Configuration for Application Form Record Stages

USER PERMISSIONS	
To create a stage management configuration for Applicant stages:	Stage Management Design User AND Stage Management User AND Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service
To clone and activate flows:	Manage Flow
To clone and update Omniscripts:	OmniStudio Admin
To add picklist values for the Stage field in the Applicant object:	Customize Application AND Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to manage the stages of an application form record in a loan origination workflow.

Before you begin:

- Set up integrations for loan origination services. on page 316
- Review the flows to automate workflows in Digital Lending—India. on page 278
- Turn on Stage Management in your Salesforce instance.
- Add the picklist values required for the Stage field of the Applicant object. on page 280
- Review the example Stage Management plan for Application Form. on page 353

1. Create a stage definition with Application Form as the reference object and Stage as the reference object field.

   To know more about how to create stage definitions, see Create a Stage Definition.

2. Add transition stages.

a. Select the stage definition that you created.

b. Add the transition stages as shown in the table.

To know more about how to add transition stages, see Set Up Stage Transitions.

Transition From Stage	Transition To Stage
Initiated	Intake
	Submitted
Intake	In Progress
	Submitted
In Progress	Submitted
Submitted	In Review
In Review	Detailed Data Entry
	Underwriting
Detailed Data Entry	In Review
	Underwriting
Underwriting	Approved
	Rejected
	On Hold
On Hold	Approved
	Rejected
Approved	Operations
Operations	Book to Core

c. Save your changes.

3. Set up stage transitions and step definitions for the party profile stages as shown in Example: Stage Management Plan for Application Form. on page 353

To know more about how to set up stage transitions and add step definitions, see Set Up Stage Transitions and Add Step Definitions.

4. Activate the stage definition.

Add the Record Stage Overview Lightning Component to Record Pages

USER PERMISSIONS	
To view the Record Stage Overview lightning component in the Lightning App Builder, and to add to the lightning component to the party profile, applicant, and application form record pages:	Customize Application AND View Setup and Configuration AND Stage Management Design User AND Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service
To access the Record Stage Overview lightning component on the party profile, applicant, and application form record pages:	Stage Management User AND Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Sales OR FSC Service OR FSC Sales and Service

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Give your users a comprehensive view of the stages and the steps to be performed in each phase of the loan origination business workflow.

Add the Record Stage Overview component to the party profile, applicant and application form record pages

1. From the object management settings for Party Profile, go to Lightning Record Pages.
2. Select **Party Profile Record Page**.
3. Click **Edit**.
4. In the Components tab, locate the Record Stage Overview component and drag it onto the record page canvas.
5. Save your changes, and then activate the page, if necessary.
6. Similarly, add the Record Stage Overview component to the applicant and application form record page layouts.

   The Record Stage Overview component shows a kanban view of the stages and the steps to be performed in each stage of the loan origination business workflow.

Set Up and Manage Mortgage

Mortgage for Financial Services Cloud includes a new data model for mortgage applications, new standard flow templates, and new flow screen components.

Mortgage for Financial Services Cloud's data model is based on the U.S. Uniform Residential Loan Application released in February 2019. The data model captures borrower information so you can share it across lines of business. The mortgage feature can be used with the Document Checklist Item object from Document Tracking and Approvals to collect and track required borrower documents.

Give Your Users Access to Mortgage Features

Users such as loan officers and underwriters need different levels of access to mortgage-related objects, document checklist items, and flows. Use permission sets and profiles to set up the necessary access for your users.

Set Up Borrower Access to Mortgage Applications in Communities

Create and assign a profile to your customer communities and customize your community home and record detail pages.

Solution Kits for Mortgage

Salesforce solution kits are your go-to when you want to connect your clouds. Cross-cloud solutions help you deliver impactful, personalized experiences that address customer concerns in a digital, cost-effective manner.

Give Your Users Access to Mortgage Features

Users such as loan officers and underwriters need different levels of access to mortgage-related objects, document checklist items, and flows. Use permission sets and profiles to set up the necessary access for your users.

Assign the Mortgage Permission Set

Use permission sets to assign your users licenses to the mortgage feature and document checklist items.

Create Enhanced Mortgage User Permission Sets

Create permission sets to give your users appropriate access to system permissions.

Create and Assign Mortgage User Profiles

Create loan officer and underwriter profiles to give your users appropriate access to mortgage objects and document checklist items.

Set Up Account Sharing

Use sharing settings to control user access to mortgage records.

Update Residential Loan Application Page Layout

Add loan applicant and loan application objects to the related list section of the Residential Loan Application page layout.

Create a Sharing Set for Mortgage Records

Give Experience Cloud site users access to mortgage records using sharing sets. A sharing set grants site users access to any record associated with an account or contact that matches the user's account or contact. For example, grant site users access to all Residential Loan Application records related to an account that's identified on the user's contact records.

Add the Section Summary View Component to the Residential Loan Application

The Section Summary View component shows borrower loan information on the Residential Loan Application page. The information is displayed in expandable sections that correspond to the Residential Loan Application.

Create and Assign Role

Before a loan officer can create a customer user, they must have a role assigned.

Set Up Action and Recommendations List

Create a list of flows to display to loan officers in the Actions and Recommendations list on residential loan application record pages.

Set Up and Use Mortgage Record Creation Settings

Run the Create Financial Records process to generate financial records, such as financial accounts or property assets, from loan application data. Use the Mortgage Settings to define which records are created when this process runs.

Mortgage Record Creation Settings

The Mortgage Settings define which records are created when you run the Create Financial Records process on a Residential Loan Application.

Assign the Mortgage Permission Set

Use permission sets to assign your users licenses to the mortgage feature and document checklist items.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
2. On the Permission Sets Setup page, click the name of the mortgage permission set with a Mortgage license that you want to assign.
3. Click **Manage Assignments** and then click **Add Assignments**.
4. Select the users who need access to the Mortgage license, click **Assign**, and click **Done**.
5. On the Permission Sets Setup page, click the name of the document checklist permission set with a Document Checklist license that you want to assign.
6. Click **Manage Assignments** and then click **Add Assignments**.
7. Select the users who need access to the Document Checklist license, click **Assign**, and click **Done**.

Create Enhanced Mortgage User Permission Sets

Create permission sets to give your users appropriate access to system permissions.

Financial Services Cloud ships with a Mortgage license and a Document Checklist license, but mortgage users need differing access to both mortgage and document checklist objects. Some mortgage users run flows and create community users. Create permission sets to assign necessary object and feature permissions to your different mortgage users.

1. Create and Assign a Loan Officer Permission Set
   Create a permission set to give loan officers access to mortgage and document checklist features. The permissions set also grants access to mortgage and document checklist objects and other system permissions.
2. Create and Assign an Underwriter Permission Set
   Create a permission set to give underwriters access to mortgage and document checklist features. The permissions set also grants access to mortgage and document checklist objects.

Create and Assign a Loan Officer Permission Set

Create a permission set to give loan officers access to mortgage and document checklist features. The permissions set also grants access to mortgage and document checklist objects and other system permissions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
2. On the Permission Sets Setup page, click **New**.
3. Name the permission set `Loan Officer`, set License to **None**, and then click **Save**.
4. On the Loan Officer Permission Set page, under Apps, click **App Permissions**, and click **Edit**.
5. Under Call Center, enable **Manage Customer Users**, and save.
6. In the drop-down list to the right of App Permissions, select **System Permissions** and then click **Edit**.
7. Under System, enable Run Flows, User license to access mortgage in Financial Services Cloud, and User license to access the Document Checklist features.

8. In the drop-down list to the right of System Permissions, select **Object Settings**.
9. In the Find Settings box, enter `Document Checklist Items`, click **Document Checklist Items**, and then click **Edit**.
10. Enable Read, Create, Edit, and Delete and click **Save**.
11. Repeat steps 11 and 12 for the remaining mortgage objects.
    - Loan Applicant Addresses
    - Loan Applicant Assets
    - Loan Applicant Declarations
    - Loan Applicant Employments
    - Loan Applicant Incomes
    - Loan Applicant Liabilities
    - Loan Applicants
    - Loan Application Assets
    - Loan Application Financials
    - Loan Application Liabilities
    - Loan Application Properties
    - Loan Application Title Holders
    - Residential Loan Applications
12. On the Loan Officer Permission Set page, click **Manage Assignments**, and then click **Add Assignments**.
13. Select the users you want to assign the loan officer permission set to and click **Assign**, and then click **Done**.

Create and Assign an Underwriter Permission Set

Create a permission set to give underwriters access to mortgage and document checklist features. The permissions set also grants access to mortgage and document checklist objects.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
2. On the Permission Sets Setup page, click **New**.
3. Name the permission set `Underwriter`, set License to **None**, and then click **Save**.
4. On the Underwriter Permission Set page, under System, click **System Permissions**, and then click **Edit**.
5. Under System, enable User license to access mortgage in Financial Services Cloud and User license to access the Document Checklist features.
6. Click **Save**.
7. On the Underwriter Permission Set page, in the Find Settings box, enter `Document Checklist Items`, click **Document Checklist Items**, and then click **Edit**.
8. Enable Read, Create, and Edit and then click **Save**.
9. On the Underwriter Permission Set page, in the Find Settings box, enter `Loan Applicant Addresses`, click **Loan Applicant Addresses**, and then click **Edit**.
10. Enable Read and click **Save**.
11. Repeat steps 9 and 10 for the remaining mortgage objects.

- Loan Applicant Assets
- Loan Applicant Declarations
- Loan Applicant Employments
- Loan Applicant Incomes
- Loan Applicant Liabilities
- Loan Applicants
- Loan Application Assets
- Loan Application Financials
- Loan Application Liabilities
- Loan Application Properties
- Loan Application Title Holders
- Residential Loan Applications.

12. On the Underwriter Permission Set page, click **Manage Assignments**, and then click **Add Assignments**.
13. Select the users you want to assign the underwriter permission set to and click **Assign**, and then click **Done**.

Create and Assign Mortgage User Profiles

Create loan officer and underwriter profiles to give your users appropriate access to mortgage objects and document checklist items.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Profiles`, then select **Profiles**.
2. On the Profiles page, clone the Standard User profile.
3. On the Clone Profile page, enter `Loan Officer` for the cloned profile name and save.
4. From Setup, select **Users** > **Users**.
5. Click **Edit** next to the user that you want to assign the loan officer profile to.
6. On the User Edit page, select the loan officer profile from the Profile drop-down list and click **Save**.
7. From Setup, in the Quick Find box, enter `Profiles`, then select **Profiles**.
8. On the Profiles page, clone the Standard User profile.
9. On the Clone Profile page, enter `Underwriter` for the cloned profile name and save.
10. From Setup, select **User** > **User**.
11. Click **Edit** next to the user that you want to assign the underwriter profile to.
12. On the User Edit page, select the underwriter profile from the Profile drop-down list and click **Save**.

Set Up Account Sharing

Use sharing settings to control user access to mortgage records.

Set up sharing for mortgage object records using an account sharing model. This can include account team, sharing rules, or a role hierarchy.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Example: This examples sets up Account Teams for sharing.

1. From Setup, in the Quick Find box, enter `Account Teams`, and then select **Account Teams**.
2. If account teams are disabled, enable account teams for your organization.
   a. On the Account Team Setup page, click **Enable Account Teams**, select **Account Teams Enabled**, and then click **Save**.
   b. On the Page Layout Selection page, select the page layout used by your mortgage teams, enable Add to users' customized related lists, and save.
3. On the Account Team Setup page, click **Team Roles**.
4. On the Team Role Picklist Edit page, click **New**.
5. Enter `Loan Officer`, `Underwriter`, and other mortgage-related team roles at your company each on their own lines and save.
6. To move the new roles to the top of the picklist, click **Reorder**, select the new roles, then click **Top**, and save.

SEE ALSO:

Who Has Access to Account Records?

Update Residential Loan Application Page Layout

Add loan applicant and loan application objects to the related list section of the Residential Loan Application page layout.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager**.
2. In the Quick Find box, enter `Residential Loan Application`, then click **Residential Loan Application**.
3. Click **Page Layouts** and then select the Residential Loan Application layout that your mortgage users see.
4. On the palette, select **Related Lists**.
5. Drag the following objects from the palette to the Related Lists section:
   - Loan Applicants
   - Loan Applicant Addresses
   - Loan Applicant Declarations
   - Loan Applicant Employments
   - Loan Applicant Incomes
   - Loan Application Assets
   - Loan Application Financials

- Loan Application Liabilities
- Loan Application Properties
- Loan Application Title Holders
- Document Checklist Items

6. Click **Save**. If you're prompted to overwrite user's related list customizations, click **Yes**.

After you've updated the Residential Loan Application Page Layout, add the Document Checklist Item component to Account and Opportunity page layouts.

SEE ALSO:

Update Opportunity and Account Page Layouts

Create a Sharing Set for Mortgage Records

Give Experience Cloud site users access to mortgage records using sharing sets. A sharing set grants site users access to any record associated with an account or contact that matches the user's account or contact. For example, grant site users access to all Residential Loan Application records related to an account that's identified on the user's contact records.

Follow the steps in Create a Sharing Set for the mortgage objects that you want to grant access to. You can use sharing sets with these objects:

- LoanApplicant
- LoanApplicantDeclaration
- LoanApplicantEmployment
- LoanApplicantIncome
- LoanApplicationAsset
- LoanApplicationLiability
- ResidentialLoanApplication

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Add the Section Summary View Component to the Residential Loan Application

The Section Summary View component shows borrower loan information on the Residential Loan Application page. The information is displayed in expandable sections that correspond to the Residential Loan Application.

1. On the Residential Loan Application page, go to Lightning App Builder.
2. In the Components search, enter `Section Summary View - Financial Services Cloud`.
3. Drag the Section Summary View component onto the record page.
4. In the Properties pane, update the label for each section, or leave it blank to use the default value.
5. Save your changes.
6. If your page is new, activate the page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create and Assign Role

Before a loan officer can create a customer user, they must have a role assigned.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Create a loan officer role.

   Note: If you already have an appropriate role defined, you can use that role instead of creating a loan officer role.

   a. From Setup, in the Quick Find box, enter `Roles`, and then select **Roles**.

   b. Click **Set Up Roles**.

   c. On the Creating the Role Hierarchy page, find the role that the loan officer role reports to and click **Add Role** beneath it.

   d. Enter a label for the new role, select the appropriate Opportunity Access, and save.

2. Assign a role to loan officers.

   a. On the Creating the Role Hierarchy page, click **Assign** next to the role you want to assign.

   b. Under Available Users Search, select **All Unassigned**.

   c. Select the desired users, click **Add**, and save.

Set Up Action and Recommendations List

Create a list of flows to display to loan officers in the Actions and Recommendations list on residential loan application record pages.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Recommendations`, and select **Actions & Recommendations**.
2. Click **New Deployment** and then click **Next**.
3. Enter a label and an API name for your deployment, select **Flows and quick actions**, and click **Next**.
4. Under Available Objects, enter `Residential Loan Application` and select **Residential Loan Application**.
5. To add Residential Loan Application to the Selected Objects list, click the right arrow and click **Next**.
6. Under All Actions, drag the **Lender Loan Information - Flow** or your customized lender loan flow into the Top Pinned Actions & Recommendations box and click **Next**.
7. Under All Actions, drag the **Borrower Information - Flow** or your customized borrower flow into the Top Pinned Actions & Recommendations box.
8. Under All Actions, drag the **Assets and Liabilities - Flow** or your customized assets and liabilities flow into the Top Pinned Actions & Recommendations box.
9. On the Select actions to add page, click the checkbox to the left of Action Label to deselect all actions.
10. Under Action Label, select Assets and Liabilities, Borrower Information, Lender Loan Information and other actions that you want available from a Residential Loan Application record.

    Note: If you have created customized versions of the mortgage flows, select those flows instead of the standard flows.

11. Click **Save** and then click **Go to Lightning App Builder**.
12. On the Lightning App Builder page, click **New**.

13. Select **Record Page**, and click **Next**.
14. Enter `Residential Loan Application Record Page` for label, set Object to `Residential Loan Application`, and click **Next**.
15. Click **CLONE SALESFORCE DEFAULT PAGE** and then click **Done**.
16. Drag the Actions & Recommendations component into the right column.
17. In the Actions & Recommendations properties pane, set Actions & Recommendations Deployment to the deployment you created.
18. Click **Save** and then click **Activate**.
19. On the Activation page, click **Assign as Org Default**, and then click **Save**.

After you've set up your Action and Recommendations List, set up Document Types for Document Checklist Items.

SEE ALSO:

Set Up Document Types

Set Up and Use Mortgage Record Creation Settings

Run the Create Financial Records process to generate financial records, such as financial accounts or property assets, from loan application data. Use the Mortgage Settings to define which records are created when this process runs.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Enable the mortgage settings.
   a. From Setup, in the Quick Find box, enter `Mortgage`, and then select **Mortgage Settings**.
   a. Review the setting descriptions. Decide which records to generate when the Create Financial Records process runs for a closed loan application.
   b. Click **Enable** for each type of record to create.
2. Confirm the quick action on the record page.
   a. From Setup, click **Object Manager**.
   b. Click **Residential Loan Application**.
   c. Click **Page Layouts**.
   d. Click **Mobile & Lightning Actions**.
   e. Expand the Salesforce Mobile and Lightning Experience Actions section.
   f. Confirm that the Create Financial Records action is on the record page. If it's not, add the action to the record page and save your changes.
3. Create a record.
   a. On the Residential Loan Application record page click **Create Financial Records**.

   Financial Records are created based on the mortgage settings creation settings enabled by your Salesforce admin.

Mortgage Record Creation Settings

The Mortgage Settings define which records are created when you run the Create Financial Records process on a Residential Loan Application.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Setting	Description
Asset Record for New Home	Create an asset record from a loan application property record to represent the new home that was acquired. The new asset record includes the property value, and relates to the primary owner's account.
Liability Record for New Home	Create a liability record from a loan application property record to represent the new mortgage loan. The new liability record includes the mortgage loan amount, and relates to the primary owner's account.
Financial Account Record for New Mortgage	Create a financial account record that represents the mortgage loan. The new financial account record includes the interest rate, terms, and outstanding loan balance.
Financial Account Record for New Home	Create a financial account record from the loan application property to represent the new home. The new financial account record includes the property value, and relates to the primary owner's account.
Customer Property Record for New Home	Create a customer property record from a loan application property record to represent the new home. The new customer property record includes the property value and address, and relates to the primary owner's account.
Asset Records for Loan Application Assets	Create asset records from the assets listed in the loan application.
Financial Account Records for Loan Application Assets	Create financial account records from the assets listed in the loan application.
Liability Records for Loan Application Liabilities	Create liability records from the liabilities listed in the loan application.
Financial Account Records for Loan Application Liabilities	Create financial account records from the liabilities listed in the loan application
Edit Residential Loan Application for Account Read-Only Users	Allow users to edit residential loan applications even if they have read-only access to accounts .

Setting	Description
Loan Applicant	Automatically generate a loan applicant record for a new residential loan application that's associated with a person account.
Loan Applicant Addresses	Generate address records for the related account's addresses. Only applies when also generating a loan applicant record.
Override Mortgage Custom Sharing with Standard Salesforce Sharing	Use standard Salesforce sharing for residential loan applications and other mortgage objects. When this setting is turned on, access is no longer granted to a mortgage object from its account. The Edit Residential Loan Application for Account Read-Only Users setting is ignored.

Set Up Borrower Access to Mortgage Applications in Communities

Create and assign a profile to your customer communities and customize your community home and record detail pages.

Create a Community User Profile for Borrowers

Create a customer community profile with access to mortgage objects and document checklist items.

Assign the Borrower Profile to a Community

Assign the borrower profile to your customer community.

Update Community Pages

Update the Home and Record Detail pages of your community to give borrowers access to mortgage objects, mortgage flows, and document checklist items.

Mortgage Objects Supported by Out-of-the-Box Components and Pages in Community Templates

Check out the list of mortgage objects supported by out-of-the-box components and pages in Experience Builder templates.

Create a Community User Profile for Borrowers

Create a customer community profile with access to mortgage objects and document checklist items.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Ensure that communities are enabled for your organization.

1. From Setup, in the Quick Find box, enter `Profiles`, then select **Profiles**.
2. On the Profiles page, click **Clone** next to the Customer Community Login User, the Customer Community Plus Login User, the Customer Community Plus User, or the Customer Community User profile.
3. On the Clone Profile page, enter `Borrower` for the cloned profile name and save.
4. On the Borrower Profile page, click **Edit**.
5. Under General User Permissions, enable Run Flows.
6. Under Standard Object Permissions, enable read access for Document Checklist Item.
7. Under Standard Object Permissions, enable read, create, edit, and delete access for Loan Applicants, Loan Applicant Addresses, Loan Applicant Assets, Loan Applicant Declarations, Loan Applicant Employments, Loan Applicant Incomes, Loan Applicant Liabilities, Loan Application Assets, Loan Application Financials, Loan Application Liabilities, Loan Application Properties, Loan Application Title Holders, and Residential Loan Applications.

8. Click **Save**.

Assign the Borrower Profile to a Community

Assign the borrower profile to your customer community.

Ensure that communities are enabled and you have at least one customer community created for your organization.

1. From Setup, in the Quick Find box, enter `Communities`, then select **All Communities**.
2. On the All Communities page, click **Workspaces** next to the community you want to assign the borrower profile to.
3. Click the **Administration** tile.
4. Click **Members** in the left pane.
5. Under Select Profiles, select **Customer** in the search drop-down list.
6. Under Available Profiles, select **Borrower**, click **Add**, and then click **Save**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Update Community Pages

Update the Home and Record Detail pages of your community to give borrowers access to mortgage objects, mortgage flows, and document checklist items.

Ensure that communities are enabled and you have at least one customer community created for your organization.

1. Update Community Home Page
   Add the Record List component to the home page to display a list of residential loan applications.
2. Update Community Record Detail Page
   Add mortgage flows and a list of document checklist items to the Record Detail page in communities.

Update Community Home Page

Add the Record List component to the home page to display a list of residential loan applications.

Ensure that communities are enabled and you have at least one customer community created for your organization.

1. From Setup, in the Quick Find box, enter `Communities`, and then select **All Communities**.
2. On the All Communities page, click **Builder** next to the community where you want to update the home page.
3. On the Home page, drag the Record List component onto the page.
4. In the Record List property window, set Object Name to Residential Loan Application.
5. Publish the changes to your community.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Update Community Record Detail Page

Add mortgage flows and a list of document checklist items to the Record Detail page in communities.

Ensure that communities are enabled and you have at least one customer community created for your organization.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Communities`, and then select **All Communities**.
2. On the All Communities page, click **Builder** next to the community where you want to update the record detail page.
3. On the Home page, click the drop-down arrow to the right of Home and select **Record Detail**.
4. Drag the Flow component onto the page.
5. In the Flow property window, set Flow to the name of your borrower flow and enable Pass record ID into this variable.
6. Drag another Flow component onto the page.
7. In the Flow property window, set Flow to the name of your assets and liabilities flow and enable Pass record ID into this variable.
8. Repeat steps 6 and 7 for other mortgage flows that you want your users to fill out.
9. Drag the Record List component onto the page.
10. In the Record List property window, set Object Name to **Document Checklist Item**.
11. Publish the changes to your community.

Mortgage Objects Supported by Out-of-the-Box Components and Pages in Community Templates

Check out the list of mortgage objects supported by out-of-the-box components and pages in Experience Builder templates.

When we talk about supported objects in community templates, we mean that you can use out-of-the-box components on the object pages, as detailed here.

Note: Mortgage objects are not currently usable with partner community components.

API names are indicated in parentheses.

	Components		
Object Name (API Name)	• **Headline** • **Record Banner** • **Record Detail** • **Record Information Tabs** • **Related Records**	• **Navigation Menu** • **Object Home Page**	• **Create Record Button** • **Create Record Form**
Loan Applicant (LoanApplicant)	✓	✓	✓
Loan Applicant Address (LoanApplicantAddress)	✓	✓	✓
Loan Applicant Asset (LoanApplicantAsset)			
Loan Applicant Declaration (LoanApplicantDeclaration)	✓	✓	✓

	Components		
Object Name (API Name)	• **Headline** • **Record Banner** • **Record Detail** • **Record Information Tabs** • **Related Records**	• **Navigation Menu** • **Object Home Page**	• **Create Record Button** • **Create Record Form**
Loan Applicant Employment (LoanApplicantEmployment)	✔	✔	✔
Loan Applicant Income (LoanApplicantIncome)	✔	✔	✔
Loan Applicant Liability (LoanApplicantLiability)			
Loan Application Asset (LoanApplicationAsset)	✔	✔	✔
Loan Application Financial (LoanApplicationFinancial)	✔	✔	✔
Loan Application Liability (LoanApplicationLiability)	✔	✔	✔
Loan Application Property (LoanApplicationProperty)	✔	✔	✔
Loan Application Title Holder (LoanApplicationTitleHolder)	✔	✔	✔
Residential Loan Application (ResidentialLoanApplication)	✔	✔	✔

Note: To be searchable in Experience Cloud sites, objects must be searchable in Lightning Experience and supported in templates.

SEE ALSO:

Objects Supported by Out-of-the-Box Components and Pages in Community Templates

Solution Kits for Mortgage

Salesforce solution kits are your go-to when you want to connect your clouds. Cross-cloud solutions help you deliver impactful, personalized experiences that address customer concerns in a digital, cost-effective manner.

Every solution kit gives you:

- A use case overview and the required products.
- A high-level workflow.
- Information about how cloud solutions fit in.

- Solution design considerations.

The kits include a unique use case that addresses a common customer experience conundrum. The use case overview gives you a real-world example of the problematic situation that each kit solves.

For administrators, we provide information to help deploy the functionality, so that you can deliver an experience that reduces the burden on an overwhelmed workforce. Share these kits with anyone experiencing a cross-cloud dilemma.

SEE ALSO:

Salesforce Help: Loan Forbearance Solution Kit

Set Up and Manage Retail Banking

Get a 360-degree view of customers with Retail Banking, a Financial Services Cloud Lightning app. Bankers can also easily manage high-volume transactions on one screen with the Retail Banking Console. The information bankers need is supported with new objects, fields, and record types for loans, deposits, and more.

Follow these steps to enable Retail Banking features.

Create a Personal Banker Profile

Create a Personal Banker profile to define the permissions and field-level security settings for all personal banker users.

Enable Personal Banker Profile Permissions

Enable the permissions and field-level security setting for the Personal Banker profile.

Assign the Teller Access Permission Set (Optional)

Create a teller user profile and a teller user before assigning the Teller Access permission set.

Set Object Field Permissions for the Personal Banker Profile

Give your personal banker users appropriate access to Account and Contact fields.

Add the Retail Banking Field Sets

Using the Retail Banking field sets, you can customize the details displayed for various objects and record types. If you have not customized the field sets, add the Retail Banking field sets by installing the unmanaged package. However, if you have customized the field sets, add the Retail Banking field sets manually.

Assign Page Layouts to New Financial Account Record Types

The Financial Accounts object includes new record types, such as Checking Account and Auto Loan, to support banking needs. These record types have customized page layouts that optimally display information for each account type.

Update Lightning Page Layouts for the Banking Home Page and Retail Banking Console

Lightning pages designed to help personal bankers see their key data and tasks are included with Retail Banking. Follow these steps to set up these pages for various record types and the user's home page.

Add Personal Banker Users

Add Personal Banker users and assign them the Personal Banker profile and the related permission sets. Users must have these settings to access Financial Services Cloud.

Create a Personal Banker Profile

Create a Personal Banker profile to define the permissions and field-level security settings for all personal banker users.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: To set up profiles for other bank employees, create profiles and modify the permissions to provide the appropriate level of access.

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Click **New**.
3. From the Existing Profile list, select **Standard User**.
4. Enter a profile name, such as `Personal Banker`.
5. Save your changes.

Enable Personal Banker Profile Permissions

Enable the permissions and field-level security setting for the Personal Banker profile.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From **Setup**, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Select the **Personal Banker** profile, click **Edit**, and update the following:
   - Under Custom App Settings:
     - Enable the Retail Banking Console app and set it as the default.
   - Under Tab Settings, Custom Tab Settings:
     - Education: Default Off
     - Employment: Default Off
     - Financial holdings: Default Off
     - Identification documents: Default Off
     - Securities: Default Off
   - Under Administrative Permissions:
     - Enable View Dashboards in Public Folders
     - Enable View Reports in Public Folders
   - Under General User Permissions:
     - Enable: Manage Leads
     - Enable: Report Builder
     - Enable: Transfer Leads
     - Enable: View My Team's Dashboards
3. Save your changes.
4. Under Field-Level Security, select **View next to Task**. Edit the task and enable read access for the Type field. Save your changes and go back to the profile.
5. Under Record Type Settings, verify the following:
   - Contact defaults to Individuals.
   - Events includes Advisor Event and defaults to Advisor Event.

- Leads includes Referral and defaults to Referral.
- Billing Statements includes Credit and Debit and defaults to Credit.
- Financial Account Types include Auto Loan, Checking Account, Credit Card, HELOC, Loan Account, Mortgage, Savings Account, and General Account, and defaults to Checking Account.
- Opportunities defaults to General.
- Tasks includes Advisor Task and defaults to Advisor Task.

Assign the Teller Access Permission Set (Optional)

Create a teller user profile and a teller user before assigning the Teller Access permission set.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From **Setup**, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Click **New Profile**.
3. For Existing Profile select **Standard User**.
4. Enter a profile a name, such as `Teller`.
5. Save your changes.
6. From **Setup**, in the Quick Find box, enter `Users`, and then select **Users**.
7. Click the user to be assigned the teller profile.
8. Click **Edit**, and set Profile to `Teller`.
9. Save your changes.
10. Under Permission Set Assignments, click **Edit Assignments**.
11. Assign the Financial Services Cloud Basic and Teller Access permission sets.

    Note: If tellers perform associate-level or higher tasks, you can assign Financial Services Cloud Standard permissions in place of Financial Services Cloud Basic.

12. Save your changes.

Here's an overview of the Teller Access permission set.

Objects	Access
Account Account Relationship	Read, Create, Edit
Alerts	Read, Edit, Delete, View All, Modify All
Assets and Liabilities	Read
Billing Statements	Read
Cards	Read
Charges and Fees	Read
Contact Contact Relationship	Read, Create, Edit
Education	Read, Edit, Delete
Employment	Read
Financial Account Roles	Read

Objects	Access
Financial Accounts	Read
Financial Account Transactions	Read
Financial Goals	Read
Financial Holdings	Read
Identification Documents	Read
Life Events	Read
Reciprocal Roles	Read
Revenues	Read
Rollup By Lookup Configurations	Read
Rollup By Lookup Filter Criteria	Read
Securities	Read

Set Object Field Permissions for the Personal Banker Profile

Give your personal banker users appropriate access to Account and Contact fields.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Click the **Personal Banker** profile name.
3. Assign the required field-level access for the Account object.
   a. Under Standard Field-Level Security in the Field-Level Security section, click **View** next to Account.
   b. For each Account field in the Object Field Permissions table, enable the listed Read Access and Edit Access.
4. Save your changes.
5. Assign the required field-level access for the Contact object.
   a. Under Standard Field-Level Security in the Field-Level Security section, click **View** next to Contact.
   b. For each Contact field in the Object Field Permissions table, enable the listed Read Access and Edit Access.
6. Save your changes.

Table 15: Object Field Permissions

Object	Field Name	Read Access	Edit Access
Account	External Referrer	✔	✔
Account	Individual Type	✔	
Account	Internal Referrer	✔	✔

Object	Field Name	Read Access	Edit Access
Account	Last Transaction Date	✔	
Account	Last Transaction Date - Joint Owner	✔	✔
Account	Last Transaction Date - Primary Owner	✔	✔
Account	Number of Fin. Accounts - Joint Owner	✔	✔
Account	Number of Fin. Accounts - Primary Owner	✔	✔
Account	Total Number of Financial Accounts	✔	
Account	Total Outstanding Credit	✔	
Account	Total Outstanding Credit - Joint Owner	✔	✔
Account	Total Outstanding Credit - Primary Owner	✔	✔
Account	Total Revenue	✔	✔
Contact	Customer Timezone	✔	✔
Contact	Email Verified	✔	✔
Contact	External Referrer	✔	✔
Contact	Internal Referrer	✔	✔
Contact	Marketing Opt-Out	✔	✔
Contact	Referrer Score	✔	

Add the Retail Banking Field Sets

Using the Retail Banking field sets, you can customize the details displayed for various objects and record types. If you have not customized the field sets, add the Retail Banking field sets by installing the unmanaged package. However, if you have customized the field sets, add the Retail Banking field sets manually.

Note: If you've made just a few customizations to your field sets, we recommend that you make a note of these customizations, install the unmanaged package, and then reapply the customizations.

Reinstall the Unmanaged Package

To add the Retail Banking field sets, first remove the unmanaged package from your installation and then install the latest unmanaged package.

Create Field Sets for Retail Banking

When you heavily customize field sets in your implementation, it's easier to add the Retail Banking field sets than install the unmanaged package and reapply your customizations.

Reinstall the Unmanaged Package

To add the Retail Banking field sets, first remove the unmanaged package from your installation and then install the latest unmanaged package.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: If you've made just a few customizations to your field sets, we recommend that you make a note of these customizations, install the unmanaged package, and then reapply the customizations.

Install the unmanaged package as follows:

1. To remove the unmanaged package:
   a. From Setup, enter `Installed` in Quick Find, then select **Installed Packages**.
   b. Next to the Financial Services Cloud unmanaged package, click **Uninstall**.
   c. Select **Yes, I want to uninstall** and click **Uninstall**.
2. To install the unmanaged package:
   a. Locate the link to the Financial Services Cloud unmanaged package in the Product Specific Terms section of your order form.
   b. Copy the URL for the unmanaged package into your browser navigation bar and press **Enter**.
   c. Enter the password you received from Salesforce.
   d. Select **Install for Specific Profiles...**
   e. Scroll down to the Personal Banker profile. Set the Access Level to Full Access. This step maps the cloned profile that you created to the Personal Banker profile provided in the package.
   f. Select **Install**.

      If it takes a while, you can select **Done** and move on to do something else while the installation finishes. Check your email for confirmation that the installation was successful.
   g. Verify the installation of the unmanaged package.
      a. From Setup, enter `Installed Packages` in Quick Find, then select **Installed Packages**.
      b. Look for **Financial Services Ext**.

Create Field Sets for Retail Banking

When you heavily customize field sets in your implementation, it's easier to add the Retail Banking field sets than install the unmanaged package and reapply your customizations.

Create Account Field Set for Retail Banking

Create a custom field set to include account information on the personal banker profile's Financials tab.

Create Financial Account Field Sets for Retail Banking

Create custom field sets to include financial account information on the Financials tab for client and household profiles.

Create Lead Field Sets for Retail Banking

Create custom field sets to include lead information on the global referral form and the client profile's Referrals tab.

Create Account Field Set for Retail Banking

Create a custom field set to include account information on the personal banker profile's Financials tab.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions.

1. From the object management settings for accounts, go to Field Sets, and then click **New**.
2. Enter `Financial Accounts Summary` as the **Field Set Label**.
3. Enter `FSC_Banker_Profile_Fin_Acct_Summary` as the **Field Set Name**.
4. Enter `Personal Banker profile's Financials tab` in the **Where is this used?** field.
5. Save your changes.
6. Drag these fields from the palette, and then drop them in the **In the Field Set** container: Total Bank Deposits (Name: TotalBankDeposits), Total Outstanding Credit (Name: TotalOutstandingCredit), and Total Number of Financial Accounts (Name: TotalNumberOfFinAccounts).
7. Save your changes.

Create Financial Account Field Sets for Retail Banking

Create custom field sets to include financial account information on the Financials tab for client and household profiles.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions.

1. From the object management settings for financial accounts, go to Field Sets, and then click **New**.
2. Enter `Auto Loan Account` as the **Field Set Label**.
3. Enter `FSC_Client_AutoLoan` as the **Field Set Name**.
4. Enter `Client profile's Financials tab` in the **Where is this used?** field.
5. Save your changes.
6. Drag these fields from the palette, and then drop them in the **In the Field Set** container: Financial Account Name (Name: Name), Type (Name: FinancialAccountType), Owner Type (Name: OwnerType), Date Opened (Name: OpenDate), and Balance (Name: Balance).
7. Save your changes.

- Repeat steps 1–7 to create these field sets with the same fields used in step 6:

Field Set Label	Name	Where is this used?
Checking Account	FSC_Client_CheckingAccount	Client profile's Financials tab
Credit Card Account	FSC_Client_CreditCard	Client profile's Financials tab
Savings Account	FSC_Client_SavingsAccount	Client profile's Financials tab
Loan Account	FSC_Client_LoanAccount	Client profile's Financials tab
Mortgage Account	FSC_Client_MortgageAccount	Client profile's Financials tab

HELOC Account	FSC_Client_HELOC	Client profile's Financials tab

- Repeat steps 1–7 to create these field sets:

Field Set Label	Name	Where is this used?
Auto Loan Account	FSC_Group_AutoLoan	Household profile's Financials tab
Checking Account	FSC_Group_CheckingAccount	Household profile's Financials tab
Credit Card Account	FSC_Group_CreditCard	Household profile's Financials tab
Savings Account	FSC_Group_SavingsAccount	Household profile's Financials tab
Loan Account	FSC_Group_LoanAccount	Household profile's Financials tab
Mortgage Account	FSC_Group_MortgageAccount	Household profile's Financials tab
HELOC Account	FSC_Group_HELOC	Household profile's Financials tab

With these fields:

Label	Name
Financial Account Name	Name
Primary Owner	PrimaryOwner
Type	FinancialAccountType
Date Opened	OpenDate
Balance	Balance

Create Lead Field Sets for Retail Banking

Create custom field sets to include lead information on the global referral form and the client profile's Referrals tab.

1. From the object management settings for leads, go to Field Sets, and then click **New**.
2. Enter `LBL.Label_Field_Set_Referral_Form` as the **Field Set Label**.
3. Enter `FSC_Referral_Form` as the **Field Set Name**.
4. Enter `Used in global referral form` in the **Where is this used?** field.
5. Save your changes.
6. Drag these fields from the palette, and then drop them in the **In the Field Set** container: First Name (Name: FirstName), Last Name (Name: LastName), Expressed Interest (Name: ExpressedInterest), Company (Name: Company), Phone (Name: Phone), Email (Name: Email), Street (Name: Street), City (Name: City), State (Name: State), and Postal Code (Name: Postal Code).
7. Save your changes.

- Repeat steps 1–7 to create this field set:

Field Set Label	Name	Where is this used?
LBL.Label_Field_Set_Referrals_Made	FSC_Referrals_Made_Community	Client profile's Referrals tab

With these fields:

Label	Name
Name	Name
Expressed Interest	ExpressedInterest
Created Date	CreatedDate

- Repeat steps 1–7 to create this field set:

Field Set Label	Name	Where is this used?
LBL.Label_Field_Set_Referrals_Made	FSC_Referrals_Made	Client profile's Referrals tab

With these fields:

Related Object	Label	Name
Lead	Name	Name
Lead	Expressed Interest	ExpressedInterest
Lead	Lead Status	Status
Converted Opportunity ID	Opportunity Name	Name

Assign Page Layouts to New Financial Account Record Types

The Financial Accounts object includes new record types, such as Checking Account and Auto Loan, to support banking needs. These record types have customized page layouts that optimally display information for each account type.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Follow these steps to assign the custom pages to record types.

1. From Setup, open **Object Manager**.
2. Open the Object as indicated in the table below and then click **Record Types**.
3. Click **Page Layout Assignment** and then **Edit Assignment**.
4. For the record type indicated in the table, select the cell for the personal banker profile or the record type column, where assigning the layout to all profiles, and assign the page layout defined in the table.
5. Save your changes.

Object	Record Type	Layout	Profiles
Account	Individual	Account (Retail Client - Individual) Layout	Personal Banker
Billing Statement	Debit	Debit Billing Statement Layout	All
Contact	Individual	Contact (Retail Client - Individual) Layout	Personal Banker
Lead	General	Lead (General) Layout	All
Lead	Retirement Planning	Lead (General) Layout	All
Opportunity	General	Opportunity (General) Layout	All
Opportunity	Wallet Share Opportunity	Opportunity (Wallet Share) Layout	Personal Banker

Update Lightning Page Layouts for the Banking Home Page and Retail Banking Console

Lightning pages designed to help personal bankers see their key data and tasks are included with Retail Banking. Follow these steps to set up these pages for various record types and the user's home page.

Assign the Banking Home Page Layout to a Profile

The Banking home page is tailored to the needs of personal bankers.

SEE ALSO:

Assign Lightning Pages to Display Financial Services Cloud Data

Assign the Banking Home Page Layout to a Profile

The Banking home page is tailored to the needs of personal bankers.

Assign this home page to the Personal Banker profile by following these steps.

1. From Setup, enter `Lightning App Builder` in Quick Find, then select **Lightning App Builder**.
2. Click **View** for **Banking Home**.
3. Click **Activation**.
4. Select **Assign this Home page to specific profiles** and click **Next**.
5. Select **Personal Banker** from the list of profiles and click **Next**.
6. Activate your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Add Personal Banker Users

Add Personal Banker users and assign them the Personal Banker profile and the related permission sets. Users must have these settings to access Financial Services Cloud.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, enter `Users` in Quick Find, then select **Users**.
2. Click **New User**. Enter the user's details and assign them the Salesforce user license and then the **Personal Banker** profile.
3. Save your changes.
4. Under Permission Set Assignments, click **Edit Assignments**.
5. Under Available Permission Sets, add the Financial Services Cloud Standard and Personal Banker Access permission sets to Enabled Permission Sets.
6. Save your changes.

   You can use subsets of the Retail Banking features for other users, such as tellers.

Set Up and Manage Wealth Management

Give your financial advisors a holistic view of customers with Wealth Management, a Financial Services Cloud Lightning app. Empower your advisors to deliver the personalized, proactive service that clients expect. Accelerate user productivity with technology that helps them engage with clients like never before, and build deeper, lasting, more profitable relationships.

Follow these steps to enable Wealth Management features.

Create a Financial Advisor Profile

Create a Financial Advisor profile to define the permissions and field-level security settings for all wealth managers.

Enable Financial Advisor Profile Permissions

Enable the permissions and field-level security setting for the Financial Advisor profile.

Add Quick Actions in Client Segmentation App

Quick actions let users take advantage of Salesforce actions from client details in Client Segmentation App.

Embed Client Segmentation App Dashboards in Financial Services Cloud

After you create and share the Client Segmentation App app, users can access its dashboards through Analytics Studio. To make the dashboards available in Financial Services Cloud, create a tab and embed the dashboards in the tab.

Synchronize the Next and Last Interactions on the Account Object

Schedule an Apex job to set up a batch job for next and last interaction calculations.

Specify Custom Record Types for Synchronization

Specify custom record types to synchronize next and last interactions on Account.

Create a Financial Advisor Profile

Create a Financial Advisor profile to define the permissions and field-level security settings for all wealth managers.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Click **New**.
3. From the Existing Profile list, select **Standard User**.
4. Enter a profile name, such as `Financial Advisor`.
5. Save your changes.

Enable Financial Advisor Profile Permissions

Enable the permissions and field-level security setting for the Financial Advisor profile.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Click **Edit** next to Financial Advisor.

   If the Enhanced Profile User Interface setting is enabled in your org, click **Financial Advisor** to open it. Then, click individual settings to open and edit them.
3. Make these changes:
   - Under Custom App Settings:
     - Set Wealth Management as the default app.
   - Under Tab Settings -> Custom Tab Settings:

     Note: You can change the default tab settings according to your requirements.
     - Education: Default Off
     - Employment: Default Off
     - Financial holdings: Default Off
     - Identification documents: Default Off
     - Securities: Default Off
   - Under Administrative Permissions:
     - Enable View Dashboards in Public Folders
     - Enable View Reports in Public Folders
   - Under General User Permissions:
     - Enable: Manage Leads
     - Enable: Report Builder
     - Enable: Transfer Leads
     - Enable: View My Team's Dashboards
4. Save your changes.
5. Under Field-Level Security, click **View** next to Task.
6. Click **Edit** and select the Read Access checkbox for the Type field.

7. Save your changes, and then click **Back to Profile**.
8. Under Record Type Settings, verify the following:
   - The Contacts record type defaults to Individuals.
   - The Events record type includes Advisor Event and defaults to Advisor Event.
   - The Leads record type includes Referral and defaults to Referral.
   - The Billing Statements record type includes Credit and Debit and defaults to Credit.
   - The Financial Accounts record type includes Auto Loan, Checking Account, Credit Card, HELOC, Loan Account, Mortgage, Savings Account, and General Account, and defaults to Checking Account.
   - The Opportunities record type defaults to General.
   - The Tasks record type includes Advisor Task and defaults to Advisor Task.

Add Quick Actions in Client Segmentation App

Quick actions let users take advantage of Salesforce actions from client details in Client Segmentation App.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager** and click **Account**.
2. Open **Page Layouts** and click **Account (Individual) Layout**.
3. Verify that you are updating the managed Account Contact Relationship layout.

   Note: The managed Account Contact Relationship layout displays a message that the layout is managed.

4. In the palette, select **Quick Actions**, and then drag each quick action to the Quick Actions in the Salesforce Classic Publisher section and the Salesforce Mobile and Lightning Experience Actions section.
5. Save your changes.

Embed Client Segmentation App Dashboards in Financial Services Cloud

After you create and share the Client Segmentation App app, users can access its dashboards through Analytics Studio. To make the dashboards available in Financial Services Cloud, create a tab and embed the dashboards in the tab.

1. Create a Visualforce page where you embed Client Segmentation dashboards.
2. Embed dashboards in your page.
3. Add your page to a Visualforce tab.

SEE ALSO:

Create Visualforce Pages
Add a Analytics Dashboard to a Visualforce Page
Create Visualforce Tabs

Synchronize the Next and Last Interactions on the Account Object

Schedule an Apex job to set up a batch job for next and last interaction calculations.

1. From **Setup** in the Quick Find box, enter `apex`, and then select **Apex Classes**.
2. Click **Schedule Apex**.
3. Enter a job name.
4. For Apex Class, look up and select **ContactInteractionSchedulable**.
5. Select the batch job.
6. Enter today's date as the start and end date.
7. Choose the start time. The batch job is scheduled to run every 15 minutes.
8. Save your changes.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Enterprise** and **Unlimited** editions.

Specify Custom Record Types for Synchronization

Specify custom record types to synchronize next and last interactions on Account.

1. From **Setup** in the Quick Find box, enter `Custom Metadata Types`, and then select **Custom Metadata Types**.
2. Click **Manage Records** next to InteractionFieldUpdate.

   Note: By default, AdvisorEventRecordType and AdvisorTaskRecordType configurations are available. These records include AdvisorEvent and AdvisorTask record types for calculation in next and last interaction dates.

3. Click **New**.
4. Enter a label.
5. Specify the Object Name, such as Event.
6. Specify the Record Type Name, such as ClientAssociateEvent.
7. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Retail Banking, Commercial Banking, and Wealth Management Console Apps for Financial Services Cloud

Use the standard console apps for retail banking, wealth management, and commercial banking to streamline client interaction and service management. You can use these apps without installing the Financial Services Cloud managed package. These console apps have a set of prebuilt functionalities that help your bankers and customer service representatives (CSR) manage their end-to-end service interactions all in one place.

The console apps for retail banking, commercial banking, and wealth management are available both in the Financial Services Cloud managed package and as a standard feature in your org without installing the managed package.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

The standard console apps are available only when you enable the Financial Account Management Standard Objects setting. These standard console apps show financial accounts and related details from the Financial Account and related standard objects.

Here are the essential details about the console apps available in the managed package and the standard console apps:

Financial Services Cloud Managed Package Console Apps	**Standard Console Apps**
Name: • Retail Banking Console • Wealth Management Console • Commercial Banking Console	Name: • Retail Banking • Wealth Management • Commercial Banking
Console apps are available only after you install the Financial Services Cloud managed package.	Console apps are available without installing the Financial Services Cloud managed package, and when you enable the Financial Account Management Standard Objects setting.
Console apps use the standard Salesforce record details page format to show the details. An agent or a CSR must do multiple hops or clicks to view different details about a client.	Console apps use the service console interface with a set of prebuilt functionalities to show the details. This interface helps your bankers and CSRs resolve customer queries with a unified, holistic view. CSRs can verify a customer's identity, view a timeline of interactions with the customer, view financial account details, and get visibility into related cases. They can also receive record alerts, take contextual actions, and capture interaction details—all conveniently accessible on various object record detail pages..

Assign Permissions for Financial Services Cloud Console Apps

Assign permission sets to users to access the standard console apps for retail banking, commercial banking, and wealth management.

Prerequisites for Setting Up the Financial Services Cloud Standard Console Apps

To set up and use the standard console apps for retail banking, commercial banking, and wealth management, complete these prerequisites.

Enable Financial Account Management Standard Objects

To access and use the standard console apps for retail banking, commercial banking, and wealth management, enable the Financial Account Management Standard Objects setting.

Best Practices for Customizing the Financial Services Cloud Console Apps

You can customize the console apps to suit your business requirements.

Customize a Lightning Page for Standard Console Apps

Customize the prebuilt Lightning pages that are shipped with the standard console apps for retail banking, commercial banking, and wealth management.

Console App for Commercial Banking

Commercial bankers can manage complex and changing customer requirements, compliance issues, and the competitive landscape with an easy-to-use and comprehensive console application for commercial banking.

Console App for Retail Banking

Use the standard console app for retail banking to streamline service interactions for bankers and customer service representatives (CSRs).

Console App for Wealth Management

Use the standard console app for wealth management to streamline client interaction and service management for wealth managers. The user-friendly interface offers a centralized hub for accessing key updates, accounts, cases, and applications, as well as tasks, events, and opportunities for efficient time management.

Assign Permissions for Financial Services Cloud Console Apps

Assign permission sets to users to access the standard console apps for retail banking, commercial banking, and wealth management.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Click a user's name.
3. Under Permission Set Assignments, click **Edit Assignments**.
4. Assign these permission sets based on the console apps that you plan to use:

Console App	Permission Set
Retail Banking	Industry Service Excellence AND OmniStudio Admin AND Financial Services Cloud Extension OR FSC Service OR FSC Foundation
Commercial Banking and Wealth Management	Industry Sales Excellence AND OmniStudio Admin AND Financial Services Cloud Extension OR FSC Foundation OR FSC Sales

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To assign permission sets:

- Assign Permission Sets

  AND

  View Setup and Configuration

Prerequisites for Setting Up the Financial Services Cloud Standard Console Apps

To set up and use the standard console apps for retail banking, commercial banking, and wealth management, complete these prerequisites.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Engagement Interaction

To create engagement records, configure computer-telephony integration (CTI) systems and Service Cloud Voice for partner telephony. See Salesforce Open CTI and Set Up Service Cloud Voice with Partner Telephony.

Timeline

- To use the Timeline component, from Setup, in the Quick Find box, enter `Timeline Settings`, and then select **Timeline**, and turn on Timeline Configuration.
- The console has a preconfigured Timeline component that shows the engagement interaction records for a client.
- To create a custom timeline that shows other Financial Services Cloud object records, configure the Timeline component included with the relevant console app, and add the component to the relevant record page.
- Manage and configure actions for the Case object for all the relevant profiles.
  - From Setup, in the Quick Find box, enter `Profiles`, and select a user profile relevant to the commercial banking console app.
  - Go to the Field-Level Security section, locate Case, and click **View**.
  - Click **Edit**, and select **Edit Access** for the Case Source field name.

Interaction Summary

- To capture and share interaction summaries, from Setup, in the Quick Find box, enter `Interaction Summary`, and select **Interaction Summary Settings**, and then turn on Interaction Summary.

Action Launcher

To enable the deployment of commercial banking related service processes on your console app:

- From Setup, in the Quick Find box, enter `Action Launcher`, and select **Action Launcher**.
- From the Out-of-the-Box Deployments section, select the service processes related to your app, and click **Use Deployment**. For example, if you plan to use retail banking app, then select retail banking related service processes.

Account Record Page

To view a client's financial information on the person account record page by using the prebuilt configured components, you must edit the account record page and save it.

- Enable person account in your org.
- From the App Launcher, select **Retail Banking**.
- Click **Accounts**.
- To open an account record details page, click a record.
- To view a client's financial information on the person account record page, click **Edit Page** on the record details page, and then click **Save**.
- Repeat these steps for the Account object in the commercial banking and wealth management console apps.

Enable Financial Account Management Standard Objects

To access and use the standard console apps for retail banking, commercial banking, and wealth management, enable the Financial Account Management Standard Objects setting.

1. From Setup, in the Quick Find box, enter `Financial Account Management`, and then select **Financial Account Management Standard Objects**.
2. Turn on Financial Account Management Standard Objects.

   Important: When the Financial Account Management Standard Objects setting is enabled and you have the Financial Services Cloud managed package installed, both the standard console apps and the apps from the managed package are visible in your org. It's important to consistently use either the Financial Services Cloud managed package console apps or the standard console apps, and avoid mixing both. Review the name comparison between the managed package and standard console apps to effectively use the apps without any confusion.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To enable Financial Account Management Standard Objects in the retail banking console app:

- Industry Service Excellence

  AND

  OmniStudio Admin

  AND

  Financial Services Cloud Extension OR FSC Foundation OR FSC Service

To enable Financial Account Management Standard Objects in the commercial banking and wealth management console apps:

- Industry Sales Excellence

  AND

  OmniStudio Admin

  AND

  Financial Services Cloud Extension OR FSC Foundation OR FSC Sales

Best Practices for Customizing the Financial Services Cloud Console Apps

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

You can customize the console apps to suit your business requirements.

From the App Manager page in Setup, you can edit and customize your app basics. The only thing that you can't change is the app's developer name. We recommend that you:

- Update the name, description, and branding for the app.
- Add other items, such as quick text, macros, products, and contracts. The Service Console app includes cases, contacts, accounts, reports, dashboards, chatter, and Home by default.
- Add other utilities, such as an Open CTI softphone, Omni-Channel, Macros, and Customer Insights.
- Assign the app to the appropriate user profiles, such as your service agent profiles.

Note: The retail banking, commercial banking, and wealth management console apps are automatically assigned to all standard and custom user profiles. You can modify these assignments to make sure that only the right people have access to the app.

To customize the Lightning pages in your console, use the Lightning App Builder to create the record pages.

Customize a Lightning Page for Standard Console Apps

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions

Customize the prebuilt Lightning pages that are shipped with the standard console apps for retail banking, commercial banking, and wealth management.

These Lightning pages are shipped with the standard console apps:

- Account (Retail Banking) Record Page: Applicable to the retail banking console app
- Account (Commercial Banking And Wealth Management) Record Page: Applicable to commercial banking and wealth management console apps
- Financial Account (Retail Banking) Record Page: Applicable to the retail banking console app
- Financial Account (Wealth Management) Record Page: Applicable to the wealth management console app
- Interaction Summary (Commercial Banking) Record Page: Applicable to the commercial banking console app

Customize a Lightning page according to your business needs.

1. From the Setup menu on a record details page, select **Edit Page**.

   Note: When you select **Edit Page** for the first time, Salesforce makes a copy of the standard page. This copy is what you edit in the Lightning App Builder. If a customized page exists and is active, when you select **Edit Page**, that page opens for editing.

2. In the Lightning App Builder, add, edit, or remove components to change the page's layout. Reorder the components by dragging them around the canvas.
3. In the page properties, give your customized page a unique, descriptive label. To get to the page properties, click **Page** from the breadcrumb at the top of the properties pane.
4. Save and activate the page.

Console App for Commercial Banking

Commercial bankers can manage complex and changing customer requirements, compliance issues, and the competitive landscape with an easy-to-use and comprehensive console application for commercial banking.

Bankers and customer service representatives (CSRs) can get a comprehensive view of their customer details and activities in one page by using the new Commercial Banking console app. CSRs can use the console to proactively engage with customers and resolve their questions, address their requests, search for relevant knowledge articles, get alerts for related records that need attention, and run actions to resolve member requests. CSRs can also track previous interactions on a timeline and check related records.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

The commercial banking console app offers prebuilt features to streamline client interactions for commercial bankers. The home page shows key updates, recent accounts, cases, and applications, along with opportunities, tasks, and events to help bankers manage their time efficiently. Bankers can access a customer's profile card, view interaction history, financial account details, receive record alerts and take relevant actions, and document interactions—all conveniently accessible on various object record detail pages.

The console app has these preconfigured components on the Home page:

- Assistant
- Recently Viewed Opportunities
- Recent Items
- Recent Records
- Events
- Tasks

Console App for Retail Banking

Use the standard console app for retail banking to streamline service interactions for bankers and customer service representatives (CSRs).

The home page of the app acts as a central hub for accessing updates, accounts, cases, and applications, as well as tasks, events, and productivity opportunities. Users can easily go through sections such as cases, leads, opportunities, and financial accounts, and generate reports and view dashboards. They can also access a customer's profile card, review interaction history, receive record alerts, create and view cases, voice calls, engagement interactions, messaging sessions, and service appointments using the Timeline component, and view financial accounts and transactions—all conveniently accessible on various object record detail pages.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

The console app has these preconfigured components on the Home page:

- Assistant
- Recent Items: Lists the most recently accessed records from the Account, Financial Account, and Case objects
- Recent Records
- Events
- Tasks

Console App for Wealth Management

Use the standard console app for wealth management to streamline client interaction and service management for wealth managers. The user-friendly interface offers a centralized hub for accessing key updates, accounts, cases, and applications, as well as tasks, events, and opportunities for efficient time management.

Wealth managers can track financial accounts, progress towards goals, generate reports, view dashboards, access customer profiles, review interaction history, and receive record alerts—all conveniently accessible on various object record detail pages.

The console app has these preconfigured components on the Home page:

- Assistant
- Recent Items: Lists the most recently accessed records from the Account, Financial Account, and Case objects
- Recent Records
- Events
- Tasks

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Common Capabilities in Financial Services Cloud

Set up and manage Financial Services Cloud features that aren't specific to a line of business.

Note: For information about Action Plans, Actionable Segmentation, Discovery Framework, Business Rule Engine, Record Alerts, Service Process Studio, Document Generation, OmniStudio, and other features that are available in Financial Services Cloud as well as other Salesforce Industries clouds, check out Extend Your Industries Cloud with Common Features.

Set up the common capabilities that are useful for your org.

Actionable Segmentation

Actionable Segmentation enables you to segment similar client profiles, curate them, and design timely and personalized client outreach programs. Actionable list definitions and actionable lists are the key elements of the Actionable Segmentation feature.

Action Launcher

By using the Action Launcher component, service agents can resolve customer queries more quickly and efficiently. They can use the Action Launcher component to search for and launch quick actions, OmniScripts, Screen flows, Field Service Mobile flows, and Autolaunched flows.

Action Plans

Capture repeatable tasks in templates and then automate the task sequences with an action plan. Enhance collaboration and productivity by automatically assigning task owners and deadlines for specific client engagement, such as account openings, loan approvals, and claims processing. Create reports and dashboards to monitor progress and ensure compliance.

Actionable Relationship Center (ARC) in Financial Services Cloud

The Actionable Relationship Center (ARC) lets you view your customers' relationships in an easy-to-navigate graph. ARC helps you understand relationships among people and businesses by presenting them in interactive components. Build graphs with standard and custom objects, then add the ARC Relationship Graph component to page layouts to show your graphs. Customize node names, show fields, and object and record actions so that your users can easily view, edit, delete, and create records during customer interactions.

Aggregate Records Using API

Use Household API Setup to retrieve household details and related records, such as Financial Accounts, Financial Holdings, Assets and Liabilities, and Members with Connect API calls. You don't have to be a Salesforce developer. Show the retrieved household details in your third-party financial planning tool when connected using financial planning integration for wealth management. Your financial planning tool analyzes the data from the Connect API to show financial data about your customers, such as financial goals, credit risk assessment, and household members.

Ensure Privacy of Customers With Audit Trail

Audit Trail lets service agents inspect customer identity verification logs, detect potential cases of identity fraud, and meet audit compliance standards. Audit Trail works with customer identity verification records, which are created when the CSRs use the Verify Customer Identity flow to verify the customer's identity.

Branch Management

Track branch performance and productivity with Branch Management.

Business Client Engagement

Use the Onboarding and Know Your Customer data models to bring business clients on board. Drive compliance and efficiency in business client onboarding by capturing details, such as beneficial owners, controlling parties, and business structure.

Business Rules Engine

Simplify the process of determining eligibility or qualification and automate complex decision-making to find solutions faster using Business Rules Engine.

Caller Identity Verification

Verify the identity of a caller before you share any sensitive information with them. Organizations across the world are required to comply with regulations that help to ascertain the customer's identity and provide protection from losses and fraud. Failure to follow these regulations has legal consequences. Organizations must ensure that any person who seeks confidential information must first prove their identity and access.

Capture Income and Expenses

Show cash flow trends to bankers and financial advisors, help them assess client financial health, and provide recommendations to achieve financial goals.

Complaint Management

Complaint Management provides a streamlined process for service agents to capture and submit client complaints directly from a Person Account record. Case agents can also track and monitor submitted complaints. If you enable CRM Analytics and create a CRM App for Complaint Management, your customer experience managers can use the prebuilt dashboards to gain insights on complaints. You can also set up a self-service portal for your customer community users to let them directly file complaints on the portal.

Compliant Data Sharing for Financial Services

The Compliant Data Sharing feature lets Financial Services admins and compliance managers configure advanced data sharing rules, so that they can improve compliance with regulations and company policies. They can control and monitor what data gets shared with whom, without writing complex code.

Contextual Alerts

Boost employee efficiency and minimize cognitive strain by equipping bankers, agents, and advisors with contextual alerts that highlight customer priorities and opportunities. Use the guided setup experience to configure and activate these alerts effortlessly. This intuitive process allows you to set up record alerts tailored to your organization, explore preconfigured contextual alerts, and create Data Cloud actions for the alerts you want to activate.

Data Consumption Framework

With Data Consumption Framework, your agents can access complete and current data from external systems without leaving Salesforce. The framework extends the Continuations framework in FlexCards and OmniScripts by providing them with integration definition capabilities for better real-time performance. In addition, agents can use the framework to initiate asynchronous flows that call APIs at scale to support more simultaneous users.

Discovery Framework

With the Discovery Framework, your users can create digital forms to collect and validate data and avoid time-consuming and error-prone manual methods. The Discovery Framework data model and the power of OmniStudio enable your users to create digital forms and manage every aspect of questionnaire-driven data collection in compliance with your policies.

Document Generation

With Document Generation, you can generate contracts, proposals, quotes, reports, non-disclosure agreements, service agreements, and more.

Document Checklist Items in Financial Services Cloud

Manage your document approval process in Financial Services Cloud. Define document types for commonly required documentation. Then create a document checklist item for each file required from a customer. A customer or user then uploads a relevant file for the document checklist item, and the files are tracked through your approval process. Customers can track the progress of their uploaded documentation from submission to approval.

Engagement

Use the engagement data model to store details about an engagement between a customer and a service agent.

Events and Milestones

With the Events and Milestones component, get an at-a-glance view of your customers' life events or milestones. Use the details to identify upcoming opportunities and devise timely personalized offers and engagement. The Events and Milestones component shows life events for a person account or contact record and business milestones for an account record.

Fact Finding for Wealth Managers

Use the Fact Finding questionnaire to gather comprehensive and accurate information about your client's financial situation, goals, risk tolerance, and preferences. Tailor personalized financial strategies, identify potential opportunities and risks, and ensure that your advice aligns with your client's unique needs and circumstances. Build trust, create achievable financial plans, and deliver value to clients through informed and strategic decision-making.

Provide a Comprehensive View of Customer Financial Account Details

Using the FSCFinancialAccountsSummary component, service agents can view financial accounts, transactions, and record alerts associated with accounts in one place. The financial account details show information stored in Salesforce. The comprehensive view of financial account details helps agents to resolve customer queries quickly and efficiently.

Financial Deal Management

Track and manage a financial deal lifecycle. By using the Financial Deal Management data model, deal teams can manage every aspect of deal-related information and take advantage of compliant, role-based data sharing options. They can create new financial deal records that specify a deal's stage, status, probability of deal success, and more. And to maintain compliance, they can share deal records that contain confidential information only with relevant stakeholders.

Financial Plans and Goals

Help your clients plan for and reach their short and long-term financial objectives using the Financial Goals and Financial Plans objects. These objects are available with your Financial Services Cloud license. Financial plans and goals use OmniStudio for added customization.

Streamline Your Customer Onboarding Experience

Give your users access to a prebuilt sample app that streamlines the customer onboarding process. The sample app includes Omniscripts, Flows, Integration Procedures, Omnistudio Data Mappers, and other components that can be deployed to your Salesforce org and customized to meet your unique onboarding needs.

Intelligent Document Automation for Consent and Disclosures

Manage consent and disclosure documents, generate authorization request forms, and track user responses by using Intelligent Document Automation features.

Intelligent Need-Based Referrals and Scoring

Source referrals internally and externally across lines of business. Users create and automatically route referrals based on a customer's expressed interest, from savings accounts to home loans. Build processes to create automatic email notifications that keep users up-to-date. The dashboards and reports make it a snap to identify and reward top referrers.

Interaction Summaries

Capture and share interaction summaries.

Interest Tags for Financial Services Cloud

Let your users add custom Interest Tags to client records to capture client needs, interests, and prospecting opportunities. Having clients' interests in mind during client interactions helps deepen relationships. Organize interest tags into tag categories, which group similar interest tags so that you can easily create reports and dashboards showing common themes and interests across clients.

Know Your Customers

By using the Know Your Customer (KYC) data model, your users can perform identity verification, risk assessment, and screening checks of parties with ease. Parties can be accounts, contacts, or leads.

Omnistudio for Financial Services Cloud

Use Omnistudio to create guided interactions and other rich user experiences without code. You can even create applications and workflows using data from Financial Services Cloud and from external sources.

Record Alerts

Alert your agents to changes in client records that require action. Using Record Alerts, agents can scan records for notifications that show information from your core banking system or from alerts that are stored in Salesforce.

Record Association Builder

Define criteria for linking new or changed records with the branches that work with them.

Service Process Automation

Service Process Automation helps you streamline and automate service-related operations. The core component of Service Process Automation is Service Process Studio, a framework that lets you design case-driven service processes, starting from request intake to fulfillment. Each service process includes an OmniScript for request intake through assisted and self-service channels and it features flows for streamlined fulfillment.

Stage Management

Use Stage Management to define business process stages, transitions, and the criteria required to complete each stage of a complex business process such as transaction dispute management and customer onboarding. Restrict stage transitions based on user access. Define your own rules for transition by specifying a criterion, and add step definitions to run integration definitions, flows, or Omniscripts.

Tear Sheet Generation

Summarize information from objects in a tear sheet. By using the Summary Document component, your users can quickly generate a tear sheet that summarizes the information they need from one or more objects. To quickly access the document, your users can attach the document to an Account, Contact, or Financial Deal record page layout where the component is added.

Timeline in Financial Services Cloud

Timeline provides a comprehensive and chronological view of customer interactions, showing key events relating to a person or a resource in one place.

Transaction Dispute Management

Transaction Dispute Management provides a streamlined process for your users to capture and submit customer disputes related to financial transactions. Use Service Process Studio to quickly configure the Transaction Dispute Management service process to give your users a guided step-by-step process for capturing customer disputes. Let your users launch the dispute intake request directly from a customer's record page in Salesforce.

Actionable Segmentation

Actionable Segmentation enables you to segment similar client profiles, curate them, and design timely and personalized client outreach programs. Actionable list definitions and actionable lists are the key elements of the Actionable Segmentation feature.

EDITIONS

Available in: Lightning Experience

Available in: Clouds that have Industry Sales Excellence Add On and Query for Datapipelines User licenses

You can create actionable lists for various outreach initiatives. For example, as a wealth manager, create an actionable list of high net worth individuals for a wealth plan outreach initiative, or an actionable list of potential leads for an Insurance Plan initiative.

Create actionable list definitions that enable you to build datasets containing records joining information across multiple objects according to your business requirements. For example, if a business requirement is to sell a wealth plan designed for high net worth individuals or households whose net worth is greater than US$1 million, then your org admin can create a dataset containing such records by performing cross-object joins of Account, Contact, Financial Account, and other related objects.

Create an actionable list by using an actionable list definition. You can specify list filtering criteria when creating a list. Before creating a list, ensure that your org admin has already created and activated the actionable list definition that you plan to use.

Explore and Learn

Watch this video to learn about Actionable Segmentation and its end-to-end workflow.

Watch a video

If you aren't able to watch the video in full screen, open the video on a new tab: Overview of Actionable Segmentation.

To learn how to create actionable list definitions and actionable lists, see Actionable Segmentation.

Action Launcher

By using the Action Launcher component, service agents can resolve customer queries more quickly and efficiently. They can use the Action Launcher component to search for and launch quick actions, OmniScripts, Screen flows, Field Service Mobile flows, and Autolaunched flows.

Action Launcher is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions.

For example, let's consider a customer service call in a retail banking scenario. The customer calls a service agent and places an order for a checkbook. To resolve this query quickly, the agent can launch the relevant quick action, OmniScript, or flow, from the Action Launcher component and create a request for a new checkbook. To enable an agent to search for and launch an action from the Action Launcher component, ensure that the relevant quick actions, OmniScripts, or flows are configured in the corresponding Action Launcher deployment.

Note: To make Action Launcher available to Financial Services Cloud users, assign the Industries Service Excellence permission set license.

To learn how to access action launcher, create an action launcher deployment, and types of actions, see Action Launcher.

Action Plans

Capture repeatable tasks in templates and then automate the task sequences with an action plan. Enhance collaboration and productivity by automatically assigning task owners and deadlines for specific client engagement, such as account openings, loan approvals, and claims processing. Create reports and dashboards to monitor progress and ensure compliance.

Note: Action Plans is available in Lightning Experience and included in Salesforce Government Cloud with Lightning Scheduler, Financial Services Cloud, Health Cloud, Education Cloud, Public Sector Solutions, and Consumer Goods Cloud. For Finanical Services Cloud, Action Plans is included with both FSC Sales and FSC Service permission sets. So, no need to assign the Action Plans permission set separately for users with those licenses.

EDITIONS

Action Plans is available in Lightning Experience.

Available in: **Enterprise** and **Unlimited** Editions

To learn how to enable action plans in your org, see Action Plans.

Get Started with Action Plans for Financial Services Cloud

Use Action Plans to efficiently manage the repetitive tasks that must be completed in a business process. You can also track the statuses of the assigned tasks and turn strategy into action with ease and clarity. Explore a trial org to learn about what's included, what setup we recommend, and how to get ready for implementation.

Get Oriented

- What are Action Plans?
- Create a Preconfigured Trial Org With Sample Data
- Get Acquainted with the Action Plans Editions
- Review the Action Plans Data Model
- Know Which Features Work with Action Plans

Dive In: Learn About Recommended Core Features

- Learn Which Features Work with Action Plans
- Create Action Plan Templates
- Gain an Understanding of Action Plan Lightning Components

Go Deeper: Learn About Features for Specific Business Needs

- Create Individual, Specific Action Plans from Templates
- Show Action Plan Items in the Printable View
- Customize the Display Order of Tasks and Document Checklist Items
- Attach Files to Action Plans
- Schedule Recurring Action Plans

Extend Further: Learn About Additional Capabilities & Add-Ons	Get Ready for Your Implementation	Know Your Resources & Get Help
Copy and Distribute Action Plan Templates Set Up Action Plans in Partner Communities	Review Considerations for Creating Action Plans Review Considerations for Creating an Action Plan Template Set Up Action Plans	Action Plan Templates Developer Guide Trailhead: Action Plans in Financial Services Cloud for Admins Trailhead: Action Plans for Financial Advisors in Financial Services Cloud Trailblazer Community: Financial Services Cloud

Actionable Relationship Center (ARC) in Financial Services Cloud

The Actionable Relationship Center (ARC) lets you view your customers' relationships in an easy-to-navigate graph. ARC helps you understand relationships among people and businesses by presenting them in interactive components. Build graphs with standard and custom objects, then add the ARC Relationship Graph component to page layouts to show your graphs. Customize node names, show fields, and object and record actions so that your users can easily view, edit, delete, and create records during customer interactions.

EDITIONS

Available in: Lightning Experience (desktop only)

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions with Financial Services Cloud

Learn About ARC Versions

There are two versions of ARC available. Each version works with different components.

New ARC

This version of ARC lets you create and view custom ARC relationship graphs and pre-configured templates.

Available components:

- ARC Details Panel
- ARC Highlights Panel
- ARC Relationship Graph
- ARC Einstein Relationships Insights

Original ARC

This version of ARC lets you view pre-configured ARC relationship graphs.

Available components: ARC Financial Services Cloud

Get Started

Set Up Actionable Relationship Center Permissions in Financial Services Cloud

Set up the Actionable Relationship Center (ARC) to start building relationship graphs and allow your users to interact with graphs on record pages. These setup steps are the same regardless of which version of ARC that you plan to use.

Create and View Custom ARC Relationship Graphs in Financial Services Cloud

Use this version of the Actionable Relationship Center (ARC) to build custom ARC Relationship Graphs with objects that are important to your users. Add the ARC Relationship Graph component to record pages to let your users view and interact with records. Customize card names, display fields, and object and record actions so your users can easily navigate and engage with records during customer interactions.

View Preconfigured ARC Relationship Graphs for Financial Services Cloud (Original ARC)

Financial Services Cloud users can use this version of the Actionable Relationship Center (ARC) to view preconfigured relationship graphs. Add the ARC Financial Services Cloud component to record pages to let your users see both Financial Services Cloud relationships and related list relationships in one view on Account records.

Set Up Actionable Relationship Center Permissions in Financial Services Cloud

Set up the Actionable Relationship Center (ARC) to start building relationship graphs and allow your users to interact with graphs on record pages. These setup steps are the same regardless of which version of ARC that you plan to use.

Note: Keep these things in mind.

- Both versions of the Actionable Relationship Center use the same permission set.
- ARC requires that the Association Type field of the Account-Account Relationship object has active picklist values with the following API Names: Group, Member, and Peer.

Create an Actionable Relationship Center Permission Set in Financial Services Cloud

Allow users to create and view ARC Graphs.

Assign Actionable Relationship Center Permissions to Financial Services Cloud Users

Give users access to the Actionable Relationship Center and ARC components.

SEE ALSO:

Salesforce Help: Set Up Association Types (Managed Package)

Salesforce Help: Create and Configure Lightning Experience Record Pages

Create an Actionable Relationship Center Permission Set in Financial Services Cloud

Allow users to create and view ARC Graphs.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: A user's level of access to objects and records in your Salesforce org represents their level of access to cards and actions on a graph. For example, if a user has read access to Opportunities object, they can only view opportunity records on a graph, regardless of the actions on the node.

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
2. Click **Clone** next to the Financial Services Cloud Extension permission set.
3. Enter label, such as `FSC with ARC`.
4. Clear the API name field and then press Tab to continue to the next field, so that the API name auto-populates.
5. Optionally, edit the Description field.
6. Save your changes.

7. In the Permission Sets list, click the name of the newly created permission set.
8. Click the **System Permissions** link.
9. Click **Edit**.
10. Select the **Access Actionable Relationship Center** permission set.
11. Save your changes.

Assign Actionable Relationship Center Permissions to Financial Services Cloud Users

Give users access to the Actionable Relationship Center and ARC components.

Note: Users must have at least read visibility to objects and fields referenced or displayed on a graph to view the corresponding cards and fields on the graph.

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
2. Click the newly created permission set, for example **FSC with ARC**.
3. Click **Manage Assignments**, and then click **Add Assignments**.
4. Select users and then click **Assign**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

SEE ALSO:

Salesforce Help: Financial Services Cloud Permission Set Licenses

Create an Actionable Relationship Center Permission Set in Financial Services Cloud

Salesforce Help: Licenses Overview

Create and View Custom ARC Relationship Graphs in Financial Services Cloud

Use this version of the Actionable Relationship Center (ARC) to build custom ARC Relationship Graphs with objects that are important to your users. Add the ARC Relationship Graph component to record pages to let your users view and interact with records. Customize card names, display fields, and object and record actions so your users can easily navigate and engage with records during customer interactions.

Note: Summer '22 offers a new version of Actionable Relationship Center. For instructions on using this new version, you're in the right place.

Note: To learn how to create a custom ARC relationship graph, find the steps in the Extend Your Industries Cloud with Common Features guide.

Note: Before you start, confirm that the Financial Services Cloud (FSC) package is installed and person accounts are configured.

Create more than one relationship graph per object to show relevant customer information to your users. Add unique graphs to page layouts so users see customer relationship data based on their profile. For example, a Financial Advisor works with clients to help them achieve financial goals. They need an easy-to-understand view of their client's household, such as who is the primary point of contact, family member relationships, financial summary at a glance, family assets, and ability to make updates for life events. Whereas Investment Bankers focus on helping companies conduct major business operations. They need to know who the key executives are, what the account structure and history looks like, the latest news in the company or industry, and view who is working on deals.

Important: Users must have at least read visibility to objects and fields referenced or displayed on a graph to view the corresponding cards and fields on the graph.

Configure a Group Relationships Node

Configure node properties to show accounts that are contained within a parent account. For example, a parent company account can have a group relationship with one or more subsidiary accounts. The relationship (association type) is account-account relationship (group).

Configure a Related Accounts Node

Lists accounts that have non-hierarchical associations to the selected account. For example, a business account can have a peer relationship to another business that is an important supplier. The relationship (association type) is account-account relationship (peer).

Configure a Member Relationships Node

Lists accounts that are currently tied to a parent account. For example, a trust that holds assets for the household. The relationship (association type) is account-account relationship (member).

Configure a Members Node

Lists person accounts that fulfill a specified role for the selected account. For example, a person account can have a member relationship to a household account. The relationship (association type) is account-contact relationship, where the contact is a Person Account record.

Configure a Related Contacts Node

Lists contacts that fulfill a specified role for the selected person account. The relationship (association type) is contact-contact relationship.

Configure a Household Node

Lists household accounts that are related to the selected person account, such as households or trusts that the person belongs to.

Use Default Templates in ARC for Financial Services Cloud

Use preconfigured ARC relationship graph templates to build relationship graphs.

Einstein Relationship Insights on an ARC Graph

Show Account and Contact record web recommendations in ARC using the ARC Einstein Relationship Insights component. Get deeper relationship insights to build stronger customer relationships. View the recommendations as smart tags or a graph.

Configure a Group Relationships Node

Configure node properties to show accounts that are contained within a parent account. For example, a parent company account can have a group relationship with one or more subsidiary accounts. The relationship (association type) is account-account relationship (group).

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

User Permissions Needed	
To create an ARC Relationship Graph:	Financial Services Cloud Extension OR FSC Sales AND Customize Application

1. From Setup, in the Quick Find box, enter `Actionable Relationship Center`, and then select **Actionable Relationship Center**.
2. Click **New Relationship Graph** or edit an existing graph.

   Important: The Root Node object must be Account to configure the Group Relationship Node.

3. Click the plus icon to add a child node.
4. On the Properties tab, configure the node properties as follows:

Field Name	Field Value
Object	Account
Relationship Type	Many-to-Many
Junction Object	Account-Account Relationship
Parent Node Lookup Field	Account
Object Lookup Field	Related-Account

5. Click **Filter** and define the following filter criteria:

Field Name	Field Value
Apply filter to	Junction
Field	Association Type
Operator	equals
Value	Group

6. Click **Done**. Configure the node Display and Actions tabs.

7. Save your graph.

SEE ALSO:

Create a Relationship Graph in ARC

Configure a Related Accounts Node

Lists accounts that have non-hierarchical associations to the selected account. For example, a business account can have a peer relationship to another business that is an important supplier. The relationship (association type) is account-account relationship (peer).

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

User Permissions Needed	
To create an ARC Relationship Graph:	Financial Services Cloud Extension OR FSC Sales AND Customize Application

1. From Setup, in the Quick Find box, enter `Actionable Relationship Center`, and then select **Actionable Relationship Center**.
2. Click **New Relationship Graph** or edit an existing graph.

   Important: The Root Node object must be Account to configure the Related Accounts Node.

3. Click the plus icon to add a child node.
4. On the Properties tab, configure the node properties as follows:

Field Name	Field Value
Object	Account
Relationship Type	Many-to-Many
Junction Object	Account-Account Relationship
Parent Node Lookup Field	Account
Object Lookup Field	Related-Account

5. Click **Filter** and define the following filter criteria:

Field Name	Field Value
Apply filter to	Junction
Field	Association Type
Operator	equals
Value	Peer

6. Click **Done**. Configure the node Display and Actions tabs.
7. Save your graph.

SEE ALSO:

Create a Relationship Graph in ARC

Configure a Member Relationships Node

Lists accounts that are currently tied to a parent account. For example, a trust that holds assets for the household. The relationship (association type) is account-account relationship (member).

User Permissions Needed	
To create an ARC Relationship Graph:	Financial Services Cloud Extension OR FSC Sales AND Customize Application

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Actionable Relationship Center`, and then select **Actionable Relationship Center**.
2. Click **New Relationship Graph** or edit an existing graph.

   Important: The Root Node object must be Account to configure the Member Relationships Node.

3. Click the plus icon to add a child node.
4. On the Properties tab, configure the node properties as follows:

Field Name	Field Value
Object	Account
Relationship Type	Many-to-Many
Junction Object	Account-Account Relationship
Parent Node Lookup Field	Account
Object Lookup Field	Related-Account

5. Click **Filter** and define the following filter criteria:

Field Name	Field Value
Apply filter to	Junction
Field	Association Type
Operator	equals
Value	Member

6. Click **Done**. Configure the node Display and Actions tabs.
7. Save your graph.

SEE ALSO:

Create a Relationship Graph in ARC

Configure a Members Node

Lists person accounts that fulfill a specified role for the selected account. For example, a person account can have a member relationship to a household account. The relationship (association type) is account-contact relationship, where the contact is a Person Account record.

User Permissions Needed	
To create an ARC Relationship Graph:	Financial Services Cloud Extension OR FSC Sales AND Customize Application

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Actionable Relationship Center`, and then select **Actionable Relationship Center**.
2. Click **New Relationship Graph** or edit an existing graph.

   Important: The Root Node object must be Account to configure the Member Node.

3. Click the plus icon to add a child node.
4. On the Properties tab, configure the node properties as follows:

Field Name	Field Value
Object	Person Account
Relationship Type	Many-to-Many
Junction Object	Account-Contact Relationship
Parent Node Lookup Field	Account
Object Lookup Field	Contact

5. Click **Done**. Configure the node Display and Actions tabs.
6. Save your graph.

SEE ALSO:

Create a Relationship Graph in ARC

Configure a Related Contacts Node

Lists contacts that fulfill a specified role for the selected person account. The relationship (association type) is contact-contact relationship.

User Permissions Needed	
To create an ARC Relationship Graph:	Financial Services Cloud Extension OR FSC Sales AND Customize Application

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: This card doesn't display standard contacts that look up to accounts. To view contacts that look up to accounts in ARC, add the Contacts related list to the page layout that you use to display Account (Business) objects.

1. From Setup, in the Quick Find box, enter `Actionable Relationship Center`, and then select **Actionable Relationship Center**.
2. Click **New Relationship Graph** or edit an existing graph.

Important: The Root Node object must be Person Account to configure the Related Contacts Node.

3. Click the plus icon to add a child node.
4. On the Properties tab, configure the node properties as follows:

Field Name	Field Value
Object	Contact
Relationship Type	Many-to-Many
Junction Object	Contact-Contact Relationship
Parent Node Lookup Field	Contact
Object Lookup Field	Contact

5. Click **Done**. Configure the node Display and Actions tabs.
6. Save your graph.

SEE ALSO:

Create a Relationship Graph in ARC

Configure a Household Node

Lists household accounts that are related to the selected person account, such as households or trusts that the person belongs to.

User Permissions Needed	
To create an ARC Relationship Graph:	Financial Services Cloud Extension OR FSC Sales AND Customize Application

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Actionable Relationship Center`, and then select **Actionable Relationship Center**.
2. Click **New Relationship Graph** or edit an existing graph.

   Important: The Root Node object must be Contact to configure the Household Node.

3. Click the plus icon to add a child node.
4. On the Properties tab, configure the node properties as follows:

Field Name	Field Value
Object	Account
Relationship Type	Many-to-Many
Junction Object	Account-Contact Relationship
Parent Node Lookup Field	Contact
Object Lookup Field	Account

5. Click **Filter** and define the following filter criteria:

Field Name	Field Value
Apply filter to	Object
Field	Record Type
Operator	equals
Value	Household

6. Click **Done**. Configure the node Display and Actions tabs.

7. Save your graph.

SEE ALSO:

Create a Relationship Graph in ARC

Use Default Templates in ARC for Financial Services Cloud

Use preconfigured ARC relationship graph templates to build relationship graphs.

Note: Before you start, confirm that the Financial Services Cloud (FSC) package is installed and person accounts are configured.

1. From Setup, in the Quick Find box, enter `Actionable Relationship Center`, and then select **Actionable Relationship Center**.
2. Click **New Relationship Graph**, then click **Default Templates**.
3. Click **B2B Graph** or **B2C Graph**.

   In a B2B Graph (Business to Business Relationship Graph), preconfigured nodes show subsidiaries, employees, opportunities, and cases for your commercial clients.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create an ARC Relationship Graph:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

In a B2C Graph (Business to Customer Relationship Graph), preconfigured nodes show members, related households, and household accounts for your clients.

4. (Optionally) Configure the Actions tab for each node.
5. (Optionally) Add more child nodes.
6. Save your changes.

SEE ALSO:

Create a Relationship Graph in ARC

Get Ready to Use Financial Services Cloud

Einstein Relationship Insights on an ARC Graph

Show Account and Contact record web recommendations in ARC using the ARC Einstein Relationship Insights component. Get deeper relationship insights to build stronger customer relationships. View the recommendations as smart tags or a graph.

For example, on an ARC Relationship Graph, click an Account record to see its relationship insights. In the chart view, the colorful recommendations are records in your Salesforce org and the gray recommendations are new. Click a recommendation to take actions, such as link the recommendation to the record or create a new record.

Before you start, confirm that the Financial Services Cloud (FSC) package is installed and person accounts are configured. Also confirm that you configured a person account as the additional person record object in the Einstein Relationship Insights setup page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Einstein Relationship Insights on ARC

Assign, enable, manage, and add Einstein Relationship Insights for the Actionable Relationship Center.

View and Act on Web Recommendations on the ARC Einstein Relationship Insights Component

Select a record on the ARC Relationship Graph to view and act on web recommendations in the ARC Einstein Relationship Insights component.

SEE ALSO:

Einstein Relationship Insights

Extend Salesforce with Clicks, Not Code: Create and Configure Lightning Experience Record Pages

Manage Accounts and Contacts: Person Accounts

Financial Services Cloud Installation Guide: Install the Managed Package

Set Up Einstein Relationship Insights on ARC

Assign, enable, manage, and add Einstein Relationship Insights for the Actionable Relationship Center.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Assign Einstein Relationship Insights Licenses to ARC Users

To provide your users with access to Einstein Relationship Insights, assign a license.

Enable and Configure Einstein Relationship Insights

Confirm that Einstein Relationship Insights is enabled in your Salesforce org. Einstein Relationship Insights is needed to configure the active record, person record, and company record objects. Use the record of interest to see recommended relationships. Enable content sources so that your users can explore relationships. For example, connect with Twitter as a content source and enable your users to search for content on Twitter and view recommended relationships based on the attachments.

Manage Access to the Einstein Relationship Insights App

Confirm that your users have access to the connected app so they can access Einstein Relationship Insights.

Add the ARC Einstein Relationship Insights Component to Page Layouts

To display the ARC Einstein Relationship Insights component to your users, add the component to the pages that correspond to the selected active record object, people object, and company object that you set up in the previous step.

Assign Einstein Relationship Insights Licenses to ARC Users

To provide your users with access to Einstein Relationship Insights, assign a license.

1. From Setup, in the Quick Find box, enter `Permission`, and then select **Permission Sets**.
2. Select one of the two permission sets:

   To assign the Einstein Relationship Insights Growth license, select **ERI Growth User**.

   To assign the Einstein Relationship Insights Starter license, select **ERI Starter User**.

   Note: For Salesforce orgs with the Restricted Twitter license, also select **ERI Twitter User**.
3. Click **Manage Assignments**.
4. On the Assigned Users page, click **Add Assignments**.
5. Select the users that you want to assign licenses to, and click **Assign**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view ARC Einstein Relationships Insights

- Financial Services Cloud Extension OR FSC Sales

  AND

  FSC Package

  AND

  Einstein Relationship Insights Starter

  OR

  Einstein Relationship Insights Growth

Enable and Configure Einstein Relationship Insights

Confirm that Einstein Relationship Insights is enabled in your Salesforce org. Einstein Relationship Insights is needed to configure the active record, person record, and company record objects. Use the record of interest to see recommended relationships. Enable content sources so that your users can explore relationships. For example, connect with Twitter as a content source and enable your users to search for content on Twitter and view recommended relationships based on the attachments.

Before using custom objects for the Active Record Object, Person Record Object, or Company Record Object field, confirm that the objects have search enabled within Salesforce.

1. From Setup, in the Quick Find box, enter `Einstein`, and then select **Einstein Relationship Intelligence**.
2. Turn on **Einstein Relationship Insights**.
3. Select an active record object. A record based on this object is either created or updated when there's a response.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view ARC Einstein Relationships Insights

- Financial Services Cloud Extension OR FSC Sales

  AND

  FSC Package

  AND

  Einstein Relationship Insights Starter

  OR

  Einstein Relationship Insights Growth

This field is applicable only for users with the Einstein Relationship Insights Growth license.

4. Select a person record object. A record based on this object is either created or updated when there's a response.

   Most customers select the contact object.

5. Select the values for Display Field 1, Display Field 2, and Display Field 3.

   The display fields let your user select the correct matching record. Multiple matching records exist for a contact or person object.

6. To add more person records, click **Add Person Record Object**.

   You can add up to five person record objects. You can also select the record type and the display fields.

7. Select a company record object and the display fields. A record based on this object is either created or updated when there's a response.

   You can add up to five company record objects. Most users select the account object.

8. To add more company records, click **Add Company Record Object**.

   You can also select their display fields.

9. Save your changes.

10. Under Content Sources, move the content sources that you want to enable for your users to the selected list, and then save your changes.

Note: When you disconnect Slack as a content source, ask the Salesforce support team to delete the workspace content. To reconnect with Slack, add Slack as a content source and notify your users to connect with the Slack workspace.

SEE ALSO:

Extend Salesforce with Clicks, Not Code: Manage Custom Objects

Extend Your Industries Cloud with Common Features: Manage Access to the Einstein Relationship Insights App

Manage Access to the Einstein Relationship Insights App

Confirm that your users have access to the connected app so they can access Einstein Relationship Insights.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Profiles**.
2. Select the profile that you want to give access to.
3. Click **Edit**.
4. Under Connected App Access, select **Einstein Relationship Insights Canvas App**.

Note: Salesforce recommends that you don't change the connected app name.

5. Save your changes.

   Repeat this process for any profiles that need access.

SEE ALSO:

Extend Your Industries Cloud with Common Features: Enable and Configure Einstein Relationship Insights

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view ARC Einstein Relationships Insights

- Financial Services Cloud Extension OR FSC Sales

  AND

  FSC Package

  AND

  Einstein Relationship Insights Starter

  OR

  Einstein Relationship Insights Growth

Add the ARC Einstein Relationship Insights Component to Page Layouts

To display the ARC Einstein Relationship Insights component to your users, add the component to the pages that correspond to the selected active record object, people object, and company object that you set up in the previous step.

1. From Setup, click **Object Manager**.
2. Select an object, then click **Lightning Record Pages**.
3. Select a page layout, then click **Edit**.
4. In Lightning App Builder, drag ARC Einstein Relationships Insights from the Components panel to the Lightning page canvas and position it where you want it to appear.
5. Configure the properties panel.
6. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view ARC Einstein Relationships Insights

- Financial Services Cloud Extension OR FSC Sales

  AND

  FSC Package

  AND

  Customize Application

  AND

  Einstein Relationship Insights Starter

  OR

  Einstein Relationship Insights Growth

View and Act on Web Recommendations on the ARC Einstein Relationship Insights Component

Select a record on the ARC Relationship Graph to view and act on web recommendations in the ARC Einstein Relationship Insights component.

For example, on an ARC Relationship Graph, click an account record to see its relationship insights. In the chart view, the colorful recommendations are records in your Salesforce org and the gray recommendations are new. Take actions such as link a recommendation to the record or create a record.

1. Navigate to a record page and click the ARC graph tab.
2. Select an account or contact record card.
3. In the ARC Einstein Relationship Insights component, view web recommendations for the selected record.
4. On the component, click the toggle to switch from the graphical version to the smart tags version.
5. To create a record, click the plus icon on a gray web recommendation.
   a. Select Object Type and click **Next**.
   b. Select record type and click **Next**.
   c. Details from the selected web recommendation are populated in the record window.

   d. Add more details as needed.
   e. To create the record, click **Save**.
6. Link the new record to the record selected on the ARC graph. In the New Relationship window:

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view ARC Einstein Relationships Insights

- Financial Services Cloud Extension OR FSC Sales

  AND

  FSC Package

  AND

  Einstein Relationship Insights Starter

  OR

  Einstein Relationship Insights Growth

Note: To link records, the Financial Services Cloud Managed Package must be installed in your Salesforce Org. If you can't complete these steps, contact your Salesforce admin for help.

a. Confirm that the first record is the one that you want to link to the new record.

b. Confirm that the second record is the record that you created.

c. To link the two records, select the related role.

d. Select **Active**.

e. Select an Association Type.

f. Click **Save**.

The new record displays on the ARC graph.

SEE ALSO:

Einstein Relationship Insights on an ARC Graph

Create Expanded Account Relationships in Group Builder

Set Up Relationship Groups

View Preconfigured ARC Relationship Graphs for Financial Services Cloud (Original ARC)

Financial Services Cloud users can use this version of the Actionable Relationship Center (ARC) to view preconfigured relationship graphs. Add the ARC Financial Services Cloud component to record pages to let your users see both Financial Services Cloud relationships and related list relationships in one view on Account records.

Note: Summer '22 offers a new version of Actionable Relationship Center. For instructions on using this new version, see Create and View Custom ARC Relationship Graphs on page 402.

Use the view-only version of ARC with the Financial Services Cloud Relationship Map. For a more customizable experience, check out Create and View Custom ARC Relationship Graphs where you can build custom graphs to show client relationships that are most important to your users.

Note: ARC is supported for orgs that have implemented the Person account Model. ARC isn't supported for orgs that use the Individual Model. ARC requires that the Association Type field of the Account-Account Relationship object has active picklist values with the following API Names: Group, Member, and Peer.

Verify Read Access to Fields

To view an ARC graph, users must have read access to the fields on the Contact, Account, Reciprocal Role, Account-Contact Relationship, Account-Account Relationship, and Contact-Contact Relationship objects.

Add ARC - Financial Services Cloud Component to Page Layouts

Add the component for Actionable Relationship Center to page layouts where your users need it.

Explore Relationship Groups with ARC

Actionable Relationship Center (ARC) displays different kinds of account and contact relationships in one convenient interface.

View and Manage Related Lists with ARC

Help users manage related records in Actionable Relationship Center (ARC) by configuring the related lists that they see.

Create and Edit Account Relationships with ARC

The Actionable Relationship Center (ARC) interface lets you create, edit, and remove account-account and account-contact relationships.

Considerations and Limitations for Actionable Relationship Center (Original ARC)

Here are some things to keep in mind when you implement Actionable Relationship Center (ARC).

SEE ALSO:

Salesforce Help : How Is a Person Modeled

Salesforce Help : Create Expanded Account Relationships in Group Builder (Managed Package)

Verify Read Access to Fields

To view an ARC graph, users must have read access to the fields on the Contact, Account, Reciprocal Role, Account-Contact Relationship, Account-Account Relationship, and Contact-Contact Relationship objects.

Verify and grant read access to fields listed in the table.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Object Name	Field Name
Contact	Name AccountID
Account	Name
Reciprocal Role	InverseRole__c
Account Contact Relationship	Roles AccountId IsActive ContactId PrimaryGroup__c IncludeInGroup__c Primary__c IsDirect Rollups__c
Account Account Relationship	Role__c Active__c Account__c RelatedAccount__c AssociationType__c
Contact Contact Relationship	Role__c StartDate__c EndDate__c Contact__c Active__c RelatedContact__c

1. From Setup, in the Quick Find box, enter `profiles`, and then click a profile.
2. Under Field-Level Security, find Contact, and click **View**.
3. Validate that the profile has Read permissions to the fields. If not, grant the permissions and save your changes.
4. Complete the steps for the other objects.

SEE ALSO:

Manage Data Access: Field-Level Security

Add ARC - Financial Services Cloud Component to Page Layouts

Add the component for Actionable Relationship Center to page layouts where your users need it.

You can only add the component for Actionable Relationship Center to page layouts for Account or Contact objects.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From the Setup menu on a record page, select **Edit Page**.
2. In Lightning App Builder, drag **ARC - Financial Services Cloud** onto your page.
3. (Optional) In the ARC - Financial Services Cloud properties pane, enter a label like ARC.
4. (Optional) To display Compliant Data Sharing participants for selected records in the detail panel, select **Show participants**.

   Note: To show participants for selected records, you must have Compliant Data Sharing enabled for your org.

5. (Optional) Add filters to limit users' ability to view the component.
   a. Click **Add Filter**.
   b. Select **Advanced**
   c. To filter who can see the component, click **Select**.
   d. Select a field type of **Device**, **User**, **Permissions**, or **Record** from the dropdown list.
   e. Select a field from the dropdown list.
   f. Click **Done**.
   g. Select an operator for the filter.
   h. Enter the value or values to use for the filter.
   i. Click **Done**.
6. Save your changes.

   Note: If your page is already activated, clicking **Save** makes your changes available to your users.

SEE ALSO:

Salesforce Help: Dynamic Lightning Pages

Salesforce Help: Create and Configure Lightning Experience Record Pages

Explore Relationship Groups with ARC

Actionable Relationship Center (ARC) displays different kinds of account and contact relationships in one convenient interface.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Relationships can be complicated. ARC helps users understand relationships among people and businesses by presenting them in a convenient and interactive display component. ARC displays the following types of account relationships and other related records:

1. Account-account relationships. Relationships between accounts are categorized by the predefined Association Types:
   - Group: indicates that a first Account is a group that contains other accounts. For example, a parent company account can have a Group relationship with one or more subsidiary accounts.

- Member: Indicates that the first account belongs to the second account in some way. For example, a person account can have a Member relationship to a household account.
- Peer: Indicates that the first and second accounts are related, but don't contain or control each other. For example, a business account can have a Peer relationship to another business that is an important supplier.

2. Account-contact relationships. For example, a business can have an account-contact relationship with a person account that is its employee. ARC shows account-contact relationships that relate to person account record types, but not to individual record types.
3. Related lists of other records. The lists that are shown differ based on the type of record that is selected in the ARC interface.

The following tables describe the relationship cards displayed in ARC for each type of selected record.

Table 16: Relationship Cards for Households

Card	Relationship (Association Type)	Description
Group Relationships	Account-account relationship (Group)	Lists accounts that are contained within a parent account, such as subsidiaries controlled by a parent company.
Related Accounts	Account-account relationship (Peer)	Lists accounts that have non-hierarchical associations to the selected account, such as a supplier companies.
Member Relationships	Account-account relationship (Member)	Lists accounts that are currently tied to a parent account, such as a trust that holds assets for the household.
Members	Account-contact relationship, where the contact is a Person Account record	Lists person accounts that fulfill a specified role for the selected account.

Table 17: Relationship Cards for Business Accounts

Card	Relationship (Association Type)	Description
Group Relationships	Account-account relationship (Group)	Lists accounts that are contained within a parent account, such as subsidiaries controlled by a parent company.
Related Contacts	Account-contact relationship, where the contact is a Person Account record	Lists person accounts that fulfill a specified role for the selected account. Note: This card doesn't display standard contacts that look up to accounts. To view contacts that look up to accounts in ARC, add the Contacts related list to the page layout that you use to display Account (Business) objects.
Related Accounts	Account-account relationship (Peer)	Lists accounts that have non-hierarchical associations to the selected account, such as supplier companies.

Card	Relationship (Association Type)	Description
Member Relationships	Account-account relationship (Member)	Lists accounts that are currently tied to a parent account, such as person accounts that are employees of the business.

Table 18: Relationship Cards for Person Accounts

Card	Relationship (Association Type)	Description
Households	Account-contact relationship (Group)	Lists household accounts that are related to the selected person account, such as households that the person belongs to.
(Other Group-Enabled Record Types)	Account-contact relationship (Group)	Displays an extra card for each group-enabled account record type (in addition to Household) that the person belongs to.
Related Contacts	Contact-contact relationship	Lists other contacts that fulfill a specified role for the selected person account.
Related Accounts	Account-contact relationship (Member)	Lists other accounts associated with the person account, such as a business account that is the person's employer.

SEE ALSO:

Salesforce Help : What Is a Group?

Salesforce Help : What is a Relationship?

Salesforce Help : Set Up Association Types

Salesforce Help : View and Manage Related Lists with ARC

View and Manage Related Lists with ARC

Help users manage related records in Actionable Relationship Center (ARC) by configuring the related lists that they see.

ARC displays up to 10 related lists that have a configured compact layout. The related lists appear after the Financial Services Cloud junction objects in a collapsed state.

Edit the page layout for an object to control which related lists are visible in ARC. ARC displays related lists in the same order they're shown in the page layout defined for the associated object. The following table describes the related lists shown for each object that are supported in ARC.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Table 19: Related Lists Supported in ARC

Object	Allowed Related Lists
Account (Person, Group, and Business combined)	• Household Financial Accounts • Household Financial Goals • Household Opportunities

Object	Allowed Related Lists
	• Household Referrals • Financial Account Primary Owner • Client Financial Goals • Household Assets and Liabilities • Client Assets and Liabilities • Related Leads • Opportunities • Cases • Custom objects
Contact	• Opportunities • Cases • Related Accounts (Shows Account Contact Relationship with fields) • Notes and Attachments • Custom objects
Lead and Referral	• Notes and Attachments • HTML Email Status • Custom objects
Opportunity	• Products (OpportunityLineItem) • Notes and Attachments • Partners • Residential Loan Applications • Insurance Policies • Custom objects
Financial Account	• Opportunities • Financial Holdings • Financial Account Transactions • Approval History • Cases • Custom objects
Financial Goal	• Approval History • Custom objects
Product	• Financial Account products • Price Books

Object	Allowed Related Lists
	• Assets • Cases • Custom objects
Case	• Case History • Work Orders • Team Members • Custom objects
Asset and Liability	• Assets and Liabilities History • Approval History • Notes and Attachments • Custom objects
Financial Holding	• Approval History • Notes and Attachments • Custom objects

Create and Edit Account Relationships with ARC

The Actionable Relationship Center (ARC) interface lets you create, edit, and remove account-account and account-contact relationships.

The ARC interface shows account, contacts, and related records in one view, letting users navigate among related records.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Users can act on the information they see in the ARC interface in many ways:

- Create account-contact relationships, like adding a member to a household account.
- Create account-account relationships, like relating an accounting firm in an Advisor role to a business account.
- Edit account-account and account-contact relationships.
- Create related records for an account, such as a new Financial Account for a person, or a new Opportunity for a business account.

Note: To create, edit, or remove relationships and related records for an account, the user must have Read/Write access to the account record.

For example, to capture the relationship between a person and the business they work for, add a business relationship as follows:

1. From the account page for a person account, click the **ARC** tab.
2. On the Business card in the ARC interface, click **New**.

3. On the standard form for creating an Account-Contact Relationship, enter details about the person's membership and role in the business.

4. Click in the Account field. Search for and select a business account, or select **+ New Account** to create a new business account.
5. Click **Save**.
6. The new business account relationship appears in the ARC interface. If the relationship does not show in the list immediately, refresh the page to load it.
7. To edit an existing relationship, click the down arrow on the related account's card and select **Edit Relationship**.

Considerations and Limitations for Actionable Relationship Center (Original ARC)

Here are some things to keep in mind when you implement Actionable Relationship Center (ARC).

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: Summer '22 offered a new version of Actionable Relationship Center. For instructions on using this new version, see Create and View Custom ARC Relationship Graphs on page 402.

General

There's no limit to the number of relationship columns you can display in ARC.

ARC displays up to 10 related lists that have a configured compact layout.

ARC isn't available in the Salesforce mobile app.

Record cards only show the first two fields that appear on the associated record's compact layout.

ARC cards show actions based on available actions in the record page layout.

Custom actions can be added to record previews, but not to record cards.

ARC supports the following screen resolutions for Internet Explorer 11:

- 1920 x 1080
- 1600 x 1200
- 1440 x 900
- 1366 x 768

ARC - Financial Services Cloud Component

The ARC - Financial Services Cloud component is used in the older version of ARC.

- This component isn't available in Experience Cloud.
- This component isn't extensible to packages.

When ARC - Financial Services Cloud is a stand-alone component on a page layout, the record preview border in ARC is the background color. When ARC - Financial Services Cloud is embedded in a tab component, the record preview border in ARC is white.

Lightning Web Components don't support preview capability for Internet Explorer 11. See *Get Started with Salesforce*: Considerations for Microsoft Internet Explorer for more information.

Important: Support for Internet Explorer 11 to access Lightning Experience is retiring beginning in Summer '16.

- You can continue to use IE11 to access Lightning Experience until December 16, 2017.
- If you opt in to Extended Support for IE11, you can continue to use IE11 to access Lightning Experience until December 31, 2020.
- IE11 has significant performance issues in Lightning Experience.
- This change doesn't impact Salesforce Classic.

Some objects have no Lightning Web Component compact layouts defined and, as a result, have no preview capability. For Lightning Web Components without preview capability, the record preview is a blank sidebar web component. See *User Interface API Developer Guide*: Supported Objects for more information.

The Notes & Attachment cards don't have customizable compact layouts. These cards always display the Last Modified Date and File Type fields.

Keyboard Navigation for ARC

UI Element/keyboard keys	available Actions
Control Panel Container	• Press Tab, Enter, or Space to enter a container, where the focus is on the field's toggle. • Press the Down arrow key to focus on the root record.
Control Panel Buttons	• Press Esc to focus on the control panel container. • Press Enter to execute the button action. • Press the Left or Right arrow key or Tab+Shift+Tab to traverse buttons.
Root	• Press the Down arrow to go to the first relationship root record. • Press the Up arrow to go to the control panel.
Chevron icon	• Press Enter to expand or collapse the next-level records (containers). • Press Tab to go to the action button. • Press the Down or Up arrow to traverse the records. • Press Esc to focus on the relationship container.
Relationship Action Button	• Press Enter to execute the button. • Press Tab or the Down arrow key to go to the first record in the container. • Press Shift+Tab to focus on the chevron icon. • Press Esc to focus on the relationship container.
Relationship Container	• Press the Left or Right arrow keys to traverse sibling relationship containers (containers in the same level) • Press Tab, Enter, or Space to focus on the container, where the focus is on the chevron icon.

UI Element/keyboard keys	available Actions
	• Press Shift+Tab to focus on the parent's name. • Press the Up arrow key to focus on the parent node.
Record	• Press Enter to fetch child relationships, where the focus is on the first relationship container. • Press Esc to return to the relationship container. • Press the Up or Down arrow key to traverse sibling records. • Press Tab to enter a tile and focus on the record name. Press Tab again to go to the available record actions. Press Tab a final time to go to the next record. • Press Shift+Tab to go to the previous element.
Show More Button	• Press Enter to execute the button, where the focus goes to the previous record before the button was clicked. • Press Esc to focus on the relationship counter.

SEE ALSO:

Get Started with Salesforce: Considerations for Microsoft Internet Explorer

Get Started with Salesforce: Supported Browsers for Lightning Experience

User Interface API Developer Guide : Supported Objects

Aggregate Records Using API

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Use Household API Setup to retrieve household details and related records, such as Financial Accounts, Financial Holdings, Assets and Liabilities, and Members with Connect API calls. You don't have to be a Salesforce developer. Show the retrieved household details in your third-party financial planning tool when connected using financial planning integration for wealth management. Your financial planning tool analyzes the data from the Connect API to show financial data about your customers, such as financial goals, credit risk assessment, and household members.

To aggregate household records, install the household API for the Wealth Management unmanaged package. The package contains the household API Retrieval Summary Definition that retrieves household details. The summary definition uses the Household Members, Household Financial Accounts, and Household Assets and Liabilities record aggregation definitions, and the fields for each object.

To aggregate records from Household Account record pages, confirm that the plans and goals feature are enabled in your Salesforce org. If you want to use the unmanaged package that shows data from the package tables in the Financial Services Cloud package, then confirm that the Financial Services Cloud package is installed in your Salesforce org.

Record rollup definitions and household API make it easy for your financial advisors to view details from two unrelated objects by using record aggregation. A rollup definition aggregates the records of one object (for example, AssetsAndLiabilities) and associates them with the relevant record of another, unrelated object (such as Party Relationship Group).

To view a subset of records (such as assets and liabilities for one member of a party relationship group), apply filters to aggregate only the records that matter to users.

The Data Processing Engine uses active record rollup definitions to get the aggregated records. Before continuing, enable the data pipeline and assign permissions to work with the data processing engine:

- Enable Data Pipeline
- Permissions to Work with Data Processing Engine

Set Up API Record Aggregation Using Household API for Wealth Management Unmanaged Package
Assign the Record Aggregation Access permission to users. Install and deploy the Household API for Wealth Management Unmanaged Package.

Set Up API Record Aggregation Using Rollup Definitions
Create a Household API using the customized rollup definitions.

SEE ALSO:

Financial Services Cloud Packages

Data Processing Engine

Set Up API Record Aggregation Using Household API for Wealth Management Unmanaged Package

Assign the Record Aggregation Access permission to users. Install and deploy the Household API for Wealth Management Unmanaged Package.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: The Financial Services Cloud managed package must be installed and a person account enabled in Salesforce before you can complete these steps.

The Household API for Wealth Management Unmanaged Package installs the household API Retrieval Summary Definition that retrieves details about a household. These aggregation definitions retrieve all members where the household is their primary household, including their financial accounts, assets, financial holdings, and liabilities associated with the household. The aggregation definitions reference the standard and custom fields on these objects: Account, AccountContactRelation, FinServ_FinancialAccount__c, FinServ_AssetsAndLiabilities__c objects, and FinServ__FinancialHolding__c.

In Household API Setup, HouseholdAPIForWealthManagement API configures the financial details and members of a household. Four Rollup Definitions are available to configure:

- Financial holdings for members of a household
- Financial accounts for members of a household
- Assets and liabilities for members of a household
- Members of a household

Assign Household API Permissions
Confirm that Record Aggregation Access permission is assigned to users.

Install and Deploy the Household API for Wealth Management Unmanaged Package
Install the Household API for Wealth Management unmanaged package to access the Household API Retrieval Summary Definition that retrieves details about a household.

Generate the Data Processing Engine Definition for Record Aggregation Using Household API for Wealth Management Unmanaged Package
Make a REST API request to generate the Data Processing Engine definition that aggregates the records.

Add the Installed Record Rollup Definitions to the Data Processing Engine

Add the installed record rollup definitions to a schedule-triggered flow. The Data Processing Engine uses with active record rollup definitions to get the aggregated records. To ensure that any recent updates are accounted for, add the installed record rollup definitions to the schedule-triggered flows and run the active record rollup definitions periodically.

Confirm Household API Using the Installed Aggregation Definitions

Create a Household API using the installed aggregation definitions.

Retrieve Aggregated Results for HouseholdAPIForWealthManagement Retrieval Summary Definition

Make a GET REST API request to retrieve aggregate records.

SEE ALSO:

Groups and Households (Managed Package)

Group Membership and Households

Financial Services Cloud Packages

Assign Household API Permissions

Confirm that Record Aggregation Access permission is assigned to users.

Record Aggregation Access permission is automatically enabled in the Financial Services Cloud Extensions permission sets. Assign a permission set to users who configure Household API Setup or create and assign a permission set that contains only Record Aggregation Access permission.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To configure Household API Setup:

- Financial Services Cloud Extensions

1. Create a permission set with the Record Aggregation Access permission enabled.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
   b. Click **Clone** next to a permission set that contains Financial Services Cloud Extensions.
   c. Enter a label for your permission set, such as `FSC Record Aggregation Access`.
   d. Clear the API name field and then tab to the next field, so the API name fills in automatically.
   e. (Optional) Change the Description field if desired.
   f. (Optional) Change the Description field if desired.
   g. (Optional) Change the Description field if desired.
   h. Click **Save**.
   i. In the Permission Sets list, click the name of the permission set you just created to edit it.
   j. Click **System Permissions** and then click **Edit**.
   k. Enable the permission Record Aggregation Access and click **Save**.
2. Assign the new permission set to users.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
   b. Click the name of the permission set that you created earlier, such as **FSC Record Aggregation Access**.
   c. Click **Manage Assignments**, and then click **Add Assignments**.
   d. Select the checkbox for each user who uses the features, and then click **Assign**.

Install and Deploy the Household API for Wealth Management Unmanaged Package

Install the Household API for Wealth Management unmanaged package to access the Household API Retrieval Summary Definition that retrieves details about a household.

1. Enter the URL for the package into your browser navigation bar, and press **Enter**.

   URL: https://login.salesforce.com/packaging/installPackage.apexp?p0=04t4W000002w6te

2. Enter your Salesforce credentials.
3. Select the audience for the installation.
4. Click **Install**.

   The installation can take a while. You can safely navigate away from this page. You will receive an email when the installation is complete.

   To verify that the package is installed, go to Installed Packages in Setup, and look for the name of the package.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To configure Household API Setup:
- Financial Services Cloud Extensions

To generate a Data Processing Engine definition for record aggregation:
- Record Aggregation Access

Generate the Data Processing Engine Definition for Record Aggregation Using Household API for Wealth Management Unmanaged Package

Make a REST API request to generate the Data Processing Engine definition that aggregates the records.

To generate the Data Processing Engine definition ID, send a request to

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To configure Household API Setup:
- Financial Services Cloud Extensions

To generate a Data Processing Engine definition for record aggregation:
- Record Aggregation Access

`/services/data/v60.0/connect/record-aggregation/dpe-generation`.

Our example uses cURL, an open-source tool, to send the request. Before you begin, get your access token as described in Set Up Authorization.

In a Terminal window, enter this command, in this format, on one line.

```
curl https://host/services/data/v60.0/connect/record-aggregation/dpe-generation -X POST
-H 'Authorization: Bearer token' -H "Content-Type: application/json"-d '{}'
```

After the request succeeds, you receive a response in this format.

```
{
  "code": "200",
  "dpeIds": [
    "alphanumeric-ID"
  ],
  "isSuccess": true,
  "message": "DPE Generated Successfully"
}
```

The dpeId is the ID of the Data Processing Engine definition. Note this ID so that you can run the DPE definition to aggregate records.

The DPE definition is generated subject to the Data Processing Engine limits.

Add the Installed Record Rollup Definitions to the Data Processing Engine

Add the installed record rollup definitions to a schedule-triggered flow. The Data Processing Engine uses with active record rollup definitions to get the aggregated records. To ensure that any recent updates are accounted for, add the installed record rollup definitions to the schedule-triggered flows and run the active record rollup definitions periodically.

Make sure these rollup definitions are installed: Financial holdings for members of a household, Financial accounts for members of a household, Assets and liabilities for members of a household, and Members of a household.

1. From Setup, in the Quick Find box, enter `Flows`, select **Flows** and then click **New**.
2. In the New Flow window, select **Schedule-Triggered Flow**, and click **Create**.
3. In the Start element, click **Set Schedule**.
4. In the Set a Schedule window, enter a start date, start time, and frequency , , and then close the Set a Schedule window.
5. Add the Action element to the canvas.
6. In the Category section, select **All**.
7. For Action, select **Run Record Aggregation Batch Processing Definition**.
   a. Enter an API name and a label for the Action element.
   b. (Optional) Enter a description.
8. For Execution Reference ID, enter the ID of the Data Processing Engine definition that you generated. Alternatively, enter the ID of the Record Aggregation Definition component that you deployed.
9. Click **Done** and **Save**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To configure Household API Setup:
- Financial Services Cloud Extensions

To generate a Data Processing Engine definition for record aggregation:
- Record Aggregation Access

10. Enter a name for the flow and click **Activate**. The definition runs based on the schedule you set. After the definition runs, track its progress and status by using Monitor Workflow Services.

SEE ALSO:

Data Processing Engine

Confirm Household API Using the Installed Aggregation Definitions

Create a Household API using the installed aggregation definitions.

Household API Setup aggregates records using the installed API Retrieval Summary Definition that retrieves household details using four record aggregation definitions and fields for each object:

- Household Members
- Household Financial Accounts
- Household Assets
- Household Liabilities

1. In Setup, in the quick find box, enter `Household API Setup`, then click **Household API Setup**.
2. On HouseholdAPIForWealthManagement, click the **Action** menu and select **Edit**.
3. Confirm that the `Account or Party Relationship Group` object is selected. To use the installed API Retrieval Summary Definition that retrieves household details. select either the Account or the Party Relationship Group object. The data rolls up to this object. For example, select the `Account` object to roll up details related to the household, such as members, financial accounts, assets, and liabilities.
4. Confirm that the object fields show in the API.
5. Confirm the rollup definition. This is the data that rolls up to the object.
6. To use the four installed record aggregation definitions, select **All assets and liabilities of a household**, **All financial accounts of a household**, **All financial holdings of a household**, and **All members of a household**. The object is populated with the name of the object in the rollup definition.
7. Confirm that the object fields show in the API.
8. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To configure Household API Setup:
- Financial Services Cloud Extensions

To generate a Data Processing Engine definition for record aggregation:
- Record Aggregation Access

Retrieve Aggregated Results for HouseholdAPIForWealthManagement Retrieval Summary Definition

Make a GET REST API request to retrieve aggregate records.

The request includes two parameters.

- Parameter 1: Name of the configured API.
- Parameter 2: ID of the Account or Party Relationship Group record. Replace <record ID> with your record ID. The record ID represents the record for whom you want to see record results.

To visualize the aggregated records in your third-party financial planning tool, send this request to the API. For example:

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To configure Household API Setup:

- Financial Services Cloud Extensions

To generate a Data Processing Engine definition for record aggregation:

- Record Aggregation Access

/services/data/v61.0/connect/retrieval-summary/runtime/HouseholdAPIForWealthManagement/<record ID>

Set Up API Record Aggregation Using Rollup Definitions

Create a Household API using the customized rollup definitions.

Set Up API Record Aggregation Using Rollup Definitions

To set up an API record aggregation using a Rollup Definitions, complete these steps.

Create a Household API Using Configured Rollup Definitions

Create a Household API using configured rollup definitions.

Retrieve Aggregated Results for Configured Retrieval Summary Definition

Make a GET REST API request to retrieve aggregate records.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up API Record Aggregation Using Rollup Definitions

To set up an API record aggregation using a Rollup Definitions, complete these steps.

To set up a rollup definition, complete the steps.

1. Editions and Permissions for Rollup Definitions.
2. Assign Permission Sets for Rollup Definitions.
3. Assign Object Permissions for Rollup Definitions.
4. Create a Record Rollup Definition and Sync the Definition Details.
5. Run Rollup Definitions Periodically by using Scheduled-Triggered Flows.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To configure Household API Setup:
- Financial Services Cloud Extensions

To generate a Data Processing Engine definition for record aggregation:
- Record Aggregation Access

Create a Household API Using Configured Rollup Definitions

Create a Household API using configured rollup definitions.

1. In Setup, in the quick find box, enter `Household API Setup`, then click **Household API Setup**.
2. Click **New**.
3. Enter an API definition name.
4. Enter a label.
5. Select an object.
   To roll up details for a household account, select the Account or the Party Relationship Group object. The data rolls up to this object. For example, select the Account object to roll up details related to the household, such as members, financial accounts, assets, and liabilities.
6. Select the fields from the object to show in the API.
7. Click **Add Rollup Definition**.
8. Select a rollup definition. The rollup definition defines the data that rolls up to the object. You configured the rollup definition when you set up record rollup definitions.
9. The object is automatically populated with the name of the object in the rollup definition.
10. Select the fields that you want to show in the API, and then click **Save**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To configure Household API Setup:
- Financial Services Cloud Extensions

To generate a Data Processing Engine definition for record aggregation:
- Record Aggregation Access

Retrieve Aggregated Results for Configured Retrieval Summary Definition

Make a GET REST API request to retrieve aggregate records.

The request includes two parameters:

- The API Definition Name that was configured in the Create a Household API Using Configured Rollup Definitions. In the request, replace <APIDefinitionName> with the API Definition name
- The ID of the Account or Party Relationship Group record. Replace <record ID> with the record ID of the record for which to show record results.

To visualize the aggregated records, send a request to the API. For example:

/services/data/v61.0/connect/retrieval-summary/runtime/<APIDefinitionName>/<record ID>

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited**, Editions

USER PERMISSIONS

To configure Household API Setup:

- Financial Services Cloud Extensions

To generate a Data Processing Engine definition for record aggregation:

- Record Aggregation Access

Ensure Privacy of Customers With Audit Trail

Audit Trail lets service agents inspect customer identity verification logs, detect potential cases of identity fraud, and meet audit compliance standards. Audit Trail works with customer identity verification records, which are created when the CSRs use the Verify Customer Identity flow to verify the customer's identity.

To learn how to enable audit trail and analyze audit records, see Audit Trail.

EDITIONS

Available in: Lightning Experience in **Enterprise**, **Professional**, and **Unlimited** Editions where the Financial Services Cloud license is enabled.

Branch Management

Track branch performance and productivity with Branch Management.

The Branch Management data model, console app, and Record Association Builder enable branch managers and admins to track the work output of branches, employees, and customer segments. Branch Management works with existing Financial Services Cloud features, and prepares an organization for relationship marketing at the branch level.

The Branch Management data model lets you define your branch structure and employee and partner assignments so you can track activities and performance by branch.

Branch Unit is the central object in the branch management data model. Branch unit records store basic information such as the branch's name, its parent branch, and its branch manager. Capture more branch information by relating objects like Location and Operating Hours.

The Banker object represents a user or contact who can fill a banker role for one or more branches. Banker is a Branch Unit Business Member type that's predefined for the banking industry.

Use the Branch Unit Related Record to track data about the records that are created at your branch. For example, identify the branch and user that created the record and the association criteria that triggered the record creation.

Attribute customers and other records to specific branches using the Branch Unit Customer and Branch Unit Related Record objects.

Branch managers can align branch hierarchies with service territories and account hierarchies as needed. Optionally link branches and associated records to the key Service Cloud objects (Service Territory, Service Territory Member, and Service Resource) that power Lightning Scheduler and Salesforce Field Service.

Configure Branch Management

Configure your org to get the most from Branch Management features.

Work with Branch Management

The Branch Console app provides quick access to branch management tools. Branch managers or admin users define branch units and hierarchies, and enable bankers and other business members for assignment to specific branches. Bankers and other users select the branch they're currently assigned to so that leads and accounts are associated with the correct branch.

Considerations and Limitations for Branch Management

Here are some things to keep in mind as you implement Branch Management features.

Configure Branch Management

Configure your org to get the most from Branch Management features.

Set up a permission set and object permissions, and enable automatic branch associations.

Assign Permissions to Users

Ensure that users can access and use Branch Management features by creating and assigning permission sets.

Grant Access to Branch Management Objects

To create and edit branch units and related records, users need access to branch management objects.

Add the Branch Selector Component to Apps

Place the Branch Selector utility bar component in your Salesforce app to let bankers choose their current branch while working. Give users the flexibility to search for and add new branches or remove branches that are no longer relevant to them.

Add Branch Unit Customer Related List to the Account Page Layout

Customize the Account page layout by adding the Branch Unit Customer related list to display branches an account is related to.

Assign Permissions to Users

Ensure that users can access and use Branch Management features by creating and assigning permission sets.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Note: The **User license to access Branch Management in Financial Services Cloud** permission is enabled by default if your organization has the Financial Services Cloud Extension permission set.

1. Create a permission set with the Branch Management permissions enabled.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
   b. Click **Clone** next to the Financial Services Cloud Extension permission set.
   c. Enter a label for your permission set, such as `FSC with Branch Management`.
   d. Clear the API name field and then tab to the next field, so the API name fills in automatically.
   e. (Optional) Change the Description field if desired.
   f. Click **Save**.
   g. In the Permission Sets list, click the name of the permission set you just created to edit it.
   h. Click the **System Permissions** link.
   i. Click **Edit**.
   j. Enable the **User license to access Branch Management in Financial Services Cloud** permission.
   k. Click **Save**.
2. Assign the permission set to users.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
   b. Click the name of the permission set that you created earlier, such as **FSC with Branch Management**.
   c. Click **Manage Assignments**, and then click **Add Assignments**.
   d. Select the checkbox for each user who will use branch management features, and then click **Assign**.

      Note: You can only assign a permission set license to active users.

SEE ALSO:

Salesforce Help: Licenses Overview

Salesforce Help: Financial Services Cloud Permission Set Licenses

Grant Access to Branch Management Objects

To create and edit branch units and related records, users need access to branch management objects.

To use branch management features a user needs access to branch management objects, including Branch Unit, Branch Unit Business Member, Branch Unit Customer, and Branch Unit Related Record. If the Banker object is used as the business member for branches, users need access to that object too.

To validate or grant a user's access levels for the branch management objects:

1. From Setup, enter `Profiles` in Quick Find, then select **Profiles**.
2. Click the **Edit** link next to the profile you want to change.
3. In Standard Object Permissions, validate that this profile has Read, Create, Edit, and Delete permissions to the Branch Unit object. If not, grant those permissions and click **Save**.
4. Repeat this step for **Branch Unit Business Members, Branch Unit Customers,** and **Branch Unit Related Records**.
5. If your org uses Banker as the business member object for branch assignments, validate that this profile has Read, Create, Edit, and Delete permissions to the Banker object. If not, grant those permissions and click **Save**. If your org uses a different object for the business member relationship, grant permissions for that object instead.
6. Repeat steps 2 through 6 for any other user profiles you want to change.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

SEE ALSO:

Salesforce Help: Edit Object Permissions in Profiles

Add the Branch Selector Component to Apps

Place the Branch Selector utility bar component in your Salesforce app to let bankers choose their current branch while working. Give users the flexibility to search for and add new branches or remove branches that are no longer relevant to them.

Note: You can add Utility Bar components to apps whose App Type is Lightning, but not to Lightning (Managed) apps.

1. From Setup, enter `App Manager` in Quick Find. Then select **App Manager**.
2. Edit an existing Lightning app or click **New Lightning App**.
3. In the left-hand menu, click **Utility Items (Desktop Only)**.
4. Click **Add Utility Item** and select **Branch Selector**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To use Branch Management:

- Financial Services Cloud Extension OR FSC Sales

5. (Optional) Edit the Utility Item Properties.
6. Select to allow users to search for and assign themselves to active branches.

   Users can search for all active branches. When a user adds themselves to a branch where they don't have an active Branch Unit Business Member record, one is automatically created for them and set to active.
7. Click **Save**.

Add Branch Unit Customer Related List to the Account Page Layout

Customize the Account page layout by adding the Branch Unit Customer related list to display branches an account is related to.

1. From Setup, click **Object Manager**, and then select **Account**.
2. Click **Page Layouts** and select a page layout to edit, for example, **Account (Business) Layout**.
3. In the object palette, select **Related Lists**.
4. Drag the **Branch Unit Related List** from the object palette to the Related Lists container.
5. Save your changes.

Work with Branch Management

The Branch Console app provides quick access to branch management tools. Branch managers or admin users define branch units and hierarchies, and enable bankers and other business members for assignment to specific branches. Bankers and other users select the branch they're currently assigned to so that leads and accounts are associated with the correct branch.

Branch Management also includes predefined report types so that you can create reports and dashboards to gain insight into branch performance and productivity.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To use Branch Management:

- Financial Services Cloud Extension OR FSC Sales

Create Branch Unit Records

Define your branches and branch hierarchy by creating branch unit records.

Create Banker Records

The Banker object represents users or contacts who are authorized to work in a banking capacity for one or more branches over time. Add banker records to let users view the branches they can work with, and choose their current branch for work attribution purposes.

Create Branch Unit Business Member Records

A branch unit business member links a branch unit and a banker. It enables a banker to select the branch where they're working that day so their customer interactions are associated with the correct branch.

Choose Your Branch with the Branch Selector

The branch selector allows you to select a current branch to associate your customer interactions. You can view branch details, search for, add, and remove branches from the branch selector without contacting your Salesforce admin.

Create Branch Unit Related Records

Track data about the records that are created at your branch using the Branch Unit Related Record.

Measure Performance with Branch Reportable Objects

Gain insights into productivity and performance by including branch management reportable objects in Lightning Reports.

Create Branch Unit Records

Define your branches and branch hierarchy by creating branch unit records.

A branch unit record stores information about a specific branch office, location, or organizational unit. You can define a hierarchy of branch units by using the Parent Branch field. You can optionally assign a user or contact to each branch unit as the branch manager.

Branch unit records can relate to Service Territory records to integrate with Service Cloud. They can also relate to account records to capture additional information about each branch, such as partner account information.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

To create a new branch unit record:

1. From the Branch Management Console App, select **Branch Units** from the dropdown menu.
2. On the Branch Units tab, click **New**.
3. In the New Branch Unit window, enter a unique Name.
4. If the branch relates to an account, like an account representing a partner that runs the branch of business, search for and select an account.
5. (Optional) Specify values for the Branch Code, Type, Branch Manager, Operational State, Start Data, End Date, and Parent Branch. If you specify the dates, make sure that today's date is within the start and end dates for the new branch to be immediately usable.
6. Click **Active** to activate the new branch, then click **Save**

Note: A branch unit can be selected by a banker only if the branch unit business member and branch unit are set to active.

Create Banker Records

The Banker object represents users or contacts who are authorized to work in a banking capacity for one or more branches over time. Add banker records to let users view the branches they can work with, and choose their current branch for work attribution purposes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Before you begin, verify these details:

- Know the user's current branch assignment.
- Make sure that your Banker record page layout includes Current Branch Start Date and Current Branch fields.
- Make sure that your Branch Unit record page layout includes the Bankers related list.

1. From the Branch Management Console app, select **Bankers** or **Branch Units** from the dropdown menu.
   a. From Bankers, click **New**.
   b. From Branch Units, click a branch unit. Then, on the Bankers related list, click **New**.
2. A banker record represents a user or contact assignment to a specific branch unit. In the Name field, enter the name of the banker user, or a combination of the banker's name and the branch name.
3. In the New Banker window, select a record type from the **User or Contact** dropdown. Then search for and select a person.
4. (Optional) Enter more details about the banker.

If you specify a branch in the Current Branch field, Salesforce creates a Branch Unit Business Member record for you automatically. If you add a banker without a branch assignment, create a Branch Unit Business Member and assign the Current Branch manually later.

5. Click **Save**.

Create Branch Unit Business Member Records

A branch unit business member links a branch unit and a banker. It enables a banker to select the branch where they're working that day so their customer interactions are associated with the correct branch.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Tip: Salesforce creates a Branch Unit Business Member record automatically when you add a banker with a branch assignment. Make sure your Banker record page layout includes Current Branch Start Date and Current Branch fields. Then, on the Bankers tab or the Bankers related list of a Branch Unit record, click **New**. Specify a branch in the Current Branch field.

1. Select **Branch Unit Business Member** from the navigation bar.

   If you don't see Branch Unit Business Member, click **Edit** in the navigation bar menu, and then search for and add Branch Unit Business Member.

2. Click **New**.
3. Select the Banker icon from the Business Unit Member dropdown. Then search for and select a user.
4. Select a Branch Unit.
5. Select **Active** and save your changes.

Note: A branch unit can be selected by a banker only if the branch unit business member and branch unit are set to active.

Choose Your Branch with the Branch Selector

The branch selector allows you to select a current branch to associate your customer interactions. You can view branch details, search for, add, and remove branches from the branch selector without contacting your Salesforce admin.

Note: When a user adds themselves to a branch where they don't have an active branch unit business member record, it is automatically created and set to active.

1. From the App Launcher, select **Branch Management** app, or another app your Salesforce org uses.
2. Click **Branches** utility bar component.

   A list of branches displays. Current indicates the branch you're assigned to. All record interactions are attributed to your current branch.
3. Click the actions menu to remove a branch from the selector or view branch details.
4. Click **Search Branch Units...** and enter the name of a branch to search for and add a new branch to the branch selector.
5. Click **Select** to choose a new current branch.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To use the Branch Selector:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Read, Create, and Delete on Branch Unit Business Member

  AND

  Read on Branch Unit

  AND

  Read and Edit on Banker

Create Branch Unit Related Records

Track data about the records that are created at your branch using the Branch Unit Related Record.

You can create custom fields and triggers to track record data that is most relevant to your branch. Create association criteria using record association builder to create branch unit related records to track data about records created at your branch. Add the Branch Unit Related Record related list to your Branch Unit page layout to view records.

For example, to track and report on who is the manager at a branch anytime a new lead is created, create a custom field on the branch unit related record and a trigger that updates that field based on the branch manager name from the branch unit.

Note: If your Salesforce org already uses Branch Management, add the Branch Unit Related Record to your app.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Measure Performance with Branch Reportable Objects

Gain insights into productivity and performance by including branch management reportable objects in Lightning Reports.

Standard report types for Branch Management include Branches with Bankers with Opportunities. Branch Unit Related Record report types with Lead, Account, Contacts, and Opportunities.

Bankers with Branches with Opportunities, Accounts, Leads, and Contacts report types are now available for creating reports with Branch Unit Related Record.

Most of the key branch management objects can be used in reports. First, define a report type that references branch-related objects, and then create reports using that type. The reportable objects include Banker, Branch Unit, Branch Unit Related Records, and Branch Unit Customer.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

To create a custom report type for Branch Management:

1. From Setup, enter `report` in Quick Find, then select **Report Types**.
2. Click **New Custom Report Type**.
3. In the **Primary Object** picklist, select `Branch` or one of the other branch management objects.
4. Fill in additional information about the report type, then click **Next**.
5. (Optional) On the Step 2 page, select an object in the **B** object dropdown. Some branch management objects such as Branch Unit Customers and Branch Unit Related Records don't appear as related objects when Branch Unit is the primary object. To report on those objects, create a report type with Branch Unit Customer or Branch Unit Related Record as the primary object. You can then group the resulting report data by Branch Unit Name if desired.

6. Save your work.
7. To use the new report type, select it when creating a report. Then change the filters and outline details to customize your report.

Note: If you are unable to see Related Record Association Criteria in your Branch Unit Related Record report, create a new Custom Report Type that references the Association Criteria object. Then use that report type to generate reports that include Association Criteria fields.

SEE ALSO:

Salesforce Help: Set Up a Custom Report Type

Considerations and Limitations for Branch Management

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Here are some things to keep in mind as you implement Branch Management features.

If you want to associate branches with underlying accounts, consider creating a record type for those accounts so you can keep them separate from other accounts, like customers and prospects.

There are no limits to the number of Branches or Bankers you can create.

A maximum of 100 branches can be shown in the Branch Selector component.

We recommend that you deactivate branches rather than deleting them if you're considering closing a branch and reallocating bankers.

The Branch Selector component isn't certified to work on Mobile.

Branch hierarchies and related service territory hierarchies aren't automatically synchronized.

The Branch Unit Customer and Branch Unit Related Record objects aren't available in Related List components.

For each account, you can only create one Branch Unit Customer Record per Branch Unit Record.

We recommend using a developer tool of your choice to mass assign records to Branch Units.

When you merge duplicate accounts that are associated with the same Branch Unit, there can be only one branch unit customer record associated to the duplicate accounts. If more than one branch unit customer record exists, delete branch unit customer records until there's only one branch unit customer record related to the duplicate accounts.

If you use a custom compact layout for the Branch Unit object, be sure to include the Active and Name fields on the layout so that users can select and update their branch.

Business Client Engagement

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

Use the Onboarding and Know Your Customer data models to bring business clients on board. Drive compliance and efficiency in business client onboarding by capturing details, such as beneficial owners, controlling parties, and business structure.

Watch this video to understand how Business Client Engagement data model ensures a clear and precise data-driven approach to identifying the key stakeholders in various ownership structures.

Watch a video

If you aren't able to watch the video in full screen, open the video in a new tab: Discover Your Business Clients' Ultimate Beneficial Owners .

Information such as ultimate owners, controlling parties, and shareholding distributions help your relationship managers streamline the screening check processes, ultimately saving time and effort. Your relationship managers can view the ownership information and unlock critical insights to build strategic relations with clients by using these prebuilt ARC graph templates:

- B2B Account to Account Relationship

- B2B Applicant to Applicant Relationship

To view a larger version, right-click or Ctrl+click the image and select Open Image in New Tab, or view the Business Client Engagement data model architecture.

The Onboarding and Know Your Customer data models have several purposes. However, in this example, we discuss a use case to onboard a business client.

Alpine Group was incorporated in 2020, with Bob as CEO and John as CFO. Tom is a financial manager who reports directly to John in the company. Tom visits Cumulus Bank to open a checking account for the company. Alpine Group has no prior relationship with the bank. The relationship manager, Tim, classifies the company as a medium-risk client and plans to conduct thorough due diligence as part of the onboarding process.

Tim collects the corporate landscape information of Alpine Group by using the Onboarding and Know Your Customer data models that help him capture details, such as beneficial owners, controlling parties, and business structure. By using Party Profile object, Tim initiates Know Your Business (KYB) procedures for the business entity and conducts the Know Your Customer (KYC) process for all the owners who have more than the specified percentage stake in the company along with controlling parties such as CEO and CFO, and completes the onboarding process.

If one of the beneficial owners of Alpine Group is a beneficial owner of some other company that the bank is onboarding, Tim can choose to reuse the existing Party Profile record of the beneficial owner associated with Alpine group for screening purposes.

Thus, the Onboarding and Know Your Customer data models help Cumulus Bank to drive efficiency and compliance in onboarding tasks and business processes.

Setup of Business Client Engagement

To set up Business Client Engagement, turn on the prerequisite settings that help you access the objects related to client engagement, such as Account Account Relationship, Account Contact Relationship, Party Profile, and Party Business Region.

Enable Business Client Engagement

To enable the Onboarding and Know Your Customer data models for businesses in your Salesforce org, enable the Business Client Engagement setting. When you enable this setting, you get access to the Applicant-Applicant Relation object and some additional fields in the Account Account Relationship and Account Contact Relationship objects that are essential for onboarding business applicants.

Configure Fields to Store Business Applicant Information

Add fields to Applicant, Account Account Relationship, Account Contact Relationship, and Party Profile objects to help your relationship managers capture details, such as business applicant information, ownership and shareholding details, and overall corporate hierarchy associated with the business entity.

Configure Related Lists for Applicant, Contact, and Party Profile Objects

Modify the record detail pages for Applicant, Contact, and Party Profile objects so that your users have quick access to the information they require to onboard a business client.

Create Actionable Relationship Center Graphs by Using Default Templates for Business Client Engagement

Create relationship graphs of business clients by using the prebuilt B2B Account to Account Relationship and B2B Applicant to Applicant Relationship default templates.

Add ARC Relationship Graph Component to Record Details Page

Add ARC relationship graph components that are created by using default templates to record details pages so that your relationship managers can visualize the ownership structure of their business clients and subsidiaries.

Setup of Business Client Engagement

To set up Business Client Engagement, turn on the prerequisite settings that help you access the objects related to client engagement, such as Account Account Relationship, Account Contact Relationship, Party Profile, and Party Business Region.

- Enable the Contacts to Multiple Accounts setting in your Salesforce org. See Set Up Contacts to Multiple Accounts
- To enable the existing Account Account Relationship object without the client engagement related fields, turn on the Group Membership setting in your Salesforce org. See Set Up Group Membership.
- Make sure that you turn on the Discovery Framework setting. See Enable Discovery Framework.
- Make sure that you turn on the Know Your Customer setting. See Enable Know Your Customer.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

Enable Business Client Engagement

To enable the Onboarding and Know Your Customer data models for businesses in your Salesforce org, enable the Business Client Engagement setting. When you enable this setting, you get access to the Applicant-Applicant Relation object and some additional fields in the Account Account Relationship and Account Contact Relationship objects that are essential for onboarding business applicants.

1. From Setup, in the Quick Find box, enter `Business Client Engagement`, and then under Financial Services Cloud, select **Business Client Engagement Settings**.
2. Turn on Business Client Engagement.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To enable Business Client Engagement:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

  AND

  Business Client Engagement

Configure Fields to Store Business Applicant Information

Add fields to Applicant, Account Account Relationship, Account Contact Relationship, and Party Profile objects to help your relationship managers capture details, such as business applicant information, ownership and shareholding details, and overall corporate hierarchy associated with the business entity.

1. From Setup, in the Quick Find box, enter `Object Manager`, and then select **Object Manager**.
2. In the Quick Find box, enter `Applicant`, and then select **Applicant**.
3. Click **Page Layouts**, and then select **Applicant Layout**.
4. On the palette, select **Fields**.
5. Drag these fields from the object palette to the Applicant Detail section.
   - Business Entity Name
   - Business Entity Primary Contact
   - Business Entity Type
6. Save your changes.
7. Similarly, configure fields for the relevant page layouts for the Account Account Relationship, Account Contact Relationship, and Party Profile objects.

Object	Fields
Applicant	• Business Entity Name • Business Entity Primary Contact • Business Entity Type
Account Account Relation	• Declaration Type • Shareholder • Shareholder Type • Shareholder Hierarchy Role • Shareholder Hierarchy Level • Total Share Percent
Account Contact Relation	• Decision-Making Authority • Decision-Making Authority Type • Declaration Type • Shareholder • Shareholder Hierarchy Level • Shareholder Hierarchy Role • Shareholder Type • Total Share Percent
Party Profile	• BE Listed on Stock Exchange

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To enable Business Client Engagement:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

  AND

  Business Client Engagement

Object	Fields
	• Business Entity Country of Incorporation • Business Entity Country of Registration • Business Entity Incorporation Date • Business Entity Incorporation Number • Business Entity Name • Business Entity Previous Names • Business Entity Registration Date • Business Entity Registration Number • Business Entity Trade Name • Business Entity Type • Business License Issuing Authority Name • Industry • Industry Classification Code • Legal Entity Identifier • Stock Exchange Name • Type

Configure Related Lists for Applicant, Contact, and Party Profile Objects

Modify the record detail pages for Applicant, Contact, and Party Profile objects so that your users have quick access to the information they require to onboard a business client.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

1. From Setup, in the Quick Find box, enter `Object Manager`, and then select **Object Manager**.
2. In the Quick Find box, enter `Applicant`, and then select **Applicant**.
3. Click **Page Layouts**, and then select **Applicant Layout**.
4. On the palette, select **Related Lists**.
5. Drag the applicable related lists from the object palette to the Related Lists container.
   - Applicants
   - Applicant-Applicant Relations (Applicant)
   - Applicant-Applicant Relations (Related Applicant)
6. Save your changes.
7. Similarly, configure related lists for the relevant page layouts for the Contact and Party Profile objects.

Object	Related List
Applicant	• Applicants • Applicant-Applicant Relations (Applicant)

Object	Related List
	• Applicant-Applicant Relations (Related Applicant)
Contact	• Applicants (Business Entity Primary Contact)
Party Profile	• Party Business Region

Create Actionable Relationship Center Graphs by Using Default Templates for Business Client Engagement

Create relationship graphs of business clients by using the prebuilt B2B Account to Account Relationship and B2B Applicant to Applicant Relationship default templates.

1. From Setup, in the Quick Find box, enter `Actionable Relationship Center`, and then select **Actionable Relationship Center**.
2. Click **New Relationship Graph**, and then click **Default Templates**.
3. Select **B2B Account to Account Relationship**, and click **Create Graph**.
4. Specify the graph properties, such as label and developer name, and save your changes.

   Note: When you add the ARC Relationship Graph component to a record page, the label appears in the list of available graphs.

5. Select **B2B Applicant to Applicant Relationship**, and click **Create Graph**.
6. Specify the graph properties, such as label and developer name, and save your changes.

   Note: When you add the ARC Relationship Graph component to a record page, the label appears in the list of available graphs.

7. Save your changes.

SEE ALSO:

Actionable Relationship Center (ARC)

Use Default Templates in ARC for Financial Services Cloud

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To configure an ARC Relationship Graph:

- Financial Services Cloud Extension

  AND

  Customize Application

  AND

  Business Client Engagement

Add ARC Relationship Graph Component to Record Details Page

Add ARC relationship graph components that are created by using default templates to record details pages so that your relationship managers can visualize the ownership structure of their business clients and subsidiaries.

1. Add the component for B2B Account to Account Relationship graph to the Account page layout.
   a. From the Setup menu on a record page, select **Edit Page**.
   b. In Lightning App Builder, drag **ARC Relationship Graph** onto an editable part of your page.
   c. In the ARC Relationship Graph properties pane, enter a label name.
   d. In the Properties pane, in **Graph Name**, select the graph type that you created.
   e. Activate the page as Org Default.
   f. Save your changes.
2. Similarly, add the component for B2B Applicant to Applicant Relationship graph to the Application Form page layout.

SEE ALSO:

Explore an ARC Relationship Graph

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To configure an ARC Relationship Graph:

- Financial Services Cloud Extension

  AND

  Customize Application

  AND

  Business Client Engagement

Business Rules Engine

Simplify the process of determining eligibility or qualification and automate complex decision-making to find solutions faster using Business Rules Engine.

To learn how to set up Business Rules Engine and use Business Rules Engine components, see Business Rules Engine.

EDITIONS

Available in: Lightning Experience in **Enterprise**, **Professional**, and **Unlimited** editions.

Caller Identity Verification

Verify the identity of a caller before you share any sensitive information with them. Organizations across the world are required to comply with regulations that help to ascertain the customer's identity and provide protection from losses and fraud. Failure to follow these regulations has legal consequences. Organizations must ensure that any person who seeks confidential information must first prove their identity and access.

Caller Verification is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions.

Financial institutions are required to comply with KYC (Know Your Customer) regulations to protect their customers from losses and fraud due to inappropriate and illegal fund transactions.

The details a person must provide to prove their identity vary depending on the business. For example, the call center agent can ask the person to confirm their social security number, birth date, or driver's license number.

The person contacting the call center could be a genuine customer, a parent or guardian if the customer is a minor, an authorized representative of a customer. No matter who the caller is, if they want sensitive information, an agent must verify the caller's identity first.

To use the Caller Identity Verification feature, customize the verification process to meet your specific business and legal requirements. Learn more about the verification flow templates so that you can configure the verification screen components according to your business requirements.

Note: To make Caller Identity Verification available to Financial Services Cloud users, assign the Industries Service Excellence permission set license.

To learn about the components of identity verification and how caller identity verification works, see Identity Verification.

Capture Income and Expenses

Show cash flow trends to bankers and financial advisors, help them assess client financial health, and provide recommendations to achieve financial goals.

Cash flow refers to money that goes into and out of a financial account. Clients with a positive cash flow have more money coming in, while a negative cash flow indicates higher spending. Analyze the Cash Flow Summary FlexCard to anticipate your clients' financial needs, educate them about savings and long-term financial plans, and act on key moments of their financial wellness journey.

If you use these Financial Services Cloud Managed Package objects, you can use the Cash Flow Summary FlexCard on the Person Account and Household record pages. If you use the group membership and households Party Relationship Group and its related objects, add the Cash Flow Summary FlexCard to the Party Relationship Group record page.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Income and Expenses for Financial Services Cloud:

- Financial Services Cloud Extension

  AND

  OmniStudio Users

  OR

  OmniStudio Admin

Set Up Income and Expenses

Assign permission sets, object permissions, and customize lightning pages with income and expense FlexCards.

Work with Client Income and Expenses

Get a snapshot of your clients' ingoing and outgoing transactions by using the FSCCashFlow FlexCard.

Capture Income and Expense FlexCards and Related Components

The Capture Income and Expense OmniStudio components display a client or accounts cash flow summary of income and expenses.

SEE ALSO:

Groups and Households (Managed Package)

Group Membership and Households

Financial Services Cloud Packages

Set Up Income and Expenses

Assign permission sets, object permissions, and customize lightning pages with income and expense FlexCards.

Assign Permissions to View Cash Flow FlexCards

Use OmniStudio to create a customized experience for creating, editing, and deleting income and expenses for your clients. Provide OmniStudio access to users to create and run OmniScripts, FlexCards, and Integration Procedures when they view and interact with Cash Flow FlexCards.

Assign Permissions for Objects

Confirm that users have access to Account and Party Relationship Group objects.

Customize Lightning Pages to View Client Income and Expenses

Stay on top of your client's transaction trends by adding the FSCCashFlow and FSCCashFlow FlexCards to the person account, household, and party relationship group record pages.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Income and Expenses for Financial Services Cloud:

- Financial Services Cloud Extension

  AND

  OmniStudio Users

  OR

  OmniStudio Admin

Assign Permissions to View Cash Flow FlexCards

Use OmniStudio to create a customized experience for creating, editing, and deleting income and expenses for your clients. Provide OmniStudio access to users to create and run OmniScripts, FlexCards, and Integration Procedures when they view and interact with Cash Flow FlexCards.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Confirm that OmniStudio Admin or OmniStudio User and Financial Services Cloud Extension permission sets are assigned to users.
3. If a permission set isn't assigned to the user, follow these steps:
   a. In the Permission Set Assignments related list, click **Edit Assignments**.
   b. Add the OmniStudio Admin or OmniStudio User and Financial Services Cloud Extension permission sets to Enabled Permission Sets.
   c. Save your changes.

SEE ALSO:

OmniStudio

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Income and Expenses for Financial Services Cloud:

- Financial Services Cloud Extension

  AND

  OmniStudio Users

  OR

  OmniStudio Admin

Assign Permissions for Objects

Confirm that users have access to Account and Party Relationship Group objects.

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Click **Edit** for the profile that you want to edit.
3. In the Custom Tab Settings, select the tab visibility for the objects that you use:
   - Account
   - Party Relationship Group
   - PartyIncome
   - PartyExpense
4. Under Standard Object Permissions, select the access levels that you use for the Account and Party Relationship Group objects:
   - Read
   - Create
   - Edit
   - Delete
   - View All
   - Modify All
5. Save your changes.

SEE ALSO:

Create and Configure Lightning Experience Record Pages

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Income and Expenses for Financial Services Cloud:

- Financial Services Cloud Extension

  AND

  OmniStudio Users

  OR

  OmniStudio Admin

Customize Lightning Pages to View Client Income and Expenses

Stay on top of your client's transaction trends by adding the FSCCashFlow and FSCCashFlow FlexCards to the person account, household, and party relationship group record pages.

1. Add the FSCCashFlow FlexCard to the person account record page.
   a. On the person account record page, go to Lightning App Builder.
   b. Drag the FlexCard component from the Components panel to the Lightning page canvas location where you want to position the component on the record page.
   c. In the Properties pane, select the **FSCCashFlow** FlexCard component in the FlexCard Name field.
   d. Save your changes.
   e. If your page is new, activate the page.
2. Add the FSCCashFlow FlexCard to the household account record page.
   a. On the household account record page, go to Lightning App Builder.
   b. Drag the FlexCard component from the Components panel to the Lightning page canvas location where you want to position the component on the record page.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Income and Expenses for Financial Services Cloud:

- Financial Services Cloud Extension

  AND

  OmniStudio Users

  OR

  OmniStudio Admin

c. In the Properties pane, select the **FSCCashFlow FlexCard** component in the FlexCard Name field.

d. Save your changes.

e. If your page is new, activate the page.

Work with Client Income and Expenses

Get a snapshot of your clients' ingoing and outgoing transactions by using the FSCCashFlow FlexCard.

View Client Income and Expenses

The FSCCashFlow FlexCard shows a client's cash flow trends over a selected time frame. The FlexCard focuses on incoming and outgoing transactions to highlight periods of cash flow surplus and deficit. Select a time frame to show an aggregated cash flow across all of the client's financial accounts. Review metrics that show your client's total income, total expenses, total surplus, average monthly income, average monthly expenses, and average monthly surplus. A bar or line graph shows a month-by-month breakdown of total income and expenses.

Update Client Income

Use the FlexCard feature to add or edit income for a client or household.

Update Client Expenses

Use the Cash Flow Summary FlexCard to add or edit expenses for a client or household.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Income and Expenses for Financial Services Cloud:

- Financial Services Cloud Extension

  AND

  OmniStudio Users

  OR

  OmniStudio Admin

View Client Income and Expenses

The FSCCashFlow FlexCard shows a client's cash flow trends over a selected time frame. The FlexCard focuses on incoming and outgoing transactions to highlight periods of cash flow surplus and deficit. Select a time frame to show an aggregated cash flow across all of the client's financial accounts. Review metrics that show your client's total income, total expenses, total surplus, average monthly income, average monthly expenses, and average monthly surplus. A bar or line graph shows a month-by-month breakdown of total income and expenses.

1. Click a person account, household account, or party relationship group record.
2. On the Cash Flow Summary FlexCard, review these details:

Component	Description
Total income	Total deposits for the selected time frame.
Total expenses	Total expenses for the selected time frame.
Total surplus	A calculation of total income minus total expenses for the selected time frame.
Average monthly income	The average monthly deposits for the selected time frame.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Income and Expenses for Financial Services Cloud:

- Financial Services Cloud Extension

  AND

  OmniStudio Users

  OR

  OmniStudio Admin

Component	Description
Average monthly expenses	The average monthly expenses for the selected time frame.
Average monthly surplus	A calculation of average monthly income minus the average monthly expenses for the selected time frame.

3. To update the FlexCard data, select a time frame of the Last 3 Months, Last 6 Months, or Last 12 Months.
   The bar or line graph shows monthly income and expenses to identify your client's months of cash flow surplus and deficit.

Update Client Income

Use the FlexCard feature to add or edit income for a client or household.

1. Click a person account, household account, or party relationship group record.
2. On the Cash Flow Summary FlexCard, in the Income section, click **Add**.
   a. In the Type field, select a type of income.
   b. Enter an **Amount**.
   c. Select a **Start Date** and **End Date**. To enter a recurring income, such as salary, leave the **End Date** field blank.
   d. Select a **Frequency**. To enter an income that doesn't recur, select **One Time** as the frequency.
   e. To add another income type, click **Add Income**.
   f. Save your changes.
3. To edit income, in the Income section, in the quick action menu, click **Edit**.

The summary section of the FlexCard updates based on the updated income.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Income and Expenses for Financial Services Cloud:

- Financial Services Cloud Extension

  AND

  OmniStudio Users

  OR

  OmniStudio Admin

Update Client Expenses

Use the Cash Flow Summary FlexCard to add or edit expenses for a client or household.

1. Click a person account, household account, or party relationship group record.
2. On the Cash Flow Summary FlexCard, in the Expense section, click **Add**.
   a. In the Expense Type field, select a type of expense.
   b. Enter an Amount.
   c. Select a **Start Date** and **End Date**. To enter a recurring expense, such as a mortgage, leave the end date field blank.
   d. Select a **Frequency**. To enter an expense that doesn't recur, select **One Time** as frequency.
   e. To add another income type, click **Add Expense**.
   f. Save your changes.
3. To edit income, in the Expenses section, in the quick action menu, click **Edit**.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Income and Expenses for Financial Services Cloud:

- Financial Services Cloud Extensions

  AND

  OmniStudio Users

  OR

  OmniStudio Admin

Capture Income and Expense FlexCards and Related Components

The Capture Income and Expense OmniStudio components display a client or accounts cash flow summary of income and expenses.

The OmniScripts depend on embedded FlexCards, child OmniScripts, Integration Procedures, and DataRaptors to perform their functions.

For detailed steps on how to version, clone, edit, and activate components, see the OmniStudio documentation.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Cash Flow Party Income and Expense FlexCards

The cash flow FlexCards show cash flow summary, graph, and income and expenses.

OmniScripts for Cash Flow FlexCards

Use OmniScripts to add party expenses and income to a person account, household account, or party relationship group record.

Integration Procedures for Cash Flow Income FlexCards and OmniScripts

The Cash Flow FlexCards depend on these Integration Procedures.

Data Mappers for Income and Expense FlexCards and OmniScripts

The Cash Flow FlexCards and OmniScripts depend on these Data Mappers.

Cash Flow Party Income and Expense FlexCards

The cash flow FlexCards show cash flow summary, graph, and income and expenses.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCCashFlow FlexCard

The FSCCashFlow FlexCard shows a cash flow summary, graph, and income and expenses. This is the top-level FlexCard that you can add to a Household or Account record page.

Data Source: FSCCashFlow_CalculateIncomeExpenseSummary Integration Procedure

Child FlexCards:

- FSCCashFlowIncomeExpenseCards
- FSCCashFlowIncomeListView
- FSCCashFlowExpenseListView

Calls:

- FSCCashFlow_CalculateIncomeExpenseSummary Integration Procedure

FSCCashFlowIncomeExpenseCards FlexCard

Display income and expense summary for the selected time frame.

Data Source: Same as parent.

Parent FlexCard: FSCCashFlow

FSCCashFlowIncomeListView FlexCard

Display party income records associated with a person account, household account, or party relationship group.

Data Source: FSCCashFlow_RetrieveIncome Integration Procedure

Parent FlexCards: FSCCashFlow

Child FlexCard: FSCCashFlowIncomeListRow

Calls:

- FSCCashFlow_RetrieveIncome Integration Procedure
- FSCCashFlowRemoveDuplicateIncomeExpenseRecords Data Mapper
- FSCCashFlowAddPartyIncome OmniScript

FSCCashFlowAddPartyIncome FlexCard

Add party income.

Data Source: Same as parent.

Parent FlexCard: FSCCashFlow

Child FlexCards:

- FSCCashFlowDisplayPartyIncomeHeaders
- FSCCashFlowDisplayPartyIncomeRows

FSCCashFlowDisplayPartyIncomeHeaders FlexCard

Display party income column header.

Data Source: Same as parent.

Parent FlexCard: FSCCashFlowAddPartyIncome

FSCCashFlowIncomeListRow FlexCard

Display income record values.

Data Source: Same as parent.

Parent FlexCard: FSCCashFlowIncomeListView

FSCCashFlowDeleteIncome FlexCard

Delete party income record.

Data Source: Same as parent.

Parent FlexCard: FSCCashFlowIncomeListView FlexCard

Calls:

- FSCCashFlow_DeleteIncomeRecord Integration Procedure

FSCCashFlowEditIncome FlexCard

Edit party income record.

Data Source: Same as parent.

Parent FlexCard: FSCCashFlowIncomeListView

Calls:

- FSCCashFlow_SavePartyIncome Integration Procedure

FSCCashFlowDisplayPartyIncomeRows FlexCard

Display party income rows.

Data Source: Same as parent.

Parent FlexCard: FSCCashFlowAddPartyIncome

FSCCashFlowExpenseListView FlexCard

Display party expense records associated with a person account, household account, or party relationship group.

Data Source: FSCCashFlow_RetrieveExpenseForRecordId Integration Procedure

Parent FlexCard: FSCCashFlow

Calls:

- FSCCashFlow_RetrieveExpenseForRecordId Integration Procedure
- FSCCashFlowRemoveDuplicateIncomeExpenseRecords Data Mapper

FSCCashFlowAddPartyExpense FlexCard

Display party expense fields.

Data Source: Same as parent.

Parent FlexCard: FSCCashFlowIncomeExpenseCards FlexCard

Child FlexCard:

- FSCCashFlowDisplayPartyExpenseHeaders
- FSCDisplayPartyExpenseRows

Calls:

- FSCCashFlowAddPartyExpense OmniScript

FSCCashFlowDisplayPartyExpenseHeader FlexCard

Display party expense column header.

Data Source: Same as parent.

Parent FlexCard(s): FSCCashFlowAddPartyExpense

FSCCashFlowExpenseListRow FlexCard

Display expense record values.

Data Source: Same as parent.

Parent FlexCard: FSCCashFlowExpenseListView

FSCCashFlowDeleteExpense FlexCard

Delete expense record.

Data Source: Same as parent.

Parent FlexCard: FSCCashFlowExpenseListView FlexCard

Calls:

- FSCCashFlow_DeleteExpense Integration Procedure

FSCCashFlowEditExpense FlexCard

Edit expense record.

Data Source: Same as parent.

Parent FlexCard: FSCCashFlowExpenseListView FlexCard

Calls:

- FSCCashFlow_SavePartyExpense Integration Procedure

FSCCashFlowDisplayPartyExpenseRows FlexCard

Display party expense rows.

Data Source: Same as parent.

Parent FlexCard: FSCDisplayPartyExpenseRows

OmniScripts for Cash Flow FlexCards

Use OmniScripts to add party expenses and income to a person account, household account, or party relationship group record.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCCashFlowAddPartyIncome OmniScript

Add party income to a person account, household account, or party relationship group record.

Embeds: FSCCashFlowAddPartyIncome FlexCard

Calls:

- FSCCashFlow_SavePartyIncome Integration Procedure
- iFSCCashFlowAddIncome Data Mapper

FSCCashFlowAddPartyExpense OmniScript

Add party expense to a person account, household account, or party relationship group record.

Embeds: FSCCashFlowAddPartyExpense FlexCard

Calls:

- FSCCashFlowAddExpense Data Mapper
- FSCCashFlow_SavePartyExpense Integration Procedure

Integration Procedures for Cash Flow Income FlexCards and OmniScripts

The Cash Flow FlexCards depend on these Integration Procedures.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCCashFlow_SavePartyIncome Integration Procedure

Save party income.

Called By:

- FSCCashFlowEditIncome FlexCard
- FSCCashFlowAddPartyIncome OmniScript

Calls:

- fsccashflow.FSCCashFlowUtil Apex Class, PerformIncomeValidation Method
- fsccashflow.FSCCashFlowUtil Apex Class, HandleUpsertError method
- FSCCashFlowSavePartyIncome Data Mapper Post

FSCCashFlow_RetrieveIncome Integration Procedure

Retrieve the party income for a person account or household.

Called By: FSCCashFlowIncomeListView FlexCard

Calls:

- FSCCashFlow_RetrieveMembers
- FSCCashFlowRetrievePartyIncome Data Mapper Extract
- fsccashflow.FSCCashflowUtil Apex Class, GetPartyIncomeFrequencyLabel Method

- fsccashflow.FSCCashflowUtil Apex Class, GetPartyIncomeTypeLabel Method
- fsccashflow.FSCCashflowUtil Apex Class, GetPartyIncomeStatusLabel Method
- FSCCashFlowTransformIncome Data Mapper Transform
- fsccashflow.FSCCashflowUtil Apex Class, CheckCrudOnIncome Method

FSCCashFlow_DeleteIncomeRecord Integration Procedure

Delete party income record.

Called By: FSCCashFlowDeleteIncome FlexCard

FSCCashFlow_RetrieveExpenseForRecordID Integration Procedure

Retrieve party expenses associated with the record ID.

Called By: FSCCashFlowExpenseListView FlexCard

Calls:

- FSCCashFlow_RetrieveMembers Integration Procedure
- FSCCashFlowRetrievePartyExpense Data Mapper Extract
- fsccashflow.FSCCashflowUtil Apex Class, GetPartyExpenseFrequencyLabel Method
- fsccashflow.FSCCashflowUtil Apex Class, GetPartyExpenseTypeLabel Method
- fsccashflow.FSCCashflowUtil Apex Class, GetPartyExpenseStatusLabel Method
- FSCCashFlowTransformExpenseRecord Data Mapper Transform
- fsccashflow.FSCCashflowUtil Apex Class, CheckCrudOnExpense Method

FSCCashFlow_SavePartyExpense Integration Procedure

Save party expense.

Called By:

- FSCCashFlowEditExpense FlexCard
- FSCCashFlowAddPartyExpense OmniScript

Calls:

- fsccashflow.FSCCashFlowUtil Apex Class, PerformExpenseValidation Method
- FSCCashFlowSaveExpense Data Mapper Post
- fsccashflow.FSCCashFlowUtil Apex Class, HandleUpsertError Method

FSCCashFlow_DeleteExpense Integration Procedure

Delete party expense record.

Called By: FSCCashFlowDeleteExpense FlexCard

Calls:

- FSCCashFlowRetrieveAccountRecordType Data Mapper Extract
- FSCCashFlowRetrievePartyRelationshipGroupMembers Data Mapper Transform

FSCCashFlow_RetrieveMembers Integration Procedure

Retrieve members of a household.

Called By:

- FSCCashFlow_RetrieveIncome Integration Procedure
- FSCCashFlow_RetrieveExpenseForRecordID Integration
- FSCCashFlow_CalculateIncomeExpenseSummary Integration Procedure
- FSCD

Calls:

- fsccashflow.FSCCashFlowUtil Apex Class, CheckReadAccess Method
- FSCCashFlowRetrieveAccountRecordType Data Mapper Extract
- FSCCashFlowRetrieveMembersOnHouseholdAccount Data Mapper Extract
- FSCCashFlowRetrievePartyRelationshipGroupMembers Data Mapper Extract

FSCCashFlow_CalculateIncomeExpenseSummary Integration Procedure

Calculate a summary of party income and party expense for a household or a person account.

Called By: FSCCashFlow FlexCard

Calls:

- FSCCashFlow_RetrieveMembers Integration Procedure
- fsccashflow.FSCCashFlowUtil Apex Class, GetDurationDateRange Method
- FSCCashFlowRetrieveIncomeSelectedTimeFrame Data Mapper Turbo
- FSCCashFlowRetrieveExpenseSelectedTimeFrame Data Mapper Extract
- fsccashflow.FSCCashFlowUtil Apex Class, calculateIncomeExpenseSummary Method

Data Mappers for Income and Expense FlexCards and OmniScripts

The Cash Flow FlexCards and OmniScripts depend on these Data Mappers.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCCashFlowTransformIncome Data Mapper Transform

Transform party income.

Called By: FSCCashFlow_RetrieveIncome Integration Procedure

FSCCashFlowRetrievePartyIncome Data Mapper Extract

Retrieve party income for a list of accounts.

Called By: FSCCashFlow_RetrieveIncome Integration Procedure

FSCCashFlowSavePartyIncome Data Mapper Load

Save party income.

Called By: FSCCashFlow_SavePartyIncome Integration Procedure

FSCCashFlowAddExpense Data Mapper Transform

Add income to income list.

Called By: FSCCashFlowAddPartyExpense OmniScript

FSCCashFlowAddIncome Data Mapper Transform

Add income to income list.

Called By: FSCCashFlowAddPartyIncome OmniScript

FSCCashFlowRetrievePartyExpense Data Mapper Extract

Retrieve party expenses for a list of accounts.

Called By: FSCCashFlow_RetrieveExpenseForRecordID Integration Procedure

FSCCashFlowSaveExpense Data Mapper Load

Save party expense records.

Called By: FSCCashFlow_SavePartyExpense Integration Procedure

FSCCashFlowTransformExpenseRecord Data Mapepr Transform

Transform party expense records to include Recurrence Interval and Type values.

Called By: FSCCashFlow_RetrieveExpenseForRecordID Integration Procedure

FSCCashFlowRemoveDuplicateIncomeExpenseRecords Data Mapper Transform

Remove duplicate income and expense records.

Called By: FSCCashFlow_RetrieveExpenseForRecordID Integration Procedure

FSCCashFlowRetrieveMembersOnHouseholdAccount Data Mapper Extract

Retrieve members associated with a household account.

Called By: FSCCashFlow_RetrieveMembers Integration Procedure

FSCCashFlowRetrieveAccountRecordType Data Mapper Extract

Retrieve account record type.

Called By: FSCCashFlow_DeleteExpense Integration Procedure

FSCCashFlowRetrievePartyRelationshipGroupMembers Data Mapper Transform

Retrieve members on the Party Relationship Group record.

Called By: FSCCashFlow_DeleteExpense Integration Procedure

FSCCashFlowRetrieveIncomeSelectedTimeFrame Data Mapper Turbo Extract

Retrieve the time frame of the income.

Called By: FSCCashFlow_CalculateIncomeExpenseSummary Integration Procedure

FSCCashFlowRetrieveExpenseSelectedTimeFrame Data Mapper Extract

Retrieve the time frame of the expense.

Called By: FSCCashFlow_CalculateIncomeExpenseSummary Integration Procedure

Complaint Management

Complaint Management provides a streamlined process for service agents to capture and submit client complaints directly from a Person Account record. Case agents can also track and monitor submitted complaints. If you enable CRM Analytics and create a CRM App for Complaint Management, your customer experience managers can use the prebuilt dashboards to gain insights on complaints. You can also set up a self-service portal for your customer community users to let them directly file complaints on the portal.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

Explore and Learn

Watch this video to learn about Complaint Management and how your service agents can quickly capture customer complaints with a guided intake form.

Watch a video

If you aren't able to watch the video in full screen, open the video on a new tab: Complaint Management: Financial Services Cloud.

Set Up Complaint Management

With Complaint Management, service agents can quickly capture customer complaints with a guided intake form.

Submit a Customer Complaint

Your service agents can capture and submit a customer complaint through the complaint intake OmniScript. A case is then created in Salesforce.

Complaint Intake OmniScript Components

You can customize the Complaint Intake OmniScript to suit your business needs.

Auto Complaint Summarization for Complaints Management

Enhance your team's productivity with the AI-powered Auto Complaint Summarization feature that collects data from case-related records, including case emails, chatter messages, case feed, and comments. Get the details of each complaint, such as case progression, key interactions, and potential resolution. Integrate AI insights to save time and increase efficiency. Your service agents can respond faster and strategically to complaints.

Enable Complaint Intake Process in a Self-Service Portal

Let your customer community users launch the complaint intake process directly from a self-service portal, such as the Financial Services Client Portal.

CRM Analytics for Complaint Management

The CRM Analytics app for Complaint Management gives your customer experience managers and complaint team managers quick insights on customer complaints.

Set Up Complaint Management

With Complaint Management, service agents can quickly capture customer complaints with a guided intake form.

EDITIONS

Available in: Lightning Experience

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud is enabled

USER PERMISSIONS

To set up Complaint Management

- OmniStudio Admin

  AND

  Financial Services Cloud Extension OR FSC Service

1. Configure the Public Complaint Object
   To store the financial account of a customer who is raising a complaint, add a field to the Public Complaint object.
2. Assign Complaint Management Permissions to Users
   To use the complaint intake process, assign relevant permissions to your users.
3. Add Complaint Status Picklist Values
   To indicate the status of a complaint, activate the picklist values.
4. Add Related Lists to the Case Page Layout
   When a complaint is submitted, a case record and the associated public complaint and case participant records are created. To track and monitor complaints, add these records as related lists to the Case page layout.
5. Add Fields to the Public Complaint Page Layout
   Add the fields that are required for complaint intake.
6. Associate the Complaint Intake OmniScript to an Action Launcher Deployment
   The FSCComplaint/Intake OmniScript guides users in capturing a customer complaint.

Configure the Public Complaint Object

To store the financial account of a customer who is raising a complaint, add a field to the Public Complaint object.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create or change custom fields:

- Customize Application

1. In Setup, go to **Object Manager**.
2. In the Quick Find box, enter `Public Complaint`, and then select **Public Complaint**.
3. In Fields & Relationships, click **New**.
4. For the field type, select **Lookup Relationship** and click **Next**.
5. Select a related object.
   - If you want to use financial account information from the Financial Account Management Standard Objects data model, select the standard Financial Account object.
   - If you want to use financial account information from the Financial Services Cloud managed package, select the Financial Account object that's associated with the managed package.
6. Enter a field label.
   - If you're using the financial account information from the Financial Account Management Standard Objects data model, for Field Label, enter `Related Financial Account`.
   - If you're using the financial account information from the Financial Services Cloud managed package, for Field Label, enter `Financial Account`.
7. Click **Next**.
8. Save your changes.

Assign Complaint Management Permissions to Users

To use the complaint intake process, assign relevant permissions to your users.

1. Assign permission sets.
   a. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
   b. Click a user's name.
   c. In Permission Set Assignments, click **Edit Assignments**.
   d. From Available Permission Sets, select and add OmniStudio User, Financial Services Cloud Basic, or Financial Services Cloud Standard, or Financial Services Cloud Extension permission sets.
   e. Save your changes.
2. Set field-level security for the Case object.
   a. In Setup, go to **Object Manager**.
   b. In the Quick Find box, enter `Case`, and select **Case**.
   c. Select **Fields & Relationships**.
   d. Select **Case Source**.
   e. Click **Set Field-Level Security**.
   f. For the profiles using the complaint intake process, select **Visible** and deselect **Read-Only**.
   g. Save your changes.
3. Similarly, set the field-level security for these fields on the Public Complaint object.

Field
Account
Cause Subtype
Cause Type
Compensation Amount
Complainant Authorized
Complaint Case
Description
Escalation Cause
Financial Account
Incident Date
Include In Regulatory Report
Priority
Product Type
Received Date

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To assign permission sets:
- Assign Permission Sets

  AND

  View Setup and Configuration

To set field-level security:
- Manage Profiles and Permission Sets

  AND

  Customize Application

Field
Source Type
Status
Subject
Subtype
Type

4. Similarly, set the field-level security for these fields on the Case Participant object.

Field
Authorization Proof
Case
Created By
Last Modified By
Last Modified Date
Name
Participant
Preferred Communication Mode
Preferred Contact End Time
Preferred Contact Start Time
Role
Status

5. Assign object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the Public Complaint object and assign the Read, Create, Edit, and View All permissions.
   d. Repeat these steps for the Case Participant and Document Checklist Items objects.
   e. Under Custom Object Permissions, locate the Contact-Contact Relation object and assign the Create and Read permissions.
   f. Save your changes.
   g. Repeat these steps for other profiles that are relevant for complaint intake or fulfillment.

Add Complaint Status Picklist Values

To indicate the status of a complaint, activate the picklist values.

1. In Setup, go to Object Manager.
2. In the Quick Find box, enter `Case`, and then select **Case**.
3. In Fields & Relationships, select the **Status** field.
4. In the Inactive Values section, activate the **Pending**, **In Review**, and **Submitted** picklist values.
5. Repeat these steps for the Status field picklist values on the Public Complaint object.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To activate picklist values:
- Customize Application

Add Related Lists to the Case Page Layout

When a complaint is submitted, a case record and the associated public complaint and case participant records are created. To track and monitor complaints, add these records as related lists to the Case page layout.

1. In Setup, go to Object Manager.
2. Select the **Case** object.
3. In Page Layouts, click **Case Layout**.
4. From the Case Layout menu, select **Related Lists**.
5. Drag **Public Complaint**, **Case Participant**, and **Document Checklist Items** to the related lists section of the page.
6. Save your changes.

SEE ALSO:

Customize Page Layouts with the Enhanced Page Layout Editor

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create and edit page layouts:
- Customize Application

Add Fields to the Public Complaint Page Layout

Add the fields that are required for complaint intake.

1. In Setup, go to Object Manager.
2. In the Quick Find box, search for `Public Complaint`, and then select **Public Complaint**.
3. In the Page Layouts section, click **Public Complaint Layout**.
4. From the Public Complaint Layout menu, select **Fields**.
5. Drag **Product Type**, **Received Date**, **Is Complainant Authorized**, **Source Type**, **Escalation Cause**, **Include In Regulatory Report**, **Cause Type**, **Cause Subtype**, and **Compensation Amount** to the public complaint details section.
6. Save your changes.

SEE ALSO:

Customize Page Layouts with the Enhanced Page Layout Editor

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create and edit page layouts:
- Customize Application

Associate the Complaint Intake OmniScript to an Action Launcher Deployment

The FSCComplaint/Intake OmniScript guides users in capturing a customer complaint.

1. Clone the OmniScript.
   a. From the App Launcher, find and select **OmniStudio**.
   b. In the OmniStudio app, from the navigation bar, select **OmniScripts**.
      It can take a little time for the OmniScripts app to open.
   c. Select **FSCComplaint/Intake** and open the highest version of the OmniScript.
   d. To clone the OmniScript, click **New Version**.
   e. Click **Activate Version**.
2. Configure an action launcher deployment for the OmniScript.
   Give your users quick access to the complaint intake form (OmniScript). If you have an existing action launcher deployment, add the complaint intake form to it.
   a. From Setup, in the Quick Find box, enter `Action Launcher`, and select **Action Launcher**.
   b. Click **New Deployment**, and give it a name.
   c. In Guidance to Show, select **OmniScripts**.
   d. In the Available Objects list, move **Account** to Selected Objects.
      The selected objects determine the objects where you can show the complaint intake form.
   e. In Select actions to add, select **/FSCComplaint/Intake/Multi-Language**.
   f. Next to the OmniScript, click the add icon.
   g. Save your changes.
3. Add the OmniScript to the Person Account page.
   a. In Setup, go to Object Manager.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled and OmniStudio Managed Package Runtime setting is disabled.

USER PERMISSIONS

To associate complaint intake OmniScript with an action launcher deployment:
- OmniStudio Admin

  AND

  Financial Services Cloud Extension OR FSC Service

b. In the Quick Find box, enter `Account`, and then select **Account**.

c. Click **Lightning Record Pages** and select **Account Record Page**.

d. Click **Edit**.

e. In the Lightning App Builder, drag the **Action Launcher** component onto the record page.

f. In the properties pane, select the action launcher deployment that contains the complaint intake OmniScript.

g. Save your changes.

SEE ALSO:

Create an Action Launcher Deployment

Submit a Customer Complaint

Your service agents can capture and submit a customer complaint through the complaint intake OmniScript. A case is then created in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit a complaint

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Extension OR FSC Service

1. On the customer's Person Account record page, in the action launcher, click **Manage Complaints**.

   If the Person Account has past complaints, they're listed. Review the complaints before adding a new one.

2. Add the complainant details.

   a. Select the preferred communication mode.

      If the customer isn't the complainant, then check if the complainant has a related account or contact. If an account or contact exists, select it. If not, create an account for the complainant.

   b. Click **Next**.

3. Add the complaint details.

   a. Select the product or service for which the customer has raised a complaint.

      If the product or service is associated with a financial account, you can select the appropriate financial account.

   b. For Complaint Type, select a category to which the complaint belongs.

      The values in the Complaint Type dropdown are based on the product or service that's selected.

   c. For Complaint SubType, select a subcategory to which the complaint belongs.

      The values in the Complaint SubType dropdown are based on the Complaint Type.

   d. Upload any supporting documents related to the complaint and click **Next**.

4. Review the information and click **Submit**.
   A case is created in Salesforce for the submitted complaint.

Complaint Intake OmniScript Components

You can customize the Complaint Intake OmniScript to suit your business needs.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

Component Name	Component Type	What It Does	What It Calls
SetAccountContext	Integration procedure action	Retrieves the customer community user's Account Id from Salesforce when the user logs in to a self-service portal and launches the complaint intake process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable. To let your customer community users use the complaint intake process on a self-service portal, the FSCComplaint/Intake OmniScript must include the SetAccountContext component.	ComplaintManagement_SetAccountContext integration procedure
GetComplaintsWithCaseNumber	integration procedure action	Retrieves the list of existing complaints associated with the Person Account.	ComplaintManagement_GetComplaints integration procedure
PastComplaintsCount	Set values	Retrieves the number of past complaints associated with the Person Account.	None
getCustomerInformation	Data Mapper extract action	Retrieves the Person Account details.	FSCComplaintManagementGetCustomerInformation data Mapper
PastComplaints	Step	Prompts the user to review existing complaints and presents a New Complaint button to register a new complaint.	None

Component Name	Component Type	What It Does	What It Calls
GetRelatedContacts	Data Mapper extract action	Retrieves the list of related contacts associated with the person account.	ComplaintManagement_GetRelatedContacts integration procedure
GetAllAvailableRoles	Data Mapper extract action	Retrieves the list of available roles in your Salesforce org.	FSCComplaintManagementGetReciprocaRoles
ComplainantIdentification	Step	Prompts the user to provide complainant details.	None
ValidateTimeRange	Remote action	Checks to see if the start and end times to contact the complainant is valid.	ComplaintMgmtHelper class, validateTimeRange method
IsAuthorised	Set values	Checks to see if the complainant is authorized to raise a complaint.	None
IsValidContactSelected	Set values	Checks to see if a valid account is selected or created when someone else is raising a complaint on a customer's behalf.	None
SetErrorForAuthorization	Set errors	Displays an error message if the complainant isn't authorized.	None
SetErrorForSelectedContact	Set errors	Displays an error message if the contact isn't selected or created when submitting a complaint.	None
SetErrorForTimeRange	Set errors	Displays an error if the start time to contact a complainant is after the end time.	None
GetAllFinancialAccounts	Integration procedure action	Retrieves all the financial accounts related to the customer.	ComplaintManagement_GetFinancialAccounts
ComplaintDetails	Remote action	Converts the uploaded documents in a format needed to be displayed in the summary.	ComplaintMgmtHelper class, ConvertUploadedDocuments method
SetValuesForSummary	Set values	Sets the summary values to use.	None
Summary	Step	Displays the complaint and complainant details, and presents a Submit button for the user to confirm the complaint.	None

Component Name	Component Type	What It Does	What It Calls
CallConnectApiFromApex	Remote action	Creates a case record, a public complaint record, and case participant records for the submitted complaint.	ComplaintMgmtHelper class, callCreateComplaintApi method
SetConnectApiResponse	Set values	Sets the variables for interpreting the Connect API response.	None
SetCaseUrl	Set values	Sets the case URL for the submitted complaint.	None
DeleteAssessmentIfError	Remote action	Deletes the assessment record when the Connect API call is unsuccessful.	AssessmentHelperFunction class, deleteAssessmentResponses method
Confirmation	Step	Displays complaint status and presents a case URL for the user if the complaint was submitted.	None

Auto Complaint Summarization for Complaints Management

Enhance your team's productivity with the AI-powered Auto Complaint Summarization feature that collects data from case-related records, including case emails, chatter messages, case feed, and comments. Get the details of each complaint, such as case progression, key interactions, and potential resolution. Integrate AI insights to save time and increase efficiency. Your service agents can respond faster and strategically to complaints.

Important: This tool uses generative AI, which is known to include inaccurate or harmful responses. Before sharing externally, review the output for accuracy and safety. You assume responsibility for the output when sharing.

Einstein Summary to Generate Complaint Summary Setup

With Einstein Summary, service agents can quickly generate complaint summaries using the Auto Complaint Summarization prompt template.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Einstein Summary to Generate Complaint Summary Setup

With Einstein Summary, service agents can quickly generate complaint summaries using the Auto Complaint Summarization prompt template.

Available in: Lightning Experience.

Available in: **Enterprise** and **Unlimited** editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled.

Einstein Generative AI Setup

Set up Einstein generative AI to get access to powerful generative AI features.

Enable Auto Complaint Summarization AI

Give users access to the prompt template and prompt flow for Auto Complaint Summarization. Users can use the AI capabilities to generate a complaint summary.

Assign Permission Sets

To use the AI-powered summarization in Compliant Management, assign the Einstein Summary and Prompt Builder permission sets to your users.

Enable Field-Level Security for Complaint Summary

Field-level security determines the access level for each field in an object. Use the Object Manager to enable the Field-Level Security for Complaint Summary field on the Public Complaint object.

Add Complaint Summary field

Customize the Public Complaint page layout by adding the Complaint Summary field to the details section. Add the fields that are required for complaint summary.

Add Einstein Summary

Add the Einstein Summary component to the Public Complaint record page by using the Lightning App Builder. The Einstein Summary component helps generate summaries using a prompt template based on design-time attributes.

Customize Complaint Record Page to View Einstein-Enabled Field

To store the AI-powered summary of the complaint, add the Complaint Summary field to the Complaint record page using the Lightning App Builder.

Einstein Generative AI Setup

Set up Einstein generative AI to get access to powerful generative AI features.

Available in: Lightning Experience.

Available in: **Enterprise** and **Unlimited** editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled.

For more information, see Set Up Einstein Generative AI.

Enable Auto Complaint Summarization AI

Give users access to the prompt template and prompt flow for Auto Complaint Summarization. Users can use the AI capabilities to generate a complaint summary.

Available in: Lightning Experience.

Available in: **Enterprise** and **Unlimited** editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled.

USER PERMISSIONS

USER PERMISSIONS

To enable Auto Complaint Summarization AI setting:

- FSC Service Einstein AND Omnistudio User AND Prompt Template User

  OR

  FSC Service

  OR

  Financial Services Cloud Extension

To create or update Omnistudio components

- Omnistudio admin

To create and manage prompt templates in Prompt Builder

- Prompt Template Manager

1. From Setup, in the Quick Find box, enter `Financial Services AI Settings`, and then under Financial Services, select **Financial Services AI Settings**.
2. Turn on Auto Complaint Summarization.

Assign Permission Sets

To use the AI-powered summarization in Compliant Management, assign the Einstein Summary and Prompt Builder permission sets to your users.

Available in: Lightning Experience.

Available in: **Enterprise** and **Unlimited** editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled.

USER PERMISSIONS

To assign permission sets:

- Assign Permission Sets

  AND

  View Setup and Configuration

To assign object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

Note: To share case feed with community users, enable Digital Experience in the org. Add `Visibility` to the Get Case Feed fields in the prompt flow output and replace Internal with `!IterateOverCaseFeeds.Visibility` in the prompt instructions. Feeds marked internal are visible only to internal users.

1. Assign permission set licenses.
   a. From Setup, in the Quick Find box, enter `Users`, then click **Users**.
   b. Select a user.
   c. In Permission Set License Assignments, select **Edit Assignments**.
   d. From Available Permission Sets, select and add **FSC Service**, **FSC Service Einstein**, **Omnistudio User**, and **Prompt Template User** permission sets to Enabled Permission Sets.

e. Save your changes.

2. Assign object permissions.

   Assign Complaint Management Permissions to Users

Enable Field-Level Security for Complaint Summary

Field-level security determines the access level for each field in an object. Use the Object Manager to enable the Field-Level Security for Complaint Summary field on the Public Complaint object.

Available in: Lightning Experience.

Available in: **Enterprise** and **Unlimited** editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled.

USER PERMISSIONS

To set field-level security:

- Manage Profiles and Permission Sets

  AND

  Customize Application

Use the Object Manager to specify field-level security settings for profiles. For more information, see Set Field-Level Security for a Field on All Profiles.

Before you begin, assign the required permissions to your users to use the complaint intake process. See Assign Complaint Management Permissions to Users.

1. From Setup, enter `Object Manager` in the Quick Find box, and then select **Object Manager**.
2. In the Quick Find box, enter `Public Complaint`, and select **Public Complaint**.
3. Select **Fields & Relationships**.
4. Select **Complaint Summary**.
5. Click **Set Field-Level Security**.
6. For the profiles that use the complaint intake process, select **Visible** and deselect **Read-Only**.
7. Save your changes.

Add Complaint Summary field

Customize the Public Complaint page layout by adding the Complaint Summary field to the details section. Add the fields that are required for complaint summary.

Available in: Lightning Experience.

Available in: **Enterprise** and **Unlimited** editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled.

USER PERMISSIONS

To create and edit page layouts:

- Customize Application

1. From Setup, in the Quick Find box, enter `Object Manager`, and then select **Object Manager**.
2. In the Quick Find box, search for `Public Complaint`, and then select **Public Complaint**.
3. In the Page Layouts section, click **Public Complaint Layout**.
4. From the Public Complaint Layout menu, select **Fields**.
5. Drag **Complaint Summary** to the Public Complaint Detail section.
6. Save your changes.

Add Einstein Summary

Add the Einstein Summary component to the Public Complaint record page by using the Lightning App Builder. The Einstein Summary component helps generate summaries using a prompt template based on design-time attributes.

Available in: Lightning Experience.

Available in: **Enterprise** and **Unlimited** editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled.

USER PERMISSIONS

To create and save Lightning pages in the Lightning App Builder:

- Customize Application

1. From Setup, go to the Lightning App Builder.
2. Edit the Lightning page that you use for records.

   If you don't have this page in Lightning App Builder, you can create one. See Create an App Home Page with the Lightning App Builder and Create and Configure Lightning Experience Record Pages.
3. Drag the Einstein Summary component onto the page layout.

   In the Lightning App Builder, you can add, edit, or remove components to change the page layout. Reorder components by dragging them around the canvas. Customize the component properties as required. See Add and Customize Tabs on Lightning Pages Using the Lightning App Builder.
4. Save your changes, and then activate the page.

SEE ALSO:

Einstein Summary

Customize Complaint Record Page to View Einstein-Enabled Field

To store the AI-powered summary of the complaint, add the Complaint Summary field to the Complaint record page using the Lightning App Builder.

Available in: Lightning Experience.

Available in: **Enterprise** and **Unlimited** editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled.

USER PERMISSIONS

To create and save Lightning pages in the Lightning App Builder:

- Customize Application

1. To create a record page for Lightning Experience, from Setup on a record page, select **Edit Page**.
   The Lightning App Builder opens.
2. Add the Complaint Summary field to a field section on the Public Complaint record page.
3. Select **Auto Complaint Summarization** as the prompt template.
4. Save your changes, and then activate the page.

Enable Complaint Intake Process in a Self-Service Portal

Let your customer community users launch the complaint intake process directly from a self-service portal, such as the Financial Services Client Portal.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

Set Up Complaint Intake Process on Financial Services Client Portal

Let your customer community users file complaints on a Financial Services Client Portal.

Submit a Customer Complaint on Financial Services Client Portal

Complete the complaint intake form to submit your complaint about a product or a service.

Set Up Complaint Intake Process on Financial Services Client Portal

Let your customer community users file complaints on a Financial Services Client Portal.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

Create a Customer Community User Profile

To control access to Financial Services Cloud features, create a profile for portal users with the appropriate permissions by cloning a community user profile.

Configure the Financial Services Client Portal

Give your customers access to the Financial Services Client Portal to file complaints.

Assign Permission Sets to Portal Users

To let your customers access the complaint intake process on the Financial Services Client Portal, create and assign relevant user permissions.

Configure Field-Level Security

Give your customers access to the appropriate fields that they need for using the complaint intake process.

Set Up a Sharing Set for Complaint Intake

Give your Financial Services Client Portal users access to records using sharing sets. A sharing set grants portal users access to a record associated with an account or contact that matches the user's account or contact. You can grant access to records through access mapping, which defines access for each object in the sharing set.

Set Up Sharing Rules

Use sharing rules to extend sharing access to your portal users. Sharing rules give portal users greater access by making automatic exceptions to your org-wide sharing settings. Add sharing rules to give your portal users access to relevant records that they need when submitting a complaint.

Make the Complaint Intake Process Visible to Your Portal Users

Let your customers launch the complaint intake process on the Financial Services Client Portal.

Create a Customer Community User Profile

To control access to Financial Services Cloud features, create a profile for portal users with the appropriate permissions by cloning a community user profile.

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Locate the user profile that maps to your customer community license, and click **Clone**.
3. Enter a name for the cloned profile, for example, `Banking Customer Community User`, and save your changes.
4. On the Profile Edit page, click **Edit**.
5. Configure these object permissions.

Object	Access level
Decision Matrices	Read
Decision Matrix Columns	Read
Decision Matrix Rows	Read
Decision Matrix Versions	Read
Expression Sets	Read
Expression Set Steps	Read
Expression Set Step Relationships	Read
Expression Set Variables	Read
Expression Set Versions	Read
Omni Data Transformation	Read
Omni Data Transformation Item	Read
Omni Electronic Signature Template	Read
Omni Process	Read
Omni Process Compilation	Read
Omni Process Element	Read
Omni Process Transient Data	Read
Omni UI Card	Read
Financial Account	Read
Document checklist Items	Read
Public Complaint	Read and Create

6. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create profiles:
- Manage Profiles and Permission Sets

Configure the Financial Services Client Portal

Give your customers access to the Financial Services Client Portal to file complaints.

Before you can create the Financial Services Client Portal for your customers, enable Digital Experiences in your Salesforce org.

1. From Setup, in the Quick Find box, enter `All Sites`, and then select **All Sites**.
2. Click **New**, and select the Financial Services Client Portal template.
3. Click **Get Started**.
4. Enter a site name.
5. For the URL, enter the name of your site.

   This name is appended to the domain that you created when you enabled Digital Experiences. For example, if your site's domain name is `fscna45.my.site.com` and you're creating a bank site, you can enter `MyBank` to create the URL `fscna45.my.site.com/MyBank`.
6. Click **Create**.
7. Click **Administration**, and then under Settings, click **Activate**.
8. Under Members, from the Search dropdown, select **Customer**.
9. From Available Profiles, select your cloned community user profile, and then click **Add**.
10. Save your changes.

SEE ALSO:

Enable Digital Experiences

Create an Experience Cloud Site

Create a Self-Service Financial Services Client Portal

Add Members to Your Experience Cloud Site

Create Experience Cloud Site Users

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create a Financial Services Client Portal:

- Create and Set Up Experiences AND View Setup and Configuration

To customize a Financial Services Client Portal:

- Be a member of the portal AND Create and Set Up Experiences

  OR

  Be a member of the portal AND View Setup and Configuration AND an experience admin, publisher, or builder in that portal

Assign Permission Sets to Portal Users

To let your customers access the complaint intake process on the Financial Services Client Portal, create and assign relevant user permissions.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create permission sets:
- Manage Profiles and Permission Sets

To assign permission sets:
- Assign Permission Sets

1. Create a permission set.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
   b. Click **New**.
   c. Provide a name for the permission set, for example, `Runtime Access for Self-Service Process`.
   d. For License, select **OmniStudio Runtime for Communities**, and then save your changes.
   e. Under System, click **System Permissions**, and then click **Edit**.
   f. Select **Enables consumers and partners to execute OmniScripts, DRs, Cards through a Community or off platform**, and then save your changes.
2. Assign permission sets.
   a. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
   b. Click a user who's assigned one of the customer community profiles.
   c. In Permission Set Assignments, click **Edit Assignments**.
   d. From Available Permission Sets, select the permission set that you created and an appropriate user profile permission set.

      For example, if the customer user profile is Customer Community, select Financial Services For Customer Community permission set.
   e. Click **Add**.
   f. Save your changes.

Configure Field-Level Security

Give your customers access to the appropriate fields that they need for using the complaint intake process.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To set field-level security:
- Manage Profiles and Permission Sets

  AND

  Customize Application

1. In Setup, go to Object Manager.
2. In the Quick Find box, enter `Case`, and select **Case**.
3. Select **Fields & Relationships**.
4. Select **Case Source**, and click **Set Field-Level Security**.
5. Select Visible for the profiles using the complaint intake process.
6. Deselect Read-Only for the profiles using the complaint intake process.
7. Save your changes.
8. Complete these steps for Account Name and Financial Account fields on the Case object.

Set Up a Sharing Set for Complaint Intake

Give your Financial Services Client Portal users access to records using sharing sets. A sharing set grants portal users access to a record associated with an account or contact that matches the user's account or contact. You can grant access to records through access mapping, which defines access for each object in the sharing set.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create or update sharing sets:

- Customize Application

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **Settings**.
2. In the Sharing Sets related list, click **New** to create a sharing set.
3. Enter a label for the sharing set.
4. In the Select Profiles section, select your cloned community user profile and click **Add**.
5. Under **Select Objects**, select Account-Account Relationship, Case, Financial Account, Public Complaint, and User objects and click **Add**.
6. In the Configure Access section, configure access for the selected profile and objects.
   a. Next to Account-Account Relationship, click **Set Up**.
   b. For User, select **Account**, for Target Account-Account Relationship, select **Owner.Account**, and for Access Level, select **Read Only**.
   c. Click **Update**.
   d. Next to Case, click **Set Up**.
   e. For User, select **Account**, for Target Case, select **Owner.Account**, and for Access Level, select **Read/Write**.
   f. Click **Update**.
   g. Next to Financial Account, click **Set Up**.
   h. For User, select **Account**, for Target Financial Account, select **FinServ__PrimaryOwner__c**, and for Access Level, select **Read Only**.
   i. Click **Update**.
   j. Next to Public Complaint, click **Set Up**.
   k. For User, select **Account**, for Target Public Complaint, select **Account**, and for Access Level, select **Read Only**.
   l. Click **Update**.
   m. Next to User, click **Set Up**.
   n. For User, select **Account**, for Target User, select **Account**, and for Access Level, select **Read Only**.
   o. Click **Update**.
7. Save your changes.

Note: When a customer community user launches the complaint intake process from the Financial Services Client Portal, only the accounts and financial accounts for which the user is a primary owner are shown.

SEE ALSO:

Create a Sharing Set

Set Up Sharing Rules

Use sharing rules to extend sharing access to your portal users. Sharing rules give portal users greater access by making automatic exceptions to your org-wide sharing settings. Add sharing rules to give your portal users access to relevant records that they need when submitting a complaint.

To let your portal users access the complaint intake OmniScript, set up sharing rules for the Omni Process object.

1. From Setup, in the Quick Find box, enter `Sharing Settings`, and then select **Sharing Settings**.
2. Under Sharing Rules, next to the Omni Process Sharing Rules, click **New**.
3. Enter the label name and rule name.
4. For the rule type, select **Based on Criteria** to specify the field, operator, and value criteria that records must match to be included in the sharing rule.
5. For Field, select **Type**, for Operator, select **Equals**, and for Value, enter `FSCComplaint`.
6. For Share with, select **Public Groups** from the first dropdown list and **All Customer Portal Users** from the second dropdown list.
7. For Access Level, select **Read Only**.
8. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create sharing rules:
- Manage Sharing

SEE ALSO:

Create Criteria-Based Sharing Rules

Make the Complaint Intake Process Visible to Your Portal Users

Let your customers launch the complaint intake process on the Financial Services Client Portal.

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
2. Next to your Financial Services Client Portal site, click **Builder**.
3. Create a custom page on the portal where you want to show the Complaint Intake process.
   a. From the Pages menu on the top toolbar, click **New Page** and select **Standard Page**.
   b. Select the page layout, and click **Next**.
   c. Enter a name for the page, for example, `Complaint Intake`.
   d. Click **Create**.
4. Add the custom page to navigation menu.
   a. Click any of the navigation pages at the top of the portal.
   b. In the Theme Navigation Menu properties pane, click **Edit Default Navigation**.
   c. Click **Add Menu Item**.
   d. Enter a name for the menu item, for example, `Raise a Complaint`.
   e. For Type, select **Site Page**, and for Page, select the name of the page you created.
   f. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To customize and publish a Financial Services Client Portal:
- Be a member of the portal AND Create and Set Up Experiences

  OR

  Be a member of the portal AND an experience admin or publisher in that portal

5. Add the OmniScript component.
   a. Click the components icon to open the Components panel.
   b. In the Search box, find and drag the **OmniScript** component onto to an editable area of the page.
   c. In the OmniScript properties pane, for Type, select **FSCComplaint**, and for SubType, select **Intake**.
6. Preview and publish your changes.
   You receive an email when your changes go live.

SEE ALSO:

Customize Sites with Experience Builder
Work with the FSC Portal Home Page
Edit Pages and Components in Experience Builder
How do external Experience Cloud site members get login information?

Submit a Customer Complaint on Financial Services Client Portal

Complete the complaint intake form to submit your complaint about a product or a service.

1. Log in to the Financial Services Client Portal.
2. To launch the complaint intake form, find and select the complaint intake page or action on the portal.

   If your account has past complaints, they're listed. Review the complaints before adding a new one.
3. Select the preferred communication mode and click **Next**.
4. Add the complaint details.
   a. Select the product or service for which you want to raise a complaint.

      If the product or service is associated with a financial account, you can select the appropriate financial account.

      Note: Only the financial accounts for which the community user is a primary owner are shown.

   b. For Complaint Type, select a category to which the complaint belongs.

      The values in the Complaint Type dropdown are based on the product or service that's selected.

   c. For Complaint SubType, select a subcategory to which the complaint belongs.

      The values in the Complaint SubType dropdown are based on the Complaint Type.

   d. Upload any supporting documents related to the complaint and click **Next**.
5. Review the information and click **Submit**.

   A case is created in Salesforce for the submitted complaint. To view the case details, go to the Cases page on the portal.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit complaint on Financial Services Client Portal:

- OmniStudio Runtime for Communities

  AND

  Financial Services For Customer Community

  OR

  Financial Services For Customer Community Login

  OR

  Financial Services For Customer Community Plus

  OR

  Financial Services For Customer Community Plus Login

CRM Analytics for Complaint Management

The CRM Analytics app for Complaint Management gives your customer experience managers and complaint team managers quick insights on customer complaints.

Enable CRM Analytics for Complaint Management

Before you create the CRM Analytics app for Complaint Management, enable CRM Analytics in your Salesforce org.

Assign Permissions for CRM Analytics App for Complaint Management

Enable users to create, edit, and view the CRM Analytics app for Complaint Management by assigning the relevant permissions.

Launch CRM Analytics App for Complaint Management

Access the Analytics app for Complaint Management from the public complaints list view.

Enable CRM Analytics for Complaint Management

Before you create the CRM Analytics app for Complaint Management, enable CRM Analytics in your Salesforce org.

1. From Setup, in the Quick Find box, enter `Getting Started`, and then select **Getting Started** under Analytics.
2. Select **Enable CRM Analytics**.

   If you see the Launch CRM Analytics button, CRM Analytics is already enabled.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

Assign Permissions for CRM Analytics App for Complaint Management

Enable users to create, edit, and view the CRM Analytics app for Complaint Management by assigning the relevant permissions.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Click the profile that you're editing.
3. Click **Permission Set Assignments**, and then click **Edit Assignments**.
4. Select the RI for Fins Admin permission set.

   Note: You can see the RI for Fins Admin permission set only if you've enabled the RevenueIntelligenceFins license in your org.

5. Click **Add**, and then click **Save**.
6. Repeat these steps for all users who create, edit, and view the Analytics app for Complaint Management.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To assign permission sets:

- Assign Permission Sets

  AND

  View Setup and Configuration

Launch CRM Analytics App for Complaint Management

Access the Analytics app for Complaint Management from the public complaints list view.

1. From the App Launcher, find and select **Public Complaints**.
2. In the Public Complaints list view, click **Complaint Intelligence**.

SEE ALSO:

Complaint Management Dashboard

Complaints Intelligence Dashboard

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To launch CRM Analytics for Complaint Management:

- RI for Fins Admin

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Compliant Data Sharing for Financial Services

The Compliant Data Sharing feature lets Financial Services admins and compliance managers configure advanced data sharing rules, so that they can improve compliance with regulations and company policies. They can control and monitor what data gets shared with whom, without writing complex code.

User Permissions Needed	
To configure Compliant Data Sharing in Financial Services Cloud:	Financial Services Cloud Extension OR FSC Service WITH Configure Compliant Data Sharing System Permission

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Professional**, and **Unlimited** Editions

To learn how to configure Compliant Data Sharing in your org and manage participant roles, see Compliant Data Sharing.

Contextual Alerts

Boost employee efficiency and minimize cognitive strain by equipping bankers, agents, and advisors with contextual alerts that highlight customer priorities and opportunities. Use the guided setup experience to configure and activate these alerts effortlessly. This intuitive process allows you to set up record alerts tailored to your organization, explore preconfigured contextual alerts, and create Data Cloud actions for the alerts you want to activate.

1. In Setup, find and select **Contextual Alerts**.
2. Determine which contextual alerts you want to activate.
3. Activate contextual alerts by completing the guided setup.

Contextual Alerts Library

Determine which contextual alerts you want to set up for financial advisers.

Financial Services Cloud Financial Insights Billable Usage Type

Usage of certain Financial Services Cloud Financial Insights features impacts your event credit consumption. For more information on how usage is billed, refer to your contract or contact your account executive.

SEE ALSO:

Set Up Data Cloud for Financial Services Cloud

Install the Financial Services Cloud Data Kit

Integration Orchestration

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Financial Services Cloud Extension

  OR

  FSC Sales

  OR

  FSC Service

  AND

  Data Cloud org: Data Cloud Admin

Contextual Alerts Library

Determine which contextual alerts you want to set up for financial advisers.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Savings Contextual Alerts

Debt Payoff Strategy

Debt across all accounts highlights the need for a structured debt payoff strategy to efficiently manage and reduce the client's financial liabilities.

Large Deposit

This client has recently made a substantial deposit into one of their accounts, indicating a change in their financial situation or an opportunity for financial advising.

Percentage of Assets to Liabilities

This client recently incurred a substantial expense in one of their accounts that can impact their budgeting and financial strategy.

Wallet Share Alert

The percentage of a client's financial accounts with your bank compared to their assets at other banks. This alert indicates a potential opportunity to expand your services with them.

Spending Contextual Alerts

Expense Runway

This alert measures the duration that the client can sustain expenses with available funds.

High Credit Card Usage
Credit card utilization ratio is a key factor in a client's credit score. Maintaining a lower ratio is crucial for good credit health. This alert indicates when their utilization is high.

Large Expense
This client recently incurred a substantial expense in one of their accounts that can impact their budgeting and financial strategy.

Percentage of Cash Inflow Spent
This client's spending pattern indicates a high expenditure level compared to their monthly income on expenses, suggesting a need to review their financial commitments.

Financial Services Cloud Financial Insights Billable Usage Type

Usage of certain Financial Services Cloud Financial Insights features impacts your event credit consumption. For more information on how usage is billed, refer to your contract or contact your account executive.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions

Event Credit Usage

Each FSC Financial Insights subscription includes a quantity of FSC Financial Insights Usage Credits. These Credits must be used before the Order End Date set forth in the Usage Details table on the Order Form, and no rollover will be permitted. The customer consumes these Credits at the applicable multiplier rate based on the Usage Type identified below.

Type	Description	Unit	Multiplier
Financial Insights	Usage is calculated based on the number of Financial Insights submitted to FSC.	1	1

Data Consumption Framework

With Data Consumption Framework, your agents can access complete and current data from external systems without leaving Salesforce. The framework extends the Continuations framework in FlexCards and OmniScripts by providing them with integration definition capabilities for better real-time performance. In addition, agents can use the framework to initiate asynchronous flows that call APIs at scale to support more simultaneous users.

Integration Orchestration
Integration Orchestration is a framework that helps you create integration callout plans and execute them. Integration Orchestration employs advanced decision-making processes by using context service with Business Rules Engine to generate the integration plan.

SEE ALSO:
Data Consumption Framework

Integration Orchestration

Integration Orchestration is a framework that helps you create integration callout plans and execute them. Integration Orchestration employs advanced decision-making processes by using context service with Business Rules Engine to generate the integration plan.

Before You Begin
Before you set up your Salesforce org for integration orchestration, configure these settings.

Set Up Integration Orchestration
Integration Orchestration employs advanced decision-making processes using context service with Business Rules Engine to generate the integration plan.

Before You Begin

Before you set up your Salesforce org for integration orchestration, configure these settings.

- Turn on the Know Your Customer setting. See Enable Know Your Customer.
- Turn on the OmniStudio Metadata setting.
- Turn off the OmniStudio Managed Package Runtime setting.

Set Up Integration Orchestration

Integration Orchestration employs advanced decision-making processes using context service with Business Rules Engine to generate the integration plan.

Generate an integration plan and run the plan by using invocable actions in the flow. Review the status of the integration callouts and track integrations by using the Integration Execution Status Lightning Web Component.

Note: Integration Execution Status Lightning Web Component isn't available for communities.

Prepare Integration Procedures and Omnistudio Data Mapper

As a prerequisite to setting up integration definitions, create the Data Mapper and the relevant integration procedures to define the integrations.

Create Integration Definitions

An integration definition is a framework to set up integrations with different external endpoints quickly and efficiently.

Create and Map Context Definitions

Define the context structure in which you want to determine the parameters for Integration Orchestration. The data from the context service is mapped as inputs to the Business Rules Engine (BRE).

Decision Table and Expression Set Configuration

Define the required fields and attributes to create decision tables and expression sets.

Build a Flow with Invocable Actions

You can invoke build context, create and execute integration plan to orchestrate integrations.

Prepare Integration Procedures and Omnistudio Data Mapper

As a prerequisite to setting up integration definitions, create the Data Mapper and the relevant integration procedures to define the integrations.

To integrate identity verification systems, create a Data Mapper Extract as an input to the API callout and create an integration procedure by using the Omnistudio Data Mapper. To handle the response from the API callout, create a Data Mapper Load and another Integration Procedure.

SEE ALSO:

Salesforce Help: Create an Integration Procedure

EDITIONS

Available in Lightning Experience in **Enterprise**, **Professional**, and **Unlimited** Editions.

USER PERMISSIONS

To create Omnistudio Data Mapper and Integration Procedures

- OmniStudio Admin

Create Integration Definitions

An integration definition is a framework to set up integrations with different external endpoints quickly and efficiently.

You can call the integration definition from an invocable action within a flow or from an integration procedure in an OmniScript. You can use an integration definition in an invocable action within a Salesforce Flow or from an integration procedure in an OmniScript or FlexCard.

1. In Setup, in the Quick Find box, enter `Integration Definitions`, and then select Integration Definitions.
2. Click **New**.
3. From the Type list, select the integration type.
   - **Apex Defined:** This approach gives you greater control over the API call out. The endpoint configuration and the input and output processors are handled in an Apex class.
   - **External Services Defined:** A low-code, declarative approach to connect Salesforce with an external endpoint. You can define the input processor that prepares the input to the external service and the output processor to handle the response from the external service. The input and output processors are integration procedures.

EDITIONS

Available in Lightning Experience in **Enterprise**, **Professional**, and **Unlimited** Editions

USER PERMISSIONS

To create Apex Defined integration definitions:

- Customize Application

4. Enter the integration definition name, developer name, and description.
5. Click **Next**.
6. For the External Services Defined integration type, enter this information:
   a. Search for the registered external service that you want to use to connect to an external API.
   b. For Input Processor, select the integration procedure that you want to use to format the input for the selected external service.
   c. For Output Processor, select the integration procedure that you want to use to handle the response from the external service.
   d. Enable Integration Orchestrator.
   e. Select the Integration Execution Mode.
   f. Select the checkbox to save the request and response as attachments to the record.

      Important: . Content publish limits are applicable to save the request and responses as attachments. See Salesforce CRM Content Limits.

      Important: To securely store sensitive information, deploy Shield Platform Encryption.

   g. Select the checkbox to configure Service Type integration, or leave it unchecked for Process Type integration.
   h. Save your changes.
7. From the integration definition's quick action menu, click **Activate**.
8. Save and activate the integration definition.

Create and Map Context Definitions

Define the context structure in which you want to determine the parameters for Integration Orchestration. The data from the context service is mapped as inputs to the Business Rules Engine (BRE).

Context Service defines the relationship between the nodes and the attributes within each node. By using nodes and attributes, your users can easily access relevant data from the mapped data source.

EDITIONS

Available in Lightning Experience in **Developer**, **Enterprise**, **Professional**, and **Unlimited**editions for Industries clouds where Context Service is enabled.

USER PERMISSIONS

To create context definitions:
- Context Service Admin

1. Create the context definition for a root node, and add relevant attributes.

   For example, add Application Form as the root node, and add the Name and Stage attributes. For more information on how to create a context definition, see Create Context Definitions.
2. Create child nodes with the relevant attributes.

   For example, add Applicant and ApplicationFormProduct as child nodes. For more information on how to create a context definition, see Create Context Definitions.
3. Map the attributes as inputs for the decision table.

4. Create an Integrations node to be used by BRE to write back to the context.

Create a context definition for an Integration with these attributes: RunAsUserId, IntegrationProviderDefId, RelatedObject, Status, and Id. The attributes under Integrations are fixed and are mapped as output to the decision table.

5. Map the attributes of the context definition to the sObjects. For example, in Integration Orchestration, map the attributes with the Integration Provider Decision Requirement object as shown in the image.

After the fields are mapped, the data from the context service are used for the input and output parameters in the decision table.

SEE ALSO:

Salesforce Help: Map Context Definitions

Decision Table and Expression Set Configuration

Define the required fields and attributes to create decision tables and expression sets.

Create a Lookup table with Financial Services Cloud as the usage type and select Integration Provider Decision Requirement as the source object. Create relevant fields, which act as input to the lookup table by using Integration Provider Decision Requirement as the source. The fields must be defined in the context service.

The output for the lookup table is fixed. Add these fields as output: RunAsUser, RelatedObjectId, and IntegrationProviderDefId.

Design the expression set with Financial Services Cloud as the usage type. Select the Context Definition created. Use the prebuilt Integration Orchestration custom element in the expression set to create the business rules.

Note: The integration orchestration component doesn't support simulation of expression set.

EDITIONS

Available in Lightning Experience in **Developer**, **Enterprise**, **Professional**, and **Unlimited** Editions for Industries clouds that have Business Rules Engine enabled

USER PERMISSIONS

To create, update, and delete expression sets

- Rule Engine Designer

To use expression sets in Business Rules Engine:

- Rule Engine Runtime

Make sure that the attributes created in the context definition are mapped in the input and output parameters. After the expression set is activated, integrations are generated based on the decision table.

SEE ALSO:

Salesforce Help: Business Rules Engine

Build a Flow with Invocable Actions

You can invoke build context, create and execute integration plan to orchestrate integrations.

Use these invocable actions in the provided sequence to build a Flow to run the logic:

1. Build a context service invocable action to map context definition ID and context mapping ID with the hydration source in the JSON format.
2. Create an Integration Plan.

   Important: Each integration plan can have up to 20 integrations.

3. Run the Integration Plan.

EDITIONS

Available in Lightning Experience in **Enterprise**, **Professional**, and **Unlimited** Editions

SEE ALSO:

Salesforce Help: Invoke a Build Context in a Flow

Salesforce Developer Documentation: Create Integration Plan

Salesforce Developer Documentation: Run Integration Plan

Discovery Framework

With the Discovery Framework, your users can create digital forms to collect and validate data and avoid time-consuming and error-prone manual methods. The Discovery Framework data model and the power of OmniStudio enable your users to create digital forms and manage every aspect of questionnaire-driven data collection in compliance with your policies.

Note: Discovery Framework is compatible with only OmniStudio standard objects model (OmniStudio Spring '22 and later releases). Each OmniStudio release has a unique link for downloading its managed package, plus Release Notes, installation instructions, and upgrade instructions. For a new installation, your first task is to Prepare to Install the OmniStudio Package. For an upgrade, your first task is to Install or Upgrade the OmniStudio Package. After you install or upgrade, make sure that you have disabled OmniStudio Managed Package Runtime and enabled OmniStudio Metadata (for import and export) settings.

EDITIONS

Available in: Lightning Experience in **Enterprise**, **Professional**, and **Unlimited** Editions where the Financial Services Cloud license is enabled

To learn how to enable Discovery Framework and manage every aspect of questionnaire-driven information collection, see Set Up and Configure Discovery Framework.

Document Generation

With Document Generation, you can generate contracts, proposals, quotes, reports, non-disclosure agreements, service agreements, and more.

To learn how you can use Document Generation to generate documents, see Document Generation Overview.

EDITIONS

Available in: Lightning Experience in **Enterprise**, **Professional**, and **Unlimited** editions.

Document Checklist Items in Financial Services Cloud

Manage your document approval process in Financial Services Cloud. Define document types for commonly required documentation. Then create a document checklist item for each file required from a customer. A customer or user then uploads a relevant file for the document checklist item, and the files are tracked through your approval process. Customers can track the progress of their uploaded documentation from submission to approval.

Note: Approval Processes and Communities aren't supported in Professional Edition.

To learn how to enable Document Tracking and Approvals and create Document Checklist Items, see Document Tracking and Approvals.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

Engagement

Use the engagement data model to store details about an engagement between a customer and a service agent.

To learn about the Engagement data model and the Engagement Connect REST APIs, see Engagement.

EDITIONS

Available in: Lightning Experience in **Enterprise**, **Professional**, and **Unlimited** Editions where the Financial Services Cloud license is enabled.

Events and Milestones

With the Events and Milestones component, get an at-a-glance view of your customers' life events or milestones. Use the details to identify upcoming opportunities and devise timely personalized offers and engagement. The Events and Milestones component shows life events for a person account or contact record and business milestones for an account record.

Note: Event Type and Milestone picklist values are in English, but you can translate them using the Translation Workbench.

Add the Events and Milestones Component to a Record Page

To make the list of events or milestones available on a record page, add the Person Life Events or Business Milestones related list to the corresponding page layout. Then, add the Events or Business Milestones component to a person account, account, or contact record page.

Work with Events and Milestones

You can create event types and milestone types, activate or deactivate them, and make them unique. You can hide sensitive event types and milestone types, create contextual actions for events and milestones, and expire events or milestones that are no longer valid. You can change the default icons that represent the event types and milestones. Plus, you can choose the details your users see when they hover over an event or milestone.

Add the Events and Milestones Component to a Record Page

To make the list of events or milestones available on a record page, add the Person Life Events or Business Milestones related list to the corresponding page layout. Then, add the Events or Business Milestones component to a person account, account, or contact record page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To access the Events or Milestones component:
- Assign Events and Milestones Component

Note: If you disabled Chatter, then to use the Events and Milestone component, give users access to Salesforce CRM Content by assigning feature licenses. To assign feature licenses to users automatically, from Setup, in the Quick Find box, enter `Salesforce CRM Content`, select **Salesforce CRM Content**, and then select **Autoassign feature licenses to existing and new users**.

The filter on the Events and Milestones component is designed to filter based on the starting date only, without considering an end date. For example, Previous 6 months include any past events from 6 months ago as well as any future event dates.

1. Add the Business Milestones related list to the Account page layout. Add the Person Life Events related list to the Person Account and Contact page layouts.
   a. From Setup, open **Object Manager**.
   b. In the Quick Find box, enter `Account`, and then select **Account**.
   c. Click **Page Layouts**, and then select the relevant page layout.
   d. On the palette, select **Related Lists**.
   e. Drag **Business Milestones** from the palette to the Related Lists section on the page, and save your changes. If you're prompted to overwrite the user's related list customizations, click **Yes**.
   f. Similarly, add the Person Life Events related list to the relevant page layouts for the Person Account and Contact objects.

      Note: The Person Life Events related list is available only when person account is enabled in your org.

2. Add the Events and Milestones component to a person account, account, or contact record page.
   a. On the record page that you want to add the component to, from Setup, select **Edit Page**.
   b. Drag the Events and Milestones component to the page.
   c. Save your changes.

   Important: Even if you have only Read-Only access to the parent entity of Business Milestone, you can update your business milestones if the default access level for Business Milestone is set as Controlled by Parent. Even if you have only Read-Only access to the parent entity of Person Life Event, you can update your person life events if the default access level for Person Life Event is set as Controlled by Parent

Work with Events and Milestones

You can create event types and milestone types, activate or deactivate them, and make them unique. You can hide sensitive event types and milestone types, create contextual actions for events and milestones, and expire events or milestones that are no longer valid. You can change the default icons that represent the event types and milestones. Plus, you can choose the details your users see when they hover over an event or milestone.

Create Event or Milestone Types

If the provided event types or milestone types don't address your business needs, you can create additional types.

Add or Remove Event or Milestone Types

You can deactivate event types or milestone types that aren't relevant.

Capture Once-in-a-Lifetime Events with Unique Event Types

Some events occur only once in a lifetime, such as a birth. To prevent users from accidentally creating more than one event of such an event type, mark the event type unique.

Choose the Event or Milestone Details to Show on Hover

When you hover over an event or business milestone, an expanded lookup card displays the key fields from the event or milestone record. You can customize the associated compact layout and choose the fields that you want to show in the expanded lookup card.

Hide Sensitive Event Types and Milestone Types

Hide life event types or milestone types that can cause customer resentment if the customer hasn't yet achieved or isn't likely to ever achieve an event or milestone of that type. When you hide an event or milestone type, it doesn't appear on the component until you add an event or milestone of that type.

Create and Configure Contextual Actions for Events and Milestones

Agents can quickly create a record and associate it with an event or milestone without leaving the page they're on. For example, when viewing a car purchase event, the agent can quickly create an opportunity for selling an auto insurance policy. The Opportunity record is automatically associated with the life event. Create relevant actions for events and milestones. Add the actions to the appropriate page layouts so that they appear in the expanded lookup card when an agent hovers over an event or milestone.

Expire Obsolete Events or Milestones

Expire the events or milestones that are no longer valid. For example, expire a car purchase event after the client has sold the car.

Use Custom Icons for Event and Milestone Types

You can change the default icon associated with an event type or milestone type. Upload an SVG file to replace the icon.

Create Event or Milestone Types

If the provided event types or milestone types don't address your business needs, you can create additional types.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager**.
2. In the Quick Find box, enter `Person Life Event`, and then select **Person Life Event**.

   Note: To create milestone types, select **Business Milestone**.

3. Click **Fields & Relationships**, and then select **Event Type** or **Milestone Type**.
4. Under Event Type Picklist Values or Milestone Type Picklist Values, click **New**, and then add the new event types or milestone types.
5. Save your changes.

Note: If your org uses the Translation Workbench, notify your translators when you add or change picklist values.

Add or Remove Event or Milestone Types

You can deactivate event types or milestone types that aren't relevant.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager**.
2. In the Quick Find box, enter `Person Life Event`, and then select **Person Life Event**.

   Note: To deactivate milestone types, select **Business Milestone**.

3. Click **Fields & Relationships**, and then select **Event Type** or **Milestone Type**.
4. Under Event Type Picklist Values or Milestone Type Picklist Values, click **Deactivate** next to the value that you want to deactivate.

   To activate an inactive event type or milestone type, under Inactive Values, click **Activate** next to the value.

5. Save your changes.

Capture Once-in-a-Lifetime Events with Unique Event Types

Some events occur only once in a lifetime, such as a birth. To prevent users from accidentally creating more than one event of such an event type, mark the event type unique.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Warning: Person Life Events that are marked unique can still result in duplicate entries during bulk record operations. To avoid this issue, don't perform concurrent data load operations that could insert duplicate Person Life Events.

1. From Setup, open **Object Manager**.
2. In the Quick Find box, enter `Person Life Event`, and then select **Person Life Event**.

   Note: To mark milestone types unique, select **Business Milestone**.

3. Click **Fields & Relationships**, and then select **Event Type** or **Milestone Type**.
4. Under Event Type Picklist Values or Milestone Type Picklist Values, next to the value that you want to mark unique, click **Edit**, and select **Unique**.
5. Save your changes.

Choose the Event or Milestone Details to Show on Hover

When you hover over an event or business milestone, an expanded lookup card displays the key fields from the event or milestone record. You can customize the associated compact layout and choose the fields that you want to show in the expanded lookup card.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager**.
2. Click **Person Life Event** or **Business Milestone**, and select **Compact Layouts**.
3. Clone the System Default layout, or click **New** to create a compact layout.
4. Enter a label for the compact layout, and add the fields to include.
5. Sort the fields in the order that you want them displayed by clicking **Up** or **Down**.

   Tip: Put the object's Name field first to provide users context when they hover over an event or milestone.

6. Save the layout.

7. Click **Compact Layout Assignment**, and then click **Edit Assignment**.
8. From the Primary Compact Layout list, select your compact layout.
9. Save your changes.

Hide Sensitive Event Types and Milestone Types

Hide life event types or milestone types that can cause customer resentment if the customer hasn't yet achieved or isn't likely to ever achieve an event or milestone of that type. When you hide an event or milestone type, it doesn't appear on the component until you add an event or milestone of that type.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. On a record page, from Setup, select **Edit Page**.
2. Click anywhere on the Life Events or Business Milestones component to select it.
3. In the Properties pane, depending on the record page you are on (person account, business account, or contact), click **Select** under Hide Event Types or Hide Milestone Types.
4. Select the event types or milestone types that you want to hide, and click **OK**.

5. Save your changes.

Create and Configure Contextual Actions for Events and Milestones

Agents can quickly create a record and associate it with an event or milestone without leaving the page they're on. For example, when viewing a car purchase event, the agent can quickly create an opportunity for selling an auto insurance policy. The Opportunity record is automatically associated with the life event. Create relevant actions for events and milestones. Add the actions to the appropriate page layouts so that they appear in the expanded lookup card when an agent hovers over an event or milestone.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

If Action Plans is enabled in your Salesforce org, the New Action Plan action is, by default, available for events and milestones. Create action plan templates for Person Life Event and Business Milestone objects. An agent can choose from these templates when creating an action plan from an event or milestone.

1. From Setup, open **Object Manager**.
2. In the Quick Find box, enter `Person Life Event`, and then select **Person Life Event**.

   Note: To create actions for business milestones, select **Business Milestone**.

3. Click **Buttons, Links, and Actions**, and then click **New Action**.
4. In the Action Type list, select the type of action that you want to create. For example, select **Create a Record**.
5. In the Target Object list, select the type of object record this action creates, such as a contact or an opportunity.
6. Enter a label for the action. Users see this label as the name of the action.
7. Save your changes.
8. Click **Page Layouts**, and then select the appropriate page layout.
9. On the palette, select **Mobile & Lightning Actions**.
10. Drag the action to the Salesforce Mobile and Lightning Experience Actions section.
11. Save your changes.

Expire Obsolete Events or Milestones

Expire the events or milestones that are no longer valid. For example, expire a car purchase event after the client has sold the car.

1. Hover over an event type or milestone, and click the event or milestone that you want to expire.
2. On the Details tab, edit the record, and select **Expired**.
3. Click **Save**. The expired event or milestone appears crossed out.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Use Custom Icons for Event and Milestone Types

You can change the default icon associated with an event type or milestone type. Upload an SVG file to replace the icon.

1. From Setup, in the Quick Find box, enter `Icons`, and then select **Icons**.
2. Select **Events and Milestones**.
3. For the icon that you want to change, click ▾, and select **Change Icon**.
4. Click **Upload Files**, and select the SVG file for the icon.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Fact Finding for Wealth Managers

Use the Fact Finding questionnaire to gather comprehensive and accurate information about your client's financial situation, goals, risk tolerance, and preferences. Tailor personalized financial strategies, identify potential opportunities and risks, and ensure that your advice aligns with your client's unique needs and circumstances. Build trust, create achievable financial plans, and deliver value to clients through informed and strategic decision-making.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Discovery of Client Wealth Goals Using a Fact Finding Questionnaire

Use the Fact Finding questionnaire to help financial advisors anticipate needs, improve client financial success, and transform interactions with personalized insights.

Discovery of Client Wealth Goals Using a Fact Finding Questionnaire

Use the Fact Finding questionnaire to help financial advisors anticipate needs, improve client financial success, and transform interactions with personalized insights.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Fact Finding is designed to help wealth managers and financial advisors understand the financial needs, aspirations, and risk tolerance of clients. It's a sample template shipped from the Discovery Framework, available out-of-the-box within Financial Services Cloud.

To use the Fact Finding questionnaire from client account record pages, confirm that the Financial Services Cloud package, Omnistudio, and the Discovery Framework are installed.

The Fact Finding template includes questions for assessment, Omniscripts, integration procedures, and data mappers. After a wealth manager or financial advisor finishes the assessment, they can:

- Capture answers to the questions for the Fact Finding assessment.
- View the risk tolerance score for the client or household account.
- View historical completions of the Fact Finding assessments.
- Export Fact Finding questions and answers for the client.

Set Up Basic Discovery Framework

Use the pre-built templates for client discovery to add sample Omniscript and assessment questions to Salesforce.

Deploy Sample Templates for Fact Finding

Implement the fact finding template that's built on the Discovery Framework. After you set up the basic Discovery Framework, you can access the Discovery Framework sample templates.

Activate Integration Procedures and Omniscripts

View the integration procedures and Omniscripts, then activate them to use them.

Add the Assessment Component to the Account Record Page

Drag and drop the Assessment component to the account record page to activate the page and use the assessment. The Assessment component shows assessments that you create using the Discovery Framework.

Access the Assessment Library

View the associated Assessments and Assessment Library tabs after you add the Assessment component to the account record page. The Assessment component shows assessments that you create using the Discovery Framework.

Set Up Basic Discovery Framework

Use the pre-built templates for client discovery to add sample Omniscript and assessment questions to Salesforce.

Before you enable the general settings, complete these prerequisites:

- – Prepare to Install the Omnistudio Package
  - – Install or Upgrade the Omnistudio Package
  - – Install the Financial Services Cloud package

1. From Setup, in the Quick Find box, enter `Discovery Framework`, and then click **General Settings**.
2. Turn on Discovery Framework, Enhanced Questions, Import or Export, and Sample Templates.

Setting	Details
Discovery Framework	Capture and share rich customer-related information in an efficient and compliant manner.
Enhanced Questions	Create questions and question versions at the same time. When Enhanced Questions is disabled, users must create question and question versions separately.
Import or Export	Use metadata APIs to import or export assessment questions, assessment question sets, assessment question versions, and discovery framework-related Omniscripts.
Sample Templates	Customize sample assessment questions, Omniscripts, integration procedures, or data mappers.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To enable Discovery Framework:

- Omnistudio Admin permission set

  AND

  Financial Services Cloud Extension permission set

  AND

  Read and Edit permission on Discovery Framework objects

-

SEE ALSO:

Omnistudio Permission Sets

Work with Discovery Framework

Discovery Framework and Assessments

Deploy Sample Templates for Fact Finding

Implement the fact finding template that's built on the Discovery Framework. After you set up the basic Discovery Framework, you can access the Discovery Framework sample templates.

Note: Before you can do the following steps, you must complete the following prerequisites:

- Have the required permissions sets installed in your org.
- You must set up Basic Discovery Framework
- You must have previously set up financial plans and goals.

1. From Setup, in the Quick Find box, enter `Discovery Framework Sample Templates`, and then click **Discovery Framework Sample Templates**.
2. Click the **Client Fact Finding** template. As noted above, to see this template, you have previously set up financial plans and goals.
3. Click **Deploy**.
4. To verify the template name, description, assessment questions, Omniscripts, data mappers, and integration procedures, click View Details.

SEE ALSO:

Create Questions

Complete an Assessment

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To enable Discovery Framework:

- Omnistudio Admin permission set

  AND

  Financial Services Cloud Extension permission set

  AND

  Read and Edit permission on Discovery Framework objects

Activate Integration Procedures and Omniscripts

View the integration procedures and Omniscripts, then activate them to use them.

To activate integration procedures and Omniscripts, you must have the permission sets to use Omnistudio.

Note: You can deploy the Client Fact Finding Sample template only one time. To retain the original components, we recommend that you create new versions or clones of Omnistudio components before modifying them.

1. From the App Launcher, find and select **Omnistudio**.
2. From the app navigation menu, select **Omnistudio Integration Procedures**.
3. Activate **FSCFactFinding/ScoreQuestionnaire**.
4. Similarly, activate **FFSCFactFinding/UpdateAccountAndAssessmentQuestionResponse**.
5. From the app navigation menu, select **Omniscript**.
6. Activate **FSC/ReviewSummary**.
7. Similarly, activate **FSC/FactFindingQuestionnaire**.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To enable Discovery Framework:

- Omnistudio Admin permission set

  AND

  Financial Services Cloud Extension permission set

  AND

  Read and Edit permission on Discovery Framework objects

Add the Assessment Component to the Account Record Page

Drag and drop the Assessment component to the account record page to activate the page and use the assessment. The Assessment component shows assessments that you create using the Discovery Framework.

1. From Setup, in the Quick Find box, enter `Lightning App Builder`.
2. Select the Account Record Page where you want to add the Assessments component, and then click **Edit**.
3. From the sidebar list of components, drag the Assessments component and drop it on the client record page.
4. Save and activate the page.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To enable Discovery Framework:

- Omnistudio Admin permission set

  AND

  Financial Services Cloud Extension permission set

  AND

To complete an assessment

- Read and Edit permission on Discovery Framework objects

Access the Assessment Library

View the associated Assessments and Assessment Library tabs after you add the Assessment component to the account record page. The Assessment component shows assessments that you create using the Discovery Framework.

1. From the App Launcher, in the Quick Find box, enter `Wealth Management`.
2. From the app navigation menu, click **Accounts** and select the client record page account where you previously added the Assessment component.
3. To generate the questionnaire, on the Assessment component, click the **Assessment Library** tab.
4. Click **FSCFactFindingQuestionnaire** > **Start**.
5. Fill out the questionnaire and click **Next** > **Save**.
   You can see the saved questionnaire in the Assessments component's tab, where the most recent questionnaire appears at the top of the list. The questionnaire results show a risk score and an investment objective. While the risk score isn't stored, the investment objective result is stored in the Investment Objectives field of the account.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To enable Discovery Framework:

- Omnistudio Admin permission set

  AND

  Financial Services Cloud Extension permission set

  AND

To complete an assessment

- Read and Edit permission on Discovery Framework objects

Provide a Comprehensive View of Customer Financial Account Details

Using the FSCFinancialAccountsSummary component, service agents can view financial accounts, transactions, and record alerts associated with accounts in one place. The financial account details show information stored in Salesforce. The comprehensive view of financial account details helps agents to resolve customer queries quickly and efficiently.

To view financial account and financial account transaction details on the record pages for these accounts, assign OmniStudio permissions, and Financial Services Cloud Extension or the Financial Services Cloud Foundations permission set license to users, and customize the Lightning pages.

Assign a Permission Set License to Users

To give your users access to the FSCFinancialAccountsSummary component, assign them the necessary permission set licenses.

Assign OmniStudio Permissions to Users

Give users access to OmniStudio so that the users can create and run OmniScripts, Data Mappers, FlexCards, and Integration Procedures.

Assign Permissions for Objects

Make sure that your users have access to Financial Account and related objects. You can assign access to Advisor, Personal Banker, or custom profiles.

Customize Lightning Pages to View Financial Accounts and Transactions

Stay on top of your client's financial account details and transaction details by adding three components to record pages.

View a Summary of Your Financial Account Details

View financial accounts, transactions, and record alerts associated with the financial accounts on an account record page.

View Financial Account and Transaction Details

View financial account details and financial account transaction details associated with financial accounts on the FSCFinancialAccountDetails and FSCFinancialAccountTransactionDetails cards.

View Real-Time Account and Financial Account Information

Using the Data Consumption Framework, MuleSoft integration, and FlexCards components, show your users real-time account and financial account details and transaction details. The refresh button on the FSCFinancialAccountsSummary, FSCFinancialAccountDetails, and FSCFinancialAccountTransactionDetails components lets your users quickly see up-to-date client financial information.

Assign a Permission Set License to Users

To give your users access to the FSCFinancialAccountsSummary component, assign them the necessary permission set licenses.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Make sure that one of these permission set licenses is assigned to the users:
   - Financial Services Cloud Extension
   - Financial Services Cloud Foundations
   - FSC Sales
   - FSC Service
3. If a permission set isn't assigned, in the Permission Set Assignments related list:
   a. Click **Edit Assignments**.
   b. Add the permission set to Enabled Permission Sets.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To assign permission set licenses:
- Manage Users

c. Save your changes.

SEE ALSO:

OmniStudio : OmniStudio Release Summary for Installation and Upgrade

Assign OmniStudio Permissions to Users

Give users access to OmniStudio so that the users can create and run OmniScripts, Data Mappers, FlexCards, and Integration Procedures.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Make sure that the OmniStudio Admin or OmniStudio User permission set is assigned to the users.
3. If a permission set isn't assigned to the users, in the Permission Set Assignments related list:
   a. Click **Edit Assignments**.
   b. Add the OmniStudio Admin or OmniStudio User permission set to Enabled Permission Sets.
   c. Save your changes.

SEE ALSO:

OmniStudio : OmniStudio Release Summary for Installation and Upgrade

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To assign permission set licenses:

- Manage Users

Assign Permissions for Objects

Make sure that your users have access to Financial Account and related objects. You can assign access to Advisor, Personal Banker, or custom profiles.

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Click **Edit** for the profile that you want to edit.
3. Select tab settings for Financial Account and related objects.
   - If you want to use financial account information from the Financial Account Management Standard Objects data model, then in the Standard Tab Settings, select tab visibility for **Financial Accounts** and **Record Alerts** objects.
   - If you want to use financial account information from the Financial Services Cloud managed package, then in the Custom Tab Settings, select tab visibility for **Financial Accounts** and **Financial Account Transactions** objects.
4. Assign object permissions for Financial Account and related objects.
   - If you want to use financial account information from the Financial Account Management Standard Objects data model, then in the Standard Object Permissions, give users Read, Create, Edit, Delete, View All, and Modify All permissions to **Financial Accounts**, **Financial Account Addresses**, **Financial Account Balances**, **Financial Account Parties**, **Financial Account Transactions**, and **Record Alerts** objects.
   - If you want to use financial account information from the Financial Services Cloud managed package, then in the Custom Object Permissions, give users Read, Create, Edit, and Delete permissions to **Financial Accounts**, **Financial Account Roles**, and **Financial Account Transactions** objects.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

5. Save your changes.

Customize Lightning Pages to View Financial Accounts and Transactions

Stay on top of your client's financial account details and transaction details by adding three components to record pages.

- Add the FSCFinancialAccountsSummary component to the Account record page.
- Add the FSCFinancialAccountDetails component to the Financial Account record page.
- Add the FSCFinancialAccountTransactionDetails component to the Financial Account record page.

1. To add the FSCFinancialAccountsSummary component to the Account record page:
   a. On the Account record page, go to Lightning App Builder.
   b. Drag Flexcard component from the Components panel to the Lightning page canvas location where you want to position the component on the record page.
   c. In the Properties pane, select **FSCFinancialAccountsSummary** component in the Flexcard Name field.

   d. Save your changes.
   e. If your page is new, activate the page.

2. To add the FSCFinancialAccountDetails and FSCFinancialAccountTransactionDetails components to the Financial Account record page:
   a. On the Financial Account record page, go to Lightning App Builder.
   b. Drag Flexcard component from the Components panel to the Lightning page canvas location where you want to position the component on the record page.
   c. In the Properties pane, select **FSCFinancialAccountDetails** component in the Flexcard Name field.
   d. Drag Flexcard component from the Components panel to the Lightning page canvas location where you want to position the component on the record page.
   e. In the Properties pane, select **FSCFinancialAccountTransactionsDetails** component in the Flexcard Name field.
   f. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use FSCFinancialAccountsSummary, OmniScript,Omnistudio Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extension OR Financial Services Cloud Foundations OR FSC Sales OR FSC Service

  AND

  OmniStudio User OR OmniStudio Admin permissions set

g. If your page is new, activate the page.

SEE ALSO:

Salesforce Help: Create and Configure Lightning Experience Record Pages

View a Summary of Your Financial Account Details

USER PERMISSIONS	
To view financial account details by using the standard financial account and related objects from the Financial Account Management Standard Objects data model:	Industry Service Excellence OR Industry Sales Excellence AND OmniStudio Admin OR OmniStudio User AND Financial Services Cloud Extension OR FSC Foundation OR FSC Service OR FSC Sales
To view financial account details by using the financial account and related objects from the Financial Services Cloud managed package:	Financial Services Cloud Extension OR Financial Services Cloud Foundation OR FSC Sales OR FSC Service AND OmniStudio User OR OmniStudio Admin

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

View financial accounts, transactions, and record alerts associated with the financial accounts on an account record page.

1. From the App Launcher, select the retail banking app.
   - If you've enabled the Financial Account Management Standard Objects setting, then select **Retail Banking**.
   - If you're using the financial account information from the Financial Services Cloud managed package, select **Retail Banking Console**.
2. From the app menu, click **Accounts**.
3. Click the account whose financial account details you want to view.

   The FSCFinancialAccountsSummary card shows the financial account details.

View Financial Account and Transaction Details

USER PERMISSIONS	
To view financial account and financial account transaction details by using the standard financial account and related objects from the Financial Account Management Standard Objects data model:	Industry Service Excellence OR Industry Sales Excellence AND OmniStudio Admin OR OmniStudio User AND Financial Services Cloud Extension OR FSC Foundation OR FSC Service OR FSC Sales
To view financial account and financial account transaction details by using the financial account and related objects from the Financial Services Cloud managed package:	Financial Services Cloud Extension OR Financial Services Cloud Foundation OR FSC Sales OR FSC Service AND OmniStudio User OR OmniStudio Admin

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

View financial account details and financial account transaction details associated with financial accounts on the FSCFinancialAccountDetails and FSCFinancialAccountTransactionDetails cards.

Before you begin:

- Enable the OmniStudio Metadata setting. For more information, see Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. For more information, see Disable Managed Package Runtime.
- Preview and load all the child FlexCards of FSCFinancialAccountDetails and FSCFinancialAccountTransactionDetails FlexCards in the FlexCard designer. This is a one-time activity in your Salesforce org.

  For example, the FSCFinancialAccountDetails FlexCard contains FSCAutoLoanDetails child FlexCard. The FSCAutoLoanDetails contains FSCAutoLoanBasicDetails, FSCAutoloanSummary, and FSCStatementInformation child FlexCards. Preview and load all these child FlexCards to create Lightning Web Components, and then load the parent FlexCard.

1. From the App Launcher, select the retail banking app.
   - If you've enabled the Financial Account Management Standard Objects setting, select **Retail Banking**.
   - If you're using the financial account information from the Financial Services Cloud managed package, select **Retail Banking Console**.
2. From the app menu, click **Financial Accounts**.
3. Click the financial account whose details you want to view.

   The FSCFinancialAccountDetails card shows the details for the selected financial account.

4. View the transaction details for the selected financial account.

   Important: The FSCFinancialAccountTransactionDetails and FSCFinancialAccountsSummary flexcards show transaction details only when a transaction includes both the description and transaction type.

   a. On the card, get a quick view of recent transactions, description, date, and the amount of the transaction.

   b. To view specific details of a transaction, search for the transaction using these filtering criteria:

   - Transaction Type
   - Transaction description
   - Transaction Date Range (Start Date, End Date)
   - Transaction Amount Range (Min Amount, Max Amount)

View Real-Time Account and Financial Account Information

Using the Data Consumption Framework, MuleSoft integration, and FlexCards components, show your users real-time account and financial account details and transaction details. The refresh button on the FSCFinancialAccountsSummary, FSCFinancialAccountDetails, and FSCFinancialAccountTransactionDetails components lets your users quickly see up-to-date client financial information.

Enable Real-Time Financial Account Information

Turn on the setting to retrieve real-time financial account and transaction information from your external core banking system. When this setting is off, account information is retrieved from Salesforce.

Enable Mulesoft for Integration

Turn on Mulesoft integration.

Create an Integration Definition for Financial Account Details

Create integration definitions for APIs for Get Financial Account Details.

Create an Integration Definition for Financial Account Transaction Details

Create integration definitions for APIs for Get Financial Account Transaction Details.

Customize Financial Account Cards Using OmniStudio FlexCard Components

In OmniStudio, customize the FSCFinancialAccountsSummary, FSCFinancialAccountDetails and FSCFinancialAccountTransactionDetails components to show information that is most relevant to users. This optional step configures the components to show information with clickable actions that change based on the information they contain. Customize the components that make up the FlexCard component before adding it to record pages.

Customize the Financial Account Page Layout

Add the Source System ID field to the Financial Account page layout. This field shows the ID of the financial account in the core banking system. The ID determines which account to pull data from in the core banking system.

Customize Omnistudio Data Mappers to Show Blank Values

When retrieving real-time financial account data from your core banking system to show on the FSCFinancialAccountSummary and FSCFinancialAccountDetails components, show a blank value for a field rather than the Salesforce value.

Enable Real-Time Financial Account Information

Turn on the setting to retrieve real-time financial account and transaction information from your external core banking system. When this setting is off, account information is retrieved from Salesforce.

1. In Setup, in the Quick Find box, enter `Feature Settings`, and then select **Feature Settings**.
2. Click **Financial Services**.
3. Click **Turn on Real-Time Financial Account Information**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Get Financial Account Details and Get Financial Account Transactions:

- Financial Services Cloud Extension OR Financial Services Cloud Foundations OR FSC Sales OR FSC Service

To assign permissions:

- Customize Application

Enable Mulesoft for Integration

Turn on Mulesoft integration.

1. In Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
2. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
3. Turn on **Financial Services Cloud Integrations**.
4. Click **Connect to Mulesoft Instance**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Get Financial Account Details and Get Financial Account Transactions:

- Financial Services Cloud Extension OR Financial Services Cloud Foundations OR FSC Sales or FSC Service

To assign permissions:

- Customize Application

5. Select a service and click **Next**.
6. Enter your Mulesoft username and password and click **Sign In**.
7. Click **Grant Access to** `<your username>`.

   It takes a few minutes for Salesforce to connect to Mulesoft.
8. Locate the API to connect to and click **Enable**.
9. In Setup, in the Quick Find box, enter `Named Credential`, and then select **Named Credential**.
10. Verify that a named credential is added with the URL to the enabled MuleSoft connector.

Create an Integration Definition for Financial Account Details

Create integration definitions for APIs for Get Financial Account Details.

1. In Setup, in the Quick Find box, enter `Integration Definitions`, and then select **Integration Definitions**.
2. Click **New**.
3. To create the configuration for Get Financial Account Details, enter the details as shown here:

Field Name	Field Value
Type	Apex Defined
Name	FSC GetBalance
Developer Name	FSC_GetBalance
Description	Config for get balance api

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Get Financial Account Details and Get Financial Account Transactions:

- Financial Services Cloud Extension OR Financial Services Cloud Foundations OR FSC Sales OR FSC Service

To assign permissions:

- Customize Application

4. Click **Next**.
5. In the Apex Class field, select **financialservices.AccountBalanceServiceIntegrationProvider**.
6. The Attribute Name and Attribute Value are autopopulated. To point to a different named credential, enter an Attribute Name and Attribute Value.
7. Click **Save**.

Create an Integration Definition for Financial Account Transaction Details

Create integration definitions for APIs for Get Financial Account Transaction Details.

1. In Setup, in the Quick Find box, enter `Integration Definitions`, and then select **Integration Definitions**.
2. Click **New**.
3. To create the configuration for Get Financial Account Transaction Details, enter the details as shown here:

Field Name	Field Value
Type	Apex Defined
Name	FSC GetTransaction
Developer Name	FSC_GetTransaction
Description	Config for get transaction api

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Get Financial Account Details and Get Financial Account Transactions:

- Financial Services Cloud Extension OR Financial Services Cloud Foundations OR FSC Sales OR FSC Service

To assign permissions:

- Customize Application

4. Click **Next**.
5. In the Apex Class field, select **financialservices.TransactionServiceIntegrationProvider**.
6. The Attribute Name and Attribute Value are autopopulated. To point to a different named credential, enter an Attribute Name and Attribute Value.
7. Click **Save**.

Customize Financial Account Cards Using OmniStudio FlexCard Components

In OmniStudio, customize the FSCFinancialAccountsSummary, FSCFinancialAccountDetails and FSCFinancialAccountTransactionDetails components to show information that is most relevant to users. This optional step configures the components to show information with clickable actions that change based on the information they contain. Customize the components that make up the FlexCard component before adding it to record pages.

The FlexCard Designer is a declarative tool that makes it easy to build Lightning web components without code. Build a FlexCard by dragging elements onto its canvas. Creating UI components with FlexCards is all about sourcing the data and displaying and organizing the returned information in a meaningful way.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Get Financial Account Details and Get Financial Account Transactions:

- Financial Services Cloud Extension OR Financial Services Cloud Foundations OR FSC Sales OR FSC Service

To assign permissions:

- Customize Application

1. From the App Launcher, fine and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. To customize a component, click it and edit the properties.

4. Save your changes.

Customize the Financial Account Page Layout

Add the Source System ID field to the Financial Account page layout. This field shows the ID of the financial account in the core banking system. The ID determines which account to pull data from in the core banking system.

Note: The Financial Services Cloud managed package must be installed in Salesforce before you can complete these steps.

1. In Setup click **Object Manager**.
2. In the search box, enter Financial Account and select **Financial Account (Banking) Layout**.
3. Click **Page Layouts**.
4. In the Quick Find box, enter `Source System ID`.
5. Drag the **Source System ID** field to the Information pane.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Get Financial Account Details and Get Financial Account Transactions:

- Financial Services Cloud Extension OR Financial Services Cloud Foundations OR FSC Sales OR FSC Service

To assign permissions:

- Customize Application

6. Save your changes.
7. Complete steps 2 through 6 for other Financial Account page layouts where you're viewing real-time account and financial account information using the FSCFinancialAccountsSummary, FSCFinancialAccountDetails, and FSCFinancialAccountTransactionDetails components.

SEE ALSO:

View a Summary of Your Financial Account Details

Customize Lightning Pages to View Financial Accounts and Transactions

Customize Omnistudio Data Mappers to Show Blank Values

When retrieving real-time financial account data from your core banking system to show on the FSCFinancialAccountSummary and FSCFinancialAccountDetails components, show a blank value for a field rather than the Salesforce value.

For example, if you want the field AvailableCredit to show real-time data from your core banking system, clone the FSCFetchFinanaiclAccountDetails Data Mapper and add a formula to show the Salesforce field value for AvailableCredit as blank.

FSCFetchFinancialAccountDetails — performs the extraction of field values for Financial Accounts. Fields can be added or removed from the Data Mapper to determine the fields that show on the FSCFinancialAccountsSummary and FSCFinancialAccountDetails components.

FSCTransformFinancialAccountsData — transforms the field values from the FSCFetchFinancialAccountDetails Data Mapper into an output so the fields can display on the FSCFinancialAccountsSummary and FSCFinancialAccountDetails cards.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio Data Mappers**.
3. Select **FSCTransformFinancialAccountsData** and click **Clone**.
4. Enter a name for the cloned Data Mapper and click **Save**.
5. In the new Data Mapper, select the **Formula** tab.
6. Find the Formula Result Path for Balance and copy the formula.

7. Scroll to the bottom, click **+Formula**, and paste the formula in the formula field.

8. Replace the field in the formula with your field: FSCFetchFinancialAccountDetails:FinancialAccounts:`<fieldname>`
9. Click the **Transforms** tab.
10. Remove the transform for the field: FSCFetchFinancialAccountDetails:FinancialAccounts: `<fieldname>`.

    Note: This line only applies to fields that are already being fetched in the FSCFetchFinancialAccountDetails Data Mapper. If the field is new, or the line doesn't exist, skip this step.

11. Click the plus icon and enter the details like this:
    - Input JSON Path: `<field>`

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use FSCFinancialAccountsSummary, OmniScript, Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extension OR Financial Services Cloud Foundations OR FSC Sales OR FSC Service

  AND

  OmniStudio User OR OmniStudio Admin permissions set

- Output JSON Path: `<field>`
- Output Data Type: **String**

12. Update the Data Mapper referenced in the FetchFinancialAccounts Integration Procedure.

a. In the OmniStudio app, from the navigation bar, select **OmniStudio Integration Procedures**.

b. Select FSC/FetchFinanicalAccounts.

c. Click **Procedure Configuration**.

d. Click **Create Version**.

e. Replace the existing Data Mapper with the one you created.

f. Activate the Integration Procedure.

Financial Deal Management

Track and manage a financial deal lifecycle. By using the Financial Deal Management data model, deal teams can manage every aspect of deal-related information and take advantage of compliant, role-based data sharing options. They can create new financial deal records that specify a deal's stage, status, probability of deal success, and more. And to maintain compliance, they can share deal records that contain confidential information only with relevant stakeholders.

Enable and Configure Financial Deals

To enable the financial deal management feature in your Salesforce org, enable the Deal Management setting.

Configure Sharing Settings for Financial Deals

Give your users access to financial deals using Salesforce data sharing features such as organization-wide defaults, role hierarchy, and rules. Like all standard objects, the Grant Access Using Hierarchies option is enabled for the Financial Deal object. As a result, users in a role hierarchy have access to financial deals for all users that are below them. To prevent users from gaining automatic access to financial deals owned by or shared with their subordinates in the hierarchy, disable the Role Hierarchy-Based Sharing for Deal Management setting. You can't disable this option from the Organization-Wide Defaults list on the Sharing Settings page.

Work with Financial Deals

With Financial Deal Management data model, deal teams can take detailed meeting notes, specify the confidentiality level of a deal, its status, the probability of it closing successfully, and more. To maintain compliance, deal teams can also share notes that contain confidential information only with relevant stakeholders.

Enable and Configure Financial Deals

To enable the financial deal management feature in your Salesforce org, enable the Deal Management setting.

1. Enable the Deal Management setting.
   a. From Setup, in the Quick Find box, enter `Deal Management`, and then select **Deal Management Settings**.
   b. Select **Deal Management**.
2. To let your deal teams handle many-to-many relationships between financial deals and interaction summaries, and financial deals and interactions, select **Use Many-to-Many Relationships**.

   You can select this setting, for example, to relate multiple financial deals to multiple (or single) interaction or interaction summary.

   a. If you want the components for financial deal management (Manage Participants and Interaction Summaries) to use the mappings from the financial deal junction objects, enable **Map Interaction and Interaction Summary to a Financial Deal using Junction Objects**.

      Note: Financial Deal Interaction Summary and Financial Deal Interaction are the junction objects in the Financial Deal data model. If you enable mappings from junction objects, the components ignore the direct lookup relationships from the interaction or interaction summary objects.
3. Add the Financial Deal Parties component to the financial deal page.
   a. On the financial deal record page, click the Setup icon, and select **Edit Page**.
   b. Drag the Financial Deal Parties component to the page.
   c. Save your changes.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To enable and configure financial deals:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

Configure Sharing Settings for Financial Deals

Give your users access to financial deals using Salesforce data sharing features such as organization-wide defaults, role hierarchy, and rules. Like all standard objects, the Grant Access Using Hierarchies option is enabled for the Financial Deal object. As a result, users in a role hierarchy have access to financial deals for all users that are below them. To prevent users from gaining automatic access to financial deals owned by or shared with their subordinates in the hierarchy, disable the Role Hierarchy-Based Sharing for Deal Management setting. You can't disable this option from the Organization-Wide Defaults list on the Sharing Settings page.

To share a financial deal and to see the Financial Deal Participant object in the org, ensure that compliant data sharing is enabled for the Financial Deal object.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To configure sharing settings for financial deals:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

1. To prevent users from gaining automatic access to financial deals owned by or shared with their subordinates in a role hierarchy, disable the Role Hierarchy-Based Sharing for Deal Management setting. This action disables the Grant Access Using Hierarchies option for the Financial Deal object.
   a. From Setup, in the Quick Find box, enter `Deal Management`, and then select **Deal Management Settings**.
   b. Disable **Role Hierarchy-Based Sharing for Financial Deals**.

   Note: This setting is available only if the Deal Management setting is enabled.

2. To configure advanced, compliant data sharing rules for financial deals, enable compliant data sharing for the Financial Deal object.
   a. From Setup, in the Quick Find box, enter `Compliant Data Sharing`, and then select **Object Enablement Settings**.
   b. Enable **Financial Deal**.

   To share a financial deal and to access the Financial Deal Participant object, ensure that compliant data sharing is enabled for the Financial Deal object.

Work with Financial Deals

With Financial Deal Management data model, deal teams can take detailed meeting notes, specify the confidentiality level of a deal, its status, the probability of it closing successfully, and more. To maintain compliance, deal teams can also share notes that contain confidential information only with relevant stakeholders.

Create a Financial Deal Record

Capture the terms of a financial deal in a financial deal record. Deal teams can specify details such as a deal's confidentiality level, status, stage, expected close date, and close probability. They can also capture notes and next steps by creating interaction summaries linked with interactions.

View Details About Financial Deal Parties

Quickly identify the accounts or contacts that are involved parties in a financial deal, the parties' roles, and more. See which contacts from the account are involved, which users they've interacted with, and interaction details.

Share a Financial Deal

You can share a financial deal record from the Financial Deal Participants related list or by using the Manage Participants component.

Path Settings for Financial Deals

Enable Path for the Financial Deal object to improve deal teams' success. You can define steps that are important for a financial deal execution and include customized guidance for every step of a path.

Create Action Plans for Financial Deal Objects

Use action plans to capture repeatable tasks in templates and then automate the task sequences. With action plans, you can also enhance collaboration and productivity by automatically assigning task owners and deadlines for specific financial deal engagements.

Create a Financial Deal Record

Capture the terms of a financial deal in a financial deal record. Deal teams can specify details such as a deal's confidentiality level, status, stage, expected close date, and close probability. They can also capture notes and next steps by creating interaction summaries linked with interactions.

1. From the App Launcher, select **Financial Deals**.
2. Change the list view to **All Financial Deals**.
3. Click **New**.
4. Enter a name for the financial deal.
5. Specify the other details, such as deal type, stage, confidentiality, status, expected close date, and close probability.
6. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create a financial deal record:

- Financial Services Cloud Extension OR FSC Sales

View Details About Financial Deal Parties

Quickly identify the accounts or contacts that are involved parties in a financial deal, the parties' roles, and more. See which contacts from the account are involved, which users they've interacted with, and interaction details.

Ensure that the Financial Deal Parties Lightning component is added to the financial deal record page.

1. On a financial deal record page, in the Financial Deal Parties component, expand an account to see which contacts are involved.
2. View the users who interacted with a contact by clicking .
3. View details about an interaction by clicking .

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To view details about financial deal parties:

- Financial Services Cloud Extension OR FSC Sales

Share a Financial Deal

You can share a financial deal record from the Financial Deal Participants related list or by using the Manage Participants component.

Share a Financial Deal from the Financial Deal Participants Related List

Give users access to a record without writing complex code. You can share a financial deal record with a user or a group by adding them as participants to the record from the Financial Deal Participants related list. With this approach, you can share a record with only one user or a group at a time.

Share a Financial Deal Using the Manage Participants Component

When you add the Manage Participant component to a financial deal record page, deal teams can add multiple users or groups as participants to the record. And they can assign roles from within the component. The component also provides a suggested list of users or groups to add to the record.

Share a Financial Deal from the Financial Deal Participants Related List

Give users access to a record without writing complex code. You can share a financial deal record with a user or a group by adding them as participants to the record from the Financial Deal Participants related list. With this approach, you can share a record with only one user or a group at a time.

To share a financial deal and to access the Financial Deal Participant object, ensure that compliant data sharing is enabled for the Financial Deal object.

1. From a financial deal record page, on the Financial Deal Participants related list, click **New**.
2. From the Participant list, search for and select the user or the group that you want to share the financial deal with.
3. Select a participant role, enter comments, and select **Active**.
4. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To share a financial deal from the Financial Deal Participants related list:

- Financial Services Cloud Extension OR FSC Sales

Share a Financial Deal Using the Manage Participants Component

When you add the Manage Participant component to a financial deal record page, deal teams can add multiple users or groups as participants to the record. And they can assign roles from within the component. The component also provides a suggested list of users or groups to add to the record.

Ensure that compliant data sharing is enabled for the Financial Deal object.

1. Add the Manage Participants component to the financial deal record page.
   a. On the financial deal record page, click the Setup icon, and select **Edit Page**.
   b. Drag the Manage Participants component to the page layout.
   c. Save your changes.
2. Configure the suggestions list.

   You can configure the component then select participant types. Users or groups from these types appear as suggestions.
   a. From the financial deal record page, click the Setup icon, and select **Edit Page**.
   b. Click anywhere on the Manage Participants component to select it.
   c. In the properties pane, under Participant Types for Suggestion List, click **Select**.
   d. Move the required participant types to the Selected list, and click **OK**.
   e. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To share a financial deal using the Manage Participants component:

- Financial Services Cloud Extension OR FSC Sales

For sharing financial deals, the Manage Participant component supports only Account participants as participant types for the suggestion list.

3. Add users or groups as participants.
   a. From a financial deal record page, on the Manage Participants component, click **Add**.
   b. Search for and select users or groups, or select them from the Suggested Users or Groups section.
   c. Click **Next**.
   d. Select a participant role for every user or group, enter comments, and select **Active**.
   e. Click **Finish**.
   f. Save your changes.

Path Settings for Financial Deals

Enable Path for the Financial Deal object to improve deal teams' success. You can define steps that are important for a financial deal execution and include customized guidance for every step of a path.

You can create one path for each available combination of object, picklist, and record type for a financial deal. The supported picklist values are: Confidentiality Type, Conflict Status, Stage, and Status.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To enable path settings for finanical deals:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Modify All Data OR Customize Application

Create Action Plans for Financial Deal Objects

Use action plans to capture repeatable tasks in templates and then automate the task sequences. With action plans, you can also enhance collaboration and productivity by automatically assigning task owners and deadlines for specific financial deal engagements.

SEE ALSO:

Action Plans

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Financial Plans and Goals

Help your clients plan for and reach their short and long-term financial objectives using the Financial Goals and Financial Plans objects. These objects are available with your Financial Services Cloud license. Financial plans and goals use OmniStudio for added customization.

A financial plan is a collection of financial goals that provides a comprehensive view of your client's goals. Quickly view details of each goal in a plan, such as goal progress and feasibility of success. For example, your client has a financial plan for retirement that includes a financial goal to cover post-retirement monthly expenses. Before the client starts contributing, the goal has a 0% feasibility of success. When you update the goal and link a financial account and specify contributions that allow them to reach their goal by retirement, the feasibility value changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Financial Plans and Goals

Assign permission sets, object permissions, and customize lightning pages with financial plans and goals FlexCards.

Work with Financial Plans and Goals

Help your clients reach their short and long-term financial goals using financial plans and goals objects. FlexCards give your users quick access to their client's plans and goals. View goal priority, status, and members to help your clients focus on goals most important to them.

Customize the Financial Plan FlexCard Open Planning Tool Button

To give your users quick access to your financial planning tool from the FSCFinancialPlanDetails FlexCard, update the Open Planning Tool button URL in OmniStudio. Add the cloned FlexCard to the person account and household record pages.

Considerations and Limitations Financial Plans and Goals

Keep these points in mind when using financial plans and goals.

Financial Plans and Goals FlexCards and Related Components

The Financial Plans and Goals FlexCards depend on OmniScripts, Integration Procedures, and Data Mappers to perform their functions.

Financial Goals OmniScripts and Related Components

The Financial Goals OmniScripts depend on child OmniScripts, embedded FlexCards, Integration Procedures, and Omnistudio Data Mappers to perform their functions.

Set Up Financial Plans and Goals

Assign permission sets, object permissions, and customize lightning pages with financial plans and goals FlexCards.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Assign OmniStudio Permissions

Financial plans and goals use OmniStudio to create a customized experience for creating, editing, and deleting financial goals. Give users access to OmniStudio so that they can create and run OmniScripts, Data Mappers, FlexCards, and Integration Procedures.

Assign Permissions for Objects

Make sure that users have access to Financial Goal, Financial Plan, and Account objects. You can assign access to Advisor, Personal Banker, or custom profiles.

Customize the Financial Goal Page Layout

Let your users associate a financial plan to a goal. Add the Financial Plan field to the Financial Goal page layout.

Customize Lightning Pages to View Financial Goals

Stay on top of your client's financial goals by adding components to the person account, household, and financial goal record pages.

Assign OmniStudio Permissions

Financial plans and goals use OmniStudio to create a customized experience for creating, editing, and deleting financial goals. Give users access to OmniStudio so that they can create and run OmniScripts, Data Mappers, FlexCards, and Integration Procedures.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Make sure that the OmniStudio Admin or OmniStudio User permission set is assigned to your users.
3. If a permission set isn't assigned to a user, follow these steps:
   a. In the Permission Set Assignments related list, click **Edit Assignments**.
   b. Add the OmniStudio Admin or OmniStudio User permission set to Enabled Permission Sets.
   c. Save your changes.

SEE ALSO:

OmniStudio

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use financial plans and goals, OmniScript, Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extensions OR FSC Sales

  AND

  OmniStudio User OR OmniStudio Admin permissions set

Assign Permissions for Objects

Make sure that users have access to Financial Goal, Financial Plan, and Account objects. You can assign access to Advisor, Personal Banker, or custom profiles.

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Click **Edit** for the profile that you want to edit.
3. In the Custom Tab Settings, select tab visibility for these objects:
   - Financial Goal
   - Financial Plan
   - Account
4. Under Standard Object Permissions, for Financial Goal, Financial Plan, and Account, select these access levels:
   - Read
   - Create
   - Edit
   - Delete
   - View All
   - Modify All
5. Under Custom Object Permissions, select these access levels for Financial Goal, Financial Account, Financial Goal Fundings, Financial Goal Parties, Financial Account Roles, and Account Contact Relation:
   - Read
   - Create
   - Edit
   - Delete
6. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use financial plans and goals, OmniScript, Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extensions OR FSC Sales

  AND

  OmniStudio User OR OmniStudio Admin permissions set

Customize the Financial Goal Page Layout

Let your users associate a financial plan to a goal. Add the Financial Plan field to the Financial Goal page layout.

1. From Setup, click **Object Manager**.
2. Click **Financial Goal** object.
3. Click **Page Layouts** and open **Financial Goal Layout**.
4. Drag **Financial Plan** from the available fields and add it to the Information section.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use financial plans and goals, OmniScript, Omnistudio Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extensions OR FSC Sales

  AND

  OmniStudio User OR OmniStudio Admin permissions set

Customize Lightning Pages to View Financial Goals

Stay on top of your client's financial goals by adding components to the person account, household, and financial goal record pages.

- Add the FinancialGoals FlexCard to the person account and household record pages.
- Add the GoalMembers FlexCard to the financial goal record page.
- Add the FSCFinancialPlanDetails FlexCard to the household and person account record pages.
- Add the FinancialGoalsFundingHeader FlexCard to the financial account record page.

1. To add the component to the person account and household record page, follow these steps:
   a. On the person account record page, go to Lightning App Builder.
   b. Drag the FlexCard component from the Components panel into position on the record page.
   c. In the Properties pane, select the **FinancialGoals** FlexCard component in the FlexCard Name field.
   d. Save your changes.
   e. If your page is new, activate the page.
   f. Repeat these steps for a household record page.
2. To add the component to the financial goal record page, follow these steps:
   a. On the financial goal record page, go to Lightning App Builder.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use financial plans and goals, OmniScript, Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extensions OR FSC Sales

  AND

  OmniStudio User OR OmniStudio Admin permissions set

   b. Drag the FlexCard component from the Components panel into position on the record page.
   c. In the Properties pane, select the component in the **GoalMembers** FlexCard Name field.
   d. Save your changes.
   a. If your page is new, activate the page.

3. To add the component to the household and person account record page, follow these steps:
   a. On the household record page, go to Lightning App Builder.
   b. Drag the FlexCard component from the Components panel into position on the record page.
   c. In the Properties pane, select the component in the **FSCFinancialPlanDetails** FlexCard Name field.
   d. Save your changes.
   a. If your page is new, activate the page.

4. To add the component to the financial account record page, follow these steps:
   a. On the financial account record page, go to Lightning App Builder.
   b. Drag the FlexCard component from the Components panel into position on the record page.
   c. In the Properties pane, select the component in the **FinancialGoalsFundingHeader** FlexCard Name field.
   d. Save your changes.
   a. If your page is new, activate the page.

Work with Financial Plans and Goals

Help your clients reach their short and long-term financial goals using financial plans and goals objects. FlexCards give your users quick access to their client's plans and goals. View goal priority, status, and members to help your clients focus on goals most important to them.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a Financial Goal

On the FinancialGoals FlexCard, add a new financial goal.

View Financial Goals and Goal Members

View your client's financial goals on the FinancialGoals FlexCard and view goal members goals on the GoalMembers FlexCard.

AI Wealth Client Summaries

Generate client summaries that include key financial information for your client, including financial plans, goals, accounts, holdings, and open cases. The summary derives the information from the financial accounts, financial plans, financial goals, financial holdings, and case records. To view the summary, drag the Einstein Summary component to the page and configure the attributes.

Edit a Financial Goal

On the FinancialGoals FlexCard, edit a financial goal.

View and Distribute Funds

View a list of the financial goals that are funded by a financial account using the FinancialGoalsFundingHeader FlexCard. You can also distribute funds from the financial account to the goals.

Create a Financial Plan and Goals

Create a financial plan for a person account or household record type and add goals.

View a Financial Plan and Goals on a Household Record

View a person account or household's financial plan and its related financial goals in the FSCFinancialPlanDetails FlexCard.

Create a Financial Goal

On the FinancialGoals FlexCard, add a new financial goal.

1. Click a person account or household account record.
2. On the FinancialGoals FlexCard, click **Add Goal**.
3. On the Goal Details screen, complete the Goal Definition, Goal Information, and Amount.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use financial plans and goals, OmniScript, Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extensions OR FSC Sales

  AND

  OmniStudio User OR OmniStudio Admin permissions set

4. Click **Next**.
5. On the Goal Members screen, confirm the goal member.
   a. To add new goal members, in the Members box, enter a name. Select a member and click **Add Member**.
   b. To remove goal members, select the goal member and click **Remove**.
6. Click **Next**.
7. On the Link Financial Account screen, select a financial account to fund the goal.

   A financial goal can be funded by only one financial account.

   To show the financial account associated with a goal, the account must be associated with the person account or household that's associated with the goal.

   a. To view the details and other goals funded by the financial account, select a financial account.

8. Save your changes.

View Financial Goals and Goal Members

View your client's financial goals on the FinancialGoals FlexCard and view goal members goals on the GoalMembers FlexCard.

1. Click a person account or household account record.
2. On the FinancialGoals FlexCard, view these details:
   - Goal name
   - Goal actual amount
   - Goal priority and status
   - Goal percentage of target value achieved
   - Goal target date
   - Financial Account Name
3. To view goal details, click a Financial Goal record.
4. On the GoalMembers FlexCard, view these details:
   - Goal member name
   - Goal member email
   - Goal member phone
   - Goal member household

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use financial plans and goals, OmniScript, Omnistudio Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extensions OR FSC Sales

  AND

  OmniStudio User OR OmniStudio Admin permissions set

AI Wealth Client Summaries

Generate client summaries that include key financial information for your client, including financial plans, goals, accounts, holdings, and open cases. The summary derives the information from the financial accounts, financial plans, financial goals, financial holdings, and case records. To view the summary, drag the Einstein Summary component to the page and configure the attributes.

Note: To use this feature, you must install the Financial Services Cloud package for your org.

To help financial advisors to grow their business and provide a client financial summary, use the Artificial Intelligence (AI) wealth summary flows. On a client's account record page, an advisor can view their client's portfolio performance, financial plans and goals progress, financial holdings, financial accounts, and open cases.

EDITIONS

Available in: Lightning Experience

Available in: **Starter**, **Professional**, **Enterprise**, and **Unlimited** Editions

The AI wealth client summary process contains these flows:

- Get Financial Plans—Gets financial plans for the prompt template that triggered the flow and adds details of the financial plans to the prompt instructions.
- Get Financial Goals—Gets financial goals for the prompt template that triggered the flow and adds details of the financial goals to the prompt instructions.
- Get Financial Accounts—Gets financial accounts for the prompt template that triggered the flow and adds details of the financial accounts to the prompt instructions.

- Get Financial Holdings—Gets financial plan holdings for the prompt template that triggered the flow and adds details of the financial plan holdings to the prompt instructions.
- Get Open Cases - Get open cases for the prompt template that triggered the flow and adds details of the open cases to the prompt instructions.

Enable Einstein for Wealth Management

To use the Einstein generative Artificial Intelligence (AI) features to generate a summary from records, turn on Einstein for Wealth Management in Setup.

SEE ALSO:

Einstein Summary

About Einstein Generative AI

Financial Plans and Goals

Enable Einstein for Wealth Management

To use the Einstein generative Artificial Intelligence (AI) features to generate a summary from records, turn on Einstein for Wealth Management in Setup.

Note: To use Einstein Generative AI features, you must install the required add-ons.

1. From Setup, in the Quick Find box, enter `Einstein Generative AI`, and then select **Einstein Setup**.
2. Select **Turn on Einstein**.
3. From Setup, in the Quick Find box, enter `Financial Services AI Settings`, and then select **Financial Services AI Settings**.
4. Turn on **Einstein for Wealth Management**.

Add an Einstein Summary to an Account Page

To use Einstein Summary, add the Einstein Summary component to an account record page.

Generate a Summary

Generate a financial summary for the account record that includes key financial details, such as plans, goals, accounts, holdings, and open cases.

SEE ALSO:

Enable Einstein Generative AI

EDITIONS

Available in: Lightning Experience

Available in: **Starter**, **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create and manage prompt templates in Prompt Builder:

- Prompt Template Manager permission set

To use the Einstein Summary component:

- Einstein for Service Innovations permission set

Add an Einstein Summary to an Account Page

To use Einstein Summary, add the Einstein Summary component to an account record page.

Note: You can also add the component to the Tab component.

1. From Setup, in the Quick Find box, enter `Lightning App Builder`.
2. Select **Account_Record_Page** and click **Edit**.
3. Drag the Einstein Summary component to the account record page.
4. Under Prompt Template Name, click **Select**.
5. From the Available column, drag Record Summary to the Selected column.
6. Click **OK**.
7. On Prompt Template Name, click **Select**.
8. Move Client Profile Summary to the Selected section.
9. Click **OK**.
10. Save your changes, and then activate the page, if necessary.

EDITIONS

Available in: Lightning Experience

Available in: **Starter**, **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create and manage prompt templates in Prompt Builder:

- Prompt Template Manager permission set

To use the Einstein Summary component:

- Einstein for Service Innovations permission set

Generate a Summary

Generate a financial summary for the account record that includes key financial details, such as plans, goals, accounts, holdings, and open cases.

Note: Before you follow these steps, you must add the Einstein Summary component.

1. From Setup, in the Quick Find box, enter `Lightning App Builder`.
2. Select the account record page where you added the Einstein Summary component.
3. To see the client's financial summary, when the **You're about to use Einstein** message appears, click **Got It**.
4. To regenerate a summary, click **Generate**.

EDITIONS

Available in: Lightning Experience

Available in: **Starter**, **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create and manage prompt templates in Prompt Builder:

- Prompt Template Manager permission set

To use the Einstein Summary component:

- Einstein for Service Innovations permission set

Edit a Financial Goal

On the FinancialGoals FlexCard, edit a financial goal.

1. Click a person account or household account record.
2. On the FinancialGoals FlexCard, click the action menu on a goal, then click **Edit**.
3. On the Goal Details screen, update the goal details and click **Next**.
4. On the Goal Members screen, confirm the goal member.
   a. To add new goal members, in the **Members** box, enter a name. Select a member and click **Add Member**.
   b. To remove goal members, select the goal member and click **Remove**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use financial plans and goals, OmniScript, Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extensions OR FSC Sales

  AND

  OmniStudio User OR OmniStudio Admin permissions set

5. On the Link Financial Account screen, select a financial account to fund the goal.

   To show the financial account associated with a goal, the account must be associated with the person account or household that's associated with the goal.

   a. To view the details and other goals funded by the financial account, select a financial account.
   b. To remove all financial accounts from the goal, select **Don't associate a financial account**.
6. Save your changes.

View and Distribute Funds

View a list of the financial goals that are funded by a financial account using the FinancialGoalsFundingHeader FlexCard. You can also distribute funds from the financial account to the goals.

1. Click a Financial Account record.
2. On the FinancialGoalsFundingHeader FlexCard, view these financial goal details:
   - Goal Name
   - Target Value
   - Priority
   - Amount
3. Funding Available for Goals shows the remaining balance of the financial account after funds have been distributed to the associated goals.
4. To update the amount, click a goal amount.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use financial plans and goals, OmniScripts, Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extensions OR FSC Sales

  AND

  OmniStudio User OR OmniStudio Admin permissions set

Create a Financial Plan and Goals

Create a financial plan for a person account or household record type and add goals.

1. Select the **Financial Plans** object and click **New**.
   a. Complete the plan details and click **Save**.
2. Select the **Financial Goals** object and click **New**.
   a. Complete the goal details.
   b. To associate a plan to a goal, select a financial plan.
   c. Save your goal.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use financial plans and goals, OmniScript, Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extensions OR FSC Sales

  AND

  OmniStudio User OR OmniStudio Admin permissions set

View a Financial Plan and Goals on a Household Record

View a person account or household's financial plan and its related financial goals in the FSCFinancialPlanDetails FlexCard.

1. Click a person account or household account record.
2. On the FSCFinancialPlanDetails FlexCard, view these financial plan details:
   - Name
   - Type
   - Status
   - Start Date
   - Last Updated
   - Estimated Success Percent
3. On the FSCFinancialPlanFinancialGoals FlexCard, view these details about each financial goal related to a financial plan:
   - Goal Name
   - Target Amount
   - Payment Frequency
   - Probability
   - Target Date
   - Start Date
   - Priority

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use financial plans and goals, OmniScript, Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extensions OR FSC Sales

  AND

  OmniStudio User OR OmniStudio Admin permissions set

Note: To use your company's financial planning tool, your Salesforce admin must configure the Open Planning Tool button.

Customize the Financial Plan FlexCard Open Planning Tool Button

To give your users quick access to your financial planning tool from the FSCFinancialPlanDetails FlexCard, update the Open Planning Tool button URL in OmniStudio. Add the cloned FlexCard to the person account and household record pages.

1. In the App Launcher, select **OmniStudio**.
2. In the picklist, select **OmniStudio FlexCards**.
3. Select the **FSCFinancialPlanDetails FlexCard**.
4. To customize the Open Planning Tool button, click **Clone**.
   a. Enter a name and click **Clone**.
5. On the cloned FlexCard, customize the Open Planning Tool button on the Active and EmptyState blocks.
6. In the Action block, click the button. In the Properties plan expand the **Action** section.
   a. For Target, select a page reference type.
   b. For URL, enter the URL of the page to which to navigate.
   c. For Open Target In, select the location to open the target page.
   d. Complete these steps for the button in the EmptyState block.
   e. Activate the FlexCard.
7. Add the cloned FSCFinancialPlanDetails FlexCard to the person account and household record pages.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use financial plans and goals, OmniScript, Omnistudio Data Mappers, FlexCards, and Integration Procedures:

- Financial Services Cloud Extensions OR FSC Sales

  AND

  OmniStudio User OR OmniStudio Admin permissions set

Considerations and Limitations Financial Plans and Goals

Keep these points in mind when using financial plans and goals.

- If you don't add a member to a financial goal when you create it, navigate to the financial goal record page to add a member.
- To show a goal on a household record page, one of the goal members must be a member of the household.
- There's no limit on the number of members that you can add to a goal.
- When you create a goal from a household record, be sure to add a member of that household as a goal member so the goal shows on the household record.
- One financial account can fund one or more financial goals.
- One financial goal can be funded by only one financial account.
- To show the financial account associated with a goal, the account must be associated with the person account or household that's associated with the goal.
- Don't edit, delete, or deactivate the Goal Category default values of Expenditure and Capital (values are case-sensitive) on the Financial Goal object. The FSCFinancialPlanGoal FlexCard uses these two default values to show plans and goals.
- The FinancialGoals, GoalMembers, FSCFinancialPlanDetails, and FinancialGoalsFundingHeader FlexCards and their child FlexCards display details only on the Person Account and Household record page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Financial Plans and Goals FlexCards and Related Components

The Financial Plans and Goals FlexCards depend on OmniScripts, Integration Procedures, and Data Mappers to perform their functions.

OmniScripts are described in a separate topic, because they have their own dependencies.

For detailed steps on how to version, clone, edit, and activate OmniStudio components, see the OmniStudio documentation.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Financial Plans FlexCards

The Financial Plans FlexCards display financial plans for a person account or household.

Integration Procedures for Financial Plans FlexCards

The Financial Plans FlexCards depend on the following Integration Procedures.

Omnistudio Data Mappers for Financial Plans FlexCards

The Financial Plans FlexCards depend on the following Data Mappers.

Financial Goals FlexCards

The Financial Goals FlexCards display all the financial goals for a person account or household and let users create, edit, and delete these goals and their members.

Integration Procedures for Financial Goals FlexCards

The Financial Goals FlexCards depend on the following Integration Procedures.

Omnistudio Data Mappers for Financial Goals FlexCards

The Financial Goals FlexCards depend on the following Data Mappers.

SEE ALSO:

OmniStudio

Financial Plans FlexCards

The Financial Plans FlexCards display financial plans for a person account or household.

Note: To access Financial Plans FlexCards, users need the Financial Services Cloud Extension and OmniStudio User permission sets.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCFinancialPlanDetails FlexCard

Displays the financial plans associated with an account. Add to a PersonAccount, Household, or PartyRelationshipGroup record page.

Data Source: GetFinancialPlansForAccount Integration Procedure

Child FlexCard: FSCFinancialPlanFinancialGoals

Calls: FSCGetFinancialPlanFromList Omnistudio Data Mapper Transform (via changeselectedplan Event Listener Action)

FSCFinancialPlanFinancialGoals FlexCard

Shows financial goals associated with a plan. Retrieves goals associated with a plan from the integration procedure and passes the data to the child FlexCard FSCFinancialPlanGoal. Acts as a container to the goal cards.

Data Source: GetGoalsForPlan Integration Procedure

Parent FlexCard: FSCFinancialPlanDetails

Child FlexCard: FSCFinancialPlanGoal

Calls: FSCFinancialGoalRemoveDuplicateGoal Data Mapper Transform (via loadmoredata Event Listener Actions)

FSCFinancialPlanGoal FlexCard

Show financial goal information associated with a financial plan.

Data Source: Same as parent

Parent FlexCard: FSCFinancialPlanFinancialGoals

Integration Procedures for Financial Plans FlexCards

The Financial Plans FlexCards depend on the following Integration Procedures.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

GetFinancialPlansForAccount Integration Procedure

Retrieves all Financial Plan records related to the current PersonAccount, Household, or PartyRelationshipGroup record.

Called By: FSCFinancialPlanDetails FlexCard

Calls:

- FSCReturnIdIfPartyRelationshipGroup Omnistudio Data Mapper Extract
- fschousehold.FSCPlanService Apex class, FinancialPlanStatus method
- fschousehold.FSCPlanService Apex class, FinancialPlanType method
- FSCGetFinancialPlansForAccount Data Mapper Extract

GetGoalsForPlan Integration Procedure

Called By: FSCFinancialPlanFinancialGoals FlexCard

Calls:

- FSCGetFinancialGoalsForPlan Data Mapper Extract
- fschousehold.FSCGoalService Apex class, FinancialGoalPriority method
- fschousehold.FSCGoalService Apex class, FinancialGoalStatus method
- fschousehold.FSCGoalService Apex class, FinancialGoalFrequency method
- FSCFinancialGoalsTransform Data Mapper Transform

Omnistudio Data Mappers for Financial Plans FlexCards

The Financial Plans FlexCards depend on the following Data Mappers.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: To learn more about Party Relationship Group, check out Manage Party Relationship Group in Public Sector Solutions.

FSCGetFinancialPlanFromList Data Mapper Transform

Retrieve the Financial Plan with the specified ID from a list of Financial Plans.

Called By: FSCFinancialPlanDetails FlexCard

FSCFinancialGoalRemoveDuplicateGoal Data Mapper Transform

Transforms the list of Financial Goals for a Financial Plan. Remove duplicate goals from the FSCFinancialPlanFinancialGoals FlexCard.

Called By: FSCFinancialPlanFinancialGoals FlexCard

FSCReturnIdIfPartyRelationshipGroup Data Mapper Extract

Returns True if the current record page is for a PartyRelationshipGroup.

Called By: GetFinancialPlansForAccount Integration Procedure

FSCGetFinancialPlansForAccount Data Mapper Extract

Retrieves Financial Plans associated with an Account.

Called By: GetFinancialPlansForAccount Integration Procedure

FSCGetFinancialGoalsForPlan Data Mapper Extract

Retrieves Financial Goals related to a Financial Plan.

Called By: GetGoalsForPlan Integration Procedure

FSCFinancialGoalsTransform Data Mapper Transform

Transforms Financial Goal data.

Called By: GetGoalsForPlan Integration Procedure

SEE ALSO:

PartyRelationshipGroup

Manage Party Relationship Groups in Public Sector Solutions

Financial Goals FlexCards

The Financial Goals FlexCards display all the financial goals for a person account or household and let users create, edit, and delete these goals and their members.

Note: To access Financial Goals FlexCards, users need the Financial Services Cloud Extension and OmniStudio User permission sets.

To assign members to goals, users must do either or both of these things:

- Add the FinancialGoals FlexCard to their person account or household record page.
- Add the GoalMembers FlexCard to their Financial Goal record page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FinancialGoals FlexCard

Displays the financial goals associated with an account. Add this FlexCard to a person account or household record page.

Data Source: GetGoalsBasedOnAccountRecordType Integration Procedure

Child FlexCard: Goal

Calls:

- Create action: CreateFinancialGoal OmniScript
- LoadMore action: GetFinancialGoalsForAccount Integration Procedure

Goal FlexCard

Displays details for one Financial Goal, plus Edit and Remove actions in a dropdown.

Data Source: Same as parent

Parent FlexCard: FinancialGoals

Calls:

- Edit action: EditFinancialGoal OmniScript
- Remove action: DeleteFinancialGoal OmniScript

GoalMembers FlexCard

Displays the number of members associated with a financial goal. Add this FlexCard to a financial goal record page.

Data Source: GetAllMembersForGoal Integration Procedure

Child FlexCard: GoalMemberList

Calls: Action: EditGoalMembers OmniScript

GoalMemberList FlexCard

Displays a table of members associated with a financial goal.

Data Source: Same as parent

Parent FlexCard: FinancialGoalMemberContainer

FinancialGoalsFundingHeader FlexCard

Display the header for financial goals that are funded by a financial account. Add this FlexCard to a Financial Account record.

Data Source: GetFinancialAccountAndFinancialGoalDetails Integration Procedure

Child FlexCard: FinancialGoalsFundingList

Calls: SaveFundingSource Integration Procedure (via saveupdatedlist Event Listener Action)

FinancialGoalsFundingList FlexCard

Display a list of the financial goals that are funded by a financial account.

Data Source: Same as parent

Parent FlexCard: FinancialGoalsFundingHeader

Integration Procedures for Financial Goals FlexCards

The Financial Goals FlexCards depend on the following Integration Procedures.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

GetGoalsBasedOnAccountRecordType Integration Procedure

Retrieves all Financial Goal records related to the current Person Account or Household record.

Called By: FinancialGoals FlexCard

Calls:

- FSCGetRecordTypeOfAccount Data Mapper Extract
- fschousehold.FSCHouseholdService.getAllMembersOfAHousehold Apex class and method
- GetFinancialGoalsForAccount Integration Procedure
- FSCTransformPicklistValues Data Mapper Transform

GetFinancialGoalsForAccount Integration Procedure

Retrieves all Financial Goal records related to the current Person Account or Household record.

Called By:

- FinancialGoals FlexCard, LoadMore action
- GetGoalsBasedOnAccountRecordType Integration Procedure

Calls:

- FSCGetFinancialGoals Data Mapper Extract
- GetActionsForGoals Integration Procedure
- FSCAddActionsToGoalObject Data Mapper Transform

GetActionsForGoals Integration Procedure

Retrieves the Edit and Remove actions for each FinancialGoal FlexCard instance.

Called By: GetFinancialGoalsForAccount Integration Procedure

Calls:

- FSCGetActionsAccess Data Mapper Extract

GetAllMembersForGoal Integration Procedure

Retrieves all the members of a financial goal and adds details to the list of members.

Called By: GoalMembers FlexCard

Calls:

- GetMembersOfGoal Integration Procedure
- FSCReturnMembersInfoList Data Mapper Transform

GetMembersOfGoal Integration Procedure

Retrieves the members of a financial goal.

Called By:

- GetAllMembersForGoal Integration Procedure
- EditFinancialGoal OmniScript
- EditGoalMembers OmniScript

Calls:

- FSCGetGoalMembers Data Mapper Extract
- FSCCombineMembersInOneObject Data Mapper Transform

GetFinancialAccountAndFinancialGoalDetails Integration Procedure

Retrieve financial account details and associated financial goals details.

Called By: FinancialGoalsFundingHeader FlexCard

Calls

- fschousehold.FSCFinancialAccountService Apex class, isFinancialAccountMgmtPrefEnabled method
- fschousehold.FSCGoalService Apex class, FinancialGoalPriority method
- FSCTransformPicklistValues Data Mapper Transform
- FSCAddAvailableBalance Data Mapper Transform
- FSCGetFinancialAccountDetail Data Mapper Extract
- FSCGetFinancialGoalsForFinancialAccounts Data Mapper Turbo
- FSCAddAvailableBalance2 Data Mapper Transform

SaveFundingSource Integration Procedure

Save financial goal funding source and amount.

Called By: FinancialGoalsFundingHeader FlexCard

Calls:

- fschousehold.FSCFinancialAccountService Apex class, isFinancialAccountMgmtPrefEnabled method
- FSCSaveFinancialGoalFunding Data Mapper Load

Omnistudio Data Mappers for Financial Goals FlexCards

The Financial Goals FlexCards depend on the following Data Mappers.

Note: To learn more about Party Relationship Group, check out Manage Party Relationship Group in Public Sector Solutions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCGetRecordTypeOfAccount Data Mapper Extract

Determines whether the type of the financial account is Person Account or Household.

Called By:

- GetGoalsBasedOnAccountRecordType Integration Procedure

FSCTransformPicklistValues Data Mapper Transform

Transforms the Status and Priority picklist values for display.

Called By:

- GetGoalsBasedOnAccountRecordType Integration Procedure
- GetFinancialAccountAndFinancialGoalDetails Integration Procedure

FSCGetFinancialGoals Data Mapper Extract

Retrieves all Financial Goal records related to the current Person Account or Household record.

Called By:

- GetFinancialGoalsForAccount Integration Procedure

FSCAddActionsToGoalObject Data Mapper Transform

Adds the Edit and Remove actions to each Financial Goal record for use in the Goal FlexCard instances.

Called By:

- GetFinancialGoalsForAccount Integration Procedure

FSCGetActionsAccess Data Mapper Extract

Checks whether the user has access to edit or delete actions for FinancialGoal and FinancialGoalParty objects.

Called By:

- GetActionsForGoals Integration Procedure

FSCReturnMembersInfoList Data Mapper Transform

Transforms member data into a list.

Called By:

- GetAllMembersForGoal Integration Procedure

FSCGetGoalMembers Data Mapper Turbo

Retrieves the members of a financial goal.

Called By:

- GetMembersOfGoal Integration Procedure

FSCCombineMembersInOneObject Data Mapper Transform

Combines member information into a single JSON object.

Called By:

- GetMembersOfGoal Integration Procedure

FSCGetFinancialAccountDetail Data Mapper Extract

Retrieves details from a custom Financial Account object.

Called By:

- GetFinancialAccountAndFinancialGoalDetails Integration Procedure

- GetGoalDetailsForFinancialAccount Integration Procedure

FSCGetFinancialGoalsForFinancialAccounts Data Mapper Turbo

Retrieves Financial Goals related to custom Financial Account objects..

Called By:

- GetFinancialAccountAndFinancialGoalDetails Integration Procedure
- GetGoalDetailsForFinancialAccount Integration Procedure

FSCAddAvailableBalance Data Mapper Transform

Calculate the available account balance for financial goal funding. Subtracting the amount used to fund goals from the amount in the financial account.

Called By:

- GetFinancialAccountAndFinancialGoalDetails Integration Procedure
- GetGoalDetailsForFinancialAccount Integration Procedure

FSCSaveFinancialGoalFunding Data Mapper Load

Saves a custom Financial Account record related to the current Financial Goal record.

Called By:

- SaveFundingSource Integration Procedure
- SaveFinancialGoalFunding Integration Procedure

SEE ALSO:

PartyRelationshipGroup

Manage Party Relationship Groups in Public Sector Solutions

Financial Goals OmniScripts and Related Components

The Financial Goals OmniScripts depend on child OmniScripts, embedded FlexCards, Integration Procedures, and Omnistudio Data Mappers to perform their functions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Financial Goals OmniScripts

The Financial Goals OmniScripts implement the Add Goal button on the FinancialGoals FlexCard, the edit and delete items on the Goal FlexCard instances, and the Edit button on the GoalMembers FlexCard.

FlexCards for Financial Goals OmniScripts

The Financial Goals OmniScripts depend on the following embedded FlexCards.

Integration Procedures for Financial Goals OmniScripts

The Financial Goals OmniScripts depend on the following Integration Procedures.

Omnistudio Data Mappers for Financial Goals OmniScripts

The Financial Goals OmniScripts depend on the following Data Mappers.

SEE ALSO:

Financial Plans and Goals FlexCards and Related Components

Financial Goals OmniScripts

The Financial Goals OmniScripts implement the Add Goal button on the FinancialGoals FlexCard, the edit and delete items on the Goal FlexCard instances, and the Edit button on the GoalMembers FlexCard.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

CreateFinancialGoal OmniScript

Diplays a three-page process for creating a financial goal. Prompts for financial goal details, prompts for members and lets you search for them, then saves the goal details and member list.

Called By: FinancialGoals FlexCard, Create action

Calls:

- FinancialGoalDetails OmniScript
- FinancialGoalMembers OmniScript
- FinancialGoalFunding OmniScript
- SaveFinancialGoalsAndGoalParties Integration Procedure
- FSCCreateGoalFundingList Data Mapper Transform
- SaveFinancialGoalFunding Integration Procedure

EditFinancialGoal OmniScript

Displays a three-page process for editing a financial goal. Retrieves the goal details and member list, presents the details for editing, presents the member list for editing, then saves the goal details and member list.

Called By: Goal FlexCard, Edit action

Calls:

- GetGoalDetails Integration Procedure
- GetMembersOfGoal Integration Procedure (see Integration Procedures for Financial Goals FlexCards)
- FinancialGoalDetails OmniScript
- FinancialGoalMembers OmniScript
- FinancialGoalFunding OmniScript
- SaveFinancialGoalsAndGoalParties Integration Procedure
- FSCCreateGoalFundingList Data Mapper Transform
- SaveFinancialGoalFunding Integration Procedure

EditGoalMembers OmniScript

Presents a one-page process for editing financial goal members. Retrieves the member list, presents the member list for editing, then saves the edited member list.

Called By: GoalMembers FlexCard, Action action

Calls:

- GetMembersOfGoal Integration Procedure (see Integration Procedures for Financial Goals FlexCards)
- FinancialGoalMembers OmniScript
- SaveGoalPartyChanges Integration Procedure

FinancialGoalDetails OmniScript

Displays key Financial Goal fields and lets users enter or edit them.

Called By:

- CreateFinancialGoal OmniScript
- EditFinancialGoal OmniScript

Calls:

- fschousehold.FSCGoalService.FinancialGoalPriority Apex class and method
- fschousehold.FSCGoalService.FinancialGoalStatus Apex class and method

FinancialGoalMembers OmniScript

Lets users search for Person Accounts to add as members and displays any existing members. Also lets users remove members.

Called By:

- CreateFinancialGoal OmniScript
- EditFinancialGoal OmniScript
- EditGoalMembers OmniScript

Embeds:

- FSCMembersTableHeader FlexCard
- FSCMembersTableBody FlexCard

Calls:

- FSCSearchFinancialGoalMembers Data Mapper Extract
- GetNewMember Integration Procedure
- GetAddedAndDeletedMembers Integration Procedure

FinancialGoalFunding OmniScript

Associate a financial goal to a financial account.

Called By:

- CreateFinancialGoal OmniScript
- EditFinancialGoal OmniScript

Embeds: FinancialAccount FlexCard

Calls:

- GetAccountIds Integration Procedure
- GetActiveFinancialAccounts Integration Procedure

DeleteFinancialGoal OmniScript

Presents a confirmation prompt, then removes the financial goal using a Delete Action within the OmniScript.

Called By:

- Goal FlexCard, Remove action

FlexCards for Financial Goals OmniScripts

The Financial Goals OmniScripts depend on the following embedded FlexCards.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCMembersTableHeader FlexCard

Displays the column headers in the goal members table.

Embedded By: FinancialGoalMembers OmniScript

FSCMembersTableBody FlexCard

Displays the member rows in the goal members table.

Embedded By: FinancialGoalMembers OmniScript

FinancialAccount FlexCard

Displays the Financial Account rows in the goal funding table.

Embedded By: FinancialGoalFunding OmniScript

Child FlexCard: FSCFinancialAccountDetails

Calls: FSCSaveFinancialAccount Omnistudio Data Mapper Transform (via selectfinancialaccount Event Listener Actions)

FSCFinancialAccountDetails FlexCard

Displays details for one Financial Account row in the goal funding table.

Data Source: GetGoalDetailsForFinancialAccount Integration Procedure

Parent FlexCard: FinancialAccount

Integration Procedures for Financial Goals OmniScripts

The Financial Goals OmniScripts depend on the following Integration Procedures.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

GetGoalDetails Integration Procedure

Retrieves financial goal details.

Called By:

- EditFinancialGoal OmniScript

Calles:

- FSCGetGoalDetails Omnistudio Data Mapper Extract

GetMemberDetails Integration Procedure

Retrieves financial goal member details.

Called By:

- CreateFinancialGoal OmniScript

Calls:

- FSCGetMemberInfo Data Mapper Extract

GetNewMember Integration Procedure

Retrieves a new financial goal member.

Called By:

- FinancialGoalMembers OmniScript

Calls:

- FSCConvertObjectToList Data Mapper Transform

GetAddedAndDeletedMembers Integration Procedure

Compiles two lists of members: one to be added to the financial goal and another to be deleted from it.

Called By:

- FinancialGoalMembers OmniScript

Calls:

- Nothing

GetAccountIds Integration Procedure

Retrieves Financial Account IDs from a list of goal members.

Called By:

- FinancialGoalFunding OmniScript

Calls:

- Nothing

GetActiveFinancialAccounts Integration Procedure

Filters the Financial Account list for active accounts.

Called By:

- FinancialGoalFunding OmniScript

Calls:

- fschousehold.FSCFinancialAccountService Apex class, isFinancialAccountMgmtPrefEnabled method
- FSCTransformBalanceToCurrency Data Mapper Transform
- FSCGetAllFinancialAccounts Data Mapper Turbo
- FSCGetFinancialAccountsForFinancialGoals Data Mapperr Turbo

GetGoalDetailsForFinancialAccount Integration Procedure

Retrieves Financial Goal details for a Financial Account.

Called By:

- FSCFinancialAccountDetails FlexCard

Calls:

- fschousehold.FSCFinancialAccountService Apex class, isFinancialAccountMgmtPrefEnabled method
- FSCAddAvailableBalance Data Mapper Transform
- FSCGetFinancialGoalsForFinancialAccounts Data Mapper Turbo
- FSCGetFinancialAccountDetail Data Mapper Extract
- FSCGetFinancialAccountOwners Data Mapper Turbo

SaveFinancialGoalsAndGoalParties Integration Procedure

Creates a financial goal and references to members.

Called By:

- CreateFinancialGoal OmniScript
- EditFinancialGoal OmniScript

Calls:

- FSCSaveGoal Data Mapper Load
- FSCGetGoalPartyId Data Mapper Extract
- FSCSaveGoalParty Data Mapper Load

SaveFinancialGoalFunding Integration Procedure

Creates references between the Financial Goal and the Financial Accounts that fund it.

Called By:

- CreateFinancialGoal OmniScript
- EditFinancialGoal OmniScript

Calls:

- fschousehold.FSCFinancialAccountService Apex class, isFinancialAccountMgmtPrefEnabled method
- FSCGetFinancialAccountsForFinancialGoals Data Mapper Turbo\
- FSCSaveFinancialGoalFunding Data Mapper Load

SaveGoalPartyChanges Integration Procedure

Saves goal members after editing.

Called By:

- EditGoalMembers OmniScript

Calls:

- FSCGetGoalPartyId Data Mapper Extract
- FSCSaveGoalParty Data Mapper Load

Omnistudio Data Mappers for Financial Goals OmniScripts

The Financial Goals OmniScripts depend on the following Data Mappers.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCSearchFinancialGoalMembers Data Mapper Extract

Lets users search for Person Accounts to add to the financial goal member list.

Called By:

- FinancialGoalMembers OmniScript

FSCGetGoalDetails Data Mapper Extract

Retrieves a financial goal and its members.

Called By:

- GetGoalDetails Integration Procedure

FSCGetMemberInfo Data Mapper Extract

Retrieves name, household, and contact details for a member.

Called By:

- GetMemberDetails Integration Procedure

FSCConvertObjectToList Data Mapper Transform

Converts a single object to a single list item.

Called By:

- GetNewMember Integration Procedure

FSCSaveGoal Data Mapper Load

Saves a new or edited financial goal.

Called By:

- SaveFinancialGoalsAndGoalParties Integration Procedure

FSCSaveGoalParty Data Mapper Load

Saves a financial goal's reference to a member. (The Integration Procedure calls this Data Mapper once for each member.)

Called By:

- SaveFinancialGoalsAndGoalParties Integration Procedure
- SaveGoalPartyChanges Integration Procedure

FSCGetGoalPartyId Data Mapper Extract

Retrieves the ID of a removed member so its reference can be deleted. (The Integration Procedure calls this Data Mapper once for each removed member.)

Called By:

- SaveFinancialGoalsAndGoalParties Integration Procedure
- SaveGoalPartyChanges Integration Procedure

FSCCreateGoalFundingList Data Mapper Transform

Formats the list of Financial Accounts related to the Financial Goal.

Called By:

- CreateFinancialGoal OmniScript
- EditFinancialGoal OmniScript

FSCSaveFinancialAccount Data Mapper Transform

Transforms Financial Account data to a format in which it can be saved.

Called By:

- FinancialAccount FlexCard

FSCGetAllFinancialAccounts Data Mapper Turbo

Retrieves all custom Financial Account objects.

Called By:

- GetActiveFinancialAccounts Integration Procedure

FSCTransformBalanceToCurrency Data Mapper Transform

Transforms a Financial Account balance from a number data type to a currency data type.

Called By:

- GetActiveFinancialAccounts Integration Procedure

FSCGetFinancialAccountsForFinancialGoals Data Mapper Turbo

Retrieves custom Financial Account objects related to selected Financial Goals.

Called By:

- GetActiveFinancialAccounts Integration Procedure
- SaveFinancialGoalFunding Integration Procedure

FSCGetFinancialAccountOwners Data Mapper Turbo

Retrieves the owner of a custom Financial Account object.

Called By:

- GetGoalDetailsForFinancialAccount Integration Procedure

Groups and Households

Groups offer you the flexibility to organize your customers, providing insights into their financial circles, household structures, and professional connections. A group can also help you to categorize customers in other contexts. For example, categorize customers based on services provided, top customers, home buyers, and more.

The Groups and Households feature is available to you in both the Financial Services Cloud managed package and as a standard feature in your org without installing the managed package. Review these essential details about these features here:

Groups and Households (Managed Package)	Groups and Households
A household represents an account of the Household record type. For more information, see Groups and Households (Managed Package).	A household represents a combination of Account and Party Relationship Group object records. For more information, see Groups and Households.
Auto populates inverse relationship records.	Doesn't auto populate inverse relationship records.
Creates indirect associations between business accounts via associated members.	Creates direct associations between related business accounts and groups.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Groups and Households

Create and define groups such as households, connect individuals and organizations, and track their relationships without installing the Financial Services Cloud managed package. Guided flows manage groups, members, and relationships.

Groups offer you the flexibility to organize your customers, providing insights into their financial circles, household structures, and professional connections. A group can also help you to categorize customers in other contexts. For example, categorize customers based on services provided, top customers, home buyers, and more.

Users of Financial Services Cloud have access to the Group Membership and Households feature without installing the Financial Services Cloud managed package. Use this feature to create, edit, and delete groups. However, you can't merge or split groups.

For more information, see Group Membership and Households.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Groups and Households Data Model

Group Membership gives you the flexibility to organize relationships between people and organizations in meaningful ways. Create households or other groups and track relationships between individuals by using standard objects that are made for this purpose.

Object Mapping for Groups and Households Related Objects

Use the API name mapping between the managed package and standard objects to effectively use the objects without discrepancies.

Considerations for Using Standard Groups and Households Feature and Objects

Keep these considerations in mind if you're currently using Groups and Households feature and related objects from the Financial Services Cloud managed package, and plan to use the standard Groups and Households feature and related objects, which is available to you without installing the managed package. Plan ahead to make the transition easier for your user teams, partners, and clients.

How Financial Services Cloud Models Groups and Relationships

In Financial Services Cloud, use party relationship groups to organize members under a single household and to connect related households or associated business accounts, such as the member's lawyer, financial advisor, or health insurance provider.

Example: Create and Visualize Rachel Adams' Household for Financial Services Cloud

Create a party relationship group to represent a household and the members, related contacts, and business accounts. Visualize the household details by using an Actionable Relationship Center (ARC) graph.

Groups and Households Data Model

Group Membership gives you the flexibility to organize relationships between people and organizations in meaningful ways. Create households or other groups and track relationships between individuals by using standard objects that are made for this purpose.

A group is a collection of individuals whose relationships and shared attributes are important to how you serve them. For example, a group could consist of a household with family members and their relationships to professional service providers.

Consider a two-person household with a relationship to a business. Sam and Leah Mason are married, share a household, and use the financial advisory services of Cumulus Cloud Bank. Here's how you model the relationships between Sam, Leah, and Cumulus Cloud Bank by using the group membership objects.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Let's explore what each object represents in this example.

Note: In Salesforce Help and other documentation, the word *account* by itself always refers to both business accounts and person accounts. We use the terms *business accounts* and *person accounts* when there are differences between the two types of accounts.

Business Account

Represents groups or organizations. In this example, one business account represents the Mason household, and the other business account represents Cumulus Cloud Bank. Business accounts can also represent a neighborhood, professional association, or another organization.

Party Relationship Group

Designates a business account as a household or group and stores details about that group, such as its financial information. In this example, a household party relationship group relates to the Mason household business account to designate it a household and store details about its finances.

Person Account
Represents individuals. Enabling person accounts is required to use the Group Membership guided flows. In this example, Sam and Leah each have a person account that contains both account and contact details.

Account Contact Relationship
Relates a person account and a business account. In this example, Sam and Leah each have an account-contact relationship that connects their person accounts to their Mason household business account.

Contact Contact Relationship
Relates person accounts to each other. Use two contact-contact relationships to map an inverse relationship, such as spouses. In this example, two contact-contact relationships connect Sam and Leah's person accounts.

Account Account Relationship
Relates business accounts to each other. Use two account-account relationships to map an inverse relationship, such as a customer and a business. In this example, two account-account relationships connect the Mason household business account with Cumulus Cloud Bank's business account.

Party Role Relationship
Describes account-account and contact-contact relationships. In this example, two party role relationships related to Sam and Leah's contact-contact relationships describe their relationship as Spouse-Spouse. In addition, Client-Advisor and the inverse Advisor-Client party role relationships describe the Mason Household and Cumulus Cloud Bank account-account relationships.

Object Mapping for Groups and Households Related Objects

Use the API name mapping between the managed package and standard objects to effectively use the objects without discrepancies.

When the Group Membership setting is turned on and you have the Financial Services Cloud managed package installed, both standard objects and objects from the managed package are visible in your org. To avoid inconsistencies, it's important to consistently use either the Financial Services Cloud managed package objects or the standard objects when setting up the Groups or Households and related features

The object and field mapping between the managed package and the standard data model helps you streamline your metadata and data migration process. The mapping also helps you achieve seamless integration between managed packages and standard objects, fostering smooth data exchange and communication across various systems.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

If you're currently using Groups or Households related objects from the Financial Services Cloud managed package, plan your metadata and data migration before you start using standard objects.

Table 20: Object Mapping

MANAGED PACKAGED	STANDARD
FinServ__AccountAccountRelation__c	AccountAccountRelation
FinServ__ContactContactRelation__c	ContactContactRelation
FinServ__ReciprocalRole__c	PartyRoleRelation
Account (Record Type)	PartyRelationshipGroup

Considerations for Using Standard Groups and Households Feature and Objects

Keep these considerations in mind if you're currently using Groups and Households feature and related objects from the Financial Services Cloud managed package, and plan to use the standard Groups and Households feature and related objects, which is available to you without installing the managed package. Plan ahead to make the transition easier for your user teams, partners, and clients.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

- If you're currently using Groups or Households related objects from the Financial Services Cloud managed package, plan your metadata and data migration before you start using standard objects. Use the API name mapping between the managed package and standard objects to effectively use the objects without any confusion or discrepancies.
- Thoroughly review the documentation for the standard objects to understand the fields, picklists, and any other details.
- Consider the effort and complexity involved in customizing the objects to suit your business needs.
- You can use the standard Groups and Household feature to create, edit, and delete groups. However, merge or split groups isn't supported.
- To create a group, you can start the guided flow by clicking **New Group** on an account or party relationship group record page.

How Financial Services Cloud Models Groups and Relationships

In Financial Services Cloud, use party relationship groups to organize members under a single household and to connect related households or associated business accounts, such as the member's lawyer, financial advisor, or health insurance provider.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

The example here shows how to map a client, related household, and contacts by using the Party Relationship Group and other relevant objects in Financial Services Cloud.

DATA	OBJECT	RECORD
Client	Person Account	A person account with details about the member
Client's household	Business Account AND Party Relationship Group	A party relationship group whose type is Household and describes the business account as a household
The client's spouse	Person Account	A person account with details about the client's spouse
The client's child	Person Account	A person account with details about the client's child
The relationship between the client's household and its members	Account Contact Relation	The account-contact relationships to define each individual's role in the household: • Client to business account • Spouse to business account

DATA	OBJECT	RECORD
		• Child to business account
The relationships between the client's family members	Contact Contact Relation	The contact-contact relationships: • Client to spouse • Client to child • Spouse to client • Spouse to child • Child to client • Child to spouse Each contact-contact relationship is related to a party role relationship record that describes the relationship.
The client's lawyer	Contact	A contact record with details about the lawyer
The relationships between the client and the lawyer	Account Contact Relation	An account-contact relationship that connects the client's person account to the lawyer's contact record and defines the participant's role
The health insurance provider of the client's household	Account	A business account that represents the health insurance provider organization

Example: Create and Visualize Rachel Adams' Household for Financial Services Cloud

Create a party relationship group to represent a household and the members, related contacts, and business accounts. Visualize the household details by using an Actionable Relationship Center (ARC) graph.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create a party relationship group:
- Group Membership

To create an ARC graph:
- Access Actionable Relationship Center

To add the ARC Relationship Graph component to a record page:
- Access Actionable Relationship Center

  AND

  Customize Application

Use case

Rachel Adams is the decision maker of Adams' household, and she lives with her spouse, Nigel Adams. Adams' household also has a related business account, her trust, the Adams' Charitable Trust. For more information, see How Financial Services Cloud Models Groups and Relationships.

Impact
The Groups and Households feature helps relationship managers organize their customers into household structures and professional connections and gain insights into their financial profile to offer personalized financial advice.

Get Started with Creating Adams' Household

Before you create a party relationship group that represents Adams' household, complete the prerequisites to set up Adams' household. Create a party relationship group that represents a household, and add members and business accounts to it. Create an Actionable Relationship Center (ARC) graph, and customize the Lightning record pages to view the household details.

1. Complete the prerequisites to set up Adams' household.
2. Create a party relationship group that represents Adams' household and add members to it.
3. Create an ARC graph to visualize Adams' household details.
4. Customize Lightning record pages to view Adams' household details on the ARC graph.

Complete the Prerequisites for Setting Up the Household

Before you create a party relationship group that represents Adams' household, create these accounts and contacts to represent the individuals and related business accounts of Adams' household. Define roles for individuals in the party relationship group, and define the relationships between individuals and the relationships between groups.

1. Create person accounts for Rachael Adams and Nigel Adams.
2. Create a business account for Adams' Charitable Trust.
3. To define the roles for individuals in the party relationship group, add the Decision Maker and Group Member picklist values to the Role field of the Account Contact Relation object.

   See Define Roles for Individuals in Groups.
4. To define the relationships between individuals and the relationships between groups, create these party role relationships—Spouse-Spouse-CCR, Trust-Household, and Household-Trust.

   See Define Relationships Between Individuals and Relationships Between Groups.

Create a Party Relationship Group

Create a party relationship group that represents a household, and add the members, related contacts, and related groups to it. The household structures and professional connections helps you gain insights into their financial profile to offer personalized financial advice.

1. From the App Launcher, find and select **Party Relationship Groups** or **Accounts**.
2. Click **New Group**.
3. Specify these details:
   a. Enter `Adams' Household` as the party relationship group name.
   b. Select **Household** as the group type.
   c. Enter the primary address details.
   d. Search for and select **Rachael Adams** and **Nigel Adams** as the members of Adams' household.
   e. Search for and select **Adams' Charitable Trust** as a related business account of Adams' household.
4. Click **Next**.
5. Specify the roles and relationships for Rachael Adams.
   a. To specify that Rachael Adams is a primary member of the group and Adams' household is her primary group, select **Primary Member** and **Primary Group**.
   b. Select **Decision Maker** as the role.
   c. To specify Rachael Adams' relationship with Nigel Adams, select the **Spouse-Spouse-CCR** party role relationship.
6. Specify the roles and relationships for Nigel Adams.
   a. To specify that Adams' household is Nigel Adams' primary group, select **Primary Group**.
   b. Select **Group Member** as the role.
   c. To specify Nigel Adams' relationship with Rachel Adams, select the **Spouse-Spouse-CCR** party role relationship.
   d. To indicate that Nigel Adams is an active member of the group, select **Active**.
7. Specify the roles and relationships for Adams' Charitable Trust, which is a related business account of Adams' household.
   a. To specify how Adams' Charitable Trust is related to the group, select the **Trust-Household** party role relationship.
   b. To specify how the group is related to Adam's Charitable Trust, select the **Household-Trust** party role relationship.
8. Save the group details.

Create an Actionable Relationship Center (ARC) Graph to Visualize Household Details

View your household details on an Actionable Relationship Center (ARC) graph. Use Account Contact Relationship, Account Account Relationship, and Contact Contact Relationship as junction objects in ARC to show many-to-many relationships between contacts and accounts.

1. From Setup, in the Quick Find box, enter `Actionable Relationship Center`, and then select **Actionable Relationship Center**.
2. Click **New Relationship Graph**.
3. Select **Account Relations**, which is a default template.
4. Click **Create Graph**.
5. Enter `Household Graph` as the label, and `Household_Graph` as the developer name.
6. Select the **Members** node, and specify these details.
   a. On the Properties tab, select the **Contact** object.
   b. Select the **Many-to-Many** relationship type.

   c. Select the **Account Contact Relationship** junction object.
   d. Select **Account** as the parent node lookup field.
   e. Select **Contact** as the object lookup field.
   f. To include only the members of the household and not the related contacts, click **Filters**.
   g. On the Junction tab, select the **Primary Group** field.
   h. Select the **equals** operator.
   i. Select **True**, and click **Done**.
7. Save the changes.
8. Add a child node to the account node, and specify these details:
   a. To add a child node to the ARC graph, below the root node, click the plus icon.
   b. Click **Display**, and enter `Related Contacts` as the node label.
   c. To specify the node properties, click **Properties**.
   d. Select the **Contact** object.
   e. Select **Many-to-Many** as the relationship type.
   f. Select **Account Contact Relationship** as the junction object.
   g. Select **Account** as the parent node lookup field.
   h. Select **Contact** as the object lookup field.
   i. To view the related contacts of a household, click **Filters**.
   j. On the Junction tab, select the **Included in Group** field and the **equals** operator.
   k. Select **False**, and click **Done**.
9. Save the changes.

Customize Lightning Record Pages to View Household Details on an Actionable Relationship Center (ARC) Graph

To show household details on a record details page, add the ARC Relationship Graph component to the Account object's Lightning record page.

1. From the App Launcher, select **Accounts**.
2. Click the Adams' Household record whose members you want to view on an ARC graph.
3. Click **Edit Page**.
4. Add a Tabs component to the page.
   A default set of tabs is added.
5. To add a tab, in the Tabs component properties, click **Add Tab**.
6. Click the new tab and select **Relationship** as the tab label.
7. Click **Done**.
8. To add ARC components, select the **Relationship** tab on the canvas.
9. Drag the ARC Relationship Graph component from the Components panel on to the Relationship tab on the Lightning page.
10. Configure the graph in the properties pane.

a. Enter `Household Details Graph` as the label.

b. Search for and select **Household_Graph** as the graph name.

11. Save the changes.
You can view Adams' Household details on the Relationship tab on the account record details page.

Groups and Households (Managed Package)

Groups (Householding) gives you the flexibility to organize your customers in ways that are meaningful to you.

Important: This feature is available in Salesforce orgs that have installed the Financial Services Cloud managed package. This is different from the standard Groups and Households feature, which can be accessed without installing the managed package.

A group can give insight into a customer's financial circles, such as a household with its family members and professional connections. A group can also give you a view of your customers in other contexts. For example, you can group customers by the services that you provide them, your top ten customers, customers buying a house, and customers with more than a particular AUM.

Note: Record rollups work by updating the Household field on child object records. This update can change the Last Modified By and Last Modified Date fields. To avoid updating these fields, select **Update Records Silently** when configuring record roll up. When this setting is selected, child records are updated without updating the Last modified by and Last modified date fields.

Set Up Relationship Groups (Managed Package)
Set up relationship groups to let advisors add individuals to more than one group, add businesses to groups, and visualize relationships.

Create Expanded Account Relationships in Group Builder (Managed Package)
Create business and personal account relationship hierarchies using the enhanced Account Account Relationship object. Directly associate businesses and legal entities, such as trusts, to households and groups. View a parent company and its subsidiaries, as well as family relationships, in the enhanced Relationship Map.

Configure the Group Builder Edit Window (Managed Package)
In the Group Builder Edit window, view, create, and update the records that are part of a household group.

Customize Roles for Person Accounts and Individuals (Managed Package)
Customize the roles that person accounts and individuals play as members of a group.

Configure Reciprocal Roles (Managed Package)
Within a relationship, a reciprocal role describes the role of one entity relative to another entity. For example, Client and Power of Attorney, or Proprietor and Business. We've provided a set of commonly used reciprocal role records. You can edit them to specify more granular roles for extended families, specific types of attorneys, or various professional affiliations.

SEE ALSO:

Record Rollups (Managed Package)

Set Up Relationship Groups (Managed Package)

Set up relationship groups to let advisors add individuals to more than one group, add businesses to groups, and visualize relationships.

This is a Financial Services Cloud managed package feature.

Enable Multiple Relationship Groups (Managed Package)
Let advisors add a person to more than one relationship group.

Components That Visualize Groups and Relationships (Managed Package)

Financial Services Cloud offers several components to visualize groups and relationships in Lightning pages.

Enable Multiple Relationship Groups (Managed Package)

Let advisors add a person to more than one relationship group.

This is a Financial Services Cloud managed package feature.

Note: The Multiple Relationship Groups setting is enabled by default for new orgs.

1. From Setup, in the Quick Find box, enter `custom setting`, then select **Custom Settings**.
2. Next to Industries Application Config, click **Manage**.
3. Click **Edit**.
4. Select **Multiple Relationship Groups**.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Components That Visualize Groups and Relationships (Managed Package)

Financial Services Cloud offers several components to visualize groups and relationships in Lightning pages.

This is a Financial Services Cloud managed package feature.

Table 21: Financial Services Components That Visualize Groups and Relationships

Component	Description	Type
ARC - Financial Services Cloud	Renders the Actionable Relationship Center hierarchy for an account or contact. Use at person and group levels.	Standard
Group Members (Configurable) - Financial Services Cloud	Displays relationship group members, associated information, and task subtypes in a compact grid. To customize the member details displayed, use a custom Account field set. Use at person and group levels.	Custom
Group Members - Financial Services Cloud	Displays relationship group members and age, phone, mobile, email, next and last interaction dates, and task subtypes in a list. Use at person and group levels.	Custom
Related Account - Financial Services Cloud	Displays related accounts for a person or a group. Displays Account Contact Relationships on a person's page and Account Account Relationships on a group's page.	Custom

Component	Description	Type
Related Contact - Financial Services Cloud	Displays Account Contact Relationships for a person or group. Note: This component doesn't display standard contacts that look up to accounts. The standard Contacts related list displays contacts that look up to accounts.	Custom
Relationship Group List - Financial Services Cloud	Displays a person's groups and group members as a related list. Use at the person level. Create and customize the WM_Client_Relationship_Groups Account field set to control what fields the top section of the component displays. Create and customize the WM_Client_Relationship_Group_Members Contact field set to control what fields the first subsection of the component displays. Create and customize the WM_Client_Relationship_Group_Members Account field set to control what fields the second subsection of the component displays.	Custom
Relationship Map - Financial Services Cloud	Displays a visual model of relationships for accounts, contacts, and individuals. Use at person and group levels.	Custom

Control Who Sees What on the Relationship Map and in Group Builder (Managed Package)

Provide the right level of detail on the Relationship Map and Group Builder based on users' roles, such as advisor, banker, or teller. Edit Lightning pages to show or hide Related Accounts and Related Contacts.

Customize Field Sets for the Relationship Group List Component (Managed Package)

Customize field sets to affect the relationship group and group member information displayed in Relationship Group List - Financial Services Cloud component. This component is used on an individual or person account profile's Relationships tab.

Set Up Group Member (Configurable) Component (Managed Package)

The Group Member (Configurable) component displays relationship group members, associated information, and task subtypes in a compact grid. Customize the group member details to display by creating a field set and associating it with the component.

Control Who Sees What on the Relationship Map and in Group Builder (Managed Package)

Provide the right level of detail on the Relationship Map and Group Builder based on users' roles, such as advisor, banker, or teller. Edit Lightning pages to show or hide Related Accounts and Related Contacts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `App Builder`, and then select **Lightning App Builder**.
2. Select **Edit** next to the Lightning page you want to modify, such as the Client Record Page. Or create a page to assign to your users.
3. Select the **Relationships** tab and click **Relationship Map**. Or drag the **Relationship Map** component onto the page.
4. In the right panel, **Show Related Accounts** and **Show Related Contacts** are enabled by default. To hide **Related Accounts** or **Related Contacts**, deselect the appropriate checkbox.

5. Save your changes.
6. Optional: If you created a page, activate the page to allow your assigned users to see it.

Customize Field Sets for the Relationship Group List Component (Managed Package)

Customize field sets to affect the relationship group and group member information displayed in Relationship Group List - Financial Services Cloud component. This component is used on an individual or person account profile's Relationships tab.

This is a Financial Services Cloud managed package feature.

The Relationship Group List - Financial Services Cloud component is a custom Lightning App Builder component. For person accounts, add this component to the Relationships tab on person account page layout. For individuals, add this component to the Relationships tab on the individual page layout.

Customize the Relationship Group List Component's Group Detail (Managed Package)

Create or edit the WM_Client_Relationship_Groups field set to customize the top table of the Relationship Group List - Financial Services Cloud component. The component is displayed on a person account or individual profile's Relationships tab.

Customize the Relationship Group List Component's Account Details (Managed Package)

Create or edit the WM_Client_Relationship_Group_Members Account field set to customize the second subsection of the expanded view of the Relationship Group List - Financial Services Cloud component. The component is displayed on a person account or individual profile's Relationships tab.

Customize the Relationship Group List Component's Contact Details (Managed Package)

Create or edit the WM_Client_Relationship_Group_Members Contact field set to customize the first subsection of the expanded view of the Relationship Group List - Financial Services Cloud component. The component is displayed on a person account or individual profile's Relationships ta Pub /templateb.

Customize the Relationship Group List Component's Group Detail (Managed Package)

Create or edit the WM_Client_Relationship_Groups field set to customize the top table of the Relationship Group List - Financial Services Cloud component. The component is displayed on a person account or individual profile's Relationships tab.

This is a Financial Services Cloud managed package feature.

The top part of the Relationship Group List - Financial Services Cloud component displays a table of account information for groups related to a person account or an individual.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create or edit the `WM_Client_Relationship_Groups` field set on the Account object to customize the columns displayed for each relationship group.

Note: The `WM_Client_Relationship_Groups` field set is created by default for new orgs.

1. From Setup, open **Object Manager**.
2. Click **Account**, and then select **Field Sets**.
3. To create the field set:
   a. Click **New**.
   b. Enter the **Field Set Label** `Relationship Groups`.
   c. Enter the **Field Set Name** `WM_Client_Relationship_Groups`.

d. For **Where is this used?**, enter `Client profile's Relationships tab`.

e. Save your changes.

f. Skip to step 5.

4. To edit the field set:

   a. In the Quick Find box, enter the API name of the field set to edit.

   b. Click the field label for the field set to edit.

5. Drag the fields that you want to display from the object palette to the **In the Field Set** container.

   a. Drag the **Account Name, Last Interaction** and **Total Financial Accounts** fields from the object palette to the **In the Field Set** container.

   Note: **Account** is selected by default in the object palette.

   b. Select **Record Type Id** in the object palette. Then drag the **Name** field from the object palette to the **In the Field Set** container.

   c. Add any additional fields you want to display for each group in the Relationship Group List - Financial Services Cloud custom component.

6. To delete fields from the field set, hover over the field in the Field Set container, and click the minus icon.

7. Click **Save** on the object palette.

Customize the Relationship Group List Component's Account Details (Managed Package)

Create or edit the WM_Client_Relationship_Group_Members Account field set to customize the second subsection of the expanded view of the Relationship Group List - Financial Services Cloud component. The component is displayed on a person account or individual profile's Relationships tab.

This is a Financial Services Cloud managed package feature.

The Relationship Group List - Financial Services Cloud component displays a table of account information for group members of a relationship group. The second subsection displays account information for relationship group members.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create or edit the WM_Client_Relationship_Group_Members field set on the Account object to customize the columns displayed for each relationship group.

Note: The WM_Client_Relationship_Group_Members Account field set is created by default for new orgs.

1. From Setup, open **Object Manager**.

2. Click **Account**, and then select **Field Sets**.

3. To create the field set:

   a. Click **New**.

b. Enter the **Field Set Label** `Relationship Group Members`.

c. Enter the **Field Set Name** `WM_Client_Relationship_Group_Members`.

d. For **Where is this used?**, enter `Client profile's Relationship Group's table`.

e. Save your changes.

f. Skip to step 5.

4. To edit the field set:

   a. In the Quick Find box, enter the API name of the field set to edit.

   b. Click the field label for the field set to edit.

5. Drag the fields that you want to display from the object palette to the **In the Field Set** container.

   a. Drag the **Account Name, Category**, and **Total Financial Accounts** fields from the object palette to the **In the Field Set** container.

   Note: **Account** is selected by default in the object palette.

   b. Select **Record Type Id** in the object palette.

   c. Drag the **Name** field from the object palette to the **In the Field Set** container.

   d. Click **Save** on the object palette.

   e. Add any additional fields that you want to display for Account group members in the Relationship Group List component.

6. To delete fields from the field set, hover over the field in the Field Set container, and click the minus icon.

7. Click **Save** on the object palette.

Customize the Relationship Group List Component's Contact Details (Managed Package)

Create or edit the WM_Client_Relationship_Group_Members Contact field set to customize the first subsection of the expanded view of the Relationship Group List - Financial Services Cloud component. The component is displayed on a person account or individual profile's Relationships ta Pub /templateb.

This is a Financial Services Cloud managed package feature.

The Relationship Group List - Financial Services Cloud component displays a table of account information for members of a relationship group. The first subsection displays contact information for relationship group members.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create or edit the WM_Client_Relationship_Group_Members field set on the Contact object to customize the columns displayed for each relationship group.

Note: The WM_Client_Relationship_Group_Members Contact field set is created by default for new orgs.

1. From Setup, open **Object Manager**.
2. In the Quick Find box, type `contact`, and then click **Contact**.
3. Select **Field Sets**, and then click **New**.
4. To create the field set:
   a. Click **New**.
   b. Enter the **Field Set Label** `Relationship Group Members`.
   c. Enter the **Field Set Name** `WM_Client_Relationship_Group_Members`.
   d. For **Where is this used?**, enter `Client profile's Relationship Group's table`.
   e. Save your changes.
   f. Skip to step 6.
5. To edit the field set:
   a. In the Quick Find box, enter `WM_Client_Relationship_Group_Members`.
   b. Click the field label for Relationship Group Members.
6. Drag the fields that you want to display from the object palette to the **In the Field Set** container.
   a. Drag the **Name** field from the object palette to the **In the Field Set** container.

      Note: **Contact** is selected by default in the object palette.

   b. Select **Record Type Id** in the object palette.
   c. Drag the **Name** field from the object palette to the **In the Field Set** container.
   d. Select **Account Id** in the object palette.
   e. Drag the **Last Interaction** and **Total Financial Accounts** fields from the object palette to the **In the Field Set** container.
   f. Add any additional fields that you want to display for Contact group members in the Relationship Group List component.
7. To delete fields from the field set, hover over the field in the Field Set container, and click the minus icon.
8. Click **Save** on the object palette.

Set Up Group Member (Configurable) Component (Managed Package)

The Group Member (Configurable) component displays relationship group members, associated information, and task subtypes in a compact grid. Customize the group member details to display by creating a field set and associating it with the component.

This is a Financial Services Cloud managed package feature.

Create a Field Set for Group Member (Configurable) Component (Managed Package)

Create a custom field set that includes information about group members to display in the Group Member (Configurable) component on the Relationships tab of an individual's profile. The fields in the field set are displayed only for group members that are person accounts. The fields aren't displayed for business accounts.

Customize the Group Members (Configurable) Component (Managed Package)

To show member data that is configured for your business, replace the Group Members Lightning component on a custom client record page with the Group Members (Configurable) component. Customize the fields to display by associating a custom field set with the component. Also configure whether group activities rollups are displayed on the component.

Update the Edit Button on the Group Members and Details Component (Managed Package)

Give users access to your custom household management business process by creating a custom action that replaces the default edit button on the Group Members and Details component with a link to your business process. During configuration, you can also prevent inadvertent navigation to the default business process by hiding the record actions menu in group member cards.

Create a Field Set for Group Member (Configurable) Component (Managed Package)

Create a custom field set that includes information about group members to display in the Group Member (Configurable) component on the Relationships tab of an individual's profile. The fields in the field set are displayed only for group members that are person accounts. The fields aren't displayed for business accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

This is a Financial Services Cloud managed package feature.

1. From Setup, open **Object Manager**.
2. Click **Account**, and then select **Field Sets**.
3. Click **New**.
4. Enter a **Field Set Label** for your custom field set. For example, enter `Group Member Details`.
5. Enter a **Field Set Name**. For example, enter `WM_Client_Groups_Member_Details`.
6. In **Where is this used?**, enter `Client profile's Relationships tab` if you plan to use this field set with the Group Members (Configurable) component.
7. Save your changes.
8. Drag the fields that you want to display on each group member card from the object palette to the **In the Field Set** container.
   a. For example, drag the **Account, Category**, and **Total Financial Accounts** fields from the object palette to the **In the Field Set** container.

      Note: **Account** is selected by default in the object palette.

   b. To add fields from objects other than Account, click the name of the object in the object palette, and then drag the desired fields to the **In the Field Set** container. For example, select **Record Type Id** in the object palette. Then drag the **Name** field from the object palette to the **In the Field Set** container.
9. Click **Save** on the object palette.

In Lightning App Builder, set the Field Set for Group Members attribute for the Group Members (Configurable) component to the Field Set Name.

Customize the Group Members (Configurable) Component (Managed Package)

To show member data that is configured for your business, replace the Group Members Lightning component on a custom client record page with the Group Members (Configurable) component. Customize the fields to display by associating a custom field set with the component. Also configure whether group activities rollups are displayed on the component.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

This is a Financial Services Cloud managed package feature.

The Group Members (Configurable) component in Lightning App Builder allows you to customize the fields to display to your users and whether group activity rollups are displayed.

1. From Setup, in the Quick Find box, enter `App Builder`, and then select **Lightning App Builder**.

2. Next to the Client Record Page click **Clone**. Label and save your custom client record page.
3. Next to the Client Record Page click **Edit**.
4. From the Lightning App Builder, on the client record page, click the **Relationships** tab.
5. Drag the **Group Members (Configurable)** component to the client record page under the relationship map component.

6. Enter the field set name in the Group Members (Configurable) component's Field Set textbox. For example, enter `WM_Client_Group_Member_Details`.
7. (Optional) Deselect **Show group activity roll-ups** to hide group activity rollups on each card.

8. Select the existing **Group Members** component and delete it.
9. Save your changes.
10. To exit Lightning App Builder, click **Back** and then refresh your browser.

Update the Edit Button on the Group Members and Details Component (Managed Package)

Give users access to your custom household management business process by creating a custom action that replaces the default edit button on the Group Members and Details component with a link to your business process. During configuration, you can also prevent inadvertent navigation to the default business process by hiding the record actions menu in group member cards.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: Your custom household management business process must be created using Aura to show it in the Group Members and Details component.

This is a Financial Services Cloud managed package feature.

1. Create a custom label for the button that replaces the edit button on the Group Members and Details component.
   a. From Setup, in the Quick Find box, enter `Custom Labels`, and then click **Custom Labels**.
   b. Click **New Custom Label**.
   c. Enter a Short Description.

d. Enter a Name.

e. Enter a Value for the new name of the edit button. For example, enter `Custom Household Business Process`.

f. Save your changes.

2. To enable the button, configure the Group Member Setting.

a. From Setup, in the Quick Find box, enter `Custom Metadata Types`, and then click **Custom Metadata Types**.

b. Click **Manage Records** next to Group Member Setting.

c. Click **New** to create a new record or edit an existing record if you have one.

d. Select **Hide Record Actions**.

e. Enter your custom button name in the Edit Button Custom Name field. This value extracts the new custom label value.

f. Enter your custom component name in the Edit Component Name field. This value points the button to your custom household management business process.

g. Save your changes.

Create Expanded Account Relationships in Group Builder (Managed Package)

Create business and personal account relationship hierarchies using the enhanced Account Account Relationship object. Directly associate businesses and legal entities, such as trusts, to households and groups. View a parent company and its subsidiaries, as well as family relationships, in the enhanced Relationship Map.

This is a Financial Services Cloud managed package feature.

Enable Management of the Group's Relationships with Other Groups (Managed Package)

Use the Enable Relationship Group Hierarchy custom metadata types to enable expanded relationship group hierarchies.

Set Up Association Types (Managed Package)

Control how account account relationship records are displayed in the Relationship Map and the Actionable Relationship Center components using the Association Type picklist.

Enable Field-Level Security for the Association Type Field (Managed Package)

Update field-level security for user profiles to give them access to the Relationship Map enhancements.

Add the Association Type Field to Page Layouts (Managed Package)

Display a list of values that shows the relationship of accounts in the Relationship Map with the Association Type field. Picklist values are group (parent account), member (child account), and peer (lateral relationship). The default value is group.

Enable Management of the Group's Relationships with Other Groups (Managed Package)

Use the Enable Relationship Group Hierarchy custom metadata types to enable expanded relationship group hierarchies.

This is a Financial Services Cloud managed package feature.

Before you set up this feature, review these considerations:

- When the Enable Relationship Group Hierarchy feature flag setting is active, when you create an Account-Account relationship with association type Group, the inverse Account-Account relationship association type record is Member.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

- When the Enable Relationship Group Hierarchy feature flag setting is active, when you create an Account-Account relationship with association type Member, the inverse Account-Account relationship association type record is Group.
- When the Enable Relationship Group Hierarchy feature flag setting is disabled, when you create an Account-Account relationship with association type Member, the inverse Account-Account relationship association type record is Member.
- When the Enable Relationship Group Hierarchy feature flag setting is disabled, when you create an Account-Account relationship with association type Group, the inverse Account-Account relationship association type record is Group.

1. From Setup, in the Quick Find box, enter `Custom Metadata`, and then select **Custom Metadata Types**.
2. Select **Manage Records** for Feature Flag Settings.
3. Select **Edit** for the **Enable Relationship Group Hierarchy** custom metadata type.
4. Select Active and then save your changes.

   Note: If you don't see the Active checkbox, add it to the page layout of Feature Flag Setting.

Set Up Association Types (Managed Package)

Control how account account relationship records are displayed in the Relationship Map and the Actionable Relationship Center components using the Association Type picklist.

This is a Financial Services Cloud managed package feature.

The Association Type field on the Account Account Relationship object specifies types of relationships between two accounts. For example, if your customers work with subcontractors and you want to capture those AARs, add `Subcontractor` as a Association Type picklist value.

Warning: The values with the API Names **Group**, **Member**, and **Peer** must always be activated in the Association Type picklist. You can change display values for these entries but not API Names. If these three entries are not activated, Relationship Map, Group Builder, and Actionable Relationship Center will not work as expected.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, select **Object Manager**.
2. Click the **Account-Account Relationship** object.
3. Click **Fields & Relationships** in the left-hand menu.
4. Click **Association Type**.
5. In the Values section, verify that the three required entries with the API Names **Group**, **Member**, and **Peer** are listed.

   Note: If any of the required entries appear in the **Inactive Values** list, click **Activate** to move each one back to the **Values** list.

6. (Optional) Create other descriptive Association Type values as needed.
   a. In the **Values** section, click **New**.
   b. Enter one or more new picklist values into the text area, then click **Save**.

Enable Field-Level Security for the Association Type Field (Managed Package)

Update field-level security for user profiles to give them access to the Relationship Map enhancements.

This is a Financial Services Cloud managed package feature.

1. From Setup, select **Object Manager**.
2. Select **Account-Account Relationship**.
3. Select **Fields & Relationships**, then select **Association Type**.
4. Select **Set Field-Level Security**.
5. Select **Visible** for all applicable user profiles, such as System Administrator, Advisor, Personal Banker, and Relationship Manager.
6. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Add the Association Type Field to Page Layouts (Managed Package)

Display a list of values that shows the relationship of accounts in the Relationship Map with the Association Type field. Picklist values are group (parent account), member (child account), and peer (lateral relationship). The default value is group.

This is a Financial Services Cloud managed package feature.

1. From Setup, select Object Manager.
2. Select **Account-Account Relationship**.
3. Select **Page Layouts**, then select **Account-Account Relationship Layout**.
4. From the palette, drag the Association Type field onto the page layout.
5. Save your changes.

   Note: Repeat these steps for all page layouts assigned to your user profiles.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure the Group Builder Edit Window (Managed Package)

In the Group Builder Edit window, view, create, and update the records that are part of a household group.

This is a Financial Services Cloud managed package feature.

To show the Group Builder Edit window, click the Edit button on the Group Members (Configurable) - Financial Services Cloud component, Group Members - Financial Services Cloud component, Relationship Group List - Financial Services Cloud component, or the Relationship Map - Financial Services Cloud component.

Configure the window to show up to four sections:

Who are the members of this group?

Shows the members that are part of the group.

Account Contact Relationship object.

This section is always shown in the window.

How is this group related to other groups?

Shows other groups that are related to this group.

Account-Account Relationship object.

Do the members have relationship with other accounts?

Shows the relationships of the contacts of this group with other accounts.

Account Contact Relationship object.

Do the members have relationships with other people?

Shows the relationships of the contacts of the group with other contacts.

Contact-Contact Relationship object.

To let your users manage different relationships in a household group, show or hide sections in the window. Create field sets to show fields that are the most relevant to your users.

Update the Feature Flag Setting Page Layout (Managed Package)

Financial Services Cloud offers advanced features to improve performance and workflow. You'll find these features grouped under Feature Flag Setting in the Custom Metadata Types page. Use these settings to customize your org for your business needs. Add the Active checkbox to the Feature Flag Setting page layout.

Enable Management of Member Relationships with Other Accounts (Managed Package)

Use the Enable Relationships with other Accounts custom metadata types to enable expanded relationship group hierarchies and relationship cyclic validation. Select the Active checkbox to show the Do the members have relationships with other accounts? section of the Group Builder Edit window.

Enable Management of the Member's Relationships with Other People (Managed Package)

Use the Enable Relationships with Other People custom metadata types to enable expanded relationship group hierarchies and relationship cyclic validation. Select the Active checkbox to show the Do the members have relationships with other people? section of the Group Builder Edit window.

Create Field Sets for the Group Builder Edit Window (Managed Package)

Configure the fields that show in the Group Builder Edit window.

Update the Field Sets in the Group Builder Edit Window (Managed Package)

Customize the field set that show in the Group Builder Edit window.

Add the Edit Group Record Action to an Account Node in ARC (Managed Package)

Customize the ARC Relationship Graph Component with a record action to open the Group Builder Edit window on Account nodes.

Update the Feature Flag Setting Page Layout (Managed Package)

Financial Services Cloud offers advanced features to improve performance and workflow. You'll find these features grouped under Feature Flag Setting in the Custom Metadata Types page. Use these settings to customize your org for your business needs. Add the Active checkbox to the Feature Flag Setting page layout.

This is a Financial Services Cloud managed package feature.

Feature Flag Setting	Description
Enable Enhanced Error Handling	Prevents silent failure of validation rules during trigger execution.
Enable Primary Contact after Undelete	Applicable to Individual accounts. When you restore a deleted Individual account from the org's recycle bin, this setting resets that account as the primary contact.
Enable Relationship Group Hierarchy	Enables the creation of expanded account hierarchies for groups. For example, adding a subsidiary to a parent company or a household to another household.
Enable Relationships with other Accounts	When active, shows the Do the members have relationships with other accounts? section of the Group Builder Edit window.
Enable Relationships with other People	When active, shows the Do the members have relationships with other people? section of the Group Builder Edit window.
Query Optimization	Optimizes querying capabilities for orgs with large data sets and provides a database query performance gain of 40–60%. Auto-enabled for new package installations starting Winter '21.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Builder Edit window

- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

1. From Setup, in the Quick Find box, enter `Custom Metadata`, and then select **Custom Metadata Types**.
2. Select **Feature Flag Setting**.
3. Click **Edit** for Feature Flag Setting Layout.
4. Drag the Active field from the palette to the Information section.
5. Save your changes.

Enable Management of Member Relationships with Other Accounts (Managed Package)

Use the Enable Relationships with other Accounts custom metadata types to enable expanded relationship group hierarchies and relationship cyclic validation. Select the Active checkbox to show the Do the members have relationships with other accounts? section of the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Custom Metadata`, and then select **Custom Metadata Types**.
2. Select **Manage Records** for Feature Flag Settings.
3. Select **Edit** for the Enable Relationships with other Accounts custom metadata type.
4. Select **Active** to show the Do the members have relationships with other accounts? section of the Group Builder Edit window.
5. Save your changes.

Note: If you don't see the Active checkbox, add it to the page layout of Feature Flag Setting.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Builder Edit window

- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

Enable Management of the Member's Relationships with Other People (Managed Package)

Use the Enable Relationships with Other People custom metadata types to enable expanded relationship group hierarchies and relationship cyclic validation. Select the Active checkbox to show the Do the members have relationships with other people? section of the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Custom Metadata`, and then select **Custom Metadata Types**.
2. Select **Manage Records** for Feature Flag Settings.
3. Select **Edit** for the Enable Relationships with other People custom metadata type.
4. Select **Active** to show the 'Do the members have relationships with other people?' of the group builder edit window.
5. Save your changes.

Note: If you don't see the Active checkbox, add it to the page layout of Feature Flag Setting.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Builder Edit window

- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

Create Field Sets for the Group Builder Edit Window (Managed Package)

Configure the fields that show in the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

Create a Field Set for the Who Are the Members of This Group? Section (Managed Package)
Customize the fields that show in the Who are the members of this group? section of the Group Builder Edit window.

Create a Field Set for the How Is This Group Related to Other Groups? Section (Managed Package)
Customize the fields that show in How is this group related to other groups?section of the Group Builder Edit window.

Create a Field Set for the Do the Members Have a Relationships with Other Accounts? Section (Managed Package)
Customize the fields that show in the Do the members have a relationship with other accounts? section of the Group Builder Edit window.

Create a Field Set for the Do the Members Have Relationships with Other People? Section (Managed Package)
Customize the fields that show in the Do the members have relationships with other people? section of the Group Builder Edit window.

Create a Field Set for the Who Are the Members of This Group? Section (Managed Package)

Customize the fields that show in the Who are the members of this group? section of the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

Group Members is the default field set for the 'Who are the members of this group?' section of the Group Builder Edit window. To view and update the default field set you must have the Unmanaged Extension Package installed in your Salesforce org. Refer to the Install the Unmanaged Extension Package document for more details.

You can create new field sets for the 'Who are the members of this group?' section of the Group Builder Edit window without the Unmanaged Extension Package.

1. From Setup, select **Object Manager**.
2. Click **Account Contact Relationship**.
3. Click **Field Sets**, and then **New**.
4. Enter a **Field Set Label**, **Field Set Name**, and add information in the **Where is this Used?** box.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Builder Edit window

- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

5. Click **Save**.
6. Drag the fields that you want listed in the field set from the palette to the list.

7. Save your changes.
8. Make a note of the Field Set API Name. You need the API name to add the field set to a section in the Group Builder Edit window.

Field Set field limitations:

- You can't add the following fields in the Group Builder Edit window:
  - Account
  - Account Contact Relationship ID
  - Active
  - Created By
  - Created Date
  - Deleted
  - Direct
  - Last Modified By
  - Last Modified Date
  - Source System ID
  - System Modstamp
- You can add fields only from Account Contact Relationship object.
- You can't add fields from other objects like Account and Contact.
- Contact field must be added to the field set. If it is not added, it shows in the Group Builder Edit window as the last column.
- You can't add custom fields Time, Text (Encrypted), or Formula.

Create a Field Set for the How Is This Group Related to Other Groups? Section (Managed Package)

Customize the fields that show in How is this group related to other groups?section of the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

Relationships with other Groups is the default field set for the How is this group related to other groups? section of the Group Builder Edit window. To view and customize the default field set you must have the Unmanaged Extension Package installed in your Salesforce org. For more information, see Install the Unmanaged Extension Package..

To create new field sets for the How is this group related to other groups? section of the Group Builder Edit window you don't need the Unmanaged Extension Package.

1. From Setup, select **Object Manager**.
2. Click **Account Account Relationship**.
3. Click **Field Sets**, and then **New**.
4. Enter a Field Set Label, Field Set Name, and Where is this Used?

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Builder Edit window

- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

5. Click **Save**.
6. Drag the fields that you want listed in the field set from the palette to the list. .

7. Save your changes.
8. Make a note of the Field Set API Name. You need the API name to add the field set to a section in the Group Builder Edit window.

Field Set field limitations:

- You can't add the following fields in the Group Builder Edit window:
  - Account
  - Account Contact Relationship ID
  - Account Relation Name
  - Active
  - Created By

  - Created Date
  - Deleted
  - External ID
  - InverseRelationship
  - Last Modified By
  - Last Modified Date
  - Owner
  - Record ID
  - Source System ID
  - System Modstamp
- You can add fields only from Account Account Relationship object.
- You can't add fields from other objects like Account and Contact.
- Contact field must be added to the field set. If it is not added, it shows in the Group Builder Edit window as the last column.
- You can't add custom fields Time, Text (Encrypted), or Formula.

Create a Field Set for the Do the Members Have a Relationships with Other Accounts? Section (Managed Package)

Customize the fields that show in the Do the members have a relationship with other accounts? section of the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

Relationships with Other Accounts is the default field set for the Do the members have relationships with other accounts? section of the Group Builder Edit window. To view and customize the default field set you must have the Unmanaged Extension Package installed in your Salesforce org. For more information, see Install the Unmanaged Extension Package.

To create new field sets for the Do the members have relationship with other accounts? section of the Group Builder Edit window, you don't need the Unmanaged Extension Package.

1. From Setup, select **Object Manager**.
2. Click **Account Contact Relationship**.
3. Click **Field Sets**, and then **New**.
4. Enter a **Field Set Label**, **Field Set Name**, and provide information in the **Where is this Used?** box.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Builder Edit window
- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

5. Click Save.
6. Drag the fields that you want listed in the field set from the palette to the list.

7. Save your changes.
8. Make a note of the Field Set API Name. You need the API name to add the field set to a section in the Group Builder Edit window.

   Field Set field limitations:

   - You can't add the following fields in the Group Builder Edit window:
     - Account Contact Relationship ID
     - Active
     - Created By

  - Created Date
  - Deleted
  - Direct
  - Last Modified By
  - Last Modified Date
  - Source System ID
  - System Modstamp
- You can add fields only from Account Contact Relationship object.
- You can't add fields from other objects like Account and Contact.
- Contact and Account field must be added to the field set. If it is not added, it will show in the Group Builder Edit window as the last column.
- You can't add custom fields Time, Text (Encrypted), or Formula.

Create a Field Set for the Do the Members Have Relationships with Other People? Section (Managed Package)

Customize the fields that show in the Do the members have relationships with other people? section of the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

Relationships with Other People is the default field set for the Do the members have relationships with other people? section of the Group Builder Edit window. To view and customize the default field set you must have the Unmanaged Extension Package installed in your Salesforce org. or more information, see Install the Unmanaged Extension Package.

To create new field sets for the o the members have relationships with other people? section of the Group Builder Edit window you don't need the Unmanaged Extension Package.

1. From Setup, select **Object Manager**.
2. Click **Contact-Contact Relationship**.
3. Click **Field Sets**, and then **New**.
4. Enter a **Field Set Label**, **Field Set Name**, and provide information in the **Where is this Used?** box.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Builder Edit window
- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

5. Click Save.
6. Drag the fields that you want listed in the field set from the palette to the list.

7. Save your changes.
8. Make a note of the Field Set API Name. You need the API name to add the field set to a section in the Group Builder Edit window.

   Field Set field limitations:

   - You can't add the following fields in the Group Builder Edit window:
     - Account
     - Contact Relation Name
     - Created By

  - Created Date
  - Deleted
  - External ID
  - InverseRelationship
  - Last Modified By
  - Last Modified Date
  - Owner
  - Record ID
  - Source System ID
  - System Modstamp
- You can add fields only from Account Contact Relationship object.
- You can't add fields from other objects like Contact.
- Contact, Related Role, and Related Contact field must be added to the field set. If it is not added, it shows in the Group Builder Edit window as the last column.
- You can't add custom fields Time, Text (Encrypted), or Formula.
- You can't add custom Lookup fields (Lookup Relationship, Master-Detail Relationship, External Lookup Relationship).

Update the Field Sets in the Group Builder Edit Window (Managed Package)

Customize the field set that show in the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

Update the Field Sets for the How is this group related to other groups? Section (Managed Package)

Customize the field sets that shows in How is this group related to other groups? section of the Group Builder Edit window.

Update the Field Set for the Who are the members of this group? Section (Managed Package)

Customize the field set that shows in Who are the members of this group? section of the Group Builder Edit window.

Update the Field Sets for the Do the Members Have Relationships with Other Accounts? Section (Managed Package)

Customize the field sets that show in the Do the members have relationships with other accounts? section of the Group Builder Edit window.

Update the Field Sets for the Do the Members have Relationships with Other People? Section (Managed Package)

Customize the field sets that show in Do the members have relationships with other people? section of the Group Builder Edit window.

Update the Field Sets for the How is this group related to other groups? Section (Managed Package)

Customize the field sets that shows in How is this group related to other groups? section of the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Custom Metadata`, and then select **Custom Metadata Types**.
2. Click **Manage Records** for Group Builder Field Sets.
3. Click **Edit** for Group Members to update the field set for 'Who are the members of this group?' section of the Group Builder Edit window.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Builder Edit Window

- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

4. In the Field Set Name field, enter the Field Set API Name you created in the previous step.
5. Click **Save**.

Update the Field Set for the Who are the members of this group? Section (Managed Package)

Customize the field set that shows in Who are the members of this group? section of the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Custom Metadata`, and then select **Custom Metadata Types**.
2. Click **Manage Records** for Group Builder Field Sets.
3. Click **Edit** for Group Members to update the field set for 'Who are the members of this group?' section of the Group Builder Edit window.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Builder Edit window

- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

4. In the Field Set Name field, enter the Field Set API Name you created in the previous step.
5. Click **Save**.

Update the Field Sets for the Do the Members Have Relationships with Other Accounts? Section (Managed Package)

Customize the field sets that show in the Do the members have relationships with other accounts? section of the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Custom Metadata`, and then select **Custom Metadata Types**.
2. Click **Manage Records** for Group Builder Field Sets.
3. Click **Edit** for Group Members to update the field set for Do the members have relationship with other accounts? section of the Group Builder Edit window.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Guilder Edit window

- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

4. In the Field Set Name field, enter the Field Set API Name you created in the previous step.
5. Click **Save**.

Update the Field Sets for the Do the Members have Relationships with Other People? Section (Managed Package)

Customize the field sets that show in Do the members have relationships with other people? section of the Group Builder Edit window.

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Custom Metadata`, and then select **Custom Metadata Types**.
2. Click **Manage Records** for Group Builder Field Sets.
3. Click **Edit** for the Do the members have relationships with other people? section of the Group Builder Edit window.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Builder Edit window

- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

4. In the Field Set Name field, enter the Field Set API Name you created in the previous step.
5. Click **Save**.

Add the Edit Group Record Action to an Account Node in ARC (Managed Package)

Customize the ARC Relationship Graph Component with a record action to open the Group Builder Edit window on Account nodes.

This is a Financial Services Cloud managed package feature.

To show the Group Builder Edit window on an ARC Relationship Graph, the Account record type must be Group. For example, Household is a Group record type. Use the Group Record Type Mapper to set Accounts to record type Group.

1. From Setup, in the Quick Find box, enter `Actionable Relationship Center`, and then select **Actionable Relationship Center**.
2. Click **New Relationship Graph** or edit an existing graph.
3. Create a new Account node or select an existing Account node.

   You can add the Group Builder Edit action only to Account nodes. And you can't add the Group Builder Edit action to the root node.
4. Configure the field on the Properties tab and the Display tab.
5. Click the **Actions** tab.
6. In Record Actions, click **Select an Item** and select **Edit Group**.

7. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Group Builder Edit window on an ARC Relationship Graph

- Financial Services Cloud Extensions OR FSC Sales OR FSC Service

Customize Roles for Person Accounts and Individuals (Managed Package)

Customize the roles that person accounts and individuals play as members of a group.

This is a Financial Services Cloud managed package feature.

1. From Setup in Object Manager, open **Account Contact Relationships**, and then **Fields & Relationships**.
2. Select **Roles**.
3. Add or delete roles as needed.
4. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud is enabled

Configure Reciprocal Roles (Managed Package)

Within a relationship, a reciprocal role describes the role of one entity relative to another entity. For example, Client and Power of Attorney, or Proprietor and Business. We've provided a set of commonly used reciprocal role records. You can edit them to specify more granular roles for extended families, specific types of attorneys, or various professional affiliations.

This is a Financial Services Cloud managed package feature.

1. From the App Launcher, find and open the Reciprocal Roles tab.
2. From the list view dropdown menu, select **All** to view the reciprocal roles. The roles provided are:

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Role	Inverse Role
Accountant	Client
Business	Proprietor
Business	Client
Client	Accountant
Client	Lawyer
Client	Power of Attorney
Client	Business
Dependent	Parent
Ex-Spouse	Ex-Spouse
Extended Family	Extended Family
Grandchild	Grandparent
Grandparent	Grandchild
Lawyer	Client
Parent	Dependent
Parent Company	Subsidiary
Power of Attorney	Client

Role	Inverse Role
Proprietor	Business
Sibling	Sibling
Spouse	Spouse
Subsidiary	Parent Company

3. Edit these reciprocal roles as needed. If you add a reciprocal role record and select **Create Inverse Role**, Salesforce creates a corresponding record that has the values for Role and Inverse swapped.

   Note: The predefined reciprocal roles are available only in English.

SEE ALSO:

What Is a Relationship?

Streamline Your Customer Onboarding Experience

Give your users access to a prebuilt sample app that streamlines the customer onboarding process. The sample app includes Omniscripts, Flows, Integration Procedures, Omnistudio Data Mappers, and other components that can be deployed to your Salesforce org and customized to meet your unique onboarding needs.

Integrated Onboarding: See the Big Picture

Visualize how the prebuilt sample app for Integrated Onboarding streamlines the customer onboarding process.

Before You Begin

Before setting up your Salesforce org for integrated onboarding and starting to work with the sample app for onboarding, review these considerations.

Set Up Integrated Onboarding for Financial Services Cloud

Give your users a head start in the onboarding journey. Turn on the Sample Onboarding Application template setting and set up your org to get started with onboarding applicants. The setup includes activating flows, creating products for applicants, deploying the sample OmniScripts, and more.

Work with the Sample App for Onboarding Applicants

After you set up Salesforce for integrated onboarding, launch the sample onboarding app and initiate the onboarding process.

Troubleshoot Issues During the Onboarding Process

When an error or exception occurs during the execution of a flow orchestration, the flow is transferred to the Exception Handling stage. A Process Exception record is created and the Flow Orchestration Instance Related Object stage is set to Fix Exceptions.

Integrated Onboarding: See the Big Picture

Visualize how the prebuilt sample app for Integrated Onboarding streamlines the customer onboarding process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Convert Lead to Opportunity

To initiate the onboarding process, create a lead record for an applicant, and then convert the lead to an opportunity.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

1. When you convert a lead to an opportunity, the app triggers a Flow that creates two records:
   a. Application Form: This record stores the submitted application details, including information from the lead.
   b. FlowOrchestrationInstaRelaObj: This record tracks the orchestration process and the application form involved.
2. The Process an Application Form to Onboard a New Applicant Flow Orchestration starts, using the application form as a reference.

3. The Process an Application Form to Onboard a New Applicant Flow Orchestration creates three new records:
   a. Applicant: Holds information about the individual being onboarded.
   b. Party Profile: Stores applicant details for identity checks, risk assessment, and so on.
   c. Assessment: Captures the assessment results.
4. Wait for Party Profile Processing

   The onboarding Flow Orchestration, Process an Application Form to Onboard a New Applicant pauses, waiting for the party profile record to be processed.
5. When a Party Profile record is created, another FlowOrchestrationInstaRelaObj record that references the party profile record is also created. Creating the FlowOrchestrationInstaRelaObj record for the party profile, triggers the Process a Party Profile to Onboard a New Applicant Flow Orchestration.
6. The Process a Party Profile to Onboard a New Applicant Flow Orchestration performs identity verification, risk assessment, and screening checks.
7. Further Steps

   The process continues based on the verification and checks results.

Before You Begin

Before setting up your Salesforce org for integrated onboarding and starting to work with the sample app for onboarding, review these considerations.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

- The sample app is designed to give you a head start on building your own onboarding experience. It includes sample templates that you can customize to fit your needs. The sample templates work in a specific flow and depend on how you've set up your org to onboard applicants.
- Make sure to turn on Discovery Framework in your Salesforce org. See Enable Discovery Framework.
- Make sure to turn on Import or Export in your Salesforce org. See Configure Import or Export Settings.
- Make sure you turn on the Know Your Customer setting. See Enable Know Your Customer.
- OmniStudio Metadata setting is turned on.
- OmniStudio Managed Package Runtime setting is turned off.
- To get the most out of the sample app, it helps to have a good understanding of Discovery Framework, Integration Definitions, OmniScripts, Integration Procedures, Invocable Actions, Flows, Approval Processes, and Queues.

Set Up Integrated Onboarding for Financial Services Cloud

Give your users a head start in the onboarding journey. Turn on the Sample Onboarding Application template setting and set up your org to get started with onboarding applicants. The setup includes activating flows, creating products for applicants, deploying the sample OmniScripts, and more.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

- To connect with external systems for identity verification and Anti Money Laundering (AML) screening, you can create integration definitions.
- To assess the risk of the applicant, set up expression sets that categorize each applicant based on their risk factors.

- To process the approval of Party Profile records, create approval processes that define the steps involved in approving or rejecting a Party Profile record.

Enable Integrated Onboarding

To enable the sample onboarding app in your Salesforce org, enable the Sample Onboarding Application template setting. By enabling this setting, you get access to the objects and flows necessary to onboard applicants.

Set Up Products to Onboard Applicants

Create products for which you want to onboard your applicants. For example, Savings Account and Checking Account.

Activate Flows to Onboard Applicants

The sample onboarding app template includes flows and flow orchestrations that help automate the onboarding process. When you enable the sample app in your Salesforce org, if the flows for onboarding aren't in the active state, clone and activate the new version before you begin to onboard applicants.

Deploy the Sample Templates to Onboard Applicants

Deploy the prebuilt templates for onboarding that add sample OmniScripts, Integration Procedures, Omnistudio Data Mappers, and assessment questions to your Salesforce org. After you deploy, you can customize the sample templates to suit your business needs.

Add the Sample OmniScript to the Assessment Record Page Layout

Add the sample FSC_Onboarding OmniScript to the Assessment record page layout, so that your users can launch the OmniScript from the Assessment record page. The sample OmniScript provides your users a guided experience through the onboarding process.

Set Up Integrations to Run Identity Verification and Anti-Money Laundering (AML) Screening for Applicants

To connect Salesforce with an external system for AML screening and identity verification checks for applicants, create integration definitions. Then, call the integration definition from an invocable action within a flow or from an integration procedure in an OmniScript.

Set Up Decision Matrices and Build an Expression Set

Use the Business Rules Engine to apply advanced logic and automate the decision-making process when onboarding an applicant.

Set Up an Approval Process to Approve Party Profile Records

To automate the review of Party Profile records that were created for onboarding applicants, create an approval process. Use approval processes to specify the sequence of steps that are necessary to approve a record.

Create and Configure a Queue

Create a queue and specify the set of objects that are supported by the queue, and the set of users that are allowed to retrieve records from the queue.

Enable Integrated Onboarding

To enable the sample onboarding app in your Salesforce org, enable the Sample Onboarding Application template setting. By enabling this setting, you get access to the objects and flows necessary to onboard applicants.

1. From Setup, in the Quick Find box, enter `General Settings`, and then under Financial Services Cloud select **General Settings**.
2. Turn on **Sample Onboarding Application Template**.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To enable the sample onboarding application template:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

Set Up Products to Onboard Applicants

Create products for which you want to onboard your applicants. For example, Savings Account and Checking Account.

1. From the App Launcher, find and select **Products**.
2. Click **New** and enter the product details.
3. To add another product, click **Save & New** or to finish, click **Save**.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To set up products:

- Create on Product2

Activate Flows to Onboard Applicants

The sample onboarding app template includes flows and flow orchestrations that help automate the onboarding process. When you enable the sample app in your Salesforce org, if the flows for onboarding aren't in the active state, clone and activate the new version before you begin to onboard applicants.

When you activate a flow version, the previously activated version (if one exists) is deactivated. Any running flow interview continues to run using the version that it started with.

1. Open the flow version in Flow Builder.
2. Click **Activate**.

Flows Provided to Onboard Applicants

The flows provided to onboard applicants are in the fsc_onboarding namespace. When you turn on the Sample Onboarding Application Template setting in your Salesforce org, the record-triggered flows aren't in the active state. To initiate the onboarding process, you must activate the flows.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To activate or deactivate a flow:

- Manage Flow

To activate an autolaunched flow that has a trigger:

- View All Data

Flows Provided to Onboard Applicants

The flows provided to onboard applicants are in the fsc_onboarding namespace. When you turn on the Sample Onboarding Application Template setting in your Salesforce org, the record-triggered flows aren't in the active state. To initiate the onboarding process, you must activate the flows.

This table lists the flows provided to onboard applicants.

Flow Label	Description	Default Status
Onboarding: Process an Application Form to Onboard a New Applicant	When the Flow Orchestration Instance Related Object record is created with Application Form as the reference object, this flow orchestration creates an Applicant record, a Party Profile record, and an Assessment record. The flow orchestration then processes the Application Form to onboard a new applicant. The Flow Orchestration Instance Related object represents a junction between a flow orchestration instance and a related object for which the flow orchestration instance run was initiated.	Inactive

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

Flow Label	Description	Default Status
Onboarding: Process a Party Profile to Onboard a New Applicant	When the Flow Orchestration Instance Related Object record is created with the Reference Object as Party Profile, this flow orchestration processes the Party Profile record for identity verification, risk assessment, and screening checks.	Inactive
Onboarding: Resume Application	Resumes a paused onboarding application by updating the Flow Orchestration Instance ID in the Flow Orchestration Instance Related Obj.	Active
Onboarding: Initiate Application Form Onboarding	Allows the user to provide product information and specify whether additional applicants are needed for the application form. The flow then creates Party Profile, Application Form Product, and Assessment records to initiate the onboarding process.	Active
Onboarding: Create Assessments	Creates Assessment records for applicants whose Applicant stage isn't set to Approved.	Active
Onboarding: Set Orchestration Condition to Update Account and Opportunity Records	Checks if the stage of the Application Form record is either Approved or Rejected. If the stage is Approved or Rejected, the flow sets the orchestration condition to met. Otherwise, the flow sets the orchestration condition to not met.	Active
Onboarding: Check Application Form Stage and Update Account and Opportunity Records	Checks if the stage of the Application Form record is Completed. If it's Completed, the flow updates the Account record with the applicant's details and changes the stage of the Opportunity record to Closed Won.	Active
Onboarding: Resume Party Profile Onboarding	Resumes the paused party profile onboarding by updating the Flow Orchestration Instance ID in the Flow Orchestration Inst Related Object.	Active
Invoke the Industries Send External Async Request Action	Makes an asynchronous callout to an external endpoint to execute the callout request.	Active
Onboarding: Set Orchestration Conditions to Initiate Risk Assessment	Checks if the stage of the Party Profile record is Risk Screening and the stage of the Party Screening Summary record associated with the Party Profile record is Completed. If both conditions are met, the flow sets the orchestration condition to met. Otherwise,	Active

Flow Label	Description	Default Status
	the flow sets the orchestration condition to not met.	
Onboarding: Assess the Risk Category for the Party Profile and Update the Party Profile Stage	Calls a Business Rules Engine action to assess the risk category of the Party Profile record that triggered the flow. The flow then creates a Party Profile Risk record and stores the risk category. Then the flow updates the stage of the Party Profile record to Approval. For more information on how to set up an expression set to determine the risk category, see Set Up Decision Matrices to Determine the Risk Category for a Party Profile on page 621.	Active
Onboarding: Request Party Profile Approval	Calls an action to submit the Party Profile record to the approval process that you've set up. For more information on how to set up the approval process for onboarding, see Set Up an Approval Process to Approve Party Profile Records on page 624.	Active
Onboarding: Set Orchestration Condition to Initiate Party Profile Approval	Checks if the Stage of the Party Profile record is Approved. If the stage is Approved, the flow sets the orchestration condition to met. Otherwise, the flow sets the orchestration condition to not met.	Active
Onboarding: Check Party Profile Status and Update Applicant Stage	Checks if the status of the party profile is Completed. If the status is Completed, the flow updates the stage of the associated Applicant record to Approved. Otherwise, the flow updates the stage of the Applicant record to Rejected.	Active
Onboarding: Resume Paused Application Form	Resumes the onboarding of an application form by creating a flow orchestration event based on the record ID of the application form.	Inactive
Onboarding: Wake Up the Paused Flow Orchestration to Onboard a Party Profile	Creates a Flow Orchestration Event based on the Party Profile record ID to resume the onboarding process if it's paused.	Inactive
Onboarding: Process Flow Execution Errors	Creates a Process Exception record to process the flow execution errors and updates the status of the Flow Orchestration	Active

Flow Label	Description	Default Status
	Instance Related Obj record to Fix Exceptions.	
Onboarding: Check the Document Checklist Item Status and Update Party Profile Stage	Checks whether the status of the Document Checklist Item for the Party Profile record is Accepted or not and updates the stage of the Party Profile record accordingly.	Inactive
Onboarding: Check Applicant Stage and Update Application Form Stage	Checks whether all the Applicant records for an application form are Approved or Rejected. If the Applicant records are approved, the flow updates the stage of the associated Application Form record to Approved. Otherwise, the flow updates the stage of the Application Form record to Rejected.	Inactive
Onboarding: Set Orchestration Condition to Initiate Identity Verification	Checks whether the stage of the Party Profile record is Risk Screening and the stage of the Party Identity Verification record associated with the Party Profile record is Completed. If both conditions are met, the flow sets the orchestration condition to met. Otherwise, the flow sets the orchestration condition to not met.	Active
Onboarding: Retry Party Profile Identity Verification and Screening Checks	Checks the status of the identity verification and screening checks for the Party Profile record. If they aren't complete, the flow allows the user to retry the identity verification and screening checks.	Active
Onboarding: Create Application Form from Lead	Creates an Application Form record from the Lead record and a Flow Orchestration Instance Related Object record to initiate the onboarding flow orchestration.	Inactive
Onboarding: Set Orchestration Condition to Initiate Screening Checks	Checks whether the stage of the Party Profile record is Risk Screening and the stage of the Party Screening Summary record associated with the Party Profile record is Completed. If both conditions are met, the flow sets the orchestration condition to met. Otherwise, the flow sets the orchestration condition to not met.	Active
Onboarding: Set Conditions to Determine if the Perform Party Profile Identity Verification Stage is Completed	Checks whether the stage of the Party Profile record is Risk Screening and the stage of the Party Identity Verification record associated with the Party Profile record isn't	Active

Flow Label	Description	Default Status
	Initiated. If both conditions are met, the flow sets the orchestration condition to met. Otherwise, the flow sets the orchestration condition to not met.	
Onboarding: Set Conditions to Determine if the Perform Party Profile Screening Checks Stage is Completed	Checks whether the stage of the Party Profile record is Risk Screening and the stage of the Party Screening Summary record associated with the Party Profile record is Completed. If both conditions are met, the flow sets the orchestration condition to met. Otherwise, the flow sets the orchestration condition to not met.	Active
Onboarding: Set Orchestration Condition to Resume an Orchestration Run	Checks whether the status of the Flow Orchestration Instance Related Obj record is Restarted or Fixed With Errors. If the status is Restarted or Fixed With Errors, the flow sets the orchestration condition to met. Otherwise, the flow sets the orchestration condition to not met.	Active
Onboarding: Set Orchestration Conditions to Restart or Resume Flow Orchestration Instance	Checks the status of the Flow Orchestration Instance Related Obj record and determines whether to restart or resume the orchestration instance run.	Inactive
Onboarding: Resume Flow Orchestration Instances that are in the Fix Exceptions Status	Retrieves the status of the Flow Orchestration Instance Related Obj record and stores it in an output variable. If the status is Restarted, updates the status of the Flow Orchestration Inst Related Obj record to In Progress.	Active

Deploy the Sample Templates to Onboard Applicants

Deploy the prebuilt templates for onboarding that add sample OmniScripts, Integration Procedures, Omnistudio Data Mappers, and assessment questions to your Salesforce org. After you deploy, you can customize the sample templates to suit your business needs.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To deploy sample templates:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

Before you begin:

- Turn on Discovery Framework in your Salesforce org. See Enable Discovery Framework.
- Turn on Import or Export in your Salesforce org. See Configure Import or Export Settings.
- Turn on Sample Onboarding Application Template in your Salesforce org. See Enable Integrated Onboarding.

1. From Setup, in the Quick Find box, enter `Discovery Framework`, and then, under Discovery Framework select **General Settings**.
2. Turn on **Sample Templates**.
3. To deploy the template, from Setup, in the Quick Find box, enter `Discovery Framework Sample Templates`, and then select **Discovery Framework Sample Templates**.
   a. To see a list of the assessment questions, OmniScripts, Omnistudio Data Mappers, and Integration Procedures that are included in the onboarding template, for FSC_ONB v1, click **View Details**.
   b. For FSC_ONB v1, click **Deploy**.
4. To view the deployment status, from Setup, in the Quick Find box, enter `Deployment Status`, and then select **Deployment Status**.

After you deploy the sample template, clone and activate the OmniScript in the template. From the App Launcher, find and select OmniStudio. In the OmniStudio app, from the navigation bar, select OmniScripts. It can take a little time for the OmniScripts app to show. Select **FSC_Onboarding** and click **Create New Version**. Finally, click **Activate Version**.

Add the Sample OmniScript to the Assessment Record Page Layout

Add the sample FSC_Onboarding OmniScript to the Assessment record page layout, so that your users can launch the OmniScript from the Assessment record page. The sample OmniScript provides your users a guided experience through the onboarding process.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To add an OmniScript to a record page:

- Customize Application

Before you begin:

- Go to Setup and then under OmniStudio Settings turn off Managed Package Runtime.
- If the sample FSC_Onboarding OmniScript is deactivated, activate the OmniScript. See Activate and Deploy OmniScripts.

From the Lightning App Builder, add the standard OmniScript component to a Lightning record page. You can add multiple OmniScript components to a record page.

1. On an Assessment record page, from the Setup menu, click **Edit Page.**
2. From the Tabs component properties, click **Add Tab**.
3. Customize a tab by clicking it in the properties pane.

   You can select a different standard label, or click **Custom** and enter a tab name. For example, `Assessments`.
4. To add an OmniScript component to a tab, go to the canvas, select the tab, and then drag the OmniScript component from the Standard section to the space directly below the tab.

When you add the OmniScript component, the first active OmniScript is added to the page. The component shows up on the canvas as a placeholder, and the Type and Subtype fields are filled from the first active OmniScript.

5. For Type. select **FSC**.
6. For SubType, select **Onboarding**.
7. If you added more than one OmniScript component to the tab, to modify the component's visibility by adding filters, set **Component Visibility**.

   For example, if you created multiple assessments for multiple products, you can add an OmniScript component for each assessment and make them visible on the Assessments tab based on the Assessment Type field value. When you define one or more filters and set the filter logic for a component, the component is hidden until the filter logic criteria are met. For more information on how to map an Application Form to an Assessment Type, see Set Up Decision Matrices to Map an Application Form to an Assessment Type on page 620.
8. Save your changes.

Set Up Integrations to Run Identity Verification and Anti-Money Laundering (AML) Screening for Applicants

To connect Salesforce with an external system for AML screening and identity verification checks for applicants, create integration definitions. Then, call the integration definition from an invocable action within a flow or from an integration procedure in an OmniScript.

To run identity verification and AML screening of applicants using the sample FSC_OnboardingOmniScript, create integration definitions and call them from either an Integration Procedure action in the OmniScript or from the Invoke the Industries Send External Async Request Action flow.

The specific integration definitions that you must create depend on the specific external systems that you're integrating with for running the verification and screening checks. Learn more about integration definitions in Create an Integration Definition.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To create integration definitions:
- IndustriesIntegrationFwk

To create or update an OmniScript:
- OmniStudio Admin permissions set

1. If you created integration definitions to run identity verification and AML screening in an external system, modify the sample FSC_Onboarding OmniScript to add Integration Procedure actions that call these integration definitions.
   a. Open the OmniScript in OmniStudio Designer.
   b. From the OmniStudio Designer Build panel, under Actions, drag an Integration Procedure action onto the canvas.

      Drag the action onto the canvas after the Request Services step.
   c. In OmniScript, click **Integration Procedure Action** to open the Properties panel.
   d. In the Properties panel, in the Integration Procedure field, find and select the integration definition that you created for identity verification.
   e. Repeat the steps to add another integration procedure for AML screening of applicants.
2. To check the status of the identity verification and AML screening and to show the responses during the onboarding process, call the definitions from a flow.

   You must create two additional integration definitions to check the status of the identity verification and AML screening checks in the third-party system, respectively.
   a. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.

b. From the list of flows, click **Onboarding: Process a Party Profile to Onboard a New Applicant**.

c. Edit the Initiate Identity Verification step resource and reference the integration definition that you created to check the status of the identity verification process.

d. Edit the Initiate Screening Checks step resource and reference the integration definition that you created to check the status of the screening checks.

e. Save your changes and activate the OmniScript.

Set Up Decision Matrices and Build an Expression Set

Use the Business Rules Engine to apply advanced logic and automate the decision-making process when onboarding an applicant.

Decision matrices and expression sets are key components in the Business Rules Engine. Decision matrices are lookup tables that contain user-defined input and output columns. The engine takes in inputs and then looks up the appropriate outputs. When an expression set calls a decision matrix, the engine locates the table row that matches the input values and returns the output value for that row.

When you enable the Sample Onboarding Application Template setting, you can access two prebuilt expression set templates. These templates are designed to automate decision-making processes when onboarding an applicant using the sample onboarding app.

- Application Assessment Mapping: This template maps an application form to an assessment based on the value of the application form product.
- Evaluate Party Profile Risk: This template determines the risk category for a party profile record based on the values of the Employment Industry, Employment Type, and Fund Source fields.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To create, update, and delete expression sets:

- Rule Engine Designer

To use decision tables in Business Rules Engine:

- Rules Engine Runtime

Set Up Decision Matrices to Map an Application Form to an Assessment Type

Set up a Decision matrix and then build an expression set to automate the process of mapping an Application Form to an Assessment Type based on the Application Form Product selected by the applicant.

Set Up Decision Matrices to Determine the Risk Category for a Party Profile

Set up a Decision Matrix and then build an expression set to automate the calculation of a risk category for a Party Profile record.

Set Up Decision Matrices to Map an Application Form to an Assessment Type

Set up a Decision matrix and then build an expression set to automate the process of mapping an Application Form to an Assessment Type based on the Application Form Product selected by the applicant.

Mapping of assessment type to application form can be useful if you created multiple assessments for multiple products. Add an OmniScript component for each assessment and make them visible on the Assessments tab based on the assessment type field value.

1. From the App Launcher, find and select **Business Rules Engine**.
2. From the app navigation menu, select **Lookup Tables**.
3. Click **New**.
4. Select **Decision Matrix** and click **Next**.
5. For Name, enter `Application Assessment Map`, and for Type, select **Standard**.
6. Save your work.
7. On the record page for your new decision matrix, on the Related tab, click version 1 of the matrix.
8. Add columns to define your input and output data.

   The input data includes the product that you set up and the output data is the assessment type for each product. Here's a sample decision matrix for mapping an application form to an assessment type:

Input Data	Output Data
ApplicationType (Text)	**AssessmentType (Text)**
Checkings Account	Checkings Account
Savings Account	Savings Account

9. Save and activate your decision matrix.

After you create the decision matrix, reference it from the Application Assessment Mapping expression set template. The flow with the label, Onboarding: Create Assessments, calls this expression set during the onboarding process to determine which assessment to attach to the applicant.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To create, update, and delete expression sets:
- Rule Engine Designer

To use decision tables in Business Rules Engine:
- Rules Engine Runtime

Set Up Decision Matrices to Determine the Risk Category for a Party Profile

Set up a Decision Matrix and then build an expression set to automate the calculation of a risk category for a Party Profile record.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To create, update, and delete expression sets:
- Rule Engine Designer

To use decision tables in Business Rules Engine:
- Rules Engine Runtime

1. To determine the risk category for a party profile based on employment industry, create a decision matrix.
   a. From the App Launcher, find and select **Business Rules Engine**.
   b. From the app navigation menu, select **Lookup Tables**.
   c. Click **New**.
   d. Select **Decision Matrix** and click **Next**.
   e. For Name, enter `EmploymentIndustryRisk`, and for Type, select **Standard**.
   f. Save your work.
   g. On the record page for your new decision matrix, on the Related tab, click version 1 of the matrix.
   h. Add columns to define your input and output data.

      Here's a sample decision matrix for mapping an application form to an assessment type:

Input Data	**Output Data**
EmploymentIndustry (Text)	**EmploymentIndustryRisk (Number)**
Banking	1
Energy and Utilities	2
Government	1
Healthcare	2
IT	1
Mining	10
Real Estate	2

   i. Save and activate your decision table.
2. To determine the risk category for a party profile based on employment type, create another decision matrix:
   a. From the App Launcher, find and select **Business Rules Engine**.
   b. From the app navigation menu, select **Lookup Tables**.
   c. Click **New**.
   d. Select **Decision Matrix** and click **Next**.
   e. For Name, enter `EmploymentTypeRisk`, and for Type, select **Standard**.
   f. Save your work.
   g. On the record page for your new decision matrix, on the Related tab, click version 1 of the matrix.
   h. Add columns to define your input and output data.

Here's a sample decision matrix for mapping an application form to an assessment type:

Input Data	Output Data
EmploymentIndustry (Text)	**EmploymentIndustryRisk (Number)**
Full Time	1
Independent Contractor	5
Part-Time	7
Retired	6
Student	9
Temporary	9
Unemployed	10

i. Save and activate your decision table.

3. To determine the risk category for a party profile based on source of funds, create another decision matrix.
   a. From the App Launcher, find and select **Business Rules Engine**.
   b. From the app navigation menu, select **Lookup Tables**.
   c. Click **New**.
   d. Select **Decision Matrix** and click **Next**.
   e. For Name, enter `FundSourceRisk`, and for Type, select **Standard**.
   f. Save your work.
   g. On the record page for your new decision matrix, on the Related tab, click version 1 of the matrix.
   h. Add columns to define your input and output data.

      Here's a sample decision matrix for mapping an application form to an assessment type:

Input Data	Output Data
FundSource (Text)	**FundSourceRisk (Number)**
Business Income	5
Commission	4
Government Benefits	10
Rental Income	3
Salary	1

   i. Save and activate your decision table.

4. To determine the overall risk category for a party profile based on employment industry, employment type, and source of funds, create another decision matrix.

   You can also associate the risk category with the date of the next party profile review in the same decision matrix.

   a. From the App Launcher, find and select **Business Rules Engine**.
   b. From the app navigation menu, select **Lookup Tables**.
   c. Click **New**.
   d. Select **Decision Matrix** and click **Next**.
   e. For Name, enter `OverallRiskWithReviewPeriod`, and for Type, select **Standard**.
   f. Save your work.
   g. On the record page for your new decision matrix, on the Related tab, click version 1 of the matrix.
   h. Add columns to define your input and output data.

      Here's a sample decision matrix for mapping an application form to an assessment type:

Input Data	**Output Data**	
OverallRisk (Number Range)	**OverallRiskValue (Text)**	**KYCReviewPeriod (Number)**
0	Low	36
3	Medium	12
5	High	6

   i. Save and activate your decision table.

After you create the decision matrix, reference it from the Evaluate Party Profile Risk expression set template. In the sample expressions set template, update the formula in the Calculation step to suit your business needs. The flow with the label, Onboarding: Assess the Risk Category for the Party Profile and Update the Party Profile Stage, calls this expression set during the onboarding process to determine the risk category of the party profile.

Set Up an Approval Process to Approve Party Profile Records

To automate the review of Party Profile records that were created for onboarding applicants, create an approval process. Use approval processes to specify the sequence of steps that are necessary to approve a record.

A Party Profile record represents the information about the profile of the applicant that you're onboarding. An approval process for Party Profile specifies each step of approval, including from whom to request approval and what to do at each point of the process.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To create and read onboarding-related objects:
- Financial Services Cloud Extension permission set

To create an approval process:
- Customize Application

1. From Setup, in the Quick Find box, find and select **Approval Processes**.
2. For Manage Approval Processes For, select **Party Profile.**
3. Click **Create New Approval Process** and then select **Use Standard Setup Wizard**.
4. Enter `Approve Party Profile`as the name for the approval process.

   If you enter a different name, make sure to update the references to the approval process in the flow Onboarding: Request Party Profile Approval.
5. If only certain types of records should enter this approval process, enter that criteria and click **Next**.
6. Select the field to use for automated approval routing.
7. Under Record Editability Properties, select **Administrators ONLY can edit records during the approval process**.
8. Click **Next**.
9. If you created an email template, select the email template that's used to notify approvers that an approval request has been assigned to them.
10. Select the fields to show on the Approval page layout.
    a. From the Available Fields list, add the fields from the Party Profile object to the Selected Field.

       For example, you can select Party Profile Name, Owner Name, Created Date as the fields to show on the Approval page layout.
    b. Select **Display approval history information in addition to the fields selected above**.
    c. Under Security Settings, select **Allow approvers to access the approval page only from within the Salesforce application. (Recommended)**.
11. Specify which users are allowed to submit the initial request for approval.

    For example, you can select Party Profile Owner as the Allowed Submitter.
12. Save your changes.

Add an Approval Step to the Approval Process

Add an approval step to determine the records that can advance to that step and the approver, and whether to let an approver's delegate respond to the requests.

Add Field Updates to the Approval Process

Field updates change the selected field after the approval process is complete. You can add field updates for Final Approval Actions and Final Rejection Actions.

Activate the Approval Process to Approve Party Profile Records

After setting up the approval process, always activate the approval process.

Add an Approval Step to the Approval Process

Add an approval step to determine the records that can advance to that step and the approver, and whether to let an approver's delegate respond to the requests.

1. From Setup, in the Quick Find box, enter `Approval Processes`, and then click **Approval Processes**.
2. Select the approval process to which you want to add the approval step.
3. Under Approval Steps, click **New Approval Step**.
4. Enter a name for the approval step, and then click **Next**.
5. Select **All records should enter this step**, and then click **Next**.
6. Select **Automatically assign to queue,** and then select a queue.
7. Save your changes.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To add an approval step:
- Customize Application

Add Field Updates to the Approval Process

Field updates change the selected field after the approval process is complete. You can add field updates for Final Approval Actions and Final Rejection Actions.

1. To add a field update for the Final Approval action,
   a. Under the Final Approval Actions, click **Add New**, and then select **Field Update**.
   b. Enter a name for the field update.
      For example, `Party Profile to Reviewed`.
   c. From the Field to Update dropdown list, select **Stage**.
   d. Under Specify New Field Value, select **A specific value** and select **Approved**.
   e. Save your changes.
2. To add a field update for the Final Rejection action,
   a. Under the Final Rejection Actions, click **Add New**, and then select **Field Update**.
   b. Enter a name for the field update.
      For example, `Party Profile to Rejected`.
   c. From the Field to Update dropdown list, select **Stage**.
   d. Under Specify New Field Value, select **A specific value** and select **Rejected**.
   e. Save your changes.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To add field updates:
- Customize Application

Activate the Approval Process to Approve Party Profile Records

After setting up the approval process, always activate the approval process.

1. Open the approval process.
2. Make sure that it's configured correctly.
3. Click **Activate**.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To activate the approval process:
- Customize Application

Create and Configure a Queue

Create a queue and specify the set of objects that are supported by the queue, and the set of users that are allowed to retrieve records from the queue.

Queues allow groups of users to manage a shared workload more effectively. A queue is a location where records can be routed to await processing by a group member. The records remain in the queue until a user accepts them for processing or they're transferred to another queue.

1. From Setup, in the Quick Find box, enter `Queues`, and then click **Queues**.
2. Click **New**.
3. Enter a label for the queue.

   For example, `Onboarding Queue`.
4. Add an email for the queue, if necessary.
5. Select **Send Emails to Members**, if necessary.
6. Under Supported Objects, from the Available Objects list, select the objects.

   For example, for an onboarding queue, you can select Applicant, Application Form, and Party Profile.
7. To move the shift object to the Selected Objects list, click **Add**.
8. Under Queue Members, from the Available Members list, select the user roles to whom you want to assign the queue.
9. To move the selected members to the Selected Members list, click **Add**.

   For example, select User: Agents to notify mid-office agents of the rejected or approved application forms.
10. Save your changes.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To create or change queues:
- Customize Application

  AND

  Manage Public List Views

To change queues created by other users:
- Customize Application

  AND

  Manage Public List Views

  AND

  Manage Users

Assign the Interactive Steps in the Flows for Onboarding to a Queue

When the active screen flow associated with the interactive step runs, a record is assigned to the queue.

Assign the Interactive Steps in the Flows for Onboarding to a Queue

When the active screen flow associated with the interactive step runs, a record is assigned to the queue.

1. From Setup, in the Quick Find box, enter Flows, and then select **Flows**.
2. From the list of flows, click the flow that has interactive steps.
3. For an interactive step, under Select Someone to Complete the Action, select the assignment type as **Queue**.
4. Under Queue, select the queue you set up for the onboarding process.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To open, edit, or create an orchestration in Flow Builder:
- Manage Flow

To complete assigned work and resume a paused orchestration:
- Run Flows

Work with the Sample App for Onboarding Applicants

After you set up Salesforce for integrated onboarding, launch the sample onboarding app and initiate the onboarding process.

When a lead is converted to an opportunity, the sample app starts the onboarding process. A record-triggered flow creates an application form record from the lead record and a flow orchestration instance related obj record. The flow orchestration instance related obj record stores information about the flow orchestration that's running. When the application form record is created, your users can use the Flow Orchestration Work Guide component on the application form record page to complete the screen flow that's assigned to them.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

Initiate the Onboarding Process

To initiate the onboarding process for applicants, launch the sample Onboarding app, create a lead record for an applicant, and then convert the lead to an opportunity.

Add Product Details to the Application Form

Use the Flow Orchestration Work Guide component on the application form record page to select a product for the applicant. By using the Work Guide component, you can add applicants, if necessary.

Provide Applicant Details

To provide applicant details for Know Your Customer (KYC) verification, complete the assessment form that's created for each applicant. The assessment form collects information such as primary information, address details, employment details, the services that the applicants are requesting, and more.

Validate Identity Verification and Risk Screening Status

The Work Guide component on the applicant's party profile record page shows the status of the identity verification and AML screening.

Validate Documents in Document Checklist Items

Validate a document in a Document Checklist Item against data from the party profile and its child records. You can validate against multiple object records at a time.

Validate the Risk Assessment Status

When an applicant's KYC documents are approved, the Party Profile record's stage is updated to Risk Assessment.

Review the Application Form Status

When the stage of the party profile record is Completed, the applicant record that's associated with the party profile record is set to Approved. When all the applicant records are approved, the application form record that's associated with the applicant records is set to Approved.

Initiate the Onboarding Process

USER PERMISSIONS

To initiate onboarding:	Financial Services Cloud Extension OR FSC Sales
To convert a lead:	Create and Edit on Leads, Accounts, Contacts AND Convert Leads
To relate the converted lead to a new opportunity:	Create on Opportunities
To relate the converted lead to a new opportunity:	Create on Opportunities
To relate the converted lead to an existing opportunity:	Edit on Opportunities
To avoid creating duplicate records when converting leads:	Require Validation for Converted Leads

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

To initiate the onboarding process for applicants, launch the sample Onboarding app, create a lead record for an applicant, and then convert the lead to an opportunity.

1. From the App Launcher, find and select **Onboarding**.
2. Click the **Leads** tab.
3. Open the lead record and click **Convert**.
4. In the Account section, create an account for the lead.

   If you're converting a lead who works for an existing account, select the existing account.
5. In the Opportunity section, enter a name for the new opportunity.

   If you're converting a lead to an existing opportunity, select the existing opportunity.
6. Check that the Record Owner and Converted Status are correct.
7. Click **Convert**.

When you convert a lead to an opportunity, the app creates an application form record with the information of the lead record. The application form stores the information of an application submitted for the product.

Add Product Details to the Application Form

Use the Flow Orchestration Work Guide component on the application form record page to select a product for the applicant. By using the Work Guide component, you can add applicants, if necessary.

1. From the App Launcher, find and select **Onboarding**.
2. Click the **Opportunities** tab.
3. Click the opportunity record that was created when you converted the lead to an opportunity.
4. From the **Related** component, click the application form record that's related to the opportunity.
5. On the Work Guide component, search for and select the product.
6. Review the applicant details and click **Next**.
7. To add applicants to the application form, select **Add Additional Applicants** and click **Next**.
   a. Provide applicant details.
   b. If the applicant is an existing customer, select **Yes**, and then select the account that's related to the customer and click **Next**.
   c. If the applicant isn't an existing customer, select **No** and click **Next**.
      Provide details for the additional applicant.
8. Click **Finish**.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To add products:
- Financial Services Cloud Extension OR FSC Sales

When you click Finish, the app calls a flow that creates three records, an applicant record, an assessment record, and a Party Profile record. The flow creates a party profile record for the applicant if there's no existing active party profile record.

The applicant record stores information about the individual or group being onboarded. The party profile record stores information about the profile of a party and is used for identity verification and risk assessment purposes. The assessment record stores the applicant assessment information .

Provide Applicant Details

To provide applicant details for Know Your Customer (KYC) verification, complete the assessment form that's created for each applicant. The assessment form collects information such as primary information, address details, employment details, the services that the applicants are requesting, and more.

If your admin created integration definitions and set up Salesforce for Identity Verification and Anti-Money Laundering (AML) screening of applicants, the onboarding flows call the integration definitions at this stage to start the verification process and screening checks.

1. From the App Launcher, find and select **Onboarding**.
2. Click the **Application Forms** tab.
3. From the Assessments related list, click the assessment record for which you want to submit the responses.
4. Click the **Assessment Form** tab.
5. Follow the instructions in the guided experience and provide your responses.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To submit the assessment:
- Financial Services Cloud Extension OR FSC Sales

  AND

  OmniStudio User

6. To initiate identity verification, in the Identity Verification step, scan the QR code from your mobile, or click the link in the step.
7. After the identity verification is complete, click **Next**. The results of this step depend on how your adming set up the integration definitions for identity verification.
8. Review the Disclosure and Consent statement and add your digital signature.
9. Upload documents for validation.

   The documents are saved as Document Checklist Items and attached to the assessment record. If your admin added the Discovery Framework Document Matrix element to an assessment form, the element dynamically generates a list of documents that respondents must upload. For more information, see Dynamically Identify the Documents to Upload for an Assessment.
10. Review the confirmation message.

After you submit the assessment form, the app updates the status of the applicant's party profile record to Risk Screening. The app also creates a party identity verification record and party screening summary record. The party identity verification record stores information about the identity verification checks done for the applicant. The party screening summary record stores information about the screening checks that were done for the applicant.

Validate Identity Verification and Risk Screening Status

The Work Guide component on the applicant's party profile record page shows the status of the identity verification and AML screening.

1. From the App Launcher, find and select **Onboarding**.
2. Click the **Application Forms** tab.
3. From the Applicants section, click the applicant record for whom you want to perform the risk screening.
4. In the Details section, under Party Profile, click the Party Profile record related to the applicant.
5. In the Work Guide component, review the status of the identity verification checks and AML screening for the applicant, and click **Finish**.

If the status on the Work Guide component is Completed, the app calls a flow that updates the stage of the applicant's party profile record to Document Validation. If the status isn't completed or is rejected, the app allows the user to retry the identity verification selects and AML screening for the applicant. To review the documents that were uploaded for KYC verification, from the Party Profile record page, go to the Documents tab. Then, use Validate Document to review and validate the documents.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To validate the identity verification and risk screening status:

- Financial Services Cloud Extension OR FSC Sales

Validate Documents in Document Checklist Items

Validate a document in a Document Checklist Item against data from the party profile and its child records. You can validate against multiple object records at a time.

Watch this video to learn how to validate documents in Document Checklist Items.

Watch a video

If you aren't able to watch the view in full screen, open the video on a new tab: Validate Documents in Document Checklist Items.

Before you begin:

- Enable the Discovery Framework feature in Salesforce. See Enable Discovery Framework.
- Enable the Know Your Customer setting. See Enable Know Your Customer.
- Assign the Document Checklist permission set to give your users access to document checklist items. See Assign the Document Checklist Permission Set
- A user's profile must allow create and edit access to the Document Checklist Item Validated Target object.
- The Document Checklist Item's parent object should be either: Party Profile, Applicant, Application Form Product, or Application Form.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To validate documents:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Document Checklist Item permission set

Use the Validate Document feature to streamline the end-to-end document approval lifecycle. For example, you can validate that the data in the documents that a respondent uploads after taking an assessment are consistent with the information in their party profile record and any other related records. After you validated the document, update the status of the document to either Approved or Rejected. You can also add validation comments.

1. From the App Launcher, find and select **Document Checklist Items**.
2. From the Document Checklist Items list view, click the Document Checklist Item record that was created for the document that the respondent uploaded when taking the assessment.
3. From the quick actions menu, click **Validate Document**.

   You can see a preview of the document that was uploaded and you can select the object and object record that you want to validate the document information against.

   Note: You can't preview password-protected files.

4. From the Object list, select an object.

   You can select only the Party Profile object or any of its child objects.

5. For the selected object, select an object record.
6. Compare the information in the document to the information in the object record.
7. To validate the document against multiple object and object records, compare the information in the document to the information in one object record, then select a different object and object record and compare the document to that record.
8. Click **Next**.
9. Review the summary of object records that were validated against the document in the Document Checklist Item.
10. From the Status list, select the status that you want to assign to the document that you validated.
11. Add any validation comments, if necessary.
12. Save your changes.

After you've validated the document, you can view a list of the objects that were validated, the approval history, and more. To view, on the Document Checklist Item record page, click the **Related** tab. The Document Checklist Item Validated Targets and Approval History related lists show the details.

SEE ALSO:

Dynamically Identify the Documents to Upload for an Assessment

Validate the Risk Assessment Status

When an applicant's KYC documents are approved, the Party Profile record's stage is updated to Risk Assessment.

If you set up an expression set to determine the risk category and configured the Onboarding: Assess the Risk Category for the Party Profile and Update the Party Profile Stage flow with that expression set, the flow is invoked when the stage of the party profile record is updated to Risk Assessment. The flow also creates a Party Profile Risk record and stores the risk category.

1. From the App Launcher, find and select **Onboarding**.
2. Click the **Application Forms** tab.
3. From the Applicants section, click the applicant record for whom you want to perform the risk assessment.
4. In the Details section, under Party Profile, click the party profile record that's related to the applicant.
5. Review the status and click **Finish**.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To review the risk assessment status:

- Financial Services Cloud Extension OR FSC Sales

Review the Application Form Status

When the stage of the party profile record is Completed, the applicant record that's associated with the party profile record is set to Approved. When all the applicant records are approved, the application form record that's associated with the applicant records is set to Approved.

The Onboarding: Check Party Profile Status and Update Applicant Stage flow, checks whether the status of the party profile is Completed. If the status is Completed, the flow updates the stage of the associated applicant record to Approved. Otherwise, the flow updates the stage of the applicant record to Rejected. Similarly, the Onboarding: Check Applicant Stage and Update Application Form Stage flow, checks whether all the applicant records for an application form are Approved or Rejected. If the applicant records are approved, the flow updates the stage of the associated application form record to Approved. Otherwise, the flow updates the stage of the application form record to Rejected. When the application form stage is set to Approved, the onboarding process is complete.

1. From the App Launcher, find and select **Onboarding**.
2. Click the **Application Forms** tab.
3. Review the Application Form stage.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To review the application form status:

- Financial Services Cloud Extension OR FSC Sales

Troubleshoot Issues During the Onboarding Process

When an error or exception occurs during the execution of a flow orchestration, the flow is transferred to the Exception Handling stage. A Process Exception record is created and the Flow Orchestration Instance Related Object stage is set to Fix Exceptions.

The Onboarding: Process Flow Execution Errors flow, creates a Process Exception record to process flow execution errors and updates the status of the Flow Orchestration Instance Related Obj record to Fix Exceptions. The flow orchestration waits for the admin to update the stage of the Flow Orchestration Instance Related Obj stage to either Restarted or Finished with Errors.

If the admin updates the stage to Restarted, the flow orchestration resumes the same instance of the orchestration from the stage where it failed. If the admin updates the stage to Finished With Errors, the flow orchestration ends.

When the stage of the Flow Orchestration Instance Related Object is updated from Finished With Errors to Restarted, the Onboarding: Set Orchestration Conditions to Restart or Resume Flow Orchestration Instance flow creates an instance of the flow orchestration to restart the onboarding process.

1. To troubleshoot a Flow Orchestration Troubleshoot Orchestrations.

   Onboarding: Process an Application Form to Onboard a New Applicant and Onboarding: Process a Party Profile to Onboard a New Applicant are the two flow orchestrations provided for onboarding applicants.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have the Financial Services Cloud enabled

USER PERMISSIONS

To open, edit, or create an orchestration in Flow Builder:

- Manage Flow

To edit the Flow Orchestration Instance Related Object:

- Create and Edit on Flow Orchestration Instance Related Object

Intelligent Document Automation for Consent and Disclosures

Manage consent and disclosure documents, generate authorization request forms, and track user responses by using Intelligent Document Automation features.

Consent and disclosure authorizations are important steps in many business processes. Examples of consent documents include annual privacy policies, or disclosure statements about the sharing of financial data.

Consent is the explicit permission granted by a customer to a financial services company in order to perform a specific action on their behalf. A disclosure is any information a financial services company is required by regulations to give to a customer which describes key product functionality, terms, or conditions.

The Intelligent Document Automation data model includes objects that support consent and disclosure management.

Table 22: Intelligent Document Automation Objects

Object Name	Description
Authorization Form	Represents a form used to present the appropriate information to a person in order to ask for their consent.
Authorization Form Consent	Identifies whether a person consents to an information authorization request form, and captures information about when and how consent was given.
Authorization Form Data Use	Defines the forms that can be used to fulfill a data use purpose.
Authorization Form Text	Represents the text, or a link to the text, of an authorization form for a specific language and time period.

Object Name	Description
Authorizable Form Request Record	Links a record, such as an account or financial account, to an instance of an authorization form presented to a person for their consent.
Data Use Legal Basis	Identifies a regulation or policy that governs consent and disclosure requirements.
Data Use Purpose	Defines a reason for collecting consent and disclosure information.
Digital Signature	Represents an instance of a person's signature that's captured electronically and used to indicate their consent.
Info Authorization Request	Represents a request made to a person to consent to one or more authorization forms.
Info Authorization Request Form	Represents an instance of an authorization form, including the appropriate text, to be presented to a person for their acknowledgment or consent.
Multiparty Information Authorization Request	Tracks a request for multiple parties of authorization on a Data Use Purpose. For example, consent requests to share the required documents to open a joint financial account or share mortgage disclosures to loan applicants (borrower + co-borrower).

Configure Intelligent Document Automation

Configure the Intelligent Document Automation Settings for Authorization and Consent.

Add Data Use Purposes

Define the business and legal reasons why authorizations and consent are required.

Manage Authorization Form Text Versions

Manage different versions of consent and disclosure authorization form text based on locale and time period.

Generate Consent Authorization Requests

Manage consent and disclosure authorizations from customers alongside the accounts, financial accounts, and other records they pertain to. Generate multiple authorization form requests for a data use purpose.

Gather Consent and Disclosure Authorizations from Customers

Make sure that your customers agree to information disclosure policies before capturing or sharing sensitive data. Monitor consent and disclosure authorization requests provided to users, and track their responses. The process also supports consent on behalf of another person or group.

SEE ALSO:

Data Model Overview

Configure Intelligent Document Automation

Configure the Intelligent Document Automation Settings for Authorization and Consent.

Intelligent Document Automation provides a number of settings that control record sharing and how much information is captured when gathering consent responses.

To change these settings:

1. From Setup, enter `intelligent` in Quick Find. Under the Intelligent Document Automation heading, click **Intelligent Document Automation Settings**.
2. To enable a setting, set its toggle to **On**.

Add Data Use Purposes

Define the business and legal reasons why authorizations and consent are required.

Before creating authorization forms and generating authorization requests, define the purposes for collecting the information. Data use purposes can optionally link to data use legal basis records, which identify specific legal regulations.

To create a data use purpose record that links to a data use legal basis:

1. Create a Data Use Legal Basis record.
   a. From the Apps menu, enter `data` in the search field, then select **Data Use Legal Basis**.
   b. On the Data Use Legal Basis list page, click **New**.

   c. On the New Data Use Legal Basis page, enter a descriptive **Name**.

d. (Optional) In the **Source** field, enter a value that helps identify the regulation.

e. (Optional) Enter a description to provide more details.

f. Save your work.

2. Create a Data Use Purpose record.

a. From the Apps menu, enter `data` in the search field, then select **Data Use Purposes**.

b. On the Data Use Purposes list page, click **New**.

c. On the Data Use Purposes page, enter a descriptive **Name**.

d. (Optional) Enter a description to provide more details.

e. From the **Legal Basis** dropdown, select the Data Use Legal Basis record created in Step 1.

f. (Optional) If you're ready to create authorization forms for this data use purpose, click **Is Active**. An authorization form can only be created for an active data use purpose.

g. Skip the **Is Read Only** checkbox. It updates automatically when this record is activated.

h. Save your work.

Manage Authorization Form Text Versions

Manage different versions of consent and disclosure authorization form text based on locale and time period.

Intelligent Document Automation lets you present appropriate consent and disclosure information to customers based on their language and location.

First, create an Authorization Form record that specifies details like the form's effective dates, whether a user signature is required, and the associated regulation the form supports.

Each form specifies a default Authorization Form Text record, which stores or links to the text to be shown to the customer when asking for their consent. Add additional Authorization Form Text records for each locale and language you want to support.

An Authorization Form Text record can include the full text to be used, or it can link to a URL where the text is located. Only one Authorization Form Text record can be active for a locale at one time.

To create an authorization form and its authorization form text records:

1. Create an Authorization Form.

a. From the Apps menu, enter `auth` in the search field, then select **Authorization Form**.

b. On the Authorization Forms list page, click **New**.

c. On the New Authorization Form page, enter a descriptive **Name**.

d. (Optional) If this form might change in the future you can enter a **Revision Number** to help track revisions.

e. (Optional) Specify the effective dates.

f. Before this form can be used to fulfill authorization requests, an Authorization Form Text record must be specified in the **Default Auth Form Text** field. Skip this field for now if there are no text records available yet.

g. (Optional) Indicate whether a person's signature is required when they give consent.

h. (Optional) Indicate the name of the **Associated Regulation** or policy that pertains to this authorization form.

i. (Optional) In the **Consent Duration Day Count** field, specify how many days a person's consent remains valid.

j. Save your work.

2. Create an Authorization Form Text record.

a. From the Apps menu, enter `auth` in the search field, then select **Authorization Form Texts**.

b. On the Authorization Form Texts list page, click **New**.

c. On the New Authorization Form Text page, enter a descriptive **Name**. It's helpful to include the language and the time period in the name.

d. From the **Authorization Form** dropdown, select the Authorization Form for this text.

e. There are three options for specifying the text to be presented with the form. If the text is relatively short you can include it in its entirety in the **Summary Auth Form Text** field. If the text is available on a web page, you can provide a link to it in the **Full Authorization Form Url** field. If the text is available in an uploaded document file, such as a PDF file, you can specify the file using the **Content Document** dropdown.

f. (Optional) Specify the effective dates.

g. Before this form can be used to fulfill authorization requests, an Authorization Form Text record must be specified in the **Default Auth Form Text** field. Skip this field for now if there are no text records available yet.

h. (Optional) If you're ready to use this text record with an authorization form, click **Is Active**. Only one authorization form text record per locale can be active at a time for a specific authorization form.

i. Skip the **Is Read Only** checkbox and the **Last Activation Date Time** fields. They update automatically when this record is activated.

j. Save your work.

3. Set the authorization form's default text to be the new authorization form text record.

a. From the Apps menu, enter `auth` in the search field, then select **Authorization Form**.

b. In the Authorization Forms list page, click the name of the form you created in Step 1.

c. On the Authorization Form detail page, click **Edit**.

d. From the **Default Auth Form Text** field, select the authorization form text record you created in Step 2.

e. Save your work. This authorization form is now ready to use for generating authorization requests.

Generate Consent Authorization Requests

Manage consent and disclosure authorizations from customers alongside the accounts, financial accounts, and other records they pertain to. Generate multiple authorization form requests for a data use purpose.

Generate consent and disclosure forms for users to sign by creating an authorization request for a specific data use purpose. A single authorization request produces one or more authorization form requests for a customer, based on the data uses.

For example, during a mortgage loan initiation process a loan officer can create a Mortgage Disclosures authorization request. The Mortgage Initiation data use purpose listed two distinct uses, relating to two authorization forms. The request then generates multiple authorization request forms for the borrower to sign, including a Mortgage Servicing Disclosure form and a Good Faith Estimate Disclosure form.

To create an Info Authorization Request record:

1. From the Apps menu, enter `info` in the search field, then select **Info Authorization Request**.
2. Click **New**.

3. On the New Info Authorization Request page, enter a descriptive **Name**.
4. From the **Data Use Purpose** dropdown, select a data use purpose.
5. From the **Pertains To** dropdown, select the account that is the subject of the authorization.
6. From the **Consenter** dropdown, select the account provides the consent response.
7. (Optional) From the **Requester** dropdown, select the account, contact, or person who requested that authorization.
8. (Optional) From the **Locale** dropdown, select the most appropriate locale for the consenter.
9. (Optional) From the **Communication Type** dropdown, select the way to notify the consenter about the request.
10. (Optional) If the request is to be seen and authorized by more than one consenter, add a Multiparty Information Authorization Request.
    a. Click the search box that says **Search Multiparty Information Authorization Requests...**.
    b. Select an existing request or click **+ New Multiparty Information Authorization Request** to create one.
    c. Enter a descriptive name for the multiparty request.
    d. Click the **Data Use Purpose** field and select the same data use purpose that's specified in the related Info Authorization Request.
    e. Select an authorization type from the **Authorization Type** dropdown. The authorization type determines how many consenters must sign for the Info Authorization Request to be approved.

       The possible authorization type values are:

- **All**: Every person approves the request.
- **Any**: At least one person approves.
- **Half or Majority**: Half or more of the people approve.
- **Majority**: More than half the people must approve.

f. Save your work.

11. For a new Information Authorization Request, leave the **Response Status** dropdown set to `New`.
12. In the Requested Date Time section, set the **Date** and **Time** fields to the time when the request was made.
13. In the Expiration Date Time section, set the **Date** and **Time** fields to the time when the request becomes invalid.
14. Save your work.
15. On the Info Authorization Request detail page, click the **Related** tab. The **Info Authorization Request Forms** related list displays one or more records generated for this request. A record is generated for each active authorization form that's related to the data use purpose specified in the Info Authorization Request.

Gather Consent and Disclosure Authorizations from Customers

Make sure that your customers agree to information disclosure policies before capturing or sharing sensitive data. Monitor consent and disclosure authorization requests provided to users, and track their responses. The process also supports consent on behalf of another person or group.

You can track whether a person has seen, signed, or rejected an info authorization request form, and how and when they gave their response. Optionally, capture additional information about the user response, including the user's email address, IP address, or geographic location at the time of consent, for verification and audit purposes.

To record a response to an info authorization request form:

1. On an Info Authorization Request detail page, click the **Related** tab.

2. Select one of the forms in the **Info Authorization Request Forms** related list.
3. From the dropdown menu in the upper right, select **Edit**.

4. (Optional) To capture a simple response in this record:
   a. In the Latest Response Date Time section, set the **Date** and **Time** fields to the time when the response was given.
   b. From the **Response Status** dropdown, select the appropriate value, such as `Seen`, `Signed`, or `Rejected`.

5. (Optional) To capture a more detailed response, create an Authorization Form Consent record:
   a. From the **Latest Authorization Form Consent** dropdown, select `+ New Authorization Form Consent`.

   b. On the New Authorization Form Consent page, enter a descriptive **Name**.
   c. From the **Consent Giver** dropdown, select the account, contact, individual, or person who provided the response.
   d. From the **Authorization Form Text** dropdown, select the record representing the text that was shown to the person giving the response.
   e. (Optional) Add details about the source of the subject's response in the **Consent Captured Source** and **Consent Captured Source Type** fields.
   f. In the Consent Captured Date Time section, set the **Date** and **Time** fields to the time when the response was received.
   g. (Optional) In the Consent Expiration Date Time section, set the **Date** and **Time** fields to the time when the response stops being valid.
   h. From the **Status** dropdown, select the appropriate value, such as `Seen`, `Signed`, or `Rejected`.
   i. Save your work.
6. On the Edit Information Authorization Form, save your work to record the response.

Intelligent Need-Based Referrals and Scoring

Source referrals internally and externally across lines of business. Users create and automatically route referrals based on a customer's expressed interest, from savings accounts to home loans. Build processes to create automatic email notifications that keep users up-to-date. The dashboards and reports make it a snap to identify and reward top referrers.

Install Intelligent Need-Based Referrals and Scoring
Install the unmanaged extension package for Intelligent Need-Based Referrals and Scoring (Financial Services Referral Ext) to provide access to referral dashboards and reports. The dashboards help users strengthen their referral networks, nurture relationships, and identify and reward top referrers.

Enable the Referrer Score
A referrer score, from 0 to 100, represents the conversion rate for an individual referrer. You can use the score to identify and reward top referrers.

Referral Approval Process
A referral approval process is an automated process that you can use to approve referrals in Financial Services Cloud. You can specify the steps necessary for a referral to be approved and who must approve it at each step.

Create a Process
Optionally, use a process to initiate the referral approval process and to generate emails when people create, update, or reassign referrals.

Update the Leads Tab Name
Change the Leads tab name to `Leads & Referrals`. Changing the tab name changes Lead score to Lead & Referral score.

Enable Referrals Rollups for Intelligent Need-Based Referrals and Scoring
If there isn't an option to add referrals to rollups, enable referral rollups so users can see all the referrals for members of a group.

Configure Company Name Override for Leads
You can configure the company name override in Custom Settings as part of configuring the B2C lead conversion process.

Components That Track Intelligent Need-Based Referrals and Scoring
Help users stay on top of their referral activity with these custom components.

Install Intelligent Need-Based Referrals and Scoring

Install the unmanaged extension package for Intelligent Need-Based Referrals and Scoring (Financial Services Referral Ext) to provide access to referral dashboards and reports. The dashboards help users strengthen their referral networks, nurture relationships, and identify and reward top referrers.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: The package includes two dynamic dashboards. To install the package, your org must be under your Salesforce reports and dashboards limit. To extend your limit, contact Salesforce.

1. Copy `http://industries.force.com/financialservicescloudextensionrb` into your browser and press Enter.
2. If you received a password from Salesforce, enter it.
3. Select **Install for Specific Profiles**.
4. Scroll to the Advisor profile, and set the Access Level to **Full Access**. This step maps the cloned profile that you created as a pre-installation task to the Advisor profile provided in the package.
5. Repeat for the Personal Banker, Relationship Manager, and any other relevant profiles.
6. Select **Install**.

   If the installation takes a while, you can click **Done** and the installation completes in the background. Check your email for confirmation that the installation was successful.

If the package installation fails, see Why did my installation or upgrade fail?

SEE ALSO:

Report and Dashboard Limits, Limitations, Allocations, and Technical Requirements

Enable the Referrer Score

A referrer score, from 0 to 100, represents the conversion rate for an individual referrer. You can use the score to identify and reward top referrers.

1. From Setup, enter `Custom Settings` in the Quick Find box, and then select **Custom Settings**.
2. Select **Manage** next to Wealth Application Config.
3. Click **New**.
4. Select **Enable Referrer Score**.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Referral Approval Process

A referral approval process is an automated process that you can use to approve referrals in Financial Services Cloud. You can specify the steps necessary for a referral to be approved and who must approve it at each step.

Create a Lead Queue for Referral Approvers

Use a Lead Queue to provide approvers with easy access to the referrals requiring approval.

Create an Approval Process

Use an Approval Process to automate the way referrals are approved.

SEE ALSO:

Set Up an Approval Process

Create a Lead Queue for Referral Approvers

Use a Lead Queue to provide approvers with easy access to the referrals requiring approval.

1. From Setup, enter `Queues` in the Quick Find box, and then select **Queues**.
2. Click **New**.
3. For Label, enter `Referral Approvers`.
4. Accept the unique name.
5. Add the Lead object to Selected Objects.
6. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create an Approval Process

Use an Approval Process to automate the way referrals are approved.

Before starting this step, create email templates for referral assignment notification and referral update notification emails. For details on how to create email templates, see the Email Templates in Lightning Experience help article.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, enter `Approval Processes` in the Quick Find box, and then select **Approval Processes**.
2. For Manage Approval Processes For, select **Lead**.
3. Select **Create New Approval Process | Use Jump Start Wizard**.
4. For Name, enter `Referral Approval Process`.
5. Accept the unique name.
6. For Approval Assignment Email Template, enter the name of the referral assignment notification email template you created.
7. For Select Approve, select **Automatically assign to queue**.
8. Select the Referral Approvers queue.
9. Save your changes.
10. Click **View Approval Process Detail Page**.
11. Under Final Approval Actions:
    a. Click **Add New** | **Email Alert**.
    b. For Description, enter `Approval Alert Email`.
    c. Accept the unique name.
    d. For Email Template, enter the name of the referral update notification email template you created.
    e. In Recipient Type search select **User**, and then click **Find**.
    f. Add the recipients.
    g. Save your changes.
    h. Click **Add New** | **Field Update** to change the owner to Referral Approvals queue.
    i. For Name, enter `Approved Referral Owner`.
    j. Accept the unique name.
    k. Choose the field to update.
    l. Save your changes.
12. Under Final Rejection Actions:
    a. Click **Add New** | **Field Update**.
    b. For Name, enter `Rejection Action`.
    c. Accept the unique name.
    d. For Field To Update, choose **Lead Status**.
    e. For Picklist Options, select **A specific value** and choose **Closed - Not Converted**.

f. Save your changes.

SEE ALSO:

Salesforce Help: Email Templates in Lightning Experience

Create a Process

Optionally, use a process to initiate the referral approval process and to generate emails when people create, update, or reassign referrals.

From Process Builder, create a process that meets your org's business requirements.

SEE ALSO:

Process Builder

Create a Process with Process Builder

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Update the Leads Tab Name

Change the Leads tab name to `Leads & Referrals`. Changing the tab name changes Lead score to Lead & Referral score.

Note: Changing the Leads tab name affects all users, even if they're not using Intelligent Need-Based Referrals and Scoring.

SEE ALSO:

Salesforce Help: Rename Object, Tab, and Field Labels

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Enable Referrals Rollups for Intelligent Need-Based Referrals and Scoring

If there isn't an option to add referrals to rollups, enable referral rollups so users can see all the referrals for members of a group.

Follow these steps to add the picklist value to enable referral rollups.

1. From Setup, click **Object Manager**, and then select **Account Contact Relationship**.
2. Select **Fields & Relationships**, and then click **Roll-Ups**.
3. In the Values section, click **New**.
4. Enter `Referrals` in the Roll-Ups field.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure Company Name Override for Leads

You can configure the company name override in Custom Settings as part of configuring the B2C lead conversion process.

This override replaces the value of Company Name with the lead's full name when saving a B2C lead. If the override is disabled, a B2C lead cannot be saved until the lead's full name is entered in the Company Name field. By default, the override is enabled for System Administrator, Advisor, and Personal Banker profiles.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: This setting is only applicable to orgs using the individual object model, it has no effect in orgs where the person account model is in use.

1. From Setup, enter `Custom Settings` in Quick Find, then select **Custom Settings**.
2. Select **B2C Lead Company Name Config** and click **Manage**.
3. Next to the profile to amend, click **Edit**.
4. To turn off the override, clear Override Company Name.

If you want to apply this custom setting to other profiles or users, add them and select Override Company Name.

Components That Track Intelligent Need-Based Referrals and Scoring

Help users stay on top of their referral activity with these custom components.

- My Top Referrers (Component name: Referrals Top Referrers - Financial Services Cloud)—Displays ranked list of individuals who've made referrals.
- Referrals Assigned to Me (#) (Component name: Referrals Assigned List - Financial Services Cloud)—Displays referrals assigned to a user.
- Referrals Assigned to Me (Component name: Referrals Assigned Summary - Financial Services Cloud)—Displays summary of referrals assigned to a user.
- New Referral (Component name: Referrals Create Form - Financial Services Cloud)—Form for creating a referral.
- Referrer Summary (Component name: Referrals Made Summary - Financial Services Cloud)—Displays summary of referrals made by a user.
- Referral Performance (Component name: Referrals Made Chart - Financial Services Cloud)—Displays conversion rate of a user's referrals.
- Referrals Made (Component name: Referrals Made List - Financial Services Cloud)—Displays status of a user's referrals.
- Expressed Interests (Component name: Referrals Expressed Interest List - Financial Services Cloud)—Displays a referral's interest, such as a checking account or a mortgage.

Enable the Expressed Interests Component

If you haven't made modifications to the unmanaged extension package, uninstall and reinstall it. No additional setup steps are required to enable the Expressed Interests component. If you have made modifications to unmanaged extension package, follow these setup steps.

Enable the Expressed Interests Component

If you haven't made modifications to the unmanaged extension package, uninstall and reinstall it. No additional setup steps are required to enable the Expressed Interests component. If you have made modifications to unmanaged extension package, follow these setup steps.

Add the Expressed Interests Component to Account Lightning Pages
Add the Expressed Interests Component to Account page layouts to make it available to users.
Create a Field Set for the Expressed Interests Component
Create the FSC Referrals Expressed Interest field set to use with the Expressed Interest Component.
Enable Edit Access to the Related Account Field on Lead
Financial Services Cloud permission sets provide access to the Related Account field. To give a user profile access to the Expressed Interests component, add edit access to the Related Account field on Lead.

Add the Expressed Interests Component to Account Lightning Pages

Add the Expressed Interests Component to Account page layouts to make it available to users.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Update an Account Lightning page.
   a. In Lightning App Builder, select a page layout, such as **Banking Individual Page - Two Column**.
   b. Select the **Referrals** tab.
   c. Drag the **Referrals Expressed Interest List - Financial Services Cloud** component onto the page layout. If you like, you can retitle it.
   d. Select the number of records you want to show.
   e. The default field set displayed is **FSC_Referrals_Expressed_Interest**.
   f. Save your changes.
2. Update the Referral Record layout.
   a. From Setup, open **Object Manager** and click **Lead**.
   b. Open **Page Layouts** and click **Lead (Referral) Layout**.
   c. Click **Edit**.
   d. In the Quick Find box in the **Page Layouts** modal, enter `Related Account`.
   e. Drag the **Related Account** field set to the **Referral Information** section.

Create a Field Set for the Expressed Interests Component

Create the FSC Referrals Expressed Interest field set to use with the Expressed Interest Component.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager** and click **Lead and Referral**.
2. Open **Field Sets** and click **New**.
3. Enter a **Field Set Label**: `LBLLabel_Field_Set_Referrals_Expressed_Interest`.
4. Enter a **Field Set Name**: `FSC_Referrals_Expressed_Interest`.
5. In **Where is this used?**, provide a description: `Client profile's Referrals tab`.
6. Save your changes.
7. Drag the following fields from the object palette to the **In the Field Set** container: **Name**, **Expressed Interest**, **Potential Value**, **Lead Status**, and **Last Modified Date**.
8. Click **Save** on the object palette.

Enable Edit Access to the Related Account Field on Lead

Financial Services Cloud permission sets provide access to the Related Account field. To give a user profile access to the Expressed Interests component, add edit access to the Related Account field on Lead.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Create a permission set that grants edit access to the Related Account field on the Lead object.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
   b. Click **New**.
   c. Enter a label, API name, and description for your permission set and click **Save**.
   d. In the Find Settings box, enter `Leads`, and select Leads under Object Settings.
   e. Click **Edit**.
   f. Under Field Permissions, enable edit access for Related Account and click **Save**.
2. Assign the permission set to users.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
   b. Click the permission set that you created that grants edit access to the Related Account field on the Lead object.
   c. Click **Manage Assignments**, and then click **Add Assignments**.
   d. Select the checkbox for each user you want to assign the permission set to, and then click **Assign**.

   Note: You can only assign a permission set to active users.

Interaction Summaries

Capture and share interaction summaries.

Help bankers and financial advisors build and deepen customer relationships with the interaction summaries data model and Lightning components. Your users can manage every aspect of client and partner interactions and take advantage of structured note-taking and compliant, role-based data sharing options. When you add the Interaction Summaries component to the home or account page, your users can create interaction summaries linked with interactions. And by adding the Interaction Attendees component to the interaction summary or interaction page, they can easily view and add attendees.

Explore and Learn

Watch this video to learn about Interaction Sumaries and its various components.

Watch a video

If you aren't able to watch the video in full screen, open the video on a new tab: Take a Tour of Interaction Summaries for Financial Services Cloud .

Enable and Configure Interaction Summaries

To enable the interaction summaries feature in your Salesforce org, enable the Interaction Summary setting. Add the Interaction Summaries Lightning component to the home or account page. On the account page, the Interaction Summaries component shows all interaction summaries for that account. On the Home page, it shows interaction summaries for all accounts that the banker has access to. Next, add the Interaction Attendees Lightning component to the interaction summary or interaction page.

Configure Sharing Settings for Interaction and Interaction Summaries

Give your users access to interaction and interaction summaries using existing Salesforce data sharing features such as organization-wide defaults, role hierarchy, and sharing rules. Like all other standard objects, by default, the Grant Access Using Hierarchies option is enabled for the Interaction and Interaction Summary objects. And you can't disable this option from the Organization-Wide Defaults list on the Sharing Settings page. As a result, the users in a role hierarchy have access to interaction and interaction summaries for all users that are below them in the role hierarchy. To prevent users from gaining automatic access to interaction and interaction summaries owned by or shared with their subordinates in the hierarchy, disable the Role-Hierarchy-Based Sharing for Interaction Summaries setting. This action disables the Grant Access Using Hierarchies option for the Interaction and Interaction Summary objects. To configure advanced, compliant data sharing rules for interaction and interaction summaries, enable compliant data sharing for the Interaction and Interaction Summary objects respectively.

Work with Interaction Summaries

When creating an interaction summary, bankers and financial advisors can take detailed meeting notes, specify the confidentiality level of the notes, and add action items or next steps. They can share notes that contain confidential information only with relevant stakeholders to maintain compliance. Before their next meeting, they can quickly search or filter interaction summaries to find and review past interaction summaries and be better prepared for the meeting. They can also take advantage of the support for Interaction Summaries component on mobile devices to create, update, or search interaction summaries on the go.

Sync Interactions with Einstein Activity Capture

Keep interactions data in Salesforce up to date, and prioritize interactions that drive deal flow. By using Einstein Activity Capture for Financial Services Cloud, you can automatically sync events from connected email and calendar applications to Salesforce as interaction and interaction attendee records.

Enable and Configure Interaction Summaries

To enable the interaction summaries feature in your Salesforce org, enable the Interaction Summary setting. Add the Interaction Summaries Lightning component to the home or account page. On the account page, the Interaction Summaries component shows all interaction summaries for that account. On the Home page, it shows interaction summaries for all accounts that the banker has access to. Next, add the Interaction Attendees Lightning component to the interaction summary or interaction page.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To enable and configure interaction summaries:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

1. Enable the Interaction Summary setting.
   a. From Setup, in the Quick Find box, enter `Interaction Summary`, and then select **Interaction Summary Settings**.
   b. Enable **Interaction Summary**.
2. Add the Interaction Summaries component to the home page or any object record page.
   a. On the home page or the object record page, click the Setup icon, and select **Edit Page**.
   b. Drag the Interaction Summaries component to the page.
   c. Select a value from the **Lookup Field** dropdown menu.

      The component uses the Lookup Field value to populate the interaction summary records on the component.

      Note: For Home page, the component ignores the lookup field value and shows all records that a user can access. Before you add the component and configure the Lookup Field, create a lookup from the Interaction Summary object to the required object. The values in the Lookup Field dropdown menu depend on the record page that you're editing.

   d. Save your changes.

3. Add the Interaction Attendees component to the interaction summary or interaction page.
   a. On the interaction summary or interaction record page, click the Setup icon, and select **Edit Page**.
   b. Drag the Interaction Attendees component to the page or to a tab on the page.
   c. Save your changes.
4. Add the Account Interactions component to the account record page.
   a. From Setup, in the Quick Find box, enter Interaction Summary, and then select Interaction Summary Settings.
   b. Enable **View Account Interaction as Admin**.

      This setting allows you to configure the Account Interactions component and determine whether to show data on the component for everyone with admin privileges.
   c. On the account record page, click the Setup icon, and select **Edit Page**.
   d. Drag the Account Interactions component to the page or to a tab on the page.
   e. Select **View data as an admin**.

      By default, users' access privileges control what data is shown on the component. You can override this default setting so that the component shows everyone the total number of interactions and all interacting users.

      Note: Before you can enable this setting, the View Account Interaction as Admin feature setting must be enabled for Interaction Summaries.
5. Configure related lists for the Interaction object to show all accounts related to an interaction on the Interaction Related Account related list.
   a. From Setup, open **Object Manager**.
   b. In the Quick Find box, enter `Interaction`, and then select **Interaction**.
   c. Click **Page Layouts**, and then select **Interaction Layout**.
   d. On the palette, select **Related Lists**.
   e. Drag the **Interaction Related Account** from the object palette to the Related Lists container.
   f. Under Related Lists, double-click the **Interaction Related Account** related list or click the wrench icon ( ).
   g. Under Columns, select the fields to include in the related list, and define the order in which the fields display. Select how to sort the records. The default is by record ID.
   h. Click **OK**. Your changes aren't saved until you save the page layout.
   i. Save the page layout.

Configure Sharing Settings for Interaction and Interaction Summaries

Give your users access to interaction and interaction summaries using existing Salesforce data sharing features such as organization-wide defaults, role hierarchy, and sharing rules. Like all other standard objects, by default, the Grant Access Using Hierarchies option is enabled for the Interaction and Interaction Summary objects. And you can't disable this option from the Organization-Wide Defaults list on the Sharing Settings page. As a result, the users in a role hierarchy have access to interaction and interaction summaries for all users that are below them in the role hierarchy. To prevent users from gaining automatic access to interaction and interaction summaries owned by or shared with their subordinates in the hierarchy, disable the Role-Hierarchy-Based Sharing for Interaction Summaries setting. This action disables the Grant Access Using Hierarchies option for the Interaction and Interaction Summary objects. To configure advanced, compliant data sharing rules for interaction and interaction summaries, enable compliant data sharing for the Interaction and Interaction Summary objects respectively.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To configure sharing settings for interaction and interaction summaries:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

1. To prevent users from gaining automatic access to interactions or interaction summaries owned by or shared with their subordinates in a role hierarchy, disable the Role-Hierarchy-Based Sharing for Interaction Summaries setting.
   a. From Setup, in the Quick Find box, enter `Interaction Summary`, and then select **Interaction Summary Settings**.
   b. Disable **Role-Hierarchy-Based Sharing for Interaction Summaries**.
   c. Disable **Role-Hierarchy-Based Sharing for Interactions**.

   Note: These settings are available only if the Interaction Summary setting is enabled.

2. Enable compliant data sharing for the Interaction and Interaction Summary objects.
   a. From Setup, in the Quick Find box, enter `Compliant Data Sharing`, and then select **Object Enablement Settings**.
   b. Enable **Interaction**.

      To share an interaction and to access the Interaction Participant object, ensure that compliant data sharing is enabled for the Interaction object.

   c. Enable **Interaction Summary**.

      To share an interaction summary and to access the Interaction Summary Participant object, ensure that compliant data sharing is enabled for the Interaction Summary object.

SEE ALSO:

Sharing Settings

Compliant Data Sharing

Work with Interaction Summaries

When creating an interaction summary, bankers and financial advisors can take detailed meeting notes, specify the confidentiality level of the notes, and add action items or next steps. They can share notes that contain confidential information only with relevant stakeholders to maintain compliance. Before their next meeting, they can quickly search or filter interaction summaries to find and review past interaction summaries and be better prepared for the meeting. They can also take advantage of the support for Interaction Summaries component on mobile devices to create, update, or search interaction summaries on the go.

Create an Interaction

Create an interaction to capture a meeting with a client or partner.

Prevent Duplicate Interaction Records

Use the duplicate record management feature with the Interaction object. Help your users keep their Interaction records free of duplicates by creating duplicate rules and matching rules for the Interaction object.

Add Attendees to an Interaction

You can add one or more users or contacts as attendees to an interaction.

View Account Interactions and Key Contacts

See at a glance the key contacts for an account, past account interactions, and details such as the users who have interacted with each contact and the total number of interactions.

Explore Accounts Associated With an Interaction

Use the new Interaction Related Account junction object to view all accounts for an interaction. Interaction Related Account is a junction between Interaction and Account objects. For each interaction, based on the interaction attendee details, the new junction automatically captures all accounts participating in that interaction. Then you can associate a role for each account. For example, whether the account is Primary, Legal, or Audit.

Add Interest Tags to Interaction Summaries

Your users can add interest tags to interaction summaries. Instead of sifting through meeting notes to find relevant interactions, your users can filter interaction summaries by interest tags to quickly find the required interactions.

Share an Interaction

You can share a record from the Interaction Participants related list or by using the Manage Participants component.

Create an Interaction Summary

Capture the details of an interaction in an interaction summary. When creating an interaction summary, you can take detailed meeting notes, specify the confidentiality level of the notes, and add action items or next steps. You can also add a related record such as an opportunity or a financial deal associated with the interaction.

Share an Interaction Summary

You can share a record from the Interaction Summary Participants related list or use the Manage Participants component.

Search Interaction Summaries

Add the Interaction Summaries component to the account page so that bankers and financial advisors can search for interaction summaries. They can search for a record based on the interaction summary title, meeting notes, next steps, or any custom text fields. The search engine uses the Salesforce Object Search Language (SOSL) to retrieve the search results.

Create an Interaction

Create an interaction to capture a meeting with a client or partner.

1. From the App Launcher, select **Interactions**.
2. Change the list view to **All Interactions**.
3. Click **New**.
4. Enter a name for the interaction. For example, enter `Meeting with clients`.
5. Select the account of the client or partner who you interacted with.
6. Select the interaction start and date times, interaction type, and the location of interaction.
7. Save your changes.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To create an interaction:

- Financial Services Cloud Extension OR FSC Sales

Prevent Duplicate Interaction Records

Use the duplicate record management feature with the Interaction object. Help your users keep their Interaction records free of duplicates by creating duplicate rules and matching rules for the Interaction object.

SEE ALSO:

Salesforce Help Customize Duplicate Management

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

Add Attendees to an Interaction

You can add one or more users or contacts as attendees to an interaction.

Ensure that the Interaction Attendees Lightning component is added to the interaction record page.

1. On an interaction record page, on the Interaction Attendees component, click **Add Interaction Attendees**.

   Note: If you haven't already created interaction attendees, click **New** to create and add one at the same time.

2. From the Attendee Type list, select **Internal** or **External**.
3. From the Individual list, select **User** or **Contact**, and then select a user or contact ID.
4. Click **Add**.
5. To add more users or contacts as attendees, repeat steps 2 through 4.
6. Save your changes.

SEE ALSO:

Enable and Configure Interaction Summaries

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To add attendees to an interaction:

- Financial Services Cloud Extension OR FSC Sales

View Account Interactions and Key Contacts

See at a glance the key contacts for an account, past account interactions, and details such as the users who have interacted with each contact and the total number of interactions.

Ensure that the Account Interactions Lightning component is added to the account record page.

1. On the account record page, on the Account Interactions component, select a contact.
2. On the Interactions tab, view details about interactions with that contact, such as when the interactions occurred and how many attendees were involved.
3. To view details about the users interacting with that contact, click the **Interacting Users** tab.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To view account interactions and key contacts:

- Financial Services Cloud Extension OR FSC Sales

Explore Accounts Associated With an Interaction

Use the new Interaction Related Account junction object to view all accounts for an interaction. Interaction Related Account is a junction between Interaction and Account objects. For each interaction, based on the interaction attendee details, the new junction automatically captures all accounts participating in that interaction. Then you can associate a role for each account. For example, whether the account is Primary, Legal, or Audit.

Your admin must add the Interaction Related Account related list to the Interaction record page layout.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To explore accounts related to an interaction:

- Financial Services Cloud Extension OR FSC Sales

View Interaction Related Account Records

Add the Interaction Related Account related list to the Interaction record page layout. If you've enabled Einstein Activity Capture for Financial Services Cloud in Salesforce, modifying the interaction attendee details for an interaction automatically updates the Interaction Related Account related list. For example, when you remove an attendee from an interaction, the account details of that attendee is automatically removed from the Interaction Related Account related list.

1. From the App launcher, find and select **Interactions**.
2. From the Interactions list view, select the interaction for which you want to view all accounts related to that interaction.
3. Click the **Related** tab and on the **Interaction Related Account** related list you can view all accounts related to that interaction.

Prevent Duplicate Records for Interaction Related Account Objects

You can create duplicate records for the Interaction Related Account object with the same AccountId and InteractionId fields. To manage duplicate records, you can create an Apex trigger or a record-triggered flow and effectively prevent duplicate entries.

Add a custom field to the Interaction Related Account object that stores a unique text value. In your Apex trigger or record-triggered flow, combine the AccountId and InteractionId fields into a single text value. Use the unique text value to identify and block duplicate records before saving them to the database.

Add Interest Tags to Interaction Summaries

Your users can add interest tags to interaction summaries. Instead of sifting through meeting notes to find relevant interactions, your users can filter interaction summaries by interest tags to quickly find the required interactions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions with Financial Services Cloud

USER PERMISSIONS

To add interest tags to interaction summaries:

- Financial Services Cloud Extension OR Financial Services Cloud Foundations OR FSC Sales

Enable and Set Up Interest Tags

Before you can add interest tags to interaction summaries, enable Topics, Interest Tags, and complete the following setup tasks.

1. Enable Topics for the Interaction Summary object.

   See Enable Topics for Objects.

2. Assign Interest Tags permissions to profiles and then create and assign a permission set.

   See Assign Interest Tags Permissions to Users.

3. Enable the setting that turns on Interest Tags.

   See Enable Interest Tags.

4. Create tag categories to organize the tags you want to use on your interaction summaries.

   See Create Tag Categories.

5. Create interest tags to assign to interaction summaries.

   See Create Interest Tags.

6. Add the Interest Tags component to the Interaction Summary record pages so that your users can search for and assign interest tags to client records.

   See Add the Interest Tags Component to Record Pages.

Assign Interest Tags to Interaction Summaries

On the interaction summary record pages where you added the Interest Tags component, your users can assign interest tags to capture client needs, interests, and prospect opportunities.

1. On the Interest Tags component, click **All Tag Categories**, and then select a tag category by which you want to filter.
2. Enter an interest tag name, and then press Enter to search.
3. To add an interest tag, select the required tag.
   All interest tags that are assigned to the record are organized by tag categories.

Assign Interest Tags by Using the Interaction Summaries Component

When you add the Interaction Summaries component to the account record page or home page, your users can assign interest tags to interaction summary records from the component itself. To quickly find the required interactions, users can also filter interaction summaries by interest tags.

1. On the Interaction Summaries component, click the interest tags icon ( ) for the interaction summary record for which you want to assign interest tags.
2. Enter an interest tag name, and then press Enter to search.
3. Select an interest tag to add. All interest tags that are assigned to the record are organized by tag categories.
4. If the tag with the entered name doesn't exist, press Enter to create an interest tag with that name, and then assign it to the interaction summary record
   a. Enter a tag name and description.
   b. Select a tag category.
   c. Save your changes.

      This step assigns the new interest tag to the interaction summary record.
5. To filter interaction summaries by interest tags:
   a. At the upper-right corner of the component, click the filter by interest tag icon ( ).

      Note: Interest tags filter is available on Interaction Summaries only when you add the Interaction Summaries component to a two-third or more available width region on a page.
   b. Search for and select interest tags based on which you want to filter interaction summary records.
   c. Click **Apply**.

Share an Interaction

You can share a record from the Interaction Participants related list or by using the Manage Participants component.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

Share an Interaction from the Interaction Participants Related List

You can share an interaction with a user or a group by adding them as participants to the record from the Interaction Participants related list. With this approach, you can share a record with only one user or a group at a time.

Share an Interaction Using the Manage Participants Component

When you add the new Manage Participant component to an interaction record page, bankers and financial advisors can add multiple users or groups as participants to a record. And they can assign roles from within the component. The component also provides a suggested list of users or groups to add to the record.

Share an Interaction from the Interaction Participants Related List

You can share an interaction with a user or a group by adding them as participants to the record from the Interaction Participants related list. With this approach, you can share a record with only one user or a group at a time.

To share an interaction and to access the Interaction Participant object, ensure that compliant data sharing is enabled for the Interaction object.

1. From an interaction record page, on the Interaction Participants related list, click **New**.
2. From the Participant list, search for and select the user or the group that you want to share the interaction with.
3. Select a participant role, enter comments, and select **Active**.
4. Save your changes.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To share an interaction using the Interaction Participants related list:

- Financial Services Cloud Extension OR FSC Sales

Share an Interaction Using the Manage Participants Component

When you add the new Manage Participant component to an interaction record page, bankers and financial advisors can add multiple users or groups as participants to a record. And they can assign roles from within the component. The component also provides a suggested list of users or groups to add to the record.

Ensure that compliant data sharing is enabled for the Interaction object.

1. Add the Manage Participants component to the interaction record page.
   a. On the interaction record page, click the Setup icon.
   b. Select **Edit Page**.
   c. Drag the Manage Participants component onto the page layout.
2. Configure the component, and then select participant types.
   a. Click anywhere on the Manage Participants component to select it.
   b. In the properties pane, under Participant Types for Suggestion List, click **Select**.
   c. Move the required participant types to the Selected list, and then click **OK**.
   d. Save your changes.

   The Manage Participant component supports Account participants, Interaction Attendees, Financial Deal participants, and Opportunity participants as suggestions to share interaction records. Users or groups from these participant types appear as suggestions.
3. Add users or groups as participants.
   a. From an interaction record page, on the Manage Participants component, click **Add**.
   b. Search for and select users or groups, or select them from the Suggested Users or Groups section.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To share an interaction using the Manage Participants component:

- Financial Services Cloud Extension OR FSC Sales

c. Click **Next**.

d. Select a participant role for every user or group, enter comments, and then select **Active**.

e. Click **Finish**.

f. Save your changes.

Create an Interaction Summary

Capture the details of an interaction in an interaction summary. When creating an interaction summary, you can take detailed meeting notes, specify the confidentiality level of the notes, and add action items or next steps. You can also add a related record such as an opportunity or a financial deal associated with the interaction.

Ensure that the Interaction Summaries Lightning component is added to the account record page or the home page of your app.

1. On an account record page, on the Interaction Summaries component, click **New**.
2. Enter a title for the interaction summary and select the interaction that you're creating the summary for.
3. Specify the other details, such as interaction purpose, confidentiality, status, meeting notes, and next steps.
4. Select the related opportunity, partner account, and offering, if any.
5. Save your changes.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To create an interaction summary:

- Financial Services Cloud Extension OR FSC Sales

SEE ALSO:

Enable and Configure Interaction Summaries

Share an Interaction Summary

You can share a record from the Interaction Summary Participants related list or use the Manage Participants component.

Share an Interaction Summary from the Interaction Summary Participants Related List

You can share an interaction summary record with a user or a group by adding them as participants to the record from the Interaction Summary Participants related list. With this approach, you can share a record with only one user or a group at a time.

Share an Interaction Summary Using the Manage Participants Component

When you add the Manage Participant component to an interaction summary record page, bankers and financial advisors can add multiple users or groups as participants to the record. And they can assign roles from within the component. The component also provides a suggested list of users or groups to add to the record.

Share an Interaction Summary from the Interaction Summary Participants Related List

You can share an interaction summary record with a user or a group by adding them as participants to the record from the Interaction Summary Participants related list. With this approach, you can share a record with only one user or a group at a time.

To share an Interaction Summary and to access the Interaction Summary Participant object, ensure that compliant data sharing is enabled for the Interaction Summary object.

1. From an interaction summary record page, on the Interaction Summary Participants related list, click **New**.
2. From the Participant list, search for and select the user or the group that you want to share the interaction summary with.
3. Select a participant role, enter comments, and select **Active**.
4. Save your changes.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To share an interaction summary from the Interaction Summary Participants related list:

- Financial Services Cloud Extension OR FSC Sales

Share an Interaction Summary Using the Manage Participants Component

When you add the Manage Participant component to an interaction summary record page, bankers and financial advisors can add multiple users or groups as participants to the record. And they can assign roles from within the component. The component also provides a suggested list of users or groups to add to the record.

Ensure that compliant data sharing is enabled for the Interaction Summary object.

1. Add the Manage Participants component to the interaction summary record page.
   a. On the interaction summary record page, click the Setup icon.
   b. Select **Edit Page**.
   c. Drag the Manage Participants component onto the page layout.
2. Configure the component, and then select participant types.
   a. Click anywhere on the Manage Participants component to select it.
   b. In the properties pane, under Participant Types for Suggestion List, click **Select**.
   c. Move the required participant types to the Selected list, and then click **OK**.
   d. Save your changes.

   The Manage Participant component supports Account participants, Partner Account participants, Interaction participants, Interaction Attendees, Financial Deal participants, and Opportunity participants as suggestions to share interaction summary records. Users or groups from these types appear as suggestions.
3. Add users or groups as participants.
   a. On an interaction summary record page, on the Manage Participants component, click **Add**.
   b. Search for and select users or groups, or select them from the Suggested Users or Groups section.
   c. Click **Next**.
   d. Select a participant role for every user or group, enter comments, and then select **Active**.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To share an interaction summary using the Manage Participants component:

- Financial Services Cloud Extension OR FSC Sales

e. Click **Finish**.

f. Save your changes.

Search Interaction Summaries

Add the Interaction Summaries component to the account page so that bankers and financial advisors can search for interaction summaries. They can search for a record based on the interaction summary title, meeting notes, next steps, or any custom text fields. The search engine uses the Salesforce Object Search Language (SOSL) to retrieve the search results.

The Interaction Summaries component helps bankers and financial advisors to quickly find and review past interaction summaries. The component supports the use of the wildcard character asterisk (*) in a search query, such as `Joe Sm*`. The component also supports infinite scroll to load interaction summaries.

The search engine looks for matches to the search term across a maximum of 2,000 records. If you're searching from more than 2,000 records, we recommend that you use the filters in the Interaction Summary component for more selective search results.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

USER PERMISSIONS

To search interaction summaries:

- Financial Services Cloud Extension OR FSC Sales

1. To access interaction summary records, click the **Show More** link at the bottom of the component.
2. Preview interaction attendees and open activities.
   a. To preview interaction attendees for an interaction summary, click the interaction attendees icon ( ).
   b. To preview open activities related to an interaction summary, click the open activities icon ( ).

   Note: The previews display only 30 records. To view all records, click **View All**.

3. On the Interaction Summaries component, click the sort icon ( ).`

   You can sort interaction summary records based on the creation date, the interaction start date and time, or the last modified date.
4. Select a sort option.
5. Choose how to populate interaction summaries.

   You can also choose how to populate the interaction summary records—on the Interaction Summaries component—by selecting the lookup field that the component uses to populate records.
   a. On the record page, click the Setup icon.
   b. Select **Edit Page**.
   c. Click anywhere on the Interaction Summaries component to select it.
   d. In the properties pane, select a value from the Lookup Field dropdown menu.

      The values in the dropdown menu depend on the record page that you're editing.

      Note: For the Home page layout, the component always shows a list of interaction summaries that a user can access. You can't override this behavior for the Home page.
6. Show or hide the New button to create interaction summaries.

   By default, the component shows a New button that your users can click to create interaction summaries from the component itself. You can configure the component to hide the New button.

a. On the record page, click the Setup icon.
b. Select **Edit Page**.
c. Click anywhere on the Interaction Summaries component to select it.
d. In the properties pane, select **Hide New button**.

Sync Interactions with Einstein Activity Capture

Keep interactions data in Salesforce up to date, and prioritize interactions that drive deal flow. By using Einstein Activity Capture for Financial Services Cloud, you can automatically sync events from connected email and calendar applications to Salesforce as interaction and interaction attendee records.

1. Set Up Einstein Activity Capture for Financial Services Cloud
   Review the steps for setting up Einstein Activity Capture for Financial Services Cloud.
2. Interactions and Einstein Activity Capture
   Learn what happens when interactions are enabled in an Einstein Activity Capture configuration.

SEE ALSO:

Sales Productivity: Einstein Activity Capture (can be outdated or unavailable during releae preview)

Set Up Einstein Activity Capture for Financial Services Cloud

Review the steps for setting up Einstein Activity Capture for Financial Services Cloud.

Before You Get Started

Make sure that Einstein Activity Capture is set up in Salesforce and that you understand how it works with events. Also, review how to set up and work with interaction summaries.

Considerations for Working with Einstein Activity Capture for Financial Services Cloud

Keep in mind these considerations when using Einstein Activity Capture for Financial Services Cloud.

Admin Setup for Einstein Activity Capture

Give users access to Einstein Activity Capture. Connect your company's email and calendar applications to Salesforce, and create a configuration that controls how data moves between applications.

End-User Setup for Einstein Activity Capture

Connect your email and calendar accounts to Salesforce so that you can sync events from the connected accounts to Salesforce as interaction and interaction attendee records. Plus, prevent specific interactions from being synced to Salesforce.

Before You Get Started

Make sure that Einstein Activity Capture is set up in Salesforce and that you understand how it works with events. Also, review how to set up and work with interaction summaries.

Before you get started, we recommend these resources.

- Einstein Activity Capture Basics
- Einstein Activity Capture Considerations
- Set Up Einstein Activity Capture
- Events and Einstein and Activity Capture
- Enable and Configure Interaction Summaries
- Work with Interaction Summaries

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud and Einstein Activity Capture are enabled.

Einstein Activity Capture supports syncing events and syncing events as interactions with the following differences:

Feature	Syncing Events	Syncing Interactions
Sync direction	Bi-directional	Unidirectional
Recurring Event Sync	Supported	Not supported
Activity Metrics	Supported	Not supported
Activity Timeline	Supported	Not supported
Activity Dashboard	Supported	Not supported
External Organizer Meeting Sync	Supported	Supported

Considerations for Working with Einstein Activity Capture for Financial Services Cloud

Keep in mind these considerations when using Einstein Activity Capture for Financial Services Cloud.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions that have Financial Services Cloud enabled.

Setting Up Einstein Activity Capture for Financial Services Cloud

- If you're already syncing events using Einstein Activity Capture, then before enabling Einstein Activity Capture for Financial Services Cloud in your Salesforce org, you must either:
  - Reset your Einstein Activity Capture configuration, enable Einstein Activity Capture for Financial Services Cloud, and then set up a new Einstein Activity Capture configuration for syncing interactions.
  - Turn off the Event setting in each active Einstein Activity Capture configuration, enable Einstein Activity Capture for Financial Services Cloud, and then turn on the Interaction setting for the configurations.
- To enable Einstein Activity Capture for Financial Services Cloud, from the Einstein Activity Capture settings page, turn off **Activity Metrics** and **Activity Dashboard**.

Syncing Events as Interactions and Interaction Attendee

- Interactions are synced and records are created in Salesforce only when users have access to both Einstein Activity Capture and Financial Services Cloud licenses and permissions.
- Events organized by both internal Salesforce users and users external to Salesforce are synced as interactions.

- Interaction, Interaction Attendee, Interaction Participant, and Interaction Related Account records are created depending on the event organizer with the these similarities and differences:

Record/Owner	Event Organizer is an Internal Salesforce User	Event Organizer is a User External to Salesforce
Interaction record	An Interaction record is created during an Interaction sync.	An Interaction record is created during an Interaction sync.
Interaction owner	Salesforce user who set up the meeting	– The system promotes any one of the event attendees who is a Salesforce user and has an associated Einstein Activity Capture configuration as the owner of the Interaction record. – The newly assigned owner's connected calendar applications are used to sync the event details into Salesforce. What happens when the event attendee who was promoted as the Interaction owner is removed from the meeting invite? – An event sync is reinitiated – A new Interaction record is created, and the system promotes any of the other event attendees who is a Salesforce user and has an associated Einstein Activity Capture configuration as the owner of the Interaction record. – The newly assigned owner's connected calendar applications are used to sync the event details into Salesforce. – The old Interaction record is deleted.
Interaction Attendee records	Interaction Attendee records are created for all event attendees who are internal Salesforce users.	Interaction Attendee records are created for all event attendees who are internal Salesforce users.
Interaction Participant records	If Create Interaction Participants Automatically is enabled, Interaction Participant records are created asynchronously for all the event attendees who are internal Salesforce users except the owner user.	If Create Interaction Participants Automatically is enabled, Interaction Participant records are created asynchronously for all the event attendees who are internal Salesforce users except the owner user.
Interaction Related Account records	If Einstein Activity Capture for Financial Services Cloud is enabled, Interaction Related Account records are created	If Einstein Activity Capture for Financial Services Cloud is enabled, Interaction Related Account records are created

Record/Owner	Event Organizer is an Internal Salesforce User	Event Organizer is a User External to Salesforce
	asynchronously for all the invited Salesforce contacts.	asynchronously for all the invited Salesforce contacts.

- Interaction participant and interaction related account records are created asynchronously post the Interaction sync. Therefore, after the Interaction sync, there may be a time lag before the interaction participant and interaction related account records are created.
- If the interaction participant and interaction related account records can't be created, the interaction owner receives a notification. The interaction owner can click the notification to open the corresponding interaction record details page.
- Events synced with Einstein Activity Capture as interaction and interaction attendee records aren't supported on the activity timeline.
- You can create an Einstein Activity Capture configuration to sync events or interactions but not both.
- Syncing recurring events as interactions isn't supported. Event attachments don't sync between Microsoft Exchange or Google and Salesforce.
- The Activity Metrics and Activity dashboards aren't supported when syncing events as interactions in Salesforce.
- Syncing interactions is unidirectional. You can sync events only from connected email and calendar applications to Salesforce but not in the other direction.
- Because syncing is unidirectional, changes to synced records in Salesforce are overwritten the next time you sync those records with Einstein Activity Capture.

General Considerations

- Before activating a configuration with interactions enabled, we recommend preparing interactions that you don't want to sync to Salesforce. See Preparing to Sync Interactions on page 669.
- By default, interactions are synced starting from the date that the user's account is connected to Salesforce. To change this date, you can adjust the Filter by End Date when creating the configuration or later on the configuration's Advanced Settings tab. When editing the value on an existing configuration, the new value doesn't apply to users who already have an account connected.
- If interactions aren't syncing for a specific user, try removing the user from the configuration and then adding the user again. If you're using Microsoft Office 365 with an org-level or service account authentication method, you can test and reset the user.
- Synced interactions are available for Salesforce Reports.
- If there's no contact mapping for an attendee record, only the attendee's email is synced and displayed on the interaction record.
- To view the synced interaction attendee details, add the Interaction Attendee component to an Interaction record page layout.
- To view all accounts participating in the synced interactions on the related list, add the Interaction Related Account related list to an Interaction record page layout. When you remove an attendee from an interaction, the account details related to that attendee are also removed from the Interaction Related Account object.
- You can search synced interaction and interaction attendee records.
- The ownership of synced records is based on Compliant Data Sharing rules.

- When users manually create interaction records or sync interactions with Einstein Activity Capture, they can create duplicate records for the Interaction Related Account object with identical AccountId and InteractionId fields. To avoid duplicate records, see Prevent Duplicate Interaction Related Account Records.

SEE ALSO:

Sales Productivity: Einstein Activity Capture Considerations (can be outdated or unavailable during releae preview)

Sales Productivity: Create a Configuration for Einstein Activity Capture (can be outdated or unavailable during releae preview)

Enable and Configure Interaction Summaries (can be outdated or unavailable during releae preview)

Admin Setup for Einstein Activity Capture

Give users access to Einstein Activity Capture. Connect your company's email and calendar applications to Salesforce, and create a configuration that controls how data moves between applications.

1. Enable Einstein Activity Capture for Financial Services Cloud
   Give users access to Einstein Activity Capture so that they can connect their email and calendar applications to Salesforce.
2. Create a Configuration to Sync Events as Interactions
   Einstein Activity Capture configurations define how data flows from the connected accounts to Salesforce. Review the default sync settings and change the settings, if necessary. After you have enabled Einstein Activity Capture for Financial Services Cloud, all references to events in the configuration UI, depending on the context, means interactions.
3. Create Interaction Participants
   Enable the Create Interaction Participants Automatically setting, and assign a default participant role to create interaction participants automatically after an interaction sync. Interaction participants are created for meeting attendees who are Salesforce users, excluding the attendee who is the meeting owner.

Enable Einstein Activity Capture for Financial Services Cloud

Give users access to Einstein Activity Capture so that they can connect their email and calendar applications to Salesforce.

Before you enable Einstein Activity Capture for Financial Services Cloud, ensure that you've enabled the Interaction Summary option in Salesforce. See Enable and Configure Interaction Summaries on page 651.

1. From Setup, in the Quick Find box, enter `Interaction Summary`.
2. Under Financial Services, select **Interaction Summary Settings**.
3. Enable **Einstein Activity Capture for Financial Services Cloud**.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud and Einstein Activity Capture are enabled.

USER PERMISSIONS

To enable and configure interaction summaries:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Customize Application

Create a Configuration to Sync Events as Interactions

Einstein Activity Capture configurations define how data flows from the connected accounts to Salesforce. Review the default sync settings and change the settings, if necessary. After you have enabled Einstein Activity Capture for Financial Services Cloud, all references to events in the configuration UI, depending on the context, means interactions.

1. From Setup, in the Quick Find box, enter `Einstein Activity Capture`, and then select **Settings**.

   If it's your first time setting up Einstein Activity Capture, the setup flow guides you through the steps. If you're moving from Lightning Sync or you already use Einstein Activity Capture but it's your first time creating a configuration, click **Add Contact and Interaction Sync** and follow the guided steps.

2. On the Configuration tab, click **New Configuration**.
3. Give the configuration a name and description.
4. Review the interaction settings, and then click **Next**.
5. Add users and profiles to the configuration, and then click **Next**.

SEE ALSO:

Sales Productivity: Create a Configuration for Einstein Activity Capture (can be outdated or unavailable during releae preview)

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud and Einstein Activity Capture are enabled.

USER PERMISSIONS

To create or edit an Einstein Activity Capture configuration:

- View Setup and Configurations

  AND

  Customize Application

  AND

  Modify All Data

Create Interaction Participants

Enable the Create Interaction Participants Automatically setting, and assign a default participant role to create interaction participants automatically after an interaction sync. Interaction participants are created for meeting attendees who are Salesforce users, excluding the attendee who is the meeting owner.

Before you can view and enable the Create Interaction Participants Automatically setting:

- Ensure that you've enabled the Einstein Activity Capture for Financial Services Cloud.
- Ensure that Compliant Data Sharing is enabled for the Interaction object.

1. From Setup, in the Quick Find box, enter `Interaction Summary`.
2. Under Financial Services, select **Interaction Summary Settings**.
3. Enable **Create Interaction Participants Automatically**.
4. To assign a default participant role, select one of the default participant roles, and click **Assign**.
   - If you don't see any participant roles listed, click **Add Roles** to create a participant role with required access permissions for the Interaction object. Learn how to create a participant role for Complaint Data Sharing Enabled Objects.
   - When enabling or disabling the Create Interaction Participants Automatically setting, if you can't select a default participant role because it's disabled, delete the role from the Developer console, then refresh the Interaction Summary Settings page.

   After you enable Create Interaction Participants Automatically, the interaction participant records are automatically created asynchronously after an interaction sync.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud and Einstein Activity Capture are enabled.

USER PERMISSIONS

To create interaction participants automatically:

- Financial Services Cloud Extension OR FSC Sales

  AND

  Einstein Activity Capture for Financial Services Cloud

  AND

  Customize Application

End-User Setup for Einstein Activity Capture

Connect your email and calendar accounts to Salesforce so that you can sync events from the connected accounts to Salesforce as interaction and interaction attendee records. Plus, prevent specific interactions from being synced to Salesforce.

1. Connect Your Email and Calendar Applications to Salesforce
   Depending on how your Salesforce admin set up Einstein Activity Capture, it's possible that you're responsible for connecting your Microsoft or Gmail account to Salesforce.
2. Preparing to Sync Interactions with Einstein Activity Capture
   If your Salesforce admin configured Einstein Activity Capture to sync interactions to Salesforce, make sure that it works the way you want.

Connect Your Email and Calendar Applications to Salesforce

Depending on how your Salesforce admin set up Einstein Activity Capture, it's possible that you're responsible for connecting your Microsoft or Gmail account to Salesforce.

To learn how to give your users access to Einstein Activity Capture and Connect Your Email and Calendar Applications to Salesforce, see Admin Setup for Einstein Activity Capture.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud and Einstein Activity Capture are enabled.

Preparing to Sync Interactions with Einstein Activity Capture

If your Salesforce admin configured Einstein Activity Capture to sync interactions to Salesforce, make sure that it works the way you want.

Prepare events that you don't want to sync as interactions before your admin turns on your Einstein Activity Capture configuration. You can manage which events sync at any time. To remove synced interactions from Salesforce, manually delete them.

To prevent personal events from syncing from your Google or Microsoft calendar to Salesforce as interaction and interaction attendee records, create a separate calendar. Einstein Activity Capture syncs only your default calendar to Salesforce.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud and Einstein Activity Capture are enabled.

When Salesforce admins define sync settings in Einstein Activity Capture configurations, they choose whether to sync users' private interactions. Users can also prevent interactions from syncing by assigning the private option to events from their calendar applications.

Interactions and Einstein Activity Capture

Learn what happens when interactions are enabled in an Einstein Activity Capture configuration.

How Interactions Sync with Einstein Activity Capture

Einstein Activity Capture matches your Microsoft or Google events with relevant Salesforce interactions and interactions attendees. Learn which interactions are synced and how often.

Field Mappings for Interactions Sync

When you use Einstein Activity Capture to sync interactions, fields from the connected Microsoft or Google account are mapped to fields in your Salesforce interactions.

How Interactions Sync with Einstein Activity Capture

Einstein Activity Capture matches your Microsoft or Google events with relevant Salesforce interactions and interactions attendees. Learn which interactions are synced and how often.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud and Einstein Activity Capture are enabled.

Which Interactions Sync and How Are They Matched?

Einstein Activity Capture checks whether an interaction with the same subject, date, and start and end times exists in both Salesforce and Microsoft or Google. If interactions match, they're mapped to each other and synced to Salesforce. If no interactions match, a new interaction is created, and the two are mapped to sync unmatched interactions to Salesforce.

Because recent interactions are the most relevant to you, after your Salesforce admin initiates sync, Einstein Activity Capture attempts to match:

- New Salesforce interactions after you create them or existing Salesforce interactions after you update them
- New and existing Microsoft or Google interactions that fall within the filter and sync settings set by your admin

Interaction sync can take a day or more. Some factors can impact sync wait time, such as:

- If many users are set up to start syncing around the same time
- When sync is pending for a significant number of interactions

For example, at a large company, an extended wait time is likely on the first sync.

Einstein Activity Capture can sync up to 50,000 interactions per user at a time. If you have more than 50,000 events to sync, an additional nonsyncing interaction is picked up for sync only when one of the 50,000 stops syncing. An interaction stops syncing if you or someone with access deletes the interaction in Salesforce or your external calendar, if the interaction has occurred and no longer meets past event sync filters, or if an interaction sync issue occurs.

Deleting a Synced Interaction

If an admin selects **Remove deleted interactions from a configuration's advanced sync settings**, when you delete a syncing interaction, it's also removed from the connected accounts. You can delete an interaction in Salesforce only if the interaction hasn't already happened.

How Interaction Attendees Sync with Einstein Activity Capture

If you sync interactions with Einstein Activity Capture, invited contacts sync as Interaction Attendee records in Salesforce.

Interaction attendee details sync when the interaction organizer is a Salesforce user who's been set up to sync interactions with Einstein Activity Capture. If the interaction attendee isn't a Salesforce user or contact, only the email ID of the attendee is synced to Salesforce.

Einstein Activity Capture syncs up to 50 attendees per interaction.

Field Mappings for Interactions Sync

When you use Einstein Activity Capture to sync interactions, fields from the connected Microsoft or Google account are mapped to fields in your Salesforce interactions.

EDITIONS

Available in: Lightning Experience in **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud and Einstein Activity Capture are enabled.

Object	Salesforce Field	Connected Account Field
Interaction	Name	Subject
	Account	No label
	Start Time	ActivityDateTime
	End Time	EndDateTime
	Interaction Type	No label
	Location	No label
	Related Record	No label
	Description	Description
Interaction Attendee	Attendee Type	No label
	Individual	No label
	User	Email ID To map the required or optional attendee to a Salesforce user or contact. If no mapping is available, only the email ID details are synced.
	Contact	
	Email ID	
	Attendee Response	Response
	Organizer	No label

Interest Tags for Financial Services Cloud

Let your users add custom Interest Tags to client records to capture client needs, interests, and prospecting opportunities. Having clients' interests in mind during client interactions helps deepen relationships. Organize interest tags into tag categories, which group similar interest tags so that you can easily create reports and dashboards showing common themes and interests across clients.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise**, **Professional**, and **Unlimited** Editions

Note: The Interest Tags object is a virtual object on the Topic object. Access to Interest Tags requires access to Topics for objects. Before setting up Interest Tags, turn on Topics for objects and configure user permissions for Topics. These permissions also control Interest Tag permissions. Then, select the Financial Services Cloud objects you want to show the Interest Tag component.

To learn how to enable Interest Tags, assign users permissions, and create tags, see Interest Tags.

Know Your Customers

By using the Know Your Customer (KYC) data model, your users can perform identity verification, risk assessment, and screening checks of parties with ease. Parties can be accounts, contacts, or leads.

The KYC data model has several use cases. For example, your Onboarding team can use the model to validate a prospect's information that's submitted during an assessment. Or, your Operations team can use the model to verify the prospect's information and assign a risk rating.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

Know Your Customer Data Model

Example: Streamline Onboarding with KYC Data Model and Integrated Onboarding Data Model

A new resident, Rachel Adams, visits Cumulus Bank to open a savings account. The relationship manager, Tim, helps her with the application. As required by regulations, the bank performs KYC checks on Rachel. After a successful KYC verification, Rachel is onboarded, and her savings account is created. Six months later, Rachel returns to Cumulus Bank to apply for a credit card. Because the bank already has her validated KYC information from her previous application, the credit card application process is significantly faster and smoother.

To ensure a smooth onboarding for Rachel Adams, Cumulus Bank uses both the KYC data model and the Integrated Onboarding data model. The KYC model fast-tracks identity verification, and the Integrated Onboarding data model streamlines the application process.

Understand Applicant, Party Profile, and Account Objects

Applicant, Party Profile, and Account objects play distinct roles. This table provides the details of these objects and their functionalities in the onboarding use case.

Object	Definition	Use Case	Example
Applicant	Represents information about the individual or group that's applying for a product.	An applicant record is created specifically to track the details of a single product application. A new applicant record is created for each product that an individual or group applies for.	Rachel Adams is new to the bank and an applicant record is created in Salesforce for Rachel Adams with Savings Account as the application form product.

Object	Definition	Use Case	Example
Party Profile	Represents the KYC profile of the individual or group. Stores a party's profile details, including KYC information such as ID verification, credit score, and background checks.	Create a party profile record and link the record to an applicant for KYC purposes. After the KYC verification is complete, you can reuse the same party profile record for future applications submitted by the same individual. By using the same record, you can eliminate the need for redundant verification steps, saving time and effort.	To verify Rachel Adams' identity according to KYC regulations, a party profile record is created in Salesforce. You can use this record in the future, either for a periodic re-verification (KYC refresh) or for any new product application that Rachel submits.
Account	Represents a record created after a successful application for a specific product. It represents the ongoing customer relationship with that product.	Created when the application is approved application approval. Tracks the transactions and activity related to the specific product.	When Rachel Adams' savings account application is approved, a corresponding Account is created for her in Salesforce.

Enable Know Your Customer

Use the Know Your Customer (KYC) data model to store information collected from a party during a KYC process. You can then use the data from Identity and Verification service providers or Screening service providers to verify the identity of the party or to perform various screening checks for the party.

Frequently Asked Questions on the Know Your Customer (KYC) Data Model

Get answers to the most frequently asked questions regarding the Know Your Customer (KYC) data model, using the context of onboarding an applicant for a product for better comprehension.

Enable Know Your Customer

Use the Know Your Customer (KYC) data model to store information collected from a party during a KYC process. You can then use the data from Identity and Verification service providers or Screening service providers to verify the identity of the party or to perform various screening checks for the party.

Watch this video to take a tour of the Know Your Customer (KYC) Data Model for Financial Services Cloud.

Watch a video

If you aren't able to watch the view in full screen, open the video on a new tab: Get to Know the Know Your Customer (KYC) Data Model for Financial Services Cloud.

1. From Setup, in the Quick Find box, enter `General Settings`, and then under Financial Services Cloud, select **General Settings**.
2. Enable **Know Your Customer**.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

USER PERMISSIONS

To enable Know Your Customer data model

- Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Customize Application

Frequently Asked Questions on the Know Your Customer (KYC) Data Model

Get answers to the most frequently asked questions regarding the Know Your Customer (KYC) data model, using the context of onboarding an applicant for a product for better comprehension.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions that have Financial Services Cloud enabled

What is a Party Profile?

A party profile record represents the KYC details of the party that you're onboarding, including compliance-related details such as credit score and risk profiles.

How is Party Profile different from Account?

Party Profile contains compliance-oriented information that's crucial for the Know Your Customer (KYC) process, such as identity verification result, anti-money laundering screening result, credit profile, and risk profile. In contrast, Accounts hold front-facing details, such as name and email, that are relevant for customer interaction roles such as account management or relationship management.

Why separate Person Accounts and Party Profile?

Person Accounts focus on front-facing information such as customer details, while Party Profile delves deeper into compliance-oriented data. Administrators can control the access to data on a need-to-know basis.

What are the child objects of the Party Profile object?

Party Profile Address, Party Credit Profile, Party Identity Verification Summary, and Party Screening Summary are some of the child objects of the Party Profile object. See the Know Your Customer data model for the full list of objects.

What is the objective of the KYC data model?

The KYC data model provides a comprehensive view of the party, with various details such as employment, identity verification, AML screening status, credit profile, risk profile, income, and assets.

How to use Party Profile during the onboarding of a new applicant?

During onboarding, a party profile record is created. It undergoes KYC processes such as identity verification and anti-money laundering (AML) screening. Data collected determines the customer's risk rating and the results are stored in the Party Risk Profile record.

How to determine the next party profile review date?

The risk rating can influence the frequency of party profile reviews. Higher-risk party profiles necessitate more frequent reviews. The next review dates are recorded in the Party Profile object.

How to handle Re-KYC for a party profile based on an event. For example, when the party you're onboarding becomes a Politically Exposed Person (PEP)?

For a party profile designated as a PEP, you can choose to either create a party profile record and conduct a full KYC again, or update the existing party profile record with the latest information.

How to handle address updates for a customer?

In cases of address updates, typically through a service request, a full Re-KYC isn't necessary at all times. You can create a record or update the existing party profile record based on your needs.

What's the difference between Applicants and Party Profile?

An Applicant refers to anyone interested in a product, whereas a Party Profile encompasses broader KYC compliance details for parties being onboarded for the product. For more information on Applicant, Party Profile, and Account objects, see Know Your Customer.

How is the data distributed between Applicants and Party Profile?

In a scenario where you must gather, for example, applicant's income details whenever an applicant applies for a product, use the relationship between Party Income and Applicant. For income verification during the KYC process, use the relationship between Party Income and Party Profile.

Omnistudio for Financial Services Cloud

Use Omnistudio to create guided interactions and other rich user experiences without code. You can even create applications and workflows using data from Financial Services Cloud and from external sources.

Omnistudio is built on the Salesforce platform and provides a suite of services, components, and data model objects. Omnistudio includes components for different purposes:

- Omniscripts define and contain user-interaction components and give you the flexibility to create logic for guided flows.
- Flexcards display data and launch actions.
- Integration Procedures bundle server-side data integration operations for efficiency and reuse.
- Omnistudio Data Mappers transfer and transform data between Salesforce and the Omniscripts, Flexcards, and Integration Procedures components.

When we update Omnistudio, the upgrades are pushed automatically to you. Omnistudio is required for Business Rules Engine and Decision Explainer.

Install Omnistudio for Financial Services Cloud

Download and install the Omnistudio managed package into your Financial Services Cloud org.

Installation Prerequisites

- Make sure that your org doesn't already have Omnistudio installed.

  From Setup, search for and then select **Installed Packages**. If you have Omnistudio, don't install it again.
- Make sure that you're assigned the required Omnistudio permissions.

  You need the Omnistudio Admin, Omnistudio Runtime for Communities, and Omnistudio User permission set licenses.
- Complete the required steps to prepare your org for Omnistudio.

  For detailed steps, see Prepare to Install the Omnistudio Package.

Install Omnistudio

1. Log out of all Salesforce orgs.

2. Install the Omnistudio package.

   Every Omnistudio release has a unique download link. For detailed steps, see Install or Upgrade the Omnistudio Package.

3. Complete the Omnistudio post-installation tasks
4. If needed, deploy Omnistudio components from one org to another.

   For more information, see Deploy Omnistudio Components Between Orgs.

After installation is complete, set up Flexcards and configure designer, non-designer, and Experience site users of Omnistudio. Experience site users are also called Digital Experience users or Community users.

Record Alerts

Alert your agents to changes in client records that require action. Using Record Alerts, agents can scan records for notifications that show information from your core banking system or from alerts that are stored in Salesforce.

Record alerts help agents decide what needs attention now or soon. For example, if an agent sees a low balance alert on the financial account that funds withdrawals, the agent can notify the client to transfer funds and avoid overdrafts. Agents can snooze alerts for later and dismiss them.

Create custom severity values for record alerts. Group similar record alerts by creating record alert categories. With Business APIs, aggregate and show alerts for financial account transactions, financial accounts, and person accounts in a hierarchical view.

If you are a Financial Services Cloud user, you can use the Financial Services Cloud permissions for Record Alerts.

Task	User Permissions
To use the Record Alerts data model and admin setup:	Financial Services Cloud Extension OR Financial Services Cloud Foundations OR FSC Sales OR FSC Service
To user Data Consumption Framework for Record Alerts:	FSCAlertFramework AND FSCServiceExcellence
To configure a Record Alert expression set using Business Rules Engine:	Rule Engine Designer permission set AND Access Record Alerts for Business Rules Engine permission AND Financial Services Cloud Foundations OR Financial Service Cloud EUOZ OR Financial Services Cloud Extension

To set up Record Alerts and create alerts from Salesforce objects, see Record Alerts.

Record Association Builder

Define criteria for linking new or changed records with the branches that work with them.

Record linking happens behind the scenes when precondition formulas defined by association criteria are met. Association records provide a wealth of data about work attribution, productivity, or your custom performance indicators. Record Association Builder supports a number of standard objects including accounts, leads, opportunities, and more. It also supports custom objects, different owner ID fields, and custom Apex class logic to create association records.

The Record Association Builder relies on the Branch Unit, Banker, Branch Unit Business Member, and Branch Unit Related Record objects provided by the Branch Management feature.

Note: Branch Association Settings has been retired. We recommend using Record Association Builder because it offers the same record linking capability plus the flexibility to use custom objects and customized association logic.

Assign Permissions to Users
Ensure that users can access and use Record Association Builder features by creating and assigning permission sets.

Grant Access to Record Association Builder Objects
To create and edit branch unit related records, Record Association Builder users need access to branch management objects.

Enable Record Association Builder
To define and activate criteria to automatically associate new and changed records with the user's currently assigned branch, enable the Record Association Builder setting.

Define Association Criteria
Define your own criteria for automatically linking records like accounts, leads, opportunities, and cases with the branches that work with them.

Define Custom Apex Class Logic to Create Associations
Record Association Builder gives you the flexibility to fully customize how association records are created by using a custom association handler Apex class.

Record Association Execution Error Event
The record association builder automatically creates records when an active association criteria is met. If the record creation fails, a Record Association Execution Error Event record is created with details about the failure.

Considerations and Limitations for Record Association Builder
Here are some things to keep in mind as you implement Record Association Builder.

Assign Permissions to Users

Ensure that users can access and use Record Association Builder features by creating and assigning permission sets.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: The **User license to access Record Association Builder in Financial Services Cloud** and **User license to access Branch Management in Financial Services Cloud** permissions are enabled by default if your organization has the Financial Services Cloud Extension permission set.

1. Create a permission set with the Record Association Builder and Branch Management permissions enabled.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
   b. Click **Clone** next to the Financial Services Cloud Extension permission set.
   c. Enter a label for your permission set, such as `FSC with Record Association Builder`.
   d. Clear the API name field and then tab to the next field, so the API name fills in automatically.
   e. (Optional) Change the Description field if desired.
   f. Click **Save**.
   g. In the Permission Sets list, click the name of the permission set you just created to edit it.
   h. Click the **System Permissions** link.
   i. Click **Edit**.
   j. Enable the **User license to access Record Association Builder in Financial Services Cloud** and **User license to access Branch Management in Financial Services Cloud** permissions.
   k. Click **Save**.

2. Assign the permission set to users.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then click **Permission Sets**.
   b. Click the name of the permission set that you created earlier, such as **FSC with Record Association Builder**.
   c. Click **Manage Assignments**, and then click **Add Assignments**.
   d. Select the checkbox for each user who will use Record Association Builder, and then click **Assign**.

      Note: You can only assign a permission set license to active users.

SEE ALSO:

Salesforce Help: Licenses Overview

Financial Services Cloud Permission Set Licenses

Grant Access to Record Association Builder Objects

To create and edit branch unit related records, Record Association Builder users need access to branch management objects.

To use Record Association Builder, a user needs access to branch management objects, including Banker, Branch Unit, Branch Unit Business Member, and Branch Unit Related Record.

Note: Branch Association Settings has been retired. We recommend using Record Association Builder because it offers the same record linking capability plus the flexibility to use custom objects and customized association logic.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To validate or grant a user's access levels for these objects:

1. From Setup, enter `Profiles` in Quick Find, then select **Profiles**.
2. Click the **Edit** link next to the profile you want to change.
3. Click **Object Settings**.
4. Click **Branch Units**. Validate that this profile has Read, Create, Edit, and Delete permissions to the Branch Unit object. If not, grant those permissions and click **Save**.
5. Repeat this step for **Bankers, Branch Unit Business Members,** and **Branch Unit Related Records**.
6. Repeat steps 2 through 5 for any other user profiles that you want to change.

SEE ALSO:

Salesforce Help: Edit Object Permissions in Profiles

Enable Record Association Builder

To define and activate criteria to automatically associate new and changed records with the user's currently assigned branch, enable the Record Association Builder setting.

Note: Only enable one of the Record Association Builder or Branch Management **Associate records to branches (Beta)** settings at the same time to avoid conflict. **Associate records to branches (Beta)** will eventually be retired. We recommend using the Record Association Builder since it offers the same record linking capability but provides greater flexibility to define your own association criteria.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To enable Record Association Builder:

1. From Setup, enter `association` in Quick Find. Under the Financial Services heading, click **Record Association Builder**.
2. To enable Record Association Builder, set the toggle to **On**.

Define Association Criteria

Define your own criteria for automatically linking records like accounts, leads, opportunities, and cases with the branches that work with them.

Record Association Builder extends the automatic record linking capabilities that come with the Branch Management feature. Branch Management lets you automatically attribute new accounts and leads to specific branches. Record Association Builder lets you define your own criteria for associating new or updated records with the branches that work with them.

To define or edit association criteria, use the Record Association Builder settings page in Setup. You can edit an existing association criteria that is in Draft status, inactivate one that is Active, or delete one that hasn't generated any associations.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Record Association Builder:

- Financial Services Cloud Extension OR FSC Sales OR FSC Service

The Reference Object and Event Type fields determine which object events, such as the creation of a record, cause the criteria to be evaluated. Record Association Builder directly supports the following reference objects:

- Account (including Person Account)
- Lead
- Opportunity
- Case
- Contact
- Interaction Summary

Record Association Builder supports the following Financial Services Cloud objects:

- Assets and Liabilities
- Financial Accounts

Record Association Builder supports all custom objects.

Record Association Builder listens for Create and Update event types for each object. A Create event occurs whenever a new record is created for that object. An Update event occurs whenever one or more fields in an existing record are changed.

One reference object can have up to five association criteria.

The Precondition section includes a formula that, when true, causes a new association to be created. Precondition formulas use the same format as the formulas for calculated fields.

Table 23: Examples of Precondition Formulas

Reference Object	Event Type	Precondition Formula	Description
Lead	Create	ISPICKVAL([Lead].Status, "Qualified")	A qualified lead is created.
Opportunity	Update	ISPICKVAL([Opportunity].Stage, "Closed")	An existing opportunity is closed.
Account	Create	[Account].AnnualRevenue > 3000000 && [Account].NumberOfEmployees > 20	An account is created that meets requirements for annual revenue and number of employees.
Person Account	Update	[Account].FSC12__NetWorth__c > 500000	Net Worth Greater than 500k
Contact	Update	[Contact].MailingCity = 'San Francisco'	Contact whose mailing city is San Francisco.

Reference Object	Event Type	Precondition Formula	Description
Interaction Summary	Create	[InteractionSummary].Name = 'Follow-up Interaction'	Interaction Summary whose name/title is Follow-up Interaction.

To create an association criteria record for one of the directly supported reference objects, follow the steps in the order listed.

1. From Setup, in the Quick Find box, enter `association`, and then select **Record Association Builder**.
2. Click **New Criteria**.
3. On the New Criteria page, enter a descriptive Name. The API Name field value is filled in automatically.
4. Select the association type in the **Association Type** dropdown.
5. (Optional) Add a description if desired. A description can be helpful for differentiating criteria that are based on similar events or formulas.
6. Select an object in the **Reference Object** dropdown.
7. Select an event type in the **Event Type** dropdown.
8. Specify a formula in the **Precondition** formula field. You can use the controls in the **Insert** bar above the formula to insert elements at the cursor location in the formula field.

9. Keep the **Use an alternate owner ID** checkbox unchecked to use the default Owner ID field when making associations. If the Reference Object you selected doesn't include an Owner ID field, or if you want to use a different ID field:
   a. Click **Use an alternate owner ID**.
   b. Click the search box.
   c. In the **Select a Field** window use the filter control to find and select the ID field to use.

d. Click **Choose** to select that field.

10. Keep the **Activation** set to `Draft` if you want to edit this criteria in the future. Only select `Active` in the **Activation** dropdown when you're ready to enable automatic associations whenever this criteria is met.
11. Save your work.

SEE ALSO:

Salesforce Help: Calculate Field Values with Formulas

Define Custom Apex Class Logic to Create Associations

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Record Association Builder gives you the flexibility to fully customize how association records are created by using a custom association handler Apex class.

By default, Record Association Builder uses the Owner ID field on a standard or custom object when creating association records. You can specify a different ID field by selecting **Use an alternate owner ID** for the association criteria. The alternate owner ID field must link to a user or contact object that's enabled for use as a Banker. If your custom object or alternate owner ID field doesn't meet that requirement, you can program custom logic to create association records a different way.

Record Association Builder lets you specify a custom Apex class to handle the creation of association records for a specific association criteria. The custom Apex class must:

- apply to an object that isn't directly supported the Record Association Builder;
- implement the `fscwmgen.BranchManagementAssociationHandler` interface;
- return a list of Branch Unit Related Records;
- populate at least the minimum required fields in each Branch Unit Related Record:
  - BranchUnitId: Represents the current branch unit of the user or contact
  - BusinessUnitMemberId: The Banker ID of the user or contact
  - RelatedRecordId: The ID of the custom object to be related

To specify a custom association handler Apex class for an association criteria:

1. On the New Criteria or Edit Criteria page, make sure that the **Use an alternate owner ID** checkbox is checked.
2. Specify the alternate ID field to use:
   a. Click the search box that says **Select a field on the reference object...**.

   b. In the **Select a Field** window use the filter control to find and select the ID field to use.
   c. Click **Choose** to select that field.

3. Click the **Use Apex class** checkbox.
4. Click the search box that says **Search Apex Classes...**. Specify an Apex class that implements the `fscwmgen.BranchManagementAssociationHandler` interface.

5. Save your work.

Record Association Execution Error Event

The record association builder automatically creates records when an active association criteria is met. If the record creation fails, a Record Association Execution Error Event record is created with details about the failure.

The error event provides the following information:

- Error Type: Specifies the types of error that occurred.
- Error Detail: The information about the error and its solution.
- Association Type: The type of association criteria that was triggered from the error event.
- Associated Record: The Additional information about the branch unit related record and the event.

Build a Flow to Subscribe to Record Association Execution Error Events
Build a flow to send an email when a Record Association Execution Error Event is published.

Build a Flow to Subscribe to Record Association Execution Error Events

Build a flow to send an email when a Record Association Execution Error Event is published.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Click **New Flow**.
3. Select **Platform Event - Triggered Flow**, then click **Create**.
   a. Click **+ Choose Platform Event**.
   b. Click **Search platform events...** and select **Record Association Execution Error Event** and click **Done**.
4. Click **+** and select **Action**.
   a. Select **Email**. Then click **Search email actions...** and select **Send Email** (this will take a few minutes to load).

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Record Association Builder:

- Financial Services Cloud Extension OR FSC Sales OR FSC Service

   b. Enter a label and description.
   c. Below Body, in the Enter value or search resources box, enter `RecordAssocExecErrorEvent` and select the arrow next to RecordAssocExecErrorEvent. Then select **ErrorDetail**.

d. Enter a Subject.

e. Select a delivery method.

f. Click **Done**.

5. Save and activate the flow.

Considerations and Limitations for Record Association Builder

Here are some things to keep in mind as you implement Record Association Builder.

- One reference object can have up to five active association criteria.
- An association criteria's precondition formula can handle up to three spanning relationships (also known as cross-object references).
- When an object event occurs and more than one active criteria is met, only the first criteria that's met generates a branch unit related record. Multiple associations aren't created.
- Record association builder stores association data in branch unit related records, but doesn't create Branch Unit Customer records based on account creation events.
- The Branch Unit Related Record object doesn't currently appear in list views or have a Lightning page layout.
- Custom fields can't be added to the Branch Unit Related Record object.
- Association records created by record association builder impact your data storage. Consider this impact when defining criteria that create associations based on common or verbose events, such as record updates.
- Generating a branch unit related record can take a minute or more after an object event occurs and an association criteria precondition is met.
- Custom formula fields from contacts can't be used within person account formulas. Don't include embedded formula fields for other objects in formula fields for person accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Rollups

Aggregate data from related records. The Rollups feature helps your users to easily view and analyze key information across multiple records, providing a comprehensive overview of data.

The Record Rollups and the Rollup By Look (RBL) Rules features are available to you in both the Financial Services Cloud managed package and as a standard feature in your org without installing the managed package. Review these essential details about these features here:

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

What's the Difference Between Record Rollup in Managed Package and the Standard Record Rollup?

Record Rollups (Managed Package)	Record Rollup Definitions
You can aggregate information from related records for multiple objects at a client or group level. As a result, there's tight coupling between the person account and household use cases.	You can aggregate records from multiple objects or groups.
A record can be associated with only a single household. This restriction prevents the aggregation of the record to multiple households.	You can roll up the same record to multiple households.
You can't specify filter conditions to filter specific records from an object.	You can specify one or more filter conditions to filter records from an object in the record rollup definition.
For more information about the feature, see Rollups.	For more information about the feature, see Rollup Definitions for Record Rollups in Financial Services Cloud.

What's the Difference Between Rollup By Look Rules (Summary Rollup) in Managed Package and the Standard Financial Summary Rollup?

Rollup By Look Rules (Managed Package)	Financial Summary Rollup
Aggregates financial information from the Financial Services Cloud managed package objects at a household or client level.	Aggregates financial information from the Financial Services Cloud standard objects at a household or client level.
Includes 52 RBL rules that are used to compute various numerical aggregate values related to customer's financial information. You can clone and customize these rules according to your business requirements. Additionally, you can convert these RBL rules into Data Processing Engine definitions for faster calculations.	Includes 8 predefined Data Processing Engine definitions that are used to compute various numerical aggregate values related to customer's financial information. You can clone and customize these definitions according to your business requirements.
For more information about the feature, see Rollup By Lookup Rules (Managed Package).	For more information about the feature, see Financial Summary Rollup.

Rollup Definitions for Record Rollups in Financial Services Cloud

Use record rollup definitions to aggregate records from multiple objects or groups, without installing the Financial Services Cloud managed package.

Important: The standard Record Rollup Definitions feature is available in Salesforce orgs without installing the Financial Services Cloud managed package. This is different from the Record Rollups managed package feature, which is available to you after installing the Financial Services Cloud managed package. For more information, see What's the Difference Between Record Rollup in Managed Package and the Standard Record Rollup?.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Record Rollup Definitions

Fragmented data across multiple objects makes it tough for business executives to consolidate information and make informed decisions. Consolidating information from multiple objects can be complex, as these objects aren't always directly linked.

Use Record Rollup Definitions to streamline the aggregation of records from various objects or groups. Additionally, use filters and join conditions in the record rollup definitions to effectively and efficiently aggregate records between two objects. To show the record rollup results in a clear and organized format, use the ShowRecordRollupResults component on a rollup target object's record details page. Business executives can make more informed and precise decisions by using this comprehensive overview of the combined data.

For more information, see Rollup Definitions for Record Rollups.

Explore and Learn

Watch this video to learn about Record Rollup Definitions and its end-to-end workflow.

Watch a video

If you aren't able to watch the video in full screen, open the video on a new tab: Get to Know Record Rollup Definitions in Financial Services Cloud.

Example: Roll Up Financial Accounts of a Household

Create a record rollup definition that rolls up the financial accounts of all the members of a household.

Example: Roll Up Financial Accounts of a Household

USER PERMISSIONS	
To create and activate a record rollup definition:	Record Aggregation Access AND Modify All Data AND Customize Application
To sync record rollup definitions:	Record Aggregation Access permission AND Modify All Data permission AND Customize Application permission AND Data Pipelines Base User permission set
To create a schedule-triggered flow and run a record rollup definition:	Record Aggregation Access permission AND Modify All Data permission AND Customize Application permission AND Data Pipelines Base User permission set

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

To customize a Lightning record page:	Record Aggregation Access permission AND Modify All Data permission AND Customize Application permission AND OmniStudio Admin permission set
To view the rolled up records:	Record Aggregation Access permission AND OmniStudio User permission set

Create a record rollup definition that rolls up the financial accounts of all the members of a household.

Get Started with Rolling Up Financial Accounts of Adams' Household

Assign users the necessary permission sets and object permissions. Create a record rollup definition and activate it. Sync record rollup definition details with Data Processing Engine. Create a schedule-triggered flow for the record rollup definition and run the flow. The flow executes the Data Processing Engine definition associated with the record rollup definition.

1. Assign permission sets for record rollup definitions.
2. Enable Data Pipelines.
3. Create a record rollup definition and sync the definition details.
4. Sync record rollup definition details.
5. Periodically run record rollup definitions by using schedule-triggered flows.
6. Customize Lightning Pages to view record rollup results.
7. View record rollup results.

Assign Permission Sets for Record Rollup Definitions

Assign permission sets to set up and manage record rollup definitions.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Click a user's name.
3. Under Permission Set Assignments, click **Edit Assignments**.
4. Based on the user persona, add these permission sets:

USER PERSONA	PERMISSION SET
Admin	Financial Services Cloud Extension OR FSC Sales AND OmniStudio Admin AND

USER PERSONA	PERMISSION SET
	Data Pipelines Base User
Financial Advisors or Relationship Managers	Financial Services Cloud Extension OR FSC Sales AND OmniStudio User

5. Save your changes.

Enable Data Pipelines

To create and manage record rollup definitions, enable Data Pipelines in Setup.

1. From Setup, in the Quick Find box, enter `Data Pipelines`, and then select **Get Started**. To find Data Pipelines in Setup, the Data Pipelines Base User permission set must be assigned to you.
2. Enable **Data Pipelines**.

Create a Record Rollup Definition and Sync the Definition Details

Create a record rollup definition to roll up the financial accounts of all the members of a household. Activate the definition, and sync the definition details to generate a Data Processing Engine definition.

1. From Setup, in the Quick Find box, enter `Rollup Definitions`, and then select **Record Rollup Definitions**.
2. To create a record rollup definition, click **New Rollup Definition**.
3. Enter these details, and click **Next**.
   a. Name: Financial Information for a Household
   b. Description: Roll up the financial accounts of all the members of a household.
   c. Rollup Source Object: Financial Account
   d. Rollup Target Object: Party Relationship Group
4. To add the Account Contact Relation object and relevant join fields, click +.

   Note: The Party Relationship Group object isn't directly linked to the Financial Account object. To establish a link between the Party Relationship Group and the Financial Account, add the Account Contact Relation object.
5. For each object, specify the join fields to join records with the previous and next objects as listed in this table, save the changes and activate the definition.

Object	Next Object	Join Field with Next Object	Previous Object	Join Field with Previous Object
Party Relationship Group (Rollup Target Object)	Account Contact Relation	AccountId	NA	NA
Account Contact Relation	Contact	ContactId	Party Relationship Group	AccountId
Contact	Financial Account Party	AccountId	Account Contact Relation	ContactId
Financial Account Party	Financial Account	FinancialAccountId	Contact	AccountId

Object	Next Object	Join Field with Next Object	Previous Object	Join Field with Previous Object
Financial Account (Rollup Source Object	NA	NA	Financial Account Party	Id

Sync Record Rollup Definition Details

Sync the record rollup definition details to generate a Data Processing Engine definition.

1. From Setup, in the Quick Find box, enter `Rollup Definitions`, and then select **Record Rollup Definitions**.
2. Click **Sync Rollup Definitions**.

   Note: When you sync the details for the first time, a new Data Processing Engine definition is created. Any subsequent sync operation updates the same Data Processing Engine definition.

Periodically Run Record Rollup Definitions by Using Schedule-Triggered Flows

After you activate and sync record rollup definitions, you must run the Data Processing Engine associated with active record rollup definitions to get the aggregated records. To account for any recent updates, create schedule-triggered flows and periodically run the active record rollup definitions.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Click **New Flow**.
3. Select **Start From Scratch**, and click **Next**.
4. Select **Schedule-Triggered Flow**.
5. Set a schedule so that the Data Processing Engine associated with active record rollup definitions runs according to the specified schedule.
6. Drag and drop an action element and connect it to the flow.
7. In the Filter By section, select **Type**.
8. Select **Core Action**.
9. Search for and select the **Run Record Aggregation Batch Processing Definition** action.
10. Specify a label and API Name.
11. Specify the rollup definition ID that you created earlier as the execution reference ID. To get the rollup definition ID:
    a. From Setup, in the Quick Find box, enter `Rollup Definitions`, and then select **Record Rollup Definitions**.
    b. Click the record rollup definition that you created earlier.
    c. Copy the rollupDefinitionId from the URL and enter it as the execution reference ID.
12. Click **Done**.

Customize Lightning Pages to View Record Rollup Results

To show record rollup results in a clear and organized format, add the ShowRecordRollupResults component to the rollup target object's record details page.

1. From the App Launcher, select **Party Relationship Groups** or **Accounts**.

2. Click the household record that you associated the aggregated financial account records with.
3. Click **Edit Page**.
4. In the Related tab section, drag the Flexcard component from the Components panel to the Lightning page canvas location where you want to position the component on the record page.
5. In the Properties pane, select these values:
   - Flexcard Name: ShowRecordRollupResults
   - Record Aggregation Definition Name: Select the record rollup definition that you created earlier.
6. Save your changes.
7. If your page is new, activate the page.

View Record Rollup Results

View record rollup results in a clear and organized format on the household record details page.

1. From the App Launcher, select **Party Relationship Groups** or **Accounts**.
2. Click the relevant household record.
3. To view the record rollup results in a clear and organized format, click the relevant tab.

Financial Summary Rollup

The Financial Summary Rollup feature is available in your org without installing the Financial Services Cloud managed package, which helps you aggregate financial information from Financial Services Cloud standard objects using predefined Data Processing Engine definitions.

Relationship managers often face challenges to provide personalized financial advice to clients due to scattered financial information across various objects. Aggregated financial summaries, such as total investment value, total liability value, total bank deposit value, total sum insured, and total policy count associated with a household or an account help relationship managers derive intelligent insights about their clients' financial information so that they can provide customized financial advice to their clients.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Clone and customize the predefined Data Processing Engine definitions according to your client's business requirements, and aggregate financial information for a household or for an individual account. Run these definitions periodically by using simple schedule-triggered flows. View the financial summary rollup results in a clear and organized format on a record details page.

Before you start, understand the end-to-end workflow and the key steps.

STEP	ACTION	WHO	WHERE	RESULT
1	Locate predefined Data Processing Engine definitions of process type Financial Summary Rollup	Admin	Data Processing Engine Setup page	A list of predefined Data Processing Engine definitions of process type Financial Summary Rollup

STEP	ACTION	WHO	WHERE	RESULT
2	Clone and customize Data Processing Engine definitions according to your client's requirements	Admin	Data Processing Engine builder	Data Processing Engine definitions ready to be run
3	Create schedule-triggered flows and run Data Processing Engine definitions	Admin	Flow builder	The flows execute the associated Data Processing Engine definitions, and create aggregated financial summary values
4	Customize Lightning Pages to View Summary Rollup Results	Admin	Lightning page builder	Show aggregated financial information on a record details page
5	View summary rollup results on a record details page	Relationship managers	Record details page	View a client's aggregated financial information on a record details page

Financial Summary Rollup Basics

Get to know the essentials about the Financial Summary Rollup feature. The Account Financial Summary object and predefined Data Processing Engine definitions are the key elements of Financial Summary Rollup. This feature is available in your org without installing the Financial Services Cloud managed package.

Set Up Financial Summary Rollup

Begin by assigning users the necessary permission sets and object permissions. Enable Financial Summary Rollup. Next, clone and customize Data Processing Engine definitions based on business requirements. You can create a schedule-triggered flow to run the definitions periodically. Don't forget to customize Lightning pages to show the financial summary rollup results.

View Summary Rollup Results

View summary rollup results on a record details page in a clear and organized format.

Financial Summary Rollup Basics

Get to know the essentials about the Financial Summary Rollup feature. The Account Financial Summary object and predefined Data Processing Engine definitions are the key elements of Financial Summary Rollup. This feature is available in your org without installing the Financial Services Cloud managed package.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Predefined Data Processing Engine Definitions

A set of predefined Data Processing Engine definitions is included out of the box in Financial Summary Rollup and these definitions are of the process type Financial Summary Rollup. These definitions are built to aggregate different financial summaries for a household and for individual clients. For example, the Household Financial Account Summary definition computes individual totals for managed investments, total investments, outstanding credit amounts, financial account values, and financial account balances across all financial accounts associated with a household.

To view the complete list of predefined Data Processing Engine definitions and know their functionality, and to understand the Data Processing Engine definition mapping between the managed package and standard feature, see Data Processing Engine definition Mapping.

Clone, customize, and run these definitions according to your client's business requirements. To make sure that all recent record updates to Financial Services Cloud standard objects are accounted for, create scheduled-triggered flows and run these definitions periodically.

Account Financial Summary Object

After you run the Data Processing Engine definition, the aggregated results are stored in the account financial summary object records. The Account Financial Summary object contains fields, such as Total Bank Deposit Value, Total Investment Value, Total Investment Value, Total Gross Written Premium Amount, Total Insurance Policy Count to store the aggregated financial information.

Set Up Financial Summary Rollup

Begin by assigning users the necessary permission sets and object permissions. Enable Financial Summary Rollup. Next, clone and customize Data Processing Engine definitions based on business requirements. You can create a schedule-triggered flow to run the definitions periodically. Don't forget to customize Lightning pages to show the financial summary rollup results.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Editions and Permissions for Financial Summary Rollup

Review the supported editions and permissions for Financial Summary Rollup.

Assign Object Permissions for Financial Summary Rollup

Enable permissions on the Account Financial Summary object to access financial summary results and periodically refresh them for updates.

Enable Financial Services Cloud Standard Objects

To aggregate financial information from Financial Account and related standard objects, enable the Financial Account Management Standard Objects setting.

Enable Financial Summary Rollup

To clone, customize, and run predefined Data Processing Engine definitions of the Financial Summary Rollup process type, and to update and view the summary rollup results, enable the Financial Summary Rollup feature in Setup.

Deploy Data Processing Engine Definitions for Financial Summary Rollup

Clone and customize Data Processing Engine definitions of the type Financial Summary Rollup based on your business requirements, and activate these definitions.

Periodically Run Data Processing Engine Definitions to Aggregate Financial Information

To make sure that all recent record updates to Financial Services Cloud standard objects are accounted for, create schedule-triggered flows so that Data Processing Engine definitions are periodically run and you can view the latest updated summary rollup results.

Customize Lightning Pages to View Summary Rollup Results

To show summary rollup results in a clear and organized format, add the Related Records Detail Display component to a Lightning record page.

Considerations for Using Financial Summary Rollup

While setting up Financial Summary Rollup, keep in mind these considerations for cloning, customizing, and running predefined Data Processing Engine definitions.

Data Processing Engine Definition Mapping for Financial Summary Rollup

Use the Data Processing Engine definition mapping between the managed package and standard definitions to effectively use the Financial Summary Rollup feature.

Editions and Permissions for Financial Summary Rollup

Review the supported editions and permissions for Financial Summary Rollup.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Financial Summary Rollup Permissions

Financial Summary Rollup is included in these permission sets, and Salesforce admins, an integration user, and other users need one of these permission sets:

- Financial Services Cloud Extension
- Financial Services Cloud Foundations
- FSC Sales
- FSC Service
- FSC Sales for European Union Operating Zone
- FSC Service for European Union Operating Zone
- Financial Service Cloud EUOZ

Other Required Permissions

Salesforce admins need the Data Pipelines Base User permission set to clone and customize Data Processing Engine definitions. You also need this permission set to create and run schedule-triggered flows.

Custom Permissions

To customize this feature, say by adding fields, you must create a custom permission set.

To remove user permissions from the default permission set, create a muting permission set. Then, use permission set groups to assign users the default permission set in addition to your custom permission sets. This approach is an alternative to cloning permission sets and makes sure that users always have the latest default permissions.

Assign Object Permissions for Financial Summary Rollup

Enable permissions on the Account Financial Summary object to access financial summary results and periodically refresh them for updates.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To assign object permissions:

- Modify All Data

  AND

  Customize Application

1. From Setup, find and select **Profiles**.
2. Select a profile.
3. If you're using the enhanced profile user interface:
   a. Click **Object Settings**.
   b. In the Find Settings box, find and select **Account Financial Summary**.
   c. Click **Edit**.
   d. In the Object Permissions section, assign **Read** and **View All** permissions to the relationship manager profile.
   e. Save your changes.
   f. Next to Object Settings, click , and then select **System Permissions**.
   g. Click **Edit**.
   h. Select **View Setup and Configuration**.

   i. Save your changes.

4. If you're using the original profile user interface:
   a. Click **Edit**.
   b. In the Standard Object Permissions section, for Account Financial Summary, assign **Read** and **View All** permissions to the relationship manager profile.
   c. In the Administrative Permissions section, select **View Setup and Configuration**.
   d. Save your changes.

Enable Financial Services Cloud Standard Objects

To aggregate financial information from Financial Account and related standard objects, enable the Financial Account Management Standard Objects setting.

Turn on the Financial Account Management Standard Objects setting if you plan to use any of the Data Processing Engine templates that aggregate information from Financial Account and related standard objects.

1. From Setup, find and select **Financial Account Settings**.
2. Turn on Financial Account Management Standard Objects.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To enable Financial Services Cloud Standard Objects:

- Industry Service Excellence OR Industry Sales Excellence

  AND

  Omnistudio User

  AND

  Financial Services Cloud Extension OR FSC Sales OR FSC Service OR Financial Services Cloud Foundations

Enable Financial Summary Rollup

To clone, customize, and run predefined Data Processing Engine definitions of the Financial Summary Rollup process type, and to update and view the summary rollup results, enable the Financial Summary Rollup feature in Setup.

1. From Setup, find and select **Financial Summary Rollup Settings**.
2. Enable Financial Summary Rollup.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To enable Financial Summary Rollup

- Financial Services Cloud Extension

  OR

  FSC Sales

  OR

  FSC Service

  OR

  Financial Services Cloud Foundations

  OR

  FSC Sales for European Union Operating Zone

  OR

  FSC Service for European Union Operating Zone

  OR

  Financial Service Cloud EUOZ

Deploy Data Processing Engine Definitions for Financial Summary Rollup

Clone and customize Data Processing Engine definitions of the type Financial Summary Rollup based on your business requirements, and activate these definitions.

1. From Setup, in the Quick Find box, enter `Data processing Engine`, and then select **Data processing Engine**.
2. Click the List View Controls button ( ), and click **New**.
3. Give a name to the list, specify the list API name, and save the list.
4. Click **Add Filter**, and specify these values:
   - Field: Process Type
   - Operator: Equals
   - Value: Financial Summary Rollup
5. Save the filter.
6. Scan through the predefined Data Processing Engine definitions available for financial summary rollup use cases.
7. Click a Data Processing Engine definition that you plan to clone and customize.
8. Click the arrow next to Save, and select **Save As**.
9. Specify the name, API name, and description, and save the definition.

   Note: Provide meaningful names for cloned and customized Data Processing Engine definitions. For example, if you're rolling up financial information for a household or individual account, specify the names accordingly.
10. Customize the definition if required.
11. Save and activate the definition.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To clone and customize Data Processing Engine definitions of the type Financial Summary Rollup:

- Modify All Data

  AND

  Customize Application

Periodically Run Data Processing Engine Definitions to Aggregate Financial Information

To make sure that all recent record updates to Financial Services Cloud standard objects are accounted for, create schedule-triggered flows so that Data Processing Engine definitions are periodically run and you can view the latest updated summary rollup results.

1. From Setup, find and select **Flows**.
2. Click **New Flow**.
3. Select **Start From Scratch**, and click **Next**.
4. Select **Schedule-Triggered Flow**, and then click **Create**.
5. Set a schedule so that the Data Processing Engine definition that you plan to link with the flow runs according to the specified schedule.
6. Drag an action element of your choice and connect it to the flow.
7. In the Filter By section, select **Type**.
8. Select **Data Processing Engine**.
9. Search for and select any of the Data Processing Engine definitions of Financial Summary Rollup process type that you cloned and customized.
10. Specify a label and API Name.
11. Click **Done**.
12. Repeat these steps to create multiple flows to run multiple Data Processing Engine definitions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create a schedule-triggered flow and run a record rollup definition:

- Modify All Data permission

  AND

  Customize Application permission

  AND

  Data Pipelines Base User permission set

Customize Lightning Pages to View Summary Rollup Results

To show summary rollup results in a clear and organized format, add the Related Records Detail Display component to a Lightning record page.

1. From Setup, at the top of the page, select **Object Manager**.
2. Select either Party Relationship Group or Account object, and select **Lightning Record Pages**.

   Note: Based on the Data Processing Engine definition that you run, choose the relevant record details page to view the summary rollup results. For example, if the Data Processing Engine definition that you selected aggregates financial information for a household, then you can view the summary rollup results both on the party relationship group and account record pages. If the Data Processing Engine definition that you selected aggregates financial information for an individual account, then you can view the summary rollup results on an account record page.

3. Click the page name, and then click **Edit**. If required, click **New** and create a page.
4. Drag the Related Record Detail Display component from the Components panel to the Lightning page canvas location where you want to position the component on the record page.
5. Save your changes.
6. If your page is new, activate the page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To customize a Lightning record page:

- Modify All Data permission

  AND

  Customize Application permission

Considerations for Using Financial Summary Rollup

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

While setting up Financial Summary Rollup, keep in mind these considerations for cloning, customizing, and running predefined Data Processing Engine definitions.

Review these considerations:

- The total count of Data Processing Engine definition limits in Salesforce includes definitions and their associated resources such as data source objects, nodes, fields, and filter conditions. Always check the org limits for Data Processing Engine definitions.
- To periodically generate summary rollup results, create a schedule-triggered flow and link the corresponding Data Processing Engine definition that aggregates financial information. If you plan to run multiple Data Processing Engine definitions to aggregate different types of financial information for a household or an individual account, create the corresponding number of scheduled flows.
- When you clone and customize a predefined Data Processing Engine definition, retain the process type as Financial Summary Rollup.
- Prebuilt field validations aren't included with the Data Processing Engine definition templates. For instance, though the Household Asset and Liability Summary Data Processing Engine definition calculates asset and liability values for household members based on individual member share percentages, it does not validate if the total exceeds 100%. Salesforce recommends that you add field validations as needed for your business.
- The last updated timestamp shows the date and time following the completion of the Data Processing Engine definition sync, and recipe run operations.
- If the account record type is business account and has an associated PartyRelationshipGroupID, the PartyRelationshipGroup lookup field in the AccountFinancialSummary object is autopopulated.

Data Processing Engine Definition Mapping for Financial Summary Rollup

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Use the Data Processing Engine definition mapping between the managed package and standard definitions to effectively use the Financial Summary Rollup feature.

In the Financial Services Cloud managed package, Rollup By Lookup (RBL) Rules help you create summary rollups for your customer's financial information. There are around 52 RBL configurations that aggregate financial information from Financial Account and related managed package objects. With the enhanced RBL framework, you can convert the RBL rules into Data Processing Engine definitions, giving you 52 Data Processing Engine definitions that optimize the execution of these RBL rules for faster processing.

The equivalent standard feature is called Financial Summary Rollup and is available in your org without installing the Financial Services Cloud managed package. The Financial Summary Rollup feature includes 8 out-of-the-box Data Processing Engine definitions that aggregate financial information from Financial Account and related standard objects.

If you're transitioning from Rollup By Lookup in the Financial Services Cloud managed package to the standard Financial Summary Rollup feature, review these Data Processing Engine definition mappings between managed package and standard definitions. Doing this is important to maintain the same summary rollup objectives as the managed package.

Table 24: Data Processing Engine Definition Mapping

RBL Rules in Financial Services Cloud Managed Package	Standard Data Processing Engine Definitions	Type
RBLForFinAcctsClientHeldJointOwner	Client Financial Account Summary	Client
RBLForFinAcctsClientHeldPrimaryOwner		

RBL Rules in Financial Services Cloud Managed Package	Standard Data Processing Engine Definitions	Type
RBLForFARForFinAcctsClientHeldJointOwner		
RBLForFARForFinAcctsClientHeldPrimaryOwner		
RBLforAUMClientJointOwner		
RBLforAUMClientPrimaryOwner		
RBLForFARforAUMClientJointOwner		
RBLForFARforAUMClientPrimaryOwner		
RBLForBankingClientJointOwner		
RBLForBankingClientPrimaryOwner		
RBLForFARForTotalBankDepositsJointOwner		
RBLForFARForTotalBankDepositsPrimaryOwner		
RBLForFARForFinAcctsClientJointOwner		
RBLForFARForFinAcctsClientPrimaryOwner		
RBLForFinAcctsClientJointOwner		
RBLForFinAcctsClientPrimaryOwner		
RBLForInvestmentsClientJointOwner		
RBLForInvestmentsClientPrimaryOwner		
RBLForFARForInvestmentsClientJointOwner		
RBLForFARForInvestmentsClientPrimaryOwner		
RBLForFARForTotalOutstandingCreditJointOwner		
RBLForFARForTotalOutstandingCreditPrimaryOwner		
RBLForFinAcctsHHHeld	Household Financial Account Summary	Household
RBLforAUMHH		
RBLForBankingHH		
RBLForFinAcctsHHTotal		
RBLForInvestmentsHH		
RBLForTotalOutstandingCreditBankerHH		
RBLForLiabilitiesClientJointOwner	Client Asset and Liability Summary	Client
RBLForLiabilitiesClientPrimaryOwner		
RBLForNonfinAssetsClientJointOwner		
RBLForNonfinAssetsClientPrimaryOwner		

RBL Rules in Financial Services Cloud Managed Package	Standard Data Processing Engine Definitions	Type
RBLForLiabilitiesHH	Household Asset and Liability Summary	Household
RBLForNonfinAssetsHH		
RBLForFARForLastTransactionDateJointOwner	Client Financial Account Additional Summary	Client
RBLForFARForLastTransactionDatePrimaryOwner		
RBLForFARForTotalNumberOfAccountsJointOwner		
RBLForFARForTotalNumberOfAccountsPrimaryOwner		
RBLForFARForLastTransactionDateHH	Household Financial Account Additional Summary	Household
RBLForTotalNumberOfAccountsBankerHH		
RBLForFARForInsurancePremium	Client Insurance Policy Summary	Client
RBLForFARForInsuranceClientJointOwner		
RBLForFARForInsuranceClientPrimaryOwner		
RBLForInsuranceClientJointOwner		
RBLForInsuranceClientPrimaryOwner		
RBLForInsurancePremiumHH	Household Insurance And Claim Summary	Household
RBLForInsuranceHH		
RBLForClaimPaidHH		
RBLForGWPHH		
RBLForTotalNumberClaimHH		
RBLForTotalNumberPoliciesHH		

View Summary Rollup Results

View summary rollup results on a record details page in a clear and organized format.

1. From App Launcher, select either **Party Relationship Groups** or **Accounts**.

   Note: Based on the Data Processing Engine definition that you run, choose the relevant record details page to view the summary rollup results. For example, if the Data Processing Engine definition that you selected aggregates financial information for a household, then you can view the summary rollup results both on the party relationship group and account record pages. If the Data Processing Engine definition that you selected aggregates financial information for an individual account, then you can view the summary rollup results on an account record page.

2. Click the record.
3. To view the summary rollup results in a clear and organized format, click the relevant tab.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To view summary rollup results

- Omnistudio User permission set

  AND

  Financial Services Cloud Extension OR FSC Sales OR FSC Service OR Financial Services Cloud Foundations OR FSC Sales for European Union Operating Zone OR FSC Service for European Union Operating Zone OR Financial Service Cloud EUOZ

Rollups (Managed Package)

Financial Services Cloud supports client- and group-level record rollups and rollup by lookup (RBL) rules.

This is a Financial Services Cloud managed package feature.

Record Rollups (Managed Package)

Record rollups aggregate information from related records for a number of objects in Financial Services Cloud at a client- or group-level. Client-level records are aggregated by default; no setup is required. Enable group-level rollups to aggregate related records for all primary group members.

Rollup By Lookup Rules (Managed Package)

Rollup By Lookup (RBL) rules aggregate your data at a high level. When you edit a financial account record or primary group membership, the RBL configuration updates the corresponding RBL client- and group-level summaries.

Record Rollups, Rollups By Lookup, and Data Loads (Managed Package)

Control record rollups and rollups by lookup to maximize data load performance.

Record Rollups (Managed Package)

Record rollups aggregate information from related records for a number of objects in Financial Services Cloud at a client- or group-level. Client-level records are aggregated by default; no setup is required. Enable group-level rollups to aggregate related records for all primary group members.

Important: This feature is available in Salesforce orgs that have installed the Financial Services Cloud managed package. This is different from the standard Rollup Definitions for Record Rollups feature, which can be accessed without installing the managed package.

When you enable record rollups at the group level, all corresponding records are stamped with the Primary Group in the Household__c lookup field. As a result, these records are displayed at the group level on the corresponding components or related lists.

Important: Don't change the Household__c field. Any change to this field can cause inconsistent group-level rollups.

Group-level rollups are supported for all primary members.

Object	Where to View	Type
Financial Account	Financial Account List, Financial Account Role, Bank Account, Investment Account, Insurance Policy	Component
Financial Goals	Financial Goal	Component
Assets and Liabilities	Assets and Liabilities	Component
Referrals	Referrals Expressed Interest List, Referrals Made List	Component
Events	Activities	Related List
Tasks	Activities	Related List
Opportunities	Household Opportunities	Related List
Case	Household Cases	Related List
Claim	Household Claims	Related List
Claim Participant	Household Claim Participants	Related List
Insurance Policy	Household Insurance Policies	Related List
Insurance Policy Participant	Household Insurance Policy Participants	Related List

Enable Group Record Rollups (Managed Package)

When you enable record rollups at the group level, all corresponding records are stamped with the Primary Group in the Household__c lookup field. As a result, the rolled up records are displayed at the group level on the corresponding components or related lists.

Extra Steps to Enable Rollups for Opportunities, Policies, Claims, and Referrals (Managed Package)

Not all objects are set up for group-level rollups by default. If you don't see related lists for insurance-related objects, cases, opportunities, or referrals, add picklist values to the Rollup__c field on the Account Contact Relationship object.

Define Rollup Settings for Objects (Managed Package)

For faster record rollups at the household level when performing rollups in batches, use the Record Rollup Configuration custom setting to configure various rollup settings for each object individually. For example, you can define a batch size to limit the number of records in each batch. When you run the batch job to roll up records, these settings help improve the performance of the batch job.

Optimize Record Rollup Performance (Managed Package)

Use Optimize Record Rollups to optimize record rollup performance.

Optimize Record Rollup Triggers in Financial Services Cloud (Managed Package)

Use optimized code to improve Before Insert and Before Update record rollup trigger performance.

Record Rollup Batch Jobs (Managed Package)

Record rollups populate the household on the records that are associated with members of a household. You can perform record rollups in real time (through triggers) or in batches using batch jobs.

Enable Group Record Rollups (Managed Package)

When you enable record rollups at the group level, all corresponding records are stamped with the Primary Group in the Household__c lookup field. As a result, the rolled up records are displayed at the group level on the corresponding components or related lists.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Custom Settings`, and then select **Custom Settings**.
2. Click **Manage** next to Wealth Application Config.
3. Click **Edit**.
4. Select **Enable Group Record Rollups**.
5. Save your changes.

Extra Steps to Enable Rollups for Opportunities, Policies, Claims, and Referrals (Managed Package)

Not all objects are set up for group-level rollups by default. If you don't see related lists for insurance-related objects, cases, opportunities, or referrals, add picklist values to the Rollup__c field on the Account Contact Relationship object.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

This is a Financial Services Cloud managed package feature.

- In new orgs with Insurance for Financial Services Cloud, the Rollup__c field on the Account Contact Relationship object includes the insurance-related picklist values. However, if you're configuring Insurance for Financial Services Cloud in an existing org, perform these steps to add the picklist values.
- To show all Primary Group member cases on a related list at the group level, add Cases as a picklist value to the Rollup__c field on Account Contact Relationship.
- To show all Primary Group member opportunities on a related list at the group level, add Opportunities as a picklist value to the Rollup__c field on Account Contact Relationship.
- To show all Primary Group member referrals on a related list at the group level, add Referrals as a picklist value to the Rollup__c field on Account Contact Relationship.

1. From Setup, open **Object Manager**.
2. In the Quick Find box, enter `Account Contact Relationship`, and then select **Account Contact Relationship**.
3. Click **Fields & Relationships**, and then select **Roll-Ups**.
4. Under Values, click **New**.
5. In the Roll-Ups field, enter these picklist values. Enter each value on its own line.
   - Cases
   - Claims
   - Claim Participants
   - Insurance Policies
   - Insurance Policy Participants
   - Opportunities
   - Referrals
6. Save your changes.

Define Rollup Settings for Objects (Managed Package)

For faster record rollups at the household level when performing rollups in batches, use the Record Rollup Configuration custom setting to configure various rollup settings for each object individually. For example, you can define a batch size to limit the number of records in each batch. When you run the batch job to roll up records, these settings help improve the performance of the batch job.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Custom Settings`, and then select **Custom Settings**.
2. Click **Manage** next to Record Rollup Configuration.
3. Click **New** to add an object and define rollup settings for the object.
4. If you have triggers that don't depend on the Household field, the **Skip Triggers** can improve rollup performance.

   Important: Rollup by Lookup, depends on the Household field. If you use Rollup by Lookup, don't select Skip Triggers.

5. To update records without updating the Last Modified By and Last Modified Date fields, select **Update Records Silently**.

6. Save your changes.

Repeat the steps to add the objects that you want to define these settings.

Optimize Record Rollup Performance (Managed Package)

Use Optimize Record Rollups to optimize record rollup performance.

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `General Settings`, and then select **General Settings** under **Financial Services**.
2. Enable Record Rollup Optimization.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Optimize Record Rollup Triggers in Financial Services Cloud (Managed Package)

Use optimized code to improve Before Insert and Before Update record rollup trigger performance.

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Metadata`, and then select **Custom Metadata Types**.
2. On the Custom Metadata Types Setup page, click **Manage Records** next to Use Standard Trigger.
3. On the Standard Triggers page, click the name of the trigger to update.
4. Click **Edit**, and select **Active**.
5. Click **Save**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Record Rollup Batch Jobs (Managed Package)

Record rollups populate the household on the records that are associated with members of a household. You can perform record rollups in real time (through triggers) or in batches using batch jobs.

This is a Financial Services Cloud managed package feature.

To enable record rollup processing through triggers, enable the Enable Group Record Rollups setting. To perform record rollups in batches, use the GroupAssignmentBatchable batch job.

Important: If you have enabled the Record Rollup Optimization setting, use the HouseholdAssignmentBatchable batch job instead of the GroupAssignmentBatchable job to roll up records in batches.

Only one of the two batch jobs, GroupAssignmentBatchable or HouseholdAssignmentBatchable, can be used in an org. GroupAssignmentBatchable is enabled by default in orgs. To use the HouseholdAssignmentBatchable job, enable the Record Rollup Optimization setting.

The GroupAssignmentBatchable Job (Managed Package)

Run the GroupAssignmentBatchable job to perform group record rollups in batches. If you defined rollup settings for objects (using the Record Rollup Configuration custom setting), you can use the RecordRollupConfig method to run the GroupAssignmentBatchable job. The RecordRollupConfig method lets you perform group record rollups for one or more objects at a time.

The HouseholdAssignmentBatchable Job (Managed Package)

If you enabled the Record Rollup Optimization setting, use the HouseholdAssignmentBatchable batch job instead of the GroupAssignmentBatchable job to roll up records in batches.

The GroupAssignmentBatchable Job (Managed Package)

Run the GroupAssignmentBatchable job to perform group record rollups in batches. If you defined rollup settings for objects (using the Record Rollup Configuration custom setting), you can use the RecordRollupConfig method to run the GroupAssignmentBatchable job. The RecordRollupConfig method lets you perform group record rollups for one or more objects at a time.

This is a Financial Services Cloud managed package feature.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

For All Objects, With Rollup Settings

To run the job for all objects with rollup settings defined in the Record Rollup Configuration custom setting, use this code.

```
Database.executeBatch(new FinServ.GroupAssignmentBatchable());
```

For One or More Objects, Overriding the Rollup Settings

To run the job for one or more objects, overriding the custom rollup settings, you must construct new instances of the FinServ.GroupAssignmentBatchable.RecordRollupConfig class and pass them to FinServ.GroupAssignmentBatchable.runRecordRollupJob(List<FinServ.GroupAssignmentBatchable.RecordRollupConfig> recordRollupConfigs).

FinServ.GroupAssignmentBatchable.RecordRollupConfig provides two constructors.

```
//startTime, endTime, and scope can be set to null.
//When set to null value, the values are read from the custom setting.

//Constructor 1:
RecordRollupConfig(String objectName, Datetime startTime, Datetime endTime)

//Constructor 2:
RecordRollupConfig(String objectName, Datetime startTime, Datetime endTime, Integer scope)
```

Sample code:

```
FinServ.GroupAssignmentBatchable.RecordRollupConfig recordRollupConfigFinancialAccount =
new FinServ.GroupAssignmentBatchable.RecordRollupConfig('FinancialAccount__c',
DateTime.newInstance(2009, 3, 4, 21, 2, 2), null, 500);
FinServ.GroupAssignmentBatchable.RecordRollupConfig recordRollupConfigCase = new
FinServ.GroupAssignmentBatchable.RecordRollupConfig('Case', null, null, null);

List<FinServ.GroupAssignmentBatchable.RecordRollupConfig> recordRollupConfigs = new
List<FinServ.GroupAssignmentBatchable.RecordRollupConfig>{recordRollupConfigFinancialAccount,
 recordRollupConfigCase};

FinServ.GroupAssignmentBatchable.runRecordRollupJob(recordRollupConfigs);
```

The HouseholdAssignmentBatchable Job (Managed Package)

If you enabled the Record Rollup Optimization setting, use the HouseholdAssignmentBatchable batch job instead of the GroupAssignmentBatchable job to roll up records in batches.

This is a Financial Services Cloud managed package feature.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

For a Single Object, With Rollup Settings

To run the job for a single object with rollup settings defined in the Record Rollup Configuration custom setting, use this code.

```
FinServ.HouseholdAssignmentBatchable.runJob('Task');
```

For Multiple Objects, With Rollup Settings

To run the job for multiple objects sequentially with rollup settings defined in the Record Rollup Configuration custom setting, use this code.

```
FinServ.HouseholdAssignmentBatchable.runJob(new List<String> {'FinancialAccount__c',
'Task'});
```

For One or More Objects, Overriding the Rollup Settings

To run the job for one or more objects, overriding the custom rollup settings, you must construct new instances of the FinServ.HouseholdAssignmentBatchable.RecordRollupConfig class and pass them to FinServ.HouseholdAssignmentBatchable.runJob(List<FinServ.HouseholdAssignmentBatchable.RecordRollupConfig> recordRollupConfigs).

FinServ.HouseholdAssignmentBatchable.RecordRollupConfig provides two constructors.

```
//startTime, endTime can be set to null.
//When set to null, the filter is not applied when querying the object.

//Constructor 1:
RecordRollupConfig(String objectName, Datetime startTime, Datetime endTime)

//Constructor 2:
RecordRollupConfig(String objectName, Datetime startTime, Datetime endTime, Integer scope)
```

Sample code:

```
FinServ.HouseholdAssignmentBatchable.RecordRollupConfig recordRollupConfigFinancialAccount
 = new FinServ.HouseholdAssignmentBatchable.RecordRollupConfig('FinancialAccount__c',
DateTime.newInstance(2009, 3, 4, 21, 2, 2), null, 500);
FinServ.HouseholdAssignmentBatchable.RecordRollupConfig recordRollupConfigCase = new
FinServ.HouseholdAssignmentBatchable.RecordRollupConfig('Case', null, null);

List<FinServ.HouseholdAssignmentBatchable.RecordRollupConfig> recordRollupConfigs = new
List<FinServ.HouseholdAssignmentBatchable.RecordRollupConfig>{recordRollupConfigFinancialAccount,
 recordRollupConfigCase};

FinServ.HouseholdAssignmentBatchable.runJob(recordRollupConfigs);
```

To run the jobs concurrently for multiple objects, you can call FinServ.HouseholdAssignmentBatchable.runJob() multiple times. Here's an example.

```
FinServ.HouseholdAssignmentBatchable.runJob('Task');
FinServ.HouseholdAssignmentBatchable.runJob('Claim');
```

Rollup By Lookup Rules (Managed Package)

Rollup By Lookup (RBL) rules aggregate your data at a high level. When you edit a financial account record or primary group membership, the RBL configuration updates the corresponding RBL client- and group-level summaries.

This is a Financial Services Cloud managed package feature.

RBL rules are available only for Assets and Liabilities, Claims, Financial Accounts, Financial Account Roles, Insurance Policies, and Revenues objects.

Warning: We don't recommend or provide support for creating or customizing Financial Services Cloud RBL rules.

Rollup By Lookup Configuration and Criteria Fields (Managed Package)

Use Rollup By Lookup Configuration and Rollup By Lookup Criteria fields to control when RBL rules are triggered.

Packaged Rollup By Lookup Configurations (Managed Package)

Financial Services Cloud supports these packaged RBL configurations.

Enable Rollup By Lookup Rules (Managed Package)

Enable RBL rules for client- and group-level rollups.

Perform Rollup-by-Lookup Calculations Faster with Data Processing Engine (Managed Package)

Switch to the enhanced Rollup-by-Lookup (RBL) framework and use the superior processing power of CRM Analytics for faster calculation of RBL rules. The RBL framework lets you convert your existing RBL rules into Data Processing Engine definitions. These high-performance definitions significantly reduce the processing time to aggregate financial information. With Data Processing Engine, you have greater flexibility when defining or modifying RBL rules. For example, you can add multiple data sources, define joins and appends, and add formulas to your rules.

Rollup By Lookup Configuration and Criteria Fields (Managed Package)

Use Rollup By Lookup Configuration and Rollup By Lookup Criteria fields to control when RBL rules are triggered.

This is a Financial Services Cloud managed package feature.

Changes in records don't always trigger active RBLs rules. Three general conditions are evaluated.

1. Are the **Enable Group Record Rollups** and **Enable Rollup Summary** Wealth Management Config custom settings selected for the user who made the change?
2. Is the record type ID for the affected record included in the RBL?
3. If there's a Where Clause, does it evaluate to true?

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

When all three conditions are true, either the appropriate RBL rules are triggered to run or an Apex job that will trigger the appropriate rules is queued.

RBL rules are made up of two Financial Services Cloud objects: Rollup By Lookup Configuration and Rollup By Lookup Filter Criteria. Rollup By Lookup Configurations define rules for calculating rollup fields. Rollup By Lookup Filter Criteria define criteria for calculating rollups.

Table 25: Rollup By Lookup Configuration Fields

Name	Description	Example
Active	Indicates whether the rule is active.	When the rule is active and all conditions are true, the rule is triggered to run or will queue an Apex job.
Field to Rollup From	The field to aggregate.	RBLforAUMClientPrimaryOwner can be triggered when a change is made to either the Managed__c or the Balance__c fields on a financial account, RBLforAUMClientPrimaryOwner rolls up the Balance__c on all related financial accounts with a record type of InvestmentAccount. It does this for the primary owner, and writes the result to the TotalAUMPrimaryOwner__c field of the primary owner's account record Note: RBLforAUMClientPrimaryOwner, RBLforAUMHH, and RBLForFARforAUMClientPrimaryOwner all roll up to the TotalAUMPrimaryOwner__c field on the Account object so activate only one of the three rules.
From Object	The source object that provides the Lookup Field and, for all objects except Financial Account Role, the Field to Rollup From. For Financial Account Role objects, the Field to Rollup From is on the financial account records related to the financial account role record.	
From Record Type	The specific source object record types to aggregate (if specified).	
Lookup Field	The type of rollup to do. Rollup types include: • Group-level household lookup on Assets and Liabilities, Claims, Financial Accounts, and Insurance	

Name	Description	Example
	Policies objects. Lookup Field is set to Household__c. • Client-level lookup on Financial Account and Assets and Liabilities objects. Lookup Field is set to PrimaryOwner__c for the primary owner lookup and JointOwner__c for the joint owner lookup. • Client-level lookup on Financial Account Role objects. Lookup Field is set to PrimaryOwner__c for the primary owner lookup and JointOwner__c for the joint owner lookups.	
Rollup Operation	Specifies the type of operation for the aggregation. Valid operations are:. • Sum • Max • Min • Avg • Count	
Field to Roll Up To	The target object field to update with the aggregated information.	
To Object	The target object for the aggregated information. All packaged RBLs update a field on the Account object.	
Fields Triggering Update	The fields on the source object that can trigger an update. When left blank, any edit on the source object can invoke a rollup recalculation.	
Where Clause	The filter criteria clause. The clause can also be a logic statement with two or more filter criteria. When left blank, any changes to the source object or the specified triggering fields can invoke a rollup recalculation.	RBLforAUMClientPrimaryOwner has one filter criteria that's defined in the A-05 rollup by lookup filter criteria record.

Table 26: Rollup By Lookup Filter Criteria Fields

Name	Description	Example
Field Name	The field to evaluate.	In Financial Services Cloud, the Managed__c indicates whether a financial account is managed. RBLforAUMClientPrimaryOwner can only be triggered for managed financial accounts. In this case RBLforAUMClientPrimaryOwner is only triggered when Managed__c must equals true
Operator	The operation for the criteria.	
Field Value	The value used to evaluate the criteria.	
Parent Configuration	The Rollup By Lookup Configuration that the filter criteria applies to.	

Packaged Rollup By Lookup Configurations (Managed Package)

Financial Services Cloud supports these packaged RBL configurations.

This is a Financial Services Cloud managed package feature.

There are three types of RBL configurations:

- Household. These group-level rules use the Household__c custom field on the following objects: Assets and Liabilities, Claims, Financial Accounts, and Insurance Policies. They aggregate information at the household level.
- Financial Account. These client-level rules use the PrimaryOwner__c and JointOwner__c custom fields on the Financial Account and Assets and Liabilities objects. They aggregate information for the primary owner and for a single joint owner.
- Financial Account Role. These client-level rules use the RelatedAccount__c custom field on the Financial Account Role object. They aggregate Financial Account information for the primary owner and for multiple joint owners.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: All financial account (FA) type rules have corresponding financial account role (FAR) type rules to support rollups for multiple joint owners. You can enable either the FA or FAR version of the RBL rule, but not both. For example, you can enable RBLForFARForFinAcctsClientPrimaryOwner instead of RBLForFinAcctsClientPrimaryOwner.

Note: FA, FAR, and HH types often share the Account rollup field for primary owner. For example, RBLforAUMClientPrimaryOwner (FA), RBLForFARforAUMClientPrimaryOwner (FAR), and RBLforAUMHH (HH) rules all roll up to the TotalAUMPrimaryOwner__c field on the Account object. As a result, you can activate only one of these rules at a time. Otherwise inaccurate aggregations can occur.

Note: All group or household (HH) type rules support RBL calculations for the Primary Owner's Primary Group only.

Warning: We don't recommend or provide support for creating or customizing Financial Services Cloud RBL rules.

Note: RBL rules require processing power. To optimize performance, only activate those rules that support your business needs.

Table 27: RBL Rules

Rule Description	Type	Object	Rolled Into
RBLforAUMClientJointOwner Client-level aggregation of all Financial Accounts with Managed set to True where Client is Joint Owner on the Financial Account. One Joint Owner only.	FA	Financial Account	TotalAUMJointOwner__c
RBLforAUMClientPrimaryOwner Client-level aggregation of all Financial Accounts with Managed set to True where Client is Primary Owner on the Financial Account. Denotes Assets under Management.	FA	Financial Account	TotalAUMPrimaryOwner__c
RBLforAUMHH Group-level aggregation of all Financial Accounts balances with Managed set to True. Denotes assets under management.	HH	Financial Account	TotalAUMPrimaryOwner__c
RBLForBankingClientJointOwner Client-level aggregation of all Financial Accounts with record type Banking Account, Checking Account and Savings Account where Client is Joint Owner on	FA	Financial Account	TotalBankDepositsJointOwner__c

Rule Description	Type	Object	Rolled Into
the Financial Account. One Joint Owner only.			
RBLForBankingClientPrimaryOwner Client-level aggregation of all Financial Accounts with record type Banking Account, Checking Account and Savings Account where Client is Primary Owner on the Financial Account.	FA	Financial Account	TotalBankDepositsPrimaryOwner__c
RBLForBankingHH Group-level aggregation of all Financial Account balances with record type Banking Account, Checking Account, and Savings Account.	HH	Financial Account	TotalBankDepositsPrimaryOwner__c
RBLForClaimPaidHH Group-level aggregation of total amount paid for claims raised against policies owned by the policyholder's primary household.This rollup includes the amount paid for a claim only if the associated policy is active.	HH	Claim	TotalClaimAmountPaid__c
RBLForFARforAUMClientJointOwner Client-level aggregation of all Financial Accounts with Managed set to True where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.	FAR	Financial Account Role	TotalAUMJointOwner__c
RBLForFARforAUMClientPrimaryOwner Client-level aggregation of all Financial Accounts with Managed set to True where Client is designated as the Primary Owner on Financial Account Role. Summary denotes Assets under Management.	FAR	Financial Account Role	TotalAUMPrimaryOwner__c

Rule Description	Type	Object	Rolled Into
RBLForFARForFinAcctsClientHeldJointOwner Client-level aggregation of all Financial Accounts with Held Away set to False where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.	FAR	Financial Account Role	TotalHeldFinAcctsJointOwner__c
RBLForFARForFinAcctsClientHeldPrimaryOwner Client-level aggregation of all Financial Accounts with Held Away set to False where Client is designated as the Primary Owner on Financial Account Role.	FAR	Financial Account Role	TotalHeldFinAcctsPrimaryOwner__c
RBLForFARForFinAcctsClientJointOwner Client-level aggregation of all Financial Accounts balances where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.	FAR	Financial Account Role	TotalFinAcctsJointOwner__c
RBLForFARForFinAcctsClientPrimaryOwner Client-level aggregation of all Financial Accounts balances where Client is designated as the Primary Owner on Financial Account Role.	FAR	Financial Account Role	TotalFinAcctsPrimaryOwner__c
RBLForFARForInsuranceClientJointOwner Client-level aggregation of all Financial Accounts with record type Insurance Policy where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.	FAR	Financial Account Role	TotalInsuranceJointOwner__c
RBLForFARForInsuranceClientPrimaryOwner Client-level aggregation of all Financial Accounts with record	FAR	Financial Account Role	TotalInsurancePrimaryOwner__c

Rule Description	Type	Object	Rolled Into
type Insurance Policy where Client is designated as the Primary Owner on Financial Account Role.			
RBLForFARForInsurancePremium Client-level aggregation of all premiums for all Financial Accounts with record type Investment Account where Client is designated as the Related Account on Financial Account Role.	FAR	Financial Account Role	TotalPremium__c
RBLForFARForInvestmentsClientJointOwner Client-level aggregation of all Financial Accounts with record type Banking Account, Checking Account and Savings Account where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.	FAR	Financial Account Role	TotalInvestmentsJointOwner__c
RBLForFARForInvestmentsClientPrimaryOwner Client-level aggregation of all Financial Accounts with record type Banking Account, Checking Account and Savings Account where Client is designated as the Primary Owner on Financial Account Role.	FAR	Financial Account	TotalInvestmentsPrimaryOwner__c
RBLForFARForLastTransactionDateHH Group-level summary of the Last Transaction Date for all associated Financial Accounts.	HH	Financial Account Role	LastTransactionDatePrimaryOwner__c
RBLForFARForLastTransactionDateJointOwner Client-level summary of the Last Transaction Date for all associated Financial Accounts where Client is designated as a Joint Owner on Financial	FAR	Financial Account Role	LastTransactionDateJointOwner__c

Rule Description	Type	Object	Rolled Into
Account Role. Multiple Joint Owners supported.			
RBLFor FARFor LastTransactionDatePrimaryOwner Client-level summary of the Last Transaction Date for all associated Financial Accounts where Client is designated as a Primary Owner on Financial Account Role.	FAR	Financial Account Role	LastTransactionDatePrimaryOwner__c
RBLFor FARFor TotalBankDepositsJointOwner Client-level aggregation of all Financial Accounts with record type Investment Account where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.	FAR	Financial Account Role	TotalBankDepositsJointOwner__c
RBLFor FARFor TotalBankDepositsPrimaryOwner Client-level aggregation of all Financial Accounts with record type Investment Account where Client is designated as the Primary Owner on Financial Account Role.	FAR	Financial Account Role	TotalBankDepositsPrimaryOwner__c
RBLFor FARFor TotalNumberOfAccountsJointOwner Client-level summary of the number of all associated Financial Accounts where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.	FAR	Financial Account Role	TotalNumberOfFinAccountsJointOwner__c
RBLFor FARFor TotalNumberOfAccountsPrimaryOwner Client-level summary of the number of all associated Financial Accounts where Client is designated as a Primary Owner on Financial Account Role.	FAR	Financial Account Role	TotalNumberOfFinAccountsPrimaryOwner__c

Rule Description	Type	Object	Rolled Into
RBLForFARForTotalOutstandingCreditJointOwner Client-level aggregation of total outstanding credit balances of all Financial Accounts with record type Credit Card, Mortgage, HELOC, LoanAccount, AutoLoan where Client is designated as a Joint Owner on Financial Account Role. Multiple Joint Owners supported.	FAR	Financial Account Role	TotalOutstandingCreditJointOwner__c
RBLForFARForTotalOutstandingCreditPrimaryOwner Client-level aggregation of total outstanding credit balances of all Financial Accounts with record type Credit Card, Mortgage, HELOC, LoanAccount, AutoLoan where Client is designated as a Primary Owner on Financial Account Role.	FAR	Financial Account Role	TotalOutstandingCreditPrimaryOwner__c
RBLForFinAcctsClientHeldJointOwner Client-level aggregation of all Financial Accounts with Held Away set to False where Client is Joint Owner on the Financial Account. One Joint Owner only.	FA	Financial Account	TotalHeldFinAcctsJointOwner__c
RBLForFinAcctsClientHeldPrimaryOwner Client-level aggregation of all Financial Accounts with Held Away set to False where Client is Primary Owner on the Financial Account.	FA	Financial Account	TotalHeldFinAcctsPrimaryOwner__c
RBLForFinAcctsClientJointOwner Client-level aggregation of all Financial Account balances where Client is Joint Owner on the Financial Account. One Joint Owner only.	FA	Financial Account	TotalFinAcctsJointOwner__c
RBLForFinAcctsClientPrimaryOwner	FA	Financial Account	TotalFinAcctsPrimaryOwner__c

Rule Description	Type	Object	Rolled Into
Client-level aggregation of all Financial Account balances where Client is Primary Owner on the Financial Account.			
RBLForFinAcctsHHHeld Group-level aggregation of all Financial Accounts balances with Held Away set to False.	HH	Financial Account	TotalHeldFinAcctsPrimaryOwner__c
RBLForFinAcctsHHTotal Group-level aggregation of all Financial Account balances.	HH	Financial Account	TotalFinAcctsPrimaryOwner__c
RBLForGWPHH Group-level aggregation of total premium for active policies owned by the policyholder's primary household.	HH	Insurance Policy	TotalHouseholdPremiums__c
RBLForInsuranceClientJointOwner Client-level aggregation of all Financial Accounts with record type Insurance Policy where Client is Joint Owner on the Financial Account. One Joint Owner only.	FA	Financial Account	TotalInsuranceJointOwner__c
RBLForInsuranceClientPrimaryOwner Client-level aggregation of all Financial Accounts with record type Insurance Policy where Client is Primary Owner on the Financial Account.	FA	Financial Account	TotalInsurancePrimaryOwner__c
RBLForInsuranceHH Group-level aggregation insurance amounts for all Financial Accounts with record type Insurance Policy.	HH	Financial Account	TotalInsurancePrimaryOwner__c
RBLForInsurancePremiumHH Group-level aggregation premiums of all Financial	HH	Financial Account	TotalPremium__c

Rule Description	Type	Object	Rolled Into
Accounts with record type of Insurance Policy.			
RBLForInvestmentsClientJointOwner Client-level aggregation of all Financial Accounts with record type Investment Account where Client is Joint Owner on the Financial Account. One Joint Owner only.	FA	Financial Account	TotalInvestmentsJointOwner__c
RBLForInvestmentsClientPrimaryOwner Client-level aggregation of all Financial Accounts with record type Investment Account where Client is Primary Owner on the Financial Account.	FA	Financial Account	TotalInvestmentsPrimaryOwner__c
RBLForInvestmentsHH Group-level aggregation of all Financial Account balances with record type Investment Account.	HH	Financial Account	TotalInvestmentsPrimaryOwner__c
RBLForLiabilitiesClientJointOwner Client-level summary of all non-financial liabilities where Client is Joint Owner.	--	Assets and Liabilities	TotalLiabilitiesJointOwner__c
RBLForLiabilitiesClientPrimaryOwner Client-level summary of all non-financial liabilities where Client is Primary Owner.	--	Assets and Liabilities	TotalLiabilitiesPrimaryOwner__c
RBLForLiabilitiesHH Client-level summary of all non-financial liabilities where Client is Primary Owner.	HH	Assets and Liabilities	TotalLiabilitiesPrimaryOwner__c
RBLForNonfinAssetsClientJointOwner Client-level summary of all non-financial assets where Client is Joint Owner.	--	Assets and Liabilities	TotalNonfinancialAssetsJointOwner__c
RBLForNonfinAssetsClientPrimaryOwner	--	Assets and Liabilities	TotalNonfinancialAssetsPrimaryOwner__c

Rule Description	Type	Object	Rolled Into
Client-level summary of all non-financial assets where Client is Primary Owner.			
RBLForNonfinAssetsHH Group-level summary of all non-financial assets.	HH	Assets and Liabilities	TotalNonfinancialAssetsPrimaryOwner__c
RBLForTotalNumberClaimHH Group-level summary of the number of claims raised against policies owned by the policyholder's primary household.This rollup includes a claim only if the associated policy is active.	HH	Claim	ClaimsOnHouseholdPolicies__c
RBLForTotalNumberOfAccountsBankerHH Group-level summary of the number of all associated Financial Accounts.	HH	Financial Account	TotalNumberOfFinAccountsPrimaryOwner__c
RBLForTotalNumberPoliciesHH Group-level summary of the number of active policies owned by the policyholder's primary household.	HH	Insurance Policy	HouseholdPolicies__c
RBLForTotalOutstandingCreditBankerHH Group-level aggregation of total outstanding credit balances of all Financial Accounts with record type Credit Card, Mortgage, HELOC, LoanAccount, or AutoLoan.	HH	Financial Account	TotalOutstandingCreditPrimaryOwner__c
RBLForTotalRevenueBanker Client-level summary of all Revenues.	--	Revenue	TotalRevenue__c

Enable Rollup By Lookup Rules (Managed Package)

Enable RBL rules for client- and group-level rollups.

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Custom Settings`, and then select **Custom Settings**.
2. Click **Manage** next to Wealth Application Config.
3. Click **Edit**.
4. Select **Enable Group Record Rollups** and **Enable Rollup Summary**.
5. Save your changes.
6. Activate the RLB rules that you want to use.

   Note: RBL rules aren't supported for Insurance Policy Participants and Claim Participants.

Perform Rollup-by-Lookup Calculations Faster with Data Processing Engine (Managed Package)

Switch to the enhanced Rollup-by-Lookup (RBL) framework and use the superior processing power of CRM Analytics for faster calculation of RBL rules. The RBL framework lets you convert your existing RBL rules into Data Processing Engine definitions. These high-performance definitions significantly reduce the processing time to aggregate financial information. With Data Processing Engine, you have greater flexibility when defining or modifying RBL rules. For example, you can add multiple data sources, define joins and appends, and add formulas to your rules.

This is a Financial Services Cloud managed package feature.

Note: Data Processing Engine isn't available in Government Cloud and Government Cloud Plus.

Enable the RBL Using Data Processing Engine Framework (Managed Package)

To enable the new Rollup-by-Lookup (RBL) framework in your Salesforce org, enable the RBL Using Data Processing Engine setting. After you enable the new RBL framework, you can't create, update, or delete any RBL rules in the old framework.

Convert RBL Rules into Data Processing Engine Definitions (Managed Package)

Convert your existing RBL rules into Data Processing Engine definitions for faster calculations.

Manage Data Processing Engine Definitions (Managed Package)

After the Rollup-by-Lookup (RBL) rules are converted to Data Processing Engine definitions, you can view or edit them in Data Processing Engine.

Run Data Processing Engine Definitions (Managed Package)

You can run Data Processing Engine definitions in many ways. For example, you can use a flow, REST API, or Apex trigger. Use Monitor Workflow Services to track the progress and status of a definition run.

Best Practices for Faster Processing (Managed Package)

Before you run Data Processing Engine definitions, understand the best practices.

Enable the RBL Using Data Processing Engine Framework (Managed Package)

To enable the new Rollup-by-Lookup (RBL) framework in your Salesforce org, enable the RBL Using Data Processing Engine setting. After you enable the new RBL framework, you can't create, update, or delete any RBL rules in the old framework.

This is a Financial Services Cloud managed package feature.

Note: Data Processing Engine isn't available in Government Cloud and Government Cloud Plus.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Financial Services`, and then select **General Settings**.
2. Enable **RBL Using Data Processing Engine**.

   This setting prevents existing RBL rules from running in batch or asynchronous mode. But the rules continue to run in real time even after this setting is enabled.

Convert RBL Rules into Data Processing Engine Definitions (Managed Package)

Convert your existing RBL rules into Data Processing Engine definitions for faster calculations.

This is a Financial Services Cloud managed package feature.

The RBL Using Data Processing Engine framework must be enabled before you can convert your RBL rules into Data Processing Engine definitions.

Note: Data Processing Engine isn't available in Government Cloud and Government Cloud Plus.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Financial Services`, and then select **General Settings**.
2. Review and assign permissions to work with Data Processing Engine.

   Your Salesforce org and users require permissions and access to create, activate, and run Data Processing Engine definitions. The Analytics Cloud Integration User profile requires Read access on all the objects and fields selected in the Data Source node. The writeback user specified in a Writeback Object node requires Create access on all the target objects and fields selected in the node. For more information, see Permissions to Work with Data Processing Engine.
3. Enable **Convert RBL Rules into Data Processing Engine Definitions**.

   Warning: You can convert your RBL rules only one time. After you start the process, you can't stop or undo it. Ensure that the number of active RBL rules that you're trying to convert doesn't exceed your org's limit of active Data Processing Engine definitions.

Manage Data Processing Engine Definitions (Managed Package)

After the Rollup-by-Lookup (RBL) rules are converted to Data Processing Engine definitions, you can view or edit them in Data Processing Engine.

This is a Financial Services Cloud managed package feature.

Note: Data Processing Engine isn't available in Government Cloud and Government Cloud Plus.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Data Processing Engine`, and then select **Data Processing Engine**.

2. Click a definition to view or edit its details.

   You can also activate or deactivate the definition.

Run Data Processing Engine Definitions (Managed Package)

You can run Data Processing Engine definitions in many ways. For example, you can use a flow, REST API, or Apex trigger. Use Monitor Workflow Services to track the progress and status of a definition run.

This is a Financial Services Cloud managed package feature.

Note: Data Processing Engine isn't available in Government Cloud and Government Cloud Plus.

Use an Autolaunched Flow to Run a Data Processing Engine Definition (Managed Package)

Associate a Data Processing Engine definition with an autolaunched flow. Then run the flow manually or invoke it by Apex, processes, or REST API. You can clone and use the provided Data Processing Sample flow or create a flow according to your requirements.

Use a Schedule-Triggered Flow to Run a Data Processing Engine Definition (Managed Package)

Associate a Data Processing Engine definition with a schedule-triggered flow. Then specify the date, time, and frequency to run the flow. You can clone and use the provided Schedulable Data Processing Sample flow or create a flow according to your requirements.

Use REST API or Apex Trigger to Run a Data Processing Engine Definitions (Managed Package)

You can run Data Processing Engine definitions using REST API or Apex triggers.

Use an Autolaunched Flow to Run a Data Processing Engine Definition (Managed Package)

Associate a Data Processing Engine definition with an autolaunched flow. Then run the flow manually or invoke it by Apex, processes, or REST API. You can clone and use the provided Data Processing Sample flow or create a flow according to your requirements.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Open the Data Processing Sample flow.

3. Double-click the Run Data Processing Job node to open it.

4. In the Category section, select **Data Processing Engine**.
5. In the Action field, select the data processing engine definition that you want to run.
6. Enter appropriate values for the input variables.
7. Click **Done**.
8. Save your changes, and then activate the flow.
9. To run the flow, click **Run**.

   Or, you can launch the flow using an Apex trigger. Here's an example.

```
//Trigger Code
trigger InitiateCalcJob on MulesoftJob__c (after update) {
for (MulesoftJob__c job: Trigger.new) {
if(Trigger.oldMap.get(job.id).Status__c == 'In Progress' && job.Status__c == 'Completed'){
RunFlowFuture.runFlow(job.RBL_Job_Name__c);
}
}
}
// Future method code
global class RunFlowFuture {
public static Flow.Interview.Data_Processing_Flow rblFlow {get; set;}

@future
public static void runFlow(String ruleName) {
if(ruleName != null){
Map<String, Object> myMap = new Map<String, Object>();
myMap.put('v1', 'String');
rblFlow = new Flow.Interview.Data_Processing_Flow(myMap);
rblFlow.start();
}
}
}
```

Use a Schedule-Triggered Flow to Run a Data Processing Engine Definition (Managed Package)

Associate a Data Processing Engine definition with a schedule-triggered flow. Then specify the date, time, and frequency to run the flow. You can clone and use the provided Schedulable Data Processing Sample flow or create a flow according to your requirements.

This is a Financial Services Cloud managed package feature.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Open the Schedulable Data Processing Sample flow.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

3. In the Start node, specify the date, time, and frequency to run the flow.
4. Double-click the Run Data Processing Job node to open it.
5. In the Category section, select **Data Processing Engine**.
6. In the Action field, select the data processing engine definition that you want to run.
7. Enter appropriate values for the input variables.
8. Click **Done**.
9. Save your changes, and then activate the flow.

   The flow runs according to the set schedule.

Use REST API or Apex Trigger to Run a Data Processing Engine Definitions (Managed Package)

You can run Data Processing Engine definitions using REST API or Apex triggers.

This is a Financial Services Cloud managed package feature.

Here's an example of how you can run a Data Processing Engine definition using REST API.

```
Api Type:REST
Method :POST
EndPoint :/services/data/v50.0/actions/custom/dataProcessingEngineAction/RBLForAUMHH
Url :
https://mist66.soma.salesforce.com/services/data/v50.0/actions/custom/dataProcessingEngineAction/RBLForAUMHH
Response :[
{"actionName":"RBLForAUMHH",
"errors":null,
"isSuccess":true,
"outputValues":{"batchJobId":"0mdx000000000U1AAI","accepted":true}}
]
```

Here's an example of how you can run a Data Processing Engine definition using an Apex trigger.

```
public class InvokeCalcJobViaRest {
public void invokeJob(String ruleName){
Http h = new Http();
```

```
HttpRequest req = new HttpRequest();
req.setEndpoint(URL.getSalesforceBaseUrl().toExternalForm() +
'/services/data/v50.0/actions/custom/dataProcessingEngineAction/'+ruleName);
req.setBody('{"inputs":[{}]}');
req.setHeader('Authorization', 'OAuth ' + UserInfo.getSessionId());
req.setHeader('Content-Type', 'application/json');
req.setMethod('POST');
HttpResponse res = h.send(req);
System.debug(res);
}
}
```

Best Practices for Faster Processing (Managed Package)

Before you run Data Processing Engine definitions, understand the best practices.

This is a Financial Services Cloud managed package feature.

Note: Data Processing Engine isn't available in Government Cloud and Government Cloud Plus.

- If you're using person accounts in your org, disable updates to the Primary Contact field on the Account object.
- Disable the triggers on target objects. Or, you can configure your RBL users (users who run the RBL rules) to bypass the triggers. Disabling or bypassing the triggers improves the write-back performance.
- Group your Data Processing Engine definitions based on source and write-back combinations.

Rollup by Lookup Examples (Managed Package)

Real-world examples of using the Rollup by Lookup (RBL) framework in Financial Services Cloud to perform high-volume and complex calculations.

Rollup by Lookup Examples (Managed Package)

Real-world examples of using the Rollup by Lookup (RBL) framework in Financial Services Cloud to perform high-volume and complex calculations.

This is a Financial Services Cloud managed package feature.

Switch to the enhanced RBL framework to use the superior processing power of CRM Analytics for faster calculation of RBL rules. The RBL framework lets you convert your existing RBL rules into Data Processing Engine definitions. These high-performance definitions significantly reduce the processing time to aggregate financial information. The Data Processing Engine gives you greater flexibility when defining or modifying RBL rules.

The RBL framework is highly scalable, configurable, and helps deliver better performance. It enables you to:

- Create your own rules based on both standard and custom objects.
- Group rules to increase efficiency.

Two RBL framework walkthroughs guide you with step-by-step instructions to execute the RBL rules.

Calculate Total Household Portfolio Value (Managed Package)

Here's a step-by-step guide to roll up the financial account balances for each household. This example considers all the accounts that are part of the household and all the financial accounts that belong to each account in the rollup operation.

Group Rules to Optimize the Calculations (Managed Package)

Step-by-step guide to group rules and optimize the rollup of cash balances of all financial accounts to the household.

Calculate Total Household Portfolio Value (Managed Package)

Here's a step-by-step guide to roll up the financial account balances for each household. This example considers all the accounts that are part of the household and all the financial accounts that belong to each account in the rollup operation.

This is a Financial Services Cloud managed package feature.

- The Rollup by Lookup (RBL) framework is available and enabled.

  For more information, see Enable the RBL Using Data Processing Engine Framework on page 724.

- Familiarity with data transformation operations such as joins and appends.
- Familiarity with adding formulas to RBL rules.

Let's say that a Bank A has a large set of customers modeled as Person Accounts and that these customers have one or more Financial Accounts. Also, these customers form a part of their households, which are Accounts.

The requirement is to roll up the financial account balances for each household by including:

- All the accounts that are part of the household
- All the financial accounts that belong to each account

To calculate the total household portfolio value, you can create a DPE definition to aggregate the financial accounts of a household using the household__c field and display the sum on the household record."

The DPE plan to achieve the requirement:

1. Create two data sources with the source objects as Accounts and Financial Accounts.
2. Filter the results of the Accounts data source to consider only the RecordType, IndustriesHousehold.
3. Create an aggregate on Financial Accounts.
   a. Groupby the household id field.
   b. Sum the balance field.
4. Create a left outer join to join the results of steps 2 and 3.
5. Writeback with the results of step 4 to the Accounts data source.

Note: The field names that you come across in this example may vary in the org that you are trying to execute the DPE definition. For example they maybe appended with a namespace.

1. Create a data processing engine definition.
   a. From Setup, in the Quick Find box, enter `Data Processing Engine`, and then select **Data Processing Engine**.
   b. Click **New**.
   c. Enter the name of the definition as `Total Household Portfolio Value`.
   d. Click **Create**.
2. Create a data source (Accounts) and select its objects and fields.
   a. On the Data Processing Engine definition page, click **New Data Source**.
   b. Enter the name as `Account and Recordtype`.
   c. Save your changes.
   d. From the Source Object dropdown list, search for and select **Account**.
   e. Click **Select Fields**.
   f. Select the fields **Id** and **Balance__c**.

> **Note:** Balance__c is a custom field in the Accounts object to which we will roll up the financial account balance value of each household.

g. Enter the alias name for **Id** as `AccountId` and for **Balance__c** as `AccountBalance`.

h. Click **Done**.

3. Select the related objects and fields for the Account and Recordtype data source.

   a. Click **Add Related Object**.

   b. Select the **RecordType** object.

   c. Click **Select Fields**.

   d. Select the **DeveloperName** and **Id** fields.

   e. Enter the alias name for **Id** as `RecordTypeId` and for **DeveloperName** as `DeveloperName`.

   f. Click **Done**.

   g. Save your changes.

4. Create a data source (Financial Account) and select its objects and fields.

   a. On the Data Processing Engine definition page, click **New Data Source**.

   b. Enter the name as `Financial Accounts`.

   c. Save your work.

   d. From the Source Object list, search for and select **Financial Account**.

   e. Click **Select Fields**.

   f. Select the **Household__c** and **Balance__c** fields.

   g. Enter the alias name for **Household__c** as `FAHouseholdId` and for **Balance__c** as `FABalance`.

   h. Click **Done**.

   i. Save your changes.

5. Create a new node to filter the Account and Recordtype data source.

   a. On the Data Processing Engine definition page, click **New Node**.

   b. In the Select Node Type dropdown list, select **Filter**.

   c. Enter the name as `Filter Household Recordtypes`.

   d. Click **Create**.

   e. Configure the filter.

      Configure the filter so that the result of the Filter Household Recordtypes data source is a filtered set of records with RecordType as IndustriesHousehold. Define these filter conditions.

      - Source Node: Account and Recordtype.
      - Select Records When: All Conditions are met (AND).
      - Field: DeveloperName
      - Operator: Equals
      - Type: Field
      - Value: IndustriesHousehold

f. Click **Done**.

g. Save your changes.

Here's what the filter conditions look like in the Filter Household Recordtypes data source page.

6. Create a node to aggregate the values of the FAbalance fields in the Financial Accounts data source.

   a. On the Data Processing Engine definition page, click **New Node**.

   b. In the Select Node Type dropdown list, select **Group and Aggregate**.

   c. Enter the name as `Aggregate FA Balances`.

   d. Click `Create`.

   e. From the Source Node list, search for and select **Financial Accounts**.

   f. Click **Select Group Fields**.

   g. Select the **Household__c** field.

   h. Click **Add Aggregate** and define a new aggregate.

   Under the Aggregate section, configure the aggregate as follows:

   - Alias: Aggregation
   - Function: Sum
   - Aggregate Field: FABalance

   i. Click **Done**.

   j. Save your changes.

Here's what the aggregation definitions look like in the Aggregate FA Balances data source page.

7. Create a node to join the results of the Filter Household Recordypes node and the Aggregate FA Balances node.

   a. On the Data Processing Engine definition page, click **New Node**.

   b. In the Select Node Type dropdown list, select **Join**.

   c. Enter the name as `Join FA Aggregates and Household`.

   d. Click `Create`.

   e. Configure the join.

Define the following as join conditions.

- Join Type: Left Outer
- First Node: Filter Household Recordypes
- Fields (first node): AccountId
- Second Node: Aggregate FA Balances
- Fields (second node): Aggregation

f. Map the join fields.

Under the Map Fields section, map fields from the first node to fields from the second node.

- Map the **Id** field from the filter to the **Household__C** field from the Financial Accounts data source.

Here's what the join conditions look like in the Join FA Aggregates and Household data source page.

8. Create a node to write back the results to the Accounts data source.

a. On the Data Processing Engine definition page, click **New Node**.

b. In the Select Node Type dropdown list, select **Writeback**.

c. Enter the name as `Account Writeback`.

d. From the Source Node list, search for and select **Join FA Aggregates and Household**.

e. In the Action Type dropdown list, select **Upsert**.

f. In the Target Object dropdown list, select **Account**.

g. Define the field mappings.

Under the Field Mapping section, map the Source Node fields to Target fields.

- Map the **AccountId** field from the join to the **Account ID** field in the Accounts data source.
- Map the **AggregateBalance** field from the join to the **Balance** field in the Accounts data source.

Here's what the writeback configurations look like in the Account Writeback data source page.

9. Save your changes.

You can now activate and execute the RBL rule to calculate the total household portfolio value. After you activate the rule, you can also invoke them as actions in flows to orchestrate processes.

Group Rules to Optimize the Calculations (Managed Package)
Step-by-step guide to group rules and optimize the rollup of cash balances of all financial accounts to the household.

This is a Financial Services Cloud managed package feature.

- Rollup by Lookup (RBL) framework is available and enabled.

  For more information, see Enable the RBL Using Data Processing Engine Framework on page 724.

- Familiarity with data transformation operations such as joins and appends.
- Familiarity with adding formulas to RBL rules.

Let's say there's a requirement to roll up cash balances of all financial accounts to the household with these two rules.

- The cash balances are stored in the cash balance field of the Financial Account object.
- The rollup value is stored in the cash balance field of the Accounts object.

You want to group these two rules in a single Data Processing Engine (DPE) definition to optimize the rollup operation.

The Data Processing Engine Design (DPE) plan to achieve the requirement:

1. Create two data sources with source objects as Accounts and Financial Accounts.
2. Filter the results of the Accounts data source to consider only the RecordType, IndustriesHousehold.
3. Aggregate the Financial Accounts with two aggregates:
   a. Groupby the household id field and sum the balance field.
   b. Groupby the household id field and sum the cash balance field.
4. Create a left outer join to join the results of steps 2 and 3.

   This join operation results in a single table that includes the Account Id fields, the aggregate of the balance fields, and the aggregate of the cash balance fields.
5. Writeback with the results of step 4 to the Accounts data source.

Note: The field names that you come across in this example may vary in the org that you are trying to execute the DPE definition. For example they maybe appended with a namespace.

1. Create a data processing engine definition.
   a. From Setup, in the Quick Find box, enter `Data Processing Engine`, and then select **Data Processing Engine**.
   b. Click **New**.
   c. Enter the name of the definition as `Group Total HH Portfolio Value and Calculate`.
   d. Click **Create**.
2. Create a data source (Accounts) and select its objects and fields.
   a. On the Data Processing Engine definition page, click **New Data Source**.
   b. Enter the name as `Account and Recordtype`.
   c. Save your changes.
   d. From the Source Object dropdown list, search for and select **Account**.
   e. Click **Select Fields**.

f. Select the **Id** and **Balance__c** fields.

Note: Balance__c is a custom field in the Accounts object to which we will roll up the total cash balance.

g. Enter the alias name for **Id** as `AccountId` and for **Balance__c** as `AccountBalance`.

h. Click **Done**.

3. Select the related objects and fields for the Account and Recordtype data source.

a. Click **Add Related Object**.

b. Select the **RecordType** object.

c. Click **Select Fields**.

d. Select the **DeveloperName** and **Id** fields.

e. Enter the alias name for **Id** as `RecordTypeId` and for **DeveloperName** as `DeveloperName`.

f. Click **Done**.

g. Save your changes.

4. Create a data source (Financial Account) and select its objects and fields.

a. On the Data Processing Engine definition page, click **New Data Source**.

b. Enter the name as `Financial Accounts`.

c. Save your work.

d. From the Source Object list, search for and select **Financial Account**.

e. Click **Select Fields**.

f. Select the **Household__c**, **Balance__c**, and **CashBalance__c** fields.

g. Enter the alias name for **Household__c** as `FAHouseholdId`, for **Balance__c** as `FABalance`, and for **CashBalance__c** as `FACashBalance`.

h. Click **Done**.

i. Save your changes.

5. Create a node to filter the Account and Recordtype data source.

a. On the Data Processing Engine definition page, click **New Node**.

b. In the Select Node Type dropdown list, select **Filter**.

c. Enter the name as `Filter Household Recordtypes`.

d. Click **Create**.

e. Configure the filter.

Configure the filter so that the result of the Filter Household Recordtypes data source is a filtered set of records with RecordType as IndustriesHousehold. Define these filter conditions.

- Source Node: Account and Recordtype
- Select Records When: All Conditions are met (AND)
- Field: DeveloperName
- Operator: Equals
- Type: Field

- Value: IndustriesHousehold

f. Click **Done**.

g. Save your changes.

Here's what the filter conditions look like in the Filter Household Recordtypes data source page.

6. Create a node to aggregate the values of the FAbalance fields in the Financial Accounts data source.

a. In the Data Processing Engine definition page, click **New Node**.

b. In the Select Node Type dropdown list, select **Group and Aggregate**.

c. Enter the name as `Aggregate FA Balances`.

d. Click **Create**.

e. From the Source Node list, search for and select **Financial Accounts**.

f. Click **Select Group Fields**.

g. Select the **Household__c** field.

h. Click **Add Aggregate** and define the first aggregate.

Under the Aggregate section, configure the aggregate as follows:

- Alias: AggregatedSum
- Function: Sum
- Aggregate Field: Balance__c

i. Click **Add Aggregate** again and define the second aggregate.

Under the Aggregate section, configure the aggregate as follows:

- Alias: CashBalance
- Function: Sum
- Aggregate Field: CashBalance__c

j. Click **Done**.

k. Save your changes.

Here's what the aggregation definitions look like in the Aggregate FA Balances data source page.

7. Create a node to join the results of the Filter Household Recordypes node and the Aggregate FA Balances node.
   a. On the Data Processing Engine definition page, click **New Node**.
   b. In the Select Node Type dropdown list, select **Join**.
   c. Enter the name as `Join FA Aggregates and Household`.
   d. Click **Create**.
   e. Configure the join.

      Define the following as join conditions.

      - Join Type: Left Outer
      - First Node: Filter Household Recordypes
      - Fields (first node): AccountId
      - Second Node: Aggregate FA Balances
      - Fields (second node): AggregatedSum and CashBalance

   f. Map the join fields.

      Under the Map Fields section, map fields from the first node to fields from the second node.

      - Map the **Id** field from filter to the **Household__C** field from the Financial Accounts data source.

   Here's what the join conditions look like in the Join FA Aggregates and Household data source page.

8. Create a node to write back the results to the Accounts data source.
   a. On the Data Processing Engine definition page, click **New Node**.
   b. In the Select Node Type dropdown list, select **Writeback**.
   c. Enter the name as `Account Writeback`.
   d. From the Source Node list, search for and select **Join FA Aggregates and Household**.
   e. In the Action Type dropdown list, select **Upsert**.

f. In the Target Object dropdown list, select **Account**.

g. Define the field mappings.

Under the Field Mapping section, map the Source Node fields to Target fields.

- Map the FAHouseholdId field to the Id field.
- Map the AggregateSum field to the Balance__c field.
- Map the CashBalance field to the Total_Primary_Cash_Value__c field.

Here's what the writeback configurations like in the Account Writeback data source page.

9. Save your changes.

You can now activate and execute the RBL rule to group rules and optimize the calculations. After you activate the rule, you can also invoke them as actions in flows to orchestrate processes.

Record Rollups, Rollups By Lookup, and Data Loads (Managed Package)

Control record rollups and rollups by lookup to maximize data load performance.

This is a Financial Services Cloud managed package feature.

Manage Rollups to Accelerate Data Loads (Managed Package)

Changes made through the user interface to a single Financial Account or Account Contact Relationship membership record trigger immediate RBL updates. Changes made via bulk operations or the Group Builder queue the updates which means that data loads more slowly when rollups and RBL are enabled. Before initiating insert or update operations, you can disable rollups to speed up data loading. You can control whether rollup-by-lookup rules or record rollups are queried and calculated for your org or for a specific profile or user.

Force Rollup By Lookup Recalculations (Managed Package)

You can recalculate the RBL rules for your organization from the UI or by using Apex code.

Manage Rollups to Accelerate Data Loads (Managed Package)

Changes made through the user interface to a single Financial Account or Account Contact Relationship membership record trigger immediate RBL updates. Changes made via bulk operations or the Group Builder queue the updates which means that data loads more slowly when rollups and RBL are enabled. Before initiating insert or update operations, you can disable rollups to speed up data loading. You can control whether rollup-by-lookup rules or record rollups are queried and calculated for your org or for a specific profile or user.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

This is a Financial Services Cloud managed package feature.

Important: Enable rollups during Financial Account delete operations to ensure that rollups are correctly calculated and updated on the target records.

1. From Setup, enter `Custom Settings` in the Quick Find box, then select **Custom Settings**.
2. Next to Wealth Application Config, click **Manage**.
3. Click **Edit** to modify the Default Organization Level Value setting.

   Note: If a Default Organization Level isn't defined, click **New** to define a new Default Organization Level Value.

4. Deselect **Enable Rollup Summary** and **Enable Group Record Rollup**.

   Note: You can temporarily disable the settings at your Default Organization Level Value, but enable them after completing the data load operation. You can also create or modify user- or profile-level settings in the Setup Owner related list below the Default Organization Level Value. For example, if you're using an Integration User or profile for data loads with ETL tools, you can permanently disable the settings for the Integration User or profile using the Setup Owner related list.

5. Save your changes.
6. Insert and update Financial Accounts using Data Loader.
7. Select **Enable Rollup Summary** and **Enable Group Record Rollup**.

   This step is optional if you disabled the settings only for a user or profile.

8. Run **GroupAssignmentBatchable**.

   Important: If you deselect the **Enable Rollup Summary** setting, new and modified financial accounts are not displayed or modified on the Group and Household related lists. After you run a **GroupAssignmentBatchable** job, the household financial account related lists display the Financial Account records at the household level.

   Note: If you enabled the new Record Rollup Optimization (Beta) org preference, use the new **HouseholdAssignmentBatchable** batch job instead of **GroupAssignmentBatchable** to roll up records in batches.

9. Run **RunRBLBatchable**.
10. Save your changes.

Force Rollup By Lookup Recalculations (Managed Package)

You can recalculate the RBL rules for your organization from the UI or by using Apex code.

This is a Financial Services Cloud managed package feature.

Use Run Rules to Recalculate Rollups by Lookup (Managed Package)

Use Run Rules on the Rollup By Lookup Configurations tab to run recalculations.

Recalculate Rollup By Lookup Summaries with Apex (Managed Package)
Use Apex code recalculate Rollup By Lookup summaries.

Use Run Rules to Recalculate Rollups by Lookup (Managed Package)

Use Run Rules on the Rollup By Lookup Configurations tab to run recalculations.

This is a Financial Services Cloud managed package feature.

Note: To recalculate rollup summaries for a small subset of data, either modify the underlying Financial Accounts or modify the Account Contact Relationship.

To recalculate the RBL summaries from the UI.

1. From the App Launcher, find and select **Rollup By Lookup Configurations**.
2. Change the list view to **All**.
3. Click **List View Controls** .
4. Click **Select Fields to Display**.
5. Under Available Fields, select **Active**, and add the selected field to **Visible Fields**.
6. Save your changes.
7. Select RBL rule(s) to be re-calculated from the list view.

   Note: Note: Activate RBL rules before you run them.

8. Click **Run Rules**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Recalculate Rollup By Lookup Summaries with Apex (Managed Package)

Use Apex code recalculate Rollup By Lookup summaries.

This is a Financial Services Cloud managed package feature.

Note: To recalculate rollup summaries for a small subset of data, either modify the underlying Financial Accounts or modify the Account Contact Relationship.

To recalculate the RBL summaries using Apex code.

1. Call a global class with the global constructor RollupRecalculationBatchable through Apex code.

   Note: When running the RBL rules through Apex code, your list must not:

   - Be null or empty
   - Contain inactive, invalid, or duplicate RBL configuration IDs

2. Create a list of IDs of your active Rollup By Lookup Configuration objects in the order that you want them to run.
3. Create an instance of RollupRecalculationBatchable, and pass your list of IDs to it.
4. Execute the batch job with Database.executeBatch. After you execute this batch job, future rollups are automatically executed.

Example: Here's sample Apex code:

```
// Create your list of IDs
List<Id> rollupsToRun = new List<Id>();
```

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

```
List<FinServ__RollupByLookupConfig__c> queriedRollups = [SELECT Id FROM
FinServ__RollupByLookupConfig__c WHERE FinServ__Active__c = true];
for (FinServ__RollupByLookupConfig__c rollup : queriedRollups) {
rollupsToRun.add(rollup.Id);
}

// Create an instance of RollupRecalculationBatchable
FinServ.RollupRecalculationBatchable job = new
FinServ.RollupRecalculationBatchable(rollupsToRun);

// Run the rollups
Database.executeBatch(job);
```

Service Process Automation

Service Process Automation helps you streamline and automate service-related operations. The core component of Service Process Automation is Service Process Studio, a framework that lets you design case-driven service processes, starting from request intake to fulfillment. Each service process includes an OmniScript for request intake through assisted and self-service channels and it features flows for streamlined fulfillment.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Service Process Studio

Service Process Studio helps you design customer service processes quickly and efficiently. Service agents can launch these service processes and get started with the customer service operations.

Standard Retail Banking Service Processes for Financial Services Cloud

Implementing and executing effective service processes is a key factor for customer satisfaction. Building service processes and configuring integrations with external systems is a time-consuming and complex task.

Retail Banking Service Processes for Financial Services Cloud (Unmanaged Package)

Implementing and executing effective service processes is a key factor for customer satisfaction. Building service processes and configuring integrations with external systems is a time-consuming and complex task.

Wealth Management Service Processes for Financial Services Cloud (Unmanaged Package)

Implementing and executing effective service processes is a key factor for customer satisfaction. Building service processes and configuring integrations with external systems is a time-consuming and complex task.

Self Service

Let your customer community users initiate service processes directly from a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, you allow your customers to raise service process requests at any time, from anywhere.

Eligibility Rules for Service Processes

Integrate Service Process Studio with Product Catalog Management to enable controlled access for service processes. Configure customer eligibility rules and user access control for service processes so that your users and customers see only the relevant service processes in the Action Launcher.

Einstein for Financial Services Cloud

Resolve service process requests for common banking services using Einstein Copilot. With its conversational AI assistant, copilot helps service representatives deliver more personalized service and reach resolutions faster. The copilot uses prebuilt Agent actions to capture details and create a case for a service process request.

Service Process Studio

Service Process Studio helps you design customer service processes quickly and efficiently. Service agents can launch these service processes and get started with the customer service operations.

Use Service Process Studio to create a service process definition to configure and organize multiple actions or tasks required to design the request intake and fulfill the request. A service process definition consists of data attributes, request form, business logic, fulfillment flow, and integration definition details.

After you activate a service process definition, you can associate an Action Launcher deployment for this service process, and service agents can launch this process from a record details page.

Watch this video to learn how to streamline customer service operations with Service Process Studio.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Watch a video

If you aren't able to watch the view in full screen, open the video on a new tab: Streamline Customer Service Operations with Service Process Studio.

For more information, see Service Process Studio.

Standard Retail Banking Service Processes for Financial Services Cloud

Implementing and executing effective service processes is a key factor for customer satisfaction. Building service processes and configuring integrations with external systems is a time-consuming and complex task.

Service agents can launch these service processes and get started with critical customer service operations. Customer community users can directly launch these service processes from a self-service portal and quickly submit their service process requests.

Address Update Service Process

The Address Update service process allows your customers to update their addresses so that they receive important communications and statements at the correct location.

Fee Reversal Service Process

The Fee Reversal service process allows your customers to request a reversal of fees charged to their accounts.

Manage Standing Instructions Service Process

Your customers can use the Manage Standing Instructions service process to add or modify instructions for setting up recurring and timely payments.

Order Checkbook Service Process

Your customers can use the Order Checkbook service process to order a checkbook. Customers can choose the number of check leaves required in the checkbook and the preferred delivery mode while ordering.

Report and Replace Cards Service Process

Your customers can use the Report and Replace Cards service process to report and block cards, as well as request replacements.

Request Statement Copies Service Process

Your customers can use the Request Statement Copies service process to request statement copies for their financial accounts. They can choose to receive their statement copies to a preferred address either via email or post.

Stop Check Payment Service Process

Your customers can use the Stop Check Payment service process to cancel a check payment, which isn't processed yet. They can cancel a check payment if there's a theft, cancellation, or any other reasons for which the payment is to be stopped.

Transaction Dispute Management

Transaction Dispute Management provides a streamlined process for your users to capture and submit customer disputes related to financial transactions. Use Service Process Studio to quickly configure the Transaction Dispute Management service process to give your users a guided step-by-step process for capturing customer disputes. Let your users launch the dispute intake request directly from a customer's record page in Salesforce.

Transfer Funds to Own Account Service Process

Your customers can use the Transfer Funds to Own Account service process to transfer funds between their financial accounts within the same bank or financial institution.

Update Email or Phone Service Process

Your customers can use the Update Email or Phone service process to maintain accurate contact information, receive timely information, and enhance security through proper communication.

Add Your Company Logo to an Email Template

Add your company logo to Salesforce Classic documents and incorporate the logo into an email template. You can later use the email template with retail banking service processes for customer interactions.

Self-Service for Standard Retail Banking Service Processes

Let your customer community users initiate service processes directly from a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, you allow your customers to raise service process requests at any time, from anywhere.

Address Update Service Process

The Address Update service process allows your customers to update their addresses so that they receive important communications and statements at the correct location.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Streamline Updating Client Addresses Using Service Process Studio

Let your users quickly update client addresses using the Address Update Service Process. Use the Service Process Studio to configure the Address Update service process to give your users an easy-to-follow process for updating client addresses.

Request an Address Update for a Client

Submit a request to complete an address update change for a client using the Address Update service process.

Streamline Updating Client Addresses Using Service Process Studio

Let your users quickly update client addresses using the Address Update Service Process. Use the Service Process Studio to configure the Address Update service process to give your users an easy-to-follow process for updating client addresses.

Note: The Financial Services Cloud managed package must be installed in Salesforce before you can complete these steps.

Assign Permissions to Users

To configure the Address Update Service Process, assign permissions.

Connect to MuleSoft and Create a Named Credential

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Create an Integration Definition

The Address Update Service Process uses address_update_integration_definition integration definition. It calls the API to update the client's address and the financial accounts in the core banking system. You can use this integration definition, or create your own.

Clone and Activate the OmniScript

Clone and activate the FSCAddressUpdate/CreateRequest OmniScript. This OmniScript gives your users a guided path for completing the address update request intake process of the address update service process. Use the OmniScript as it is, or customize it to meet the needs of your business.

Clone and Activate the Address Update Salesforce Flow

Use the Address Update Salesforce Flow Orchestration to show your users step-by-step instructions to submit an address update for a client. You can customize the flow to meet your business needs.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Create an Address Update Service Process

Create a unique version of the Address Update service process and enter the details.

Add Data Attributes

Optionally, create data attributes to store information from a client. The Address Update service process has predefined data attributes. You can create more as needed to meet the needs of your business.

Update the Address Update Salesforce Flow for Service Catalog Requests

To trigger the Address Update Salesforce flow only for updates in response to Service Catalog Requests, connect the SvcCatalogItemDefinitionID field to your Address Update service process. Update the Start element in the cloned Address Update Salesforce flow and add your Address Update service process API name. When a case is created, a Service Catalog Request is created.

Update the Address Update OmniScript

Update the name of the Service Process in the cloned version of the FSCAddressUpdate/CreateRequest OmniScript to your Service Process Definition API Name.

Create Document Types

Set up document types that let your users select a supporting documentation type that confirms the client's new address.

Create a Decision Matrix Set

Create a decision matrix and add your address update service process name and document types. The Address Update Service process uses the Business Rules Engine to create rules using decision matrices and expression sets to show a list of valid document types that a user can select. Document types are a list of supporting documentation that a user can request from a client to validate the client's new address.

Create an Expression Set

Create an expression set to read the values in the decision matrix and populate the values in the document type.

Configure State and Country Picklists for Address Update Service Process

Choose which states and countries are available in the address update request form for your users when they capture service process requests for updating client addresses.

Create Address Update Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Address Update OmniScript. If you have an existing action launcher deployment, add the Address Update OmniScript to it.

Customize the Page Layouts With Source System ID

Add the Source System ID field to the Financial Account and Account page layouts. This field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Add the Address Update Action to the Person Account Page

To give your users quick access to the Address Update OmniScript, add the Address Update action launcher component to the person account page layout.

Activate the Address Update Service Process

Confirm the OmniScript, Integration Definition, and Salesforce Flow and activate the Address Update service process.

Configure the Address Update OmniScript

To customize the address update request flow, edit the steps of the Change Address OmniScript.

Required OmniScript Components

Check that the required components are in place in Salesforce to support Address Update Service Process. The Address Update OmniScript calls the following Integration Procedures, Omnistudio Data Mappers, FlexCards, LWCs (Lightning Web Components), and Apex classes.

Assign Permissions to Users

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Sales OR Financial Services Cloud Basic OR Financial Services Cloud Standard

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

To configure the Address Update Service Process, assign permissions.

1. Assign permission set licenses.
   a. In Setup, in the Quick Find box, enter `Users`, then click **Users**.
   b. Click a user.
   c. In Permission Set License Assignments, click **Edit Assignments**.
   d. Select **Industry Service Process**, **Industry Service Excellence**, **OmniStudio, Document Checklist**, **Rule Engine Runtime**, **and Financial Services Cloud Extension**, or **Financial Services Cloud Basic**, or **Financial Services Cloud Standard**.
   e. Save your changes.

2. Update field level security.
   a. In Setup, click **Object Manager**.

b. In the Quick Find box, enter `Case`, then click **Case**.

c. Click **Fields & Relationships**.

d. Click **Account Name**.

e. Click **Set Field-Level Security**.

f. Select **Visible** for the profiles using Address Update Service Process.

g. Deselect Read-Only for the profiles using Address Update Service Process.

h. Save your changes.

i. Similarly, update the field-level security for the **Case Source** field on the Case object. For the profiles using the Address Update Service Process, select **Visible** and deselect **Read-Only**.

3. Update object permissions.

a. In Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.

b. Click **Edit**.

c. In Standard Object Permissions, select **Read**, **Create**, **Edit**, **Delete**, and **View All** for Document Checklist Items object.

d. Save your changes.

e. Complete these steps for Cases, Service Catalog Requests, Service Catalog Item Dependencies, Service Catalog Request Related Items, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions, Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, and Decision Matrix Versions objects.

Connect to MuleSoft and Create a Named Credential

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Sales OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

1. In Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
2. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
3. Turn on **Financial Services Cloud Integrations**.
4. Click **Connect to MuleSoft Instance**.

5. Select a service and click **Next**.
6. Enter your MuleSoft username and password and click **Sign In**.
7. Click **Grant Access to <your username>**. It takes a few minutes for Salesforce to connect to MuleSoft.
8. Locate the API to connect to and click **Enable**.
9. In Setup, in the Quick Find box, enter `Named Credential`, and then select **Named Credential**.
10. Verify that a named credential, FSC_fsc_integrations_V1_0_0, was added for the connected MuleSoft instance.

Create an Integration Definition

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

	Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Sales OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

The Address Update Service Process uses address_update_integration_definition integration definition. It calls the API to update the client's address and the financial accounts in the core banking system. You can use this integration definition, or create your own.

1. In Setup, in the Quick Find box, enter `Integrations Definitions`, and then select **Integrations Definitions**.
2. Click **+ New**.
3. Create an Integration Definition with these settings:
   a. For Type, select **Apex Defined**.
   b. For Name and Developer name, enter `address_update_integration_definition`.
   c. Click **Next**.
   d. Selected Apex Class as **fscserviceprocess.AddressUpdateProcessIntegrationProvider**.
   e. Value `FSC_fsc_integrations_V1_0_0`. Save the definition and then click **Activate**.

Clone and Activate the OmniScript

USER PERMISSIONS

To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Sales OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

	Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Clone and activate the FSCAddressUpdate/CreateRequest OmniScript. This OmniScript gives your users a guided path for completing the address update request intake process of the address update service process. Use the OmniScript as it is, or customize it to meet the needs of your business.

- Enable the OmniStudio Metadata setting. For more information, see Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. For more information, see Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniScripts**.
   It can take a little time for the OmniScripts app to show.
3. If the Standard OmniStudio Runtime is disabled, turn it on.
4. Select **FSCAddressUpdate/CreateRequest**.

5. Create **New Version**.
6. Click **Activate Version**.

Clone and Activate the Address Update Salesforce Flow

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Service OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Use the Address Update Salesforce Flow Orchestration to show your users step-by-step instructions to submit an address update for a client. You can customize the flow to meet your business needs.

Clone the Process Address Update orchestrate template and activate a new version in Salesforce. The orchestration provides a declarative process automation that contains a sequence of stages and steps. A stage contains interactive and background steps. Interactive steps have an assigned user and execute a designated screen flow. Background steps execute an auto-launched flow that's executed by the system and requires no user interaction. The interactive and background steps are required to fulfill the request for Address Update that is submitted.

The Process Address Update orchestrate allows a user working on a case to review an address update request, submit the change, and either update the case record or notify the case owner that the update failed. The orchestration contains these three business stages:

- Review Address Update: A work item is assigned to a user. They verify the documents submitted by the customers and check the data entered in the request and approve the request.
- Update Address: When the work item is completed by the user, the invoke address update API calls an asynchronous Apex action to update the data in the core banking system. A background flow integrates with the core banking system to update the address of the selected customer and selected financial accounts.
- Update Case Status or Display Error: Updates the case status to closed if the API response is successful. If the API fails, an error message shows to the user and a work item is assigned to the user to update the client's address manually.

You can customize and add the Review Address Update Salesforce Flow Orchestration to the address update service process.

1. In Setup, in the Quick Find box, enter `Flow`, and then click **Flow**.
2. Click **New Flow**.
3. Click **All + Templates** and select **Flow Orchestration**.
4. Select **Process Address Update** orchestrate and click **Create**.

5. Click **Save**.
   a. Enter an Orchestration Label and Description.
   b. Enter the Orchestration API Name: `fsc_address_update_flow`.
   c. Click **Save**.

6. Assign a case owner.
   a. On the fsc_address_update_flow orchestration screen, under **Process Address Update**, select **Verify the Updated Address with the documents uploaded**.
   b. Under **Select Someone to Complete the Action**, for **Asignee Type**, select **User**, and for **User Resource**, select a user who has the necessary permissions to complete the flow.

      You can also assign the step to a queue whose members have the necessary permissions to complete the flow. For **Asignee Type**, select **Queue**, and for **Queue**, select an appropriate queue.
   c. Save your changes.
   d. Under **Post-Update Actions**, select **Update Case Status or Display Error** and assign a user or a queue who has the necessary permissions to complete the flow.
   e. Save your changes.
7. On the fsc_address_update_flow orchestration screen, select **Attempt Address Update**. Then click **Open Flow in Flow Builder**.

a. In the Toolbox, click the Manager tab.

b. In the Variables section, click **IntegrationDefinition**.

c. Update the default value to match the Integration Definition Developer name from Create an Integration Definition.

d. Click **Done**.

e. Click **Save As** and enter a unique name Flow Label and Flow API Label.

f. Click **Activate**.

8. On the fsc_address_update_flow orchestration screen, refresh the page.

9. Select **Update Address** flow.

   a. In Select a Flow, update the flow to run when the steps start in the flow you created.

   b. Select **Contains external callouts or pause elements**.

   c. Enter `{!$Record.ID}` in the **InitiatedinputRecordID** field.

   d. Save your changes.

10. Save and activate the FSC Address Update Flow orchestration.

SEE ALSO:

Salesforce Help: Flow Builder

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Complete the steps in Add the Case Details Lightning Component to the Case Record Page.
2. Next, Create an Address Update Service Process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Address Update service process:

- Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine

  Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete

  Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All

  AND

  Financial Services Cloud Extension OR FSC Service

  OR

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

Create an Address Update Service Process

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Service OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a unique version of the Address Update service process and enter the details.

1. In Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.
2. Click **New Service Process** and then click **Create from Template**.
3. Select **Address Update** and click **Save & Launch**.

4. Enter a process name and unique API name.

   Important: Make a note of the API Name. Use it to update the Address Update OmniScript, FlexCard, and Decision Matrix.

5. Update the short and long description.

6. Save your changes.

Add Data Attributes

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

	Financial Services Cloud Extension OR FSC Service OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Optionally, create data attributes to store information from a client. The Address Update service process has predefined data attributes. You can create more as needed to meet the needs of your business.

1. In Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.
2. Edit an existing service process or create one.
3. Select **Data Attributes** and then click **New Data Attribute**.

.

4. Enter an Attribute Name and API Name.
5. Select an **Attribute Type**.
6. Select a **Data Type**.
7. Optionally, select a Parent Attribute.

8. Optionally, enter a Default Value and Description.
9. Optionally, select **Required**.

10. Click **Add**.
11. Save your changes.

Update the Address Update Salesforce Flow for Service Catalog Requests

USER PERMISSIONS

To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Service OR Financial Services Cloud Basic OR Financial Services Cloud Standard

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

To trigger the Address Update Salesforce flow only for updates in response to Service Catalog Requests, connect the SvcCatalogItemDefinitionID field to your Address Update service process. Update the Start element in the cloned Address Update Salesforce flow and add your Address Update service process API name. When a case is created, a Service Catalog Request is created.

Note: Configure your OmniStudio permissions for users.

1. In Setup, in the Quick Find box, enter `Flow`, and then click **Flow**.
2. Click the cloned Address Update flow orchestration.
3. Click the **Record-Triggered Orchestration** Start element, then click **Edit**.
   a. For Condition Requirements, select **All Conditions Are Met (AND)**.
   b. For Field, select **SvcCatalogItemDefinitionId**.
   c. For Operator, select **Equals**.
   d. For Value, enter the value of your Service Process Definition ID from the Create an Address Update Service Process topic.

4. Save and activate the Address Update Flow Orchestration.

Update the Address Update OmniScript

USER PERMISSIONS

To set up Address Update service process:

Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine

Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All

Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All

AND

Financial Services Cloud Extension OR FSC Service

OR

Financial Services Cloud Basic

OR

Financial Services Cloud Standard

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Update the name of the Service Process in the cloned version of the FSCAddressUpdate/CreateRequest OmniScript to your Service Process Definition API Name.

- Enable the OmniStudio Metadata setting. For more information, see Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. For more information, see Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniScripts**.
3. Select **FSCAddressUpdate/CreateRequest** OmniScript.
4. Click **Deactivate**.
   You can make changes only when an OmniScript is deactivated.
5. Click **CallConnectAPI - Integration Procedures Action**.
   a. In the pane, expand **Remote Properties**.
   b. In Extra Payload, update the svcCatalogItemDefApiName value to your Service Process Definition API Name from the Create an Address Update Service Process.

6. Click **GetAllDocuemntTypesIP Integration Procedure Action**.
   a. In the pane, expand **Remote Properties**.
   b. In Extra Payload, update the ProcessName value to your Service Process Definition API Name from the Create an Address Update Service Process.

7. To save your changes, click **Activate Version**.

Create Document Types

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Service OR Financial Services Cloud Basic OR Financial Services Cloud Standard

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Set up document types that let your users select a supporting documentation type that confirms the client's new address.

1. Turn on Document Checklist.
   a. In Setup, in the Quick Find box, enter `Document Checklist`, then click **Document Checklist**.
   b. Turn on **Checklist Items with Attachments**.
2. Create document types.
   a. In Setup, in the Quick Find box, enter `Document Type`, then click **Document Type**.
   b. Click **New Document Type**.
   c. Enter a Label, Name, Description, and click **Save**.

   d. To add more document types, repeat these steps as needed.

SEE ALSO:

Salesforce Help: Set Up Document Types

Create a Decision Matrix Set

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Service OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a decision matrix and add your address update service process name and document types. The Address Update Service process uses the Business Rules Engine to create rules using decision matrices and expression sets to show a list of valid document types that a user can select. Document types are a list of supporting documentation that a user can request from a client to validate the client's new address.

A decision matrix matches the input values to a table row and returns the row's output values. The GetAllDocuemntTypesIP Integration Procedure in the FSCAddressUpdate/CreateRequest OmniScript reads the table values. It shows users as picklist values in the Document Type field on the FSCCaseDetailsServiceCatalogRequest FlexCard on the Person Account record page.

1. From the App Launcher, find and select **Business Rules Engine**.
2. In the OmniStudio app, from the navigation bar, select **Lookup Tables**.
3. Click **New**.
4. Click **Decision Matrix**, and then click **Next**.
5. Enter the Name `GetAllRequiredDocumentTypes`. For Type, select **Standard**. Then click **Save**.

6. Click the **Related** tab.
7. In the Decision Matrix Versions, click the name of the decision matrix.
8. Click **Add Column**.
   a. In the Column Header enter `ProcessName`.
   b. For Header Type, select **Input**.
   c. For Data Type select **Text**.
   d. Click **Done**.
9. Click **Add Column**.
   a. In the Column Header enter `DocumentTypes`.
   b. For Header Type select **Output**.
   c. For Data Type, select **Text**.
   d. Click **Done**.
10. Click **Add Row**.
11. Click the edit icon in the ProcessName box.

a. Enter the value of your Service Process Definition API Name from the Create an Address Update service process. Press Enter to confirm the name.

12. Click the edit icon in the DocumentTypes box.

a. In a comma-separated list, enter the document types you created in Create Document Types. Press Enter to confirm the list.

13. Click **Save**.

14. To activate the decision matrix, click **Activate**.

SEE ALSO:

Salesforce Help: Decision Matrices

Create an Expression Set

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR FSC Service OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Create an expression set to read the values in the decision matrix and populate the values in the document type.

1. From the App Launcher, find and select **Business Rules Engine**.
2. In the OmniStudio app, from the navigation bar, select **Expression Sets**.
3. Click **New**.
4. Enter Name GetAllDocumentTypes and select Usage Type Default.
5. Click **Save**.

6. In the Expression Set Versions, click the version name.
7. To add the decision matrix, click **Open in Expression Set Builder**.
   a. Click **Elements** icon.
   b. Drag the **Lookup Table** element onto the expression set canvas.
   c. In the Search Lookup Table box, select `GetAllRequiredDocumentType`.

8. Set the properties for the expression set.
   a. Click the cog icon.
   b. Enter a start date time and an end date time for the expression set.
   c. Enter a rank number.
9. Set the element details for the expression set.
   a. Click the element details icon.
   b. Select **Include in Output**.
10. Save and activate the expression set.

SEE ALSO:

Salesforce Help: Expression Sets

Configure State and Country Picklists for Address Update Service Process

Choose which states and countries are available in the address update request form for your users when they capture service process requests for updating client addresses.

1. Configure State and Country picklists. See Configure State and Country/Territory Picklists.

Create Address Update Action

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

	OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR FSC Service OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Create an action launcher deployment that uses the service process template to give your users quick access to the Address Update OmniScript. If you have an existing action launcher deployment, add the Address Update OmniScript to it.

1. In Setup, in the Quick Find box, enter `Action Launcher`, then click **Action Launcher**.
   If you can't see Action Launcher, you need the Industries Service Excellence permission set. Contact your Salesforce Admin for help.
2. Click **New Deployment**.
3. Click **Next**.
4. Enter a Label and API Name.
5. In Guidance to Show, select **Flows and Quick Actions** and **OmniScripts**.
6. Click **Next**.

7. In the Available Objects list, select **Account** and move it to the Selected Objects list.
   The selected objects determine the objects where you can show the action.
8. Click **Next**.
9. In Select actions to add, select all the actions.
10. Click **Next**.
11. In Select frequently used actions, select Action API Name **/FSCAddressUpdate/CreateRequest/English** Omniscript.
    The OmniScript must be activated to see it in the list.

    If you created a unique OmniScript with a different name, select your customized OmniScript.
12. Click **Save**.

SEE ALSO:

Salesforce Help: Action Launcher

Customize the Page Layouts With Source System ID

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Service OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All

AND

Financial Services Cloud Extension

OR

Financial Services Cloud Basic

OR

Financial Services Cloud Standard

Add the Source System ID field to the Financial Account and Account page layouts. This field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

The Financial Services Cloud managed package must be installed in Salesforce before you can complete these steps.

1. Update the page layouts.
   a. In Setup click **Object Manager**.
   b. In the search box, enter `Financial Account` and select **Financial Account (Banking) Layout**.
   c. Click **Page Layouts**.
   d. In the Quick Find box, enter `Source System ID`.
   e. Drag the Source System ID field to the Information pane.

   f. Save your changes.
   g. Complete steps b through f for other Account and Financial Account page layouts.

2. Update the Source System ID field.
   a. From the App Launcher, select **Retail Banking Console**.
   b. From the Retail Banking Console app menu, click **Financial Accounts**.
   c. Select a Financial Account.

d. Update the Source System ID field with your core banking system ID.

e. Complete steps b through d for other Account and Financial Account page layouts.

Add the Address Update Action to the Person Account Page

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Service OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To give your users quick access to the Address Update OmniScript, add the Address Update action launcher component to the person account page layout.

1. In Setup, click **Object Manager**.
2. In the Quick Find box, enter `Account`, and then click **Account**.
3. Click **Lightning Record Pages** and select **Account Record Page**.
4. Click **Edit**.
5. In the Components tab, add the **Actions Launcher** to the record page.
6. In the properties pane, in the Action Launcher Deployment, select the action launcher deployment name that you created in step 4 of Create Address Update Action.

7. Save your changes.

Activate the Address Update Service Process

USER PERMISSIONS	
To set up Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects Read, Create, Edit, Delete, View All Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR FSC Service OR Financial Services Cloud Basic OR

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

	Financial Services Cloud Standard
To use Address Update service process:	Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Confirm the OmniScript, Integration Definition, and Salesforce Flow and activate the Address Update service process.

- Enable the OmniStudio Metadata setting. For more information, see Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. For more information, see Disable Managed Package Runtime.

1. In Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.
2. Click **Update** for the service process you created in the *Create an Address Update Service Process* topic.
3. Click **Request Form** and confirm the OmniScript.
4. Click **Integration Definition** and confirm the Integration Definition.
5. Click **Fulfillment Flow** and confirm the Salesforce Flow.
6. Click **Activate**.

Configure the Address Update OmniScript

To customize the address update request flow, edit the steps of the Change Address OmniScript.

Update Address

To edit the address update flow, open the OmniStudio app, go to the OmniScripts page, expand the FSCAddressUpdate/CreateRequest OmniScript, and open the latest version.

Component Name	Component Type	What It Does	What It Calls
SetAccountContext	Integration Procedure	Retrieves the customer community user's Account Id from Salesforce when the user logs in to a self-service portal and launches the address update service process. It also retrieves the portal's URL	Service_SetAccountContext Integration Procedure

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Component Name	Component Type	What It Does	What It Calls
		extension and stores it in the CommunityBasePath variable. To let customer community users use the address update service process on a self-service portal, the SetAccountContext component must be present in the FSCAddressUpdate/CreateRequest OmniScript.	
GetAccountAddresses	Omnistudio Data Mapper Extract	Retrieves the user's existing addresses.	FSCAddressUpdateAccountDetails Data Mapper
NewAddressInformation	Step	Prompts for the user for new address information.	None
SetAddressValidation	Set Values	Checks to see if the customer already has an account and an address in the system.	None
ConvertAddresses	Remote Action	Reformats the retrieved addresses.	AddressUpdateHelperFunctions class, convertAddresses method
ConvertAccounts	Remote Action	Reformats the Financial Account data.	AddressUpdateHelperFunctions class, convertArrayToKeyValuePairs method
UpdateRecords	Step	Displays the user's old addresses and prompts for which one to update.	FSCDisplayCustomerAddressUpdate_1_Step and FSCDisplayFinancialAccountAddressUpdate_1_Step LWCs
SetAddressList	Set Values	Sets values based on the selected addresses.	None
SetAddressSelectionValues	Set Values	Checks to make sure that at least one address is selected.	None
SetOneAddressError	Set Errors	Displays an error message if no address is selected.	None
ConvertAndMergeAccounts	Remote Action	Merges the new address data into the Financial Account data.	AddressUpdateHelperFunctions class, convertAndMergeAccounts method
GetAllDocumentTypesIP	Integration Procedure	Retrieves the document types list.	FSCAddressUpdate_GetDocumentTypes Integration Procedure
UploadDocuments	Step	Prompts for address change documents.	None
MultipleDocumentsValidationCheck	Remote Action	Checks to see if multiple documents are uploaded.	AddressUpdateHelperFunctions class, ifUploadContainsMultipleFiles method
SetOneDocumentError	Set Errors	Displays an error message if two documents of the same type are uploaded.	None

Component Name	Component Type	What It Does	What It Calls
ConvertUploadedDocuments	Remote Action	Processes the uploaded documents.	AddressUpdateHelperFunctions class, convertUploadedDocuments method
SetAddressListAndUploadedDocs	Set Values	Sets values based on the uploaded documents.	Note
Summary	Step	Displays the address change, lists the uploaded documents, and presents a Submit button for the user to confirm the address change.	FSCDisplayCustomerAddresses_1_Salesforce, FSCDisplayAccountLevelAddresses_1_Salesforce, and FSCDisplayUploadedFileNames_1_Salesforce LWCs
CallConnectApi	Integration Procedure	Creates a case for the address change.	FSCAddressUpdate_CreateCase Integration Procedure
SetConnectAPIResponse	Set Values	Sets values based on the case.	None
AddressChangeFinal	Step	Displays the address change again along with a case number.	FSCDisplayCaseConfirmationIcon_1_Salesforce LWC

Required OmniScript Components

Check that the required components are in place in Salesforce to support Address Update Service Process. The Address Update OmniScript calls the following Integration Procedures, Omnistudio Data Mappers, FlexCards, LWCs (Lightning Web Components), and Apex classes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Integration Procedures

- FSCAddressUpdate_GetDocumentTypes
- FSCAddressUpdate_CreateCase

Data Mapper

- FSCAddressUpdateAccountDetails (Extract)

FlexCards and LWC

- FSCDisplayCustomerAddressestoUpdate_1_Salesforce
- FSCDisplayFinancialAccountsAddressestoUpdate_1_Salesforce
- FSCDisplayCustomerAddresses_1_Salesforce
- FSCDisplayAccountLevelAddresses_1_Salesforce
- FSCDisplayUploadedFileNames_1_Salesforce
- FSCDisplayCaseConfirmationIcon_1_Salesforce

Expression Sets

- GetAllDocumentTypes

Apex Classes

- The AddressUpdateHelperFunctions.Apex class handles some of the complex business logic behind the OmniScript.

SEE ALSO:

AddressUpdateHelperFunctions Class

Request an Address Update for a Client

Submit a request to complete an address update change for a client using the Address Update service process.

When a client asks to update their address, use the Address Update service process to update the client's address in Salesforce and in the core banking system.

Complete the Address Update Request Form

Complete the Address Update request form.

Take Action on an Address Update Request Case

Review the address update request case. Approve, decline, or request additional information for the address update.

Complete the Address Update Request Form

Complete the Address Update request form.

1. From the Retail Banking App, select **Accounts** from the dropdown menu.
2. On the Accounts tab, search for and select the Account name.
3. Click the **Address Update** quick action.
4. Complete the Address Change form with the client's new address and click Next.
5. Select the records to update with the new address and click **Next**.
   The client can choose to update the address on Accounts and Financial Accounts records.
6. Select a Document Type and click **Upload Files** to select a copy of the supporting documentation with the new address. Then click **Next**.
   To validate the client's identity, the client must provide a copy of the valid document type that contains the new address.
7. Review the address change details and click **Submit**.
   The address change request is successfully submitted. A case is created and assigned to a manager for approval.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To use Address Update service process:

- Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine

  Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete

  Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All

  AND

  Financial Services Cloud Extension OR FSC Service

  OR

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

Take Action on an Address Update Request Case

Review the address update request case. Approve, decline, or request additional information for the address update.

1. From the Retail Banking App, select **Accounts** from the dropdown menu.
2. On the Case tab, search for and select an Address Update Service Request case.
3. Click the **Service Request** tab.
4. Review the new address and selected records to update with the new address.
5. Click the **Related** tab.
6. In the Document Checklist Items related list, review the document type and uploaded file.
7. In Work Guide, click the actions menu on the document file and click **Approve** to verify the document.
8. To approve the address update request, click **Next**.

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To use Address Update service process:

- Industries Service Process, Industry Service Excellence, OmniStudio, Document Checklist, and Business Rules Engine

  Case, Service Catalog Request, and Document Checklist Items objects: Read, Create, Edit, Delete

  Decision Matrix, Decision Matrix Columns, Decision Matrix Rows, Decision Matrix Versions, Expression Set, Expression Set Object Aliases, Expression Set Step Relationships, Expression Set Versions objects: Read, View All

  AND

  Financial Services Cloud Extension OR FSC Service

  OR

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

Fee Reversal Service Process

The Fee Reversal service process allows your customers to request a reversal of fees charged to their accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Reverse Fees on Client Accounts Using Service Process Studio

Use the Service Process Studio to customize the Fee Reversal service process to meet the needs of your business. The guided flow lets you customize the default Fee Reversal service process to give your users a process to submit a request to complete a fee reversal.

Reverse a Fee for a Client

Submit a request to complete a fee reversal for a client using the Fee Reversal service process.

Reverse Fees on Client Accounts Using Service Process Studio

Use the Service Process Studio to customize the Fee Reversal service process to meet the needs of your business. The guided flow lets you customize the default Fee Reversal service process to give your users a process to submit a request to complete a fee reversal.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Note: The Financial Services Cloud managed package must be installed in Salesforce before you can complete these steps.

Configure the Case Object

To associate the financial account of a customer with the case for a fee reversal service process request, add a field to the Case object.

Assign Permissions to Users

To configure the Fee Reversal service process, assign permissions.

Connect to MuleSoft and Create a Named Credential

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Create Integration Definitions

The Fee Reversal service process uses two integration definitions, fee_reversal_integration_definition and FSC_GetTransaction.

Clone and Activate the OmniScript

Clone and activate the FSC/FeeReversal OmniScript. The OmniScript gives your users a guided path for completing the address update request intake process of the address update service process. Use the OmniScript as it is, or customize it to meet the needs of your business. Create and add a custom label to customize the name that shows in the action launcher.

Clone and Activate the Fee Reversal Salesforce Flow

Use the Fee Reversal Salesforce Flow Orchestration to show your users step-by-step instructions to submit a fee reversal for a client. You can customize the flow to meet your business needs.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Create a Fee Reversal Service Process

Create a unique version of the Fee Reversal service process and enter the details.

Add Data Attributes

Optionally, create data attributes to store information from a client. The Fee Reversal service process has predefined data attributes. You can create more as needed to meet the needs of your business.

Update the Fee Reversal Salesforce Flow

To connect the SvcCatalogItemDefinitionID field to your Fee Reversal service process, update the start element in the cloned Fee Reversal Salesforce Flow. When a case is created, a Service Catalog Request is created. Adding your Fee Reversal service process API name triggers the flow only for fee reversal based on the Service Catalog Requests.

Update the Fee Reversal OmniScript

Update the name of the Service Process in the cloned version of the FSC/FeeReversal OmniScript to your Service Process Definition API Name.

Create Fee Reversal Action

To give your users quick access to the Fee Reversal OmniScript, create an action launcher deployment that uses the service process template. If you have an existing action launcher deployment, add the Fee Reversal OmniScript to it.

Add the Action to the Person Account Page

Add the Fee Reversal action launcher component to the Person Account page layout to give your users quick access to the Fee Reversal OmniScript. Create and add a custom label to customize the name that shows in the action launcher.

Activate the Fee Reversal Service Process

Confirm the OmniScript, Integration Definition, and Salesforce Flow and activate the Fee Reversal service process.

Configure the Fee Reversal OmniScript

To customize the fee reversal request flow, edit the steps of the Fee Reversal OmniScript. Open the OmniStudio app, go to the OmniScripts page, expand the FSC/FeeReversal OmniScript, and open the highest version.

Required OmniScript Components

Check that the required components are in place in Salesforce to support the Fee Reversal service process.

SEE ALSO:

Salesforce Help: Service Process Studio

Configure the Case Object

To associate the financial account of a customer with the case for a fee reversal service process request, add a field to the Case object.

USER PERMISSIONS

To create or change custom fields:

- Customize Application

1. In Setup, go to **Object Manager**.
2. In the Quick Find box, enter `Case`, and then select **Case**.
3. In Fields & Relationships, click **New**.
4. For the field type, select **Lookup Relationship** and click **Next**.
5. Select a related object.
   - If you want to use financial account information from the Financial Account Management Standard Objects data model, select the standard Financial Account object.
   - If you want to use financial account information from the Financial Services Cloud managed package, select the Financial Account object that's associated with the managed package.
6. Enter a field label.

- If you're using the financial account information from the Financial Account Management Standard Objects data model, for Field Label, enter `FinancialAccount`.
- If you're using the financial account information from the Financial Services Cloud managed package, for Field Label, enter `Financial Account`.

7. Click **Next**.
8. Save your changes.

Assign Permissions to Users

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

To configure the Fee Reversal service process, assign permissions.

Note: Configure your OmniStudio permissions for users.

1. Assign permission set licenses.
   a. In Setup, in the Quick Find box, enter `Users`, then click **Users**.
   b. Click a user.
   c. In Permission Set License Assignments, click **Edit Assignments**.

d. Select **Industry Service Process**, **Industry Service Excellence**, and **OmniStudio**, and **Financial Services Cloud Extension**, or **Financial Services Cloud Basic**, or **Financial Services Cloud Standard**.

e. Save your changes.

2. Update field level security.

a. In Setup, in the Quick Find box, enter `Profiles`, then click **Profiles**.

b. Click a profile.

c. In Field-Level Security, click **View** for the Case object.

d. Click **Edit**.

e. Select **Read Access** and **Edit Access** for Account Name.

f. Save your changes.

g. Similarly, update the field-level security for the **Case Source** field on the Case object. For the profiles using the Fee Reversal Service Process, select **Visible** and deselect **Read-Only**.

3. Update object permissions.

a. In Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.

b. Click **Edit** for a profile.

c. In Standard Object Permissions, select **Read**, **Create**, and **Edit** for Case object.

d. Save your changes.

e. Complete these steps for Service Catalog Requests, Service Catalog Item Dependencies, and Service Catalog Request Related Items objects.

SEE ALSO:

Salesforce Help: Setup OmniStudio Standard User Permission Sets

Connect to MuleSoft and Create a Named Credential

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

1. In Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
2. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
3. Turn on **Financial Services Cloud Integrations**.
4. Click **Connect to MuleSoft Instance**.

5. Select a service and click **Next**.
6. Enter your MuleSoft username and password and click **Sign In**.
7. Click **Grant Access to <your username>**. It takes a few minutes for Salesforce to connect to MuleSoft.
8. Locate the API to connect to and click **Enable**.
9. In Setup, in the Quick Find box, enter `Named Credential`, and then select **Named Credential**.
10. Verify that a named credential, FSC_fsc_integrations_V1_0_0, was added for the connected MuleSoft instance.

Create Integration Definitions

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

The Fee Reversal service process uses two integration definitions, fee_reversal_integration_definition and FSC_GetTransaction.

The fee_reversal_integration_defintion integration definition stores these two values:

- Named credential: The external endpoint where fee reversal API is implemented (example MuleSoft).
- Apex provider: It handles the logic of calling the endpoint and updating the SvcCatalogReqExtdAttrVal records for the Fee Reversal response attributes with the API response.

The FSC_GetTransaction integration definition calls the API to get the Financial Account Transactions from the MuleSoft endpoint where the external banking systems have been deployed.

1. In Setup, in the Quick Find box, enter `Integrations Definitions`, and then select **Integrations Definitions**.
2. Click **+ New**.
3. Create an Integration Definition with these settings:
   a. For Type, select **Apex Defined**.
   b. For Name and Developer Name, enter `fee_reversal_integration_definition`.
   c. Click **Next**.
   d. For Apex Class, select **fscserviceprocess.FeeReversalProcessIntegrationProvider**.
   e. Value `FSC_fsc_integrations_V1_0_0`. Save the definition and then click **Activate**.

4. Create a second Integration Definition with these settings:
   a. For Type, select **Apex Defined**.
   b. For Name and Developer Name, enter `FSC_GetTransaction`.
   c. Click **Next**.
   d. For Apex Class, select **fscserviceprocesses.TransactionServiceIntegrationProvider**.
   e. Save the definition and click **Activate**.

Clone and Activate the OmniScript

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete

	AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Clone and activate the FSC/FeeReversal OmniScript. The OmniScript gives your users a guided path for completing the address update request intake process of the address update service process. Use the OmniScript as it is, or customize it to meet the needs of your business. Create and add a custom label to customize the name that shows in the action launcher.

- Enable the OmniStudio Metadata setting. For more information, see Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. For more information, see Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniScripts**.
   It can take a little time for the OmniScripts app to show.
3. Select **FSC/FeeReversal**.
4. Create **New Version**.
5. Click **Activate Version**.

SEE ALSO:

Salesforce Help: Custom Labels

Clone and Activate the Fee Reversal Salesforce Flow

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete

AND

Financial Services Cloud Extension

OR

Financial Services Cloud Basic

OR

Financial Services Cloud Standard

Use the Fee Reversal Salesforce Flow Orchestration to show your users step-by-step instructions to submit a fee reversal for a client. You can customize the flow to meet your business needs.

Clone the Fee Orchestrate template and activate a new version in Salesforce. The orchestration provides a declarative process automation that contains a sequence of stages and steps. A stage contains interactive and background steps. Interactive steps have an assigned user and execute a designated screen flow. Background steps execute an autolaunched flow that's executed by the system and requires no user interaction. The interactive and background steps are required to fulfill the request to reverse a fee.

The Fee Reversal Flow Orchestrator allows users to process a fee reversal request with input from the case owner or a manager:

- Review Fee Reversal: Allows a case owner or manager to review and override transaction details for the fee reversal request associated with the service catalog request ID passed into the flow. The case owner reviews the transaction details and reversal percentage for the fee reversal request. The case owner can either submit the reversal request for processing or escalate to their manager, for example, if the customer requests a higher reversal percentage. When escalated, manager can override the fee reversal percentage.
- Attempt Fee Reversal: Calls an asynchronous action to process a fee reversal request in the core banking system through an API call to MuleSoft.
- Confirm Fee Reversal: Closes the case passed into the flow when a previous call to the Industries Apex Asynchronous Request action is successful and displays a success or failure message to the flow user.

1. In Setup, in the Quick Find box, enter `Flow`, and then click **Flow**.
2. Click **New Flow**.
3. Click **All + Templates** and select **Flow Orchestration**.

4. Select **Orchestrate Fee Reversal** and click **Create**.

5. Click **Save**.
   a. Enter an Orchestration Label and Description.
   b. Enter the Orchestration API Name: `fsc_fee_reversal_flow`.
   c. Click **Save**.

6. Assign a case owner.
   a. On the fsc_fee_reversal_flow orchestration screen, under **Get Case Owner Input**, select **Review Transaction Details**.
   b. Under **Select Someone to Complete the Action**, for **Asignee Type**, select **User**, and for **User Resource**, select a user who has the necessary permissions to complete the flow.

      You can also assign the step to a queue whose members have the necessary permissions to complete the flow. For **Asignee Type**, select **Queue**, and for **Queue**, select an appropriate queue.
   c. Save your changes.
   d. Under **Get Manager Input**, select **Review Transaction Details** and assign a user or a queue who has the necessary permissions to complete the flow.
   e. Save your changes.
   f. Under **Reverse Fee**, select **Display Fee Reversal Result** and assign a user or a queue who has the necessary permissions to complete the flow.
   g. Save your changes.
7. Save and activate the Fee Reversal Flow Orchestration.

SEE ALSO:

Salesforce Help: Flow Builder

Salesforce Help: Customize What Happens When a Flow Fails

Add the Case Details Lightning Component to the Case Record Page

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Complete the steps in Add the Case Details Lightning Component to the Case Record Page.
2. Next, Create a Fee Reversal Service Process.

Create a Fee Reversal Service Process

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR

	Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Create a unique version of the Fee Reversal service process and enter the details.

1. In Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.
2. Click **New Service Process** and then click **Create from Template**.
3. Select **Fee Reversal** and click **Save & Launch**.

4. Enter a process name and unique API name.

   Important: Make a note of the API Name. Use it to update the Fee Reversal OmniScript and FlexCard.

5. Update the short and long description.

6. Save your changes.

Add Data Attributes

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Optionally, create data attributes to store information from a client. The Fee Reversal service process has predefined data attributes. You can create more as needed to meet the needs of your business.

1. In Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.
2. Edit an existing service process or create one.
3. Select **Data Attributes** and then click **New Data Attribute**.

4. Enter an Attribute Name and API Name.
5. Select an **Attribute Type**.

6. Select a **Data Type**.
7. Optionally, select a Parent Attribute.
8. Optionally, enter a Default Value and Description.
9. Optionally, select **Required**.

10. Click **Add**.
11. Save your changes.

Update the Fee Reversal Salesforce Flow

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic

	OR Financial Services Cloud Standard

To connect the SvcCatalogItemDefinitionID field to your Fee Reversal service process, update the start element in the cloned Fee Reversal Salesforce Flow. When a case is created, a Service Catalog Request is created. Adding your Fee Reversal service process API name triggers the flow only for fee reversal based on the Service Catalog Requests.

Note: Configure your OmniStudio permissions for users.

1. In Setup, in the Quick Find box, enter `Flow`, and then click **Flow**.
2. Click the cloned Fee Reversal flow orchestration.
3. Click the **Record-Triggered Orchestration** Start element, then click **Edit**.
   a. In Condition Requirements, select **All Conditions Are Met (AND)**.
   b. In Field, select **SvcCatalogItemDefinitionId**.
   c. In Operator, select **Equals**.
   d. In Value, enter the value of your Service Process Definition ID from the Create a Fee Reversal Service Process topic.

4. Save and activate the Fee Reversal Flow Orchestration.

Update the Fee Reversal OmniScript

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR

	Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Update the name of the Service Process in the cloned version of the FSC/FeeReversal OmniScript to your Service Process Definition API Name.

- Enable the OmniStudio Metadata setting. For more information, see Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. For more information, see Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniScripts**.
3. Select **FSC/FeeReversal** OmniScript.

4. Click **Deactivate**.
   You can make changes only when an OmniScript is deactivated.
5. Click **CreateCase - Integration Procedures Action**.
   a. In the pane, expand **Remote Properties**.
   b. In Extra Payload, update the svcCatalogItemDefApiName value to your Service Process Definition API Name from the Create a Fee Reversal Service Process topic.

6. Click **Activate Version** to save your changes.

Create Fee Reversal Action

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

To give your users quick access to the Fee Reversal OmniScript, create an action launcher deployment that uses the service process template. If you have an existing action launcher deployment, add the Fee Reversal OmniScript to it.

1. In Setup, in the Quick Find box, enter `Action Launcher`, then click **Action Launcher**.
   If you can't see Action Launcher, you need the Industries Service Excellence permission set. Contact your Salesforce Admin for help.
2. Click **New Deployment** or edit an existing deployment.
3. Click **Next**.
4. Enter a Label and API Name.

5. In Guidance to Show, select **Flows and Quick Actions** and **OmniScripts**.
6. Click **Next**.
7. In the Available Objects list, select **Account** and move it to the Selected Objects list.
   The selected objects determine the objects where you can show the action.
8. Click **Next**.
9. In Select actions to add, select all the actions.
10. Click **Next**.
11. In Select frequently used actions, select Action API Name **/FSC/FeeReversal/English** Omniscript.
    The OmniScript must be active to see it in the list.

    If you created a unique OmniScript with a different name, select your customized OmniScript.
12. Click **Save**.

SEE ALSO:

Salesforce Help: Action Launcher

Add the Action to the Person Account Page

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND

	Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Add the Fee Reversal action launcher component to the Person Account page layout to give your users quick access to the Fee Reversal OmniScript. Create and add a custom label to customize the name that shows in the action launcher.

1. In Setup, click **Object Manager**.
2. In the Quick Find box, enter `Account`, and then click **Account**.
3. Click **Lightning Record Pages** and select **Account Record Page**.
4. Click **Edit**.
5. In the Components tab, add the **Actions Launcher** to the record page.
6. In the properties pane, in the Action Launcher Deployment, select the action launcher deployment name that you created in the Create Address Update Action topic.

7. Save your changes.

SEE ALSO:

Salesforce Help: Custom Labels

Activate the Fee Reversal Service Process

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

Confirm the OmniScript, Integration Definition, and Salesforce Flow and activate the Fee Reversal service process.

- Enable the OmniStudio Metadata setting. For more information, see Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. For more information, see Disable Managed Package Runtime.

1. In Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.
2. Click **Update** for the Service Process you created in the Create a Fee Reversal service process topic.
3. Click **Request Form** and confirm the OmniScript.
4. Click **Integration Definition** and confirm the Integration Definition.
5. Click **Fulfillment Flow** and confirm the Salesforce Flow.
6. Click **Activate**.

Configure the Fee Reversal OmniScript

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete

AND

Financial Services Cloud Extension

OR

Financial Services Cloud Basic

OR

Financial Services Cloud Standard

To customize the fee reversal request flow, edit the steps of the Fee Reversal OmniScript. Open the OmniStudio app, go to the OmniScripts page, expand the FSC/FeeReversal OmniScript, and open the highest version.

To customize the fee reversal request flow, edit the steps of the FSC/FeeReversal OmniScript. Open the OmniStudio app, go to the OmniScripts page, expand the FSC/FeeReversal OmniScript, and open the highest version.

Component Name	Component Type	What It Does	What It Calls
SetAccountContext	Integration Procedure	Retrieves the customer community user's Account Id from Salesforce when the user logs in to a self-service portal and launches the fee reversal service process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable. To let your customer community users use the fee reversal service process on a self-service portal, the SetAccountContext component must be present in the FSC/FeeReversal OmniScript.	SelfService_SetAccountContext Integration Procedure
GetFinancialAccounts	Integration Procedure	Retrieves Financial Accounts associated with a Person Account.	FSC_GetFeeReversalFinancialAccounts Integration Procedure, which calls three Omnistudio Data Mappers: FSCFeeReversalGetFinancialAccounts, FSCFeeReversalFilterFinancialAccounts, and FSCFeeReversalTransformFinancialAccounts
SelectFinancialAccount	Step	Displays a selectable list of accounts.	FSCFeeReversalFinancialAccounts FlexCard
SetSelectedFinancialAccount	Set Values	Assembles information about the selected account.	None
GetFeeReversalTransactions	Integration Procedure	Retrieves fee transactions for the selected account.	FSC_GetFeeReversalTransactions Integration Procedure
SelectFeeType	Step	Prompts for the fee type dropdown list.	None
SetSelectedFeeType	Set Values	Assembles information about the selected Fee type.	None

Component Name	Component Type	What It Does	What It Calls
FSCFeeReversalFilterTransactions	Omnistudio Data Mapper Transform	Filter Transactions based on selected Fee type.	FSCFeeReversalFilterTransactions Data Mapper
SelectTransactions	Step	Displays a selectable list of fees of that type.	FSCFeeReversalTransactions FlexCard, which has a child FlexCard: FSCFeeReversalTransactionDataTable
SetSelectedTransactions	Set Values	Assembles information about the selected fee.	None
ValidateFeeReversalTransactions	Integration Procedure	Verifies that reversal of the selected fee isn't explicitly prohibited.	FSC_ValidateFeeReversalTransactions Integration Procedure, which calls the FSCFeeReversalTransactionAge Data Mapper
Summary	Step	Displays summary information about the fee reversal request.	FSCFeeReversalSummary FlexCard
CreateCase	Integration Procedure	Creates a case for the fee reversal request and returns the case number.	FSC_FeeReversalCreateCase Integration Procedure, which calls the FeeReversalHelperFunctions class and callCreateCaseApi method
Confirmation	Step	Displays the case number.	None

Required OmniScript Components

Check that the required components are in place in Salesforce to support the Fee Reversal service process.

The FeeReversal OmniScript calls the following Integration Procedures, Omnistudio Data Mappers, FlexCards, LWCs (Lightning Web Components), and Apex methods.

Integration Procedures:

- FSC_GetFeeReversalTransactions
- FSC_ValidateFeeReversalTransactions
- FSC_FeeReversalCreateCase
- FSC_GetFeeReversalFinancialAccounts

Omnistudio Data Mappers:

- FSCFeeReversalGetFinancialAccounts (Extract)
- FSCFeeReversalTransactionAge (Transform)
- FSCFeeReversalFilterFinancialAccounts (Transform)
- FSCFeeReversalTransformFinancialAccounts (Transform)
- FSCFeeReversalFilterTransactions (Transform)

FlexCards and Lightning Web Components:

- FSCFeeReversalTransactions (FlexCard)
- FSCFeeReversalFinancialAccounts (FlexCard)
- FSCFeeReversalSummary (FlexCard)

- FSCFeeReversalTransactionDataTable (FlexCard)

Apex Classes:

The FeeReversalHelperFunctions Apex class handles some of the complex business logic behind the OmniScript.

Reverse a Fee for a Client

Submit a request to complete a fee reversal for a client using the Fee Reversal service process.

When a client asks to reverse a fee on their financial account, you can use the Fee Reversal service process to quickly submit a fee reversal case for review. A manager reviews the fee reversal case details, then selects a fulfillment type and request reason to reverse the fee, escalate the case, or close the case.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Submit a Fee Reversal Request

Use the fee reversal process to reverse fees on client financial accounts.

Review and Complete a Fee Reversal Request

Review a request to reverse a fee on a client's account. To complete the request, select a fulfillment type and reversal reason.

Submit a Fee Reversal Request

USER PERMISSIONS

To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

Use the fee reversal process to reverse fees on client financial accounts.

1. On the Person Account record page for the client, in the action launcher, click **FSCFeeReversal**.
2. Select a financial account, then click **Next**.

   Only the financial accounts where client is a primary owner or joint owner are shown. You can select only one financial account per fee reversal request. Only checking, saving, and credit card type financial accounts are shown.

3. To view a list of transactions, select a fee type, then click **Next**.

   The available fee types depend on your company.

4. Select a transaction, then click **Next**.

   The available transactions depend on the company's validation rules.

   - ID: The core banking system ID.
   - Type: The fee type of the transaction.
   - Code: The code of the transaction.
   - Posted Date: The posted date and time of the original transaction.
   - Description: The description of the original transaction.
   - Amount: The original transaction amount that was charged to the customer.

5. Review the fee reversal summary.

   a. Transactions with status non-reversible are removed from the fee reversal request.

      The Reason field provides details when a transaction isn't eligible for reversal. It's blank if the transaction is reversible.

   b. Click **Create a Case**.

6. Review the fee reversal summary.
   a. Click the case number to review the case associated with the fee reversal.

Review and Complete a Fee Reversal Request

USER PERMISSIONS	
To set up Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case and Service Catalog Request objects Read, Create, Edit, Delete, View All AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard
To use Fee Reversal service process:	Industries Service Process, Industry Service Excellence, and OmniStudio Case, and Service Catalog Request Items objects: Read, Create, Edit, Delete AND Financial Services Cloud Extension OR Financial Services Cloud Basic OR Financial Services Cloud Standard

EDITIONS
Available in: Lightning Experience
Available in: Professional, Enterprise, and Unlimited Editions where Financial Services Cloud is enabled

Review a request to reverse a fee on a client's account. To complete the request, select a fulfillment type and reversal reason.

1. On the Cases list view, select the case number for a new fee reversal service request.

2. Review and select a fulfillment type for the fee reversal service request.
   a. Click the **Service Request** tab.
   b. Review the service request details.
   c. Select a Fulfillment Type.
      - Reverse Fee: Reverse the fee and close the case.
      - Escalate Case: Escalate the case to a manager.
      - Close Case: Close the case without reversing the fee.
   d. Select a Reversal Reason.
   e. Click **Next**

.

Fee Reversal Service Request Screen

Field Label	Description
Financial Account Name	The name of the financial account.
Financial Account Number	ID that uniquely identifies the financial account in an external data source.
Fee Type	The fee type of the transaction.
Transaction Description	The description of the original transaction.
Transaction ID	The ID of the original transaction.
Transaction Posted Date	The posted date and time of the original transaction.
Transaction Amount	The original transaction amount that was charged to the customer.

Field Label	Description
Reversal Amount	The amount that is eligible to be reversed.
Reversal Percentage	The percentage of the original amount that is eligible to be reversed.
Override Amount	The overridden reversal amount.
Override Percentage	The percentage of the original amount that is overridden.
Reversal Result	The result of the fee reversal.
Total Reversal Result	The amount that is reversed.
Fulfillment Type	The next step for the fee reversal request.
Reversal Reason	The reason to reverse the fee.

Manage Standing Instructions Service Process

Your customers can use the Manage Standing Instructions service process to add or modify instructions for setting up recurring and timely payments.

Watch this video to understand how Manage Standing Instructions service process helps customers set up and manage recurring payment instructions. This video demonstrates the service agent and self-service experiences when you deploy the prebuilt Manage Standing Instructions service process template.

Watch a video

If you aren't able to watch the video in full screen, open the video in a new tab: Manage Standing Instructions with Financial Services Cloud.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Setup and Configuration of the Manage Standing Instructions Service Process

Use the Service Process Studio to enable the Manage Standing Instructions service process to give your agents an easy-to-follow process for capturing standing instructions from your customers.

Add a Standing Instruction to an Account

Your service agents can capture and submit a request for adding a standing instruction through the Manage Standing Instructions OmniScript. A case is then created in Salesforce.

Self-Service for Manage Standing Instructions Service Process

Give your customer community users access to the Manage Standing Instructions service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for managing standing instructions through a self-service channel.

Setup and Configuration of the Manage Standing Instructions Service Process

Use the Service Process Studio to enable the Manage Standing Instructions service process to give your agents an easy-to-follow process for capturing standing instructions from your customers.

Here are the artifacts and components used for this process:

TYPE	NAME	WHAT IT DOES
API Endpoints	Retrieve standing instructions - • /CurrentAccount/{accountId}/Payments/Retrieve • /SavingsAccount/{accountId}/Payments/Retrieve	Calls the outbound API endpoints in MuleSoft (or other middleware) that the fulfillment flow uses to fulfill the request.
	Add standing instructions - • /CurrentAccount/{accountId}/Payments/Create • /SavingsAccount/{accountId}/Payments/Create	
	Modify standing instructions - • /CurrentAccount/{accountId}/Payments/{paymentId}/Update • /SavingsAccount/{accountId}/Payments/{paymentId}/Update	
	Cancel standing instructions - • /CurrentAccount/{accountId}/Payments/{paymentId}/Update • /SavingsAccount/{accountId}/Payments/{paymentId}/Update	
Integration Definitions	FSC_ManageStandingInstructions	Calls the API to submit a client's request in the core banking system.
	FSC_GetRecurringTransactions	
Apex	fscserviceprocessManageStandingInstructionsIntegPvd	Implements the business logic required for the service process integration.
	fscserviceprocessRecurringTransactionServiceIntegPvd	
Omniscript	FSC/ManageStandingInstructions	Gives a guided path for completing the request intake process.
Flow Orchestrator Work Guide	Process Manage Standing Instructions Request	Activates record-triggered flow orchestrator whenever a request is made, attempts to process it, and acts based on the outcome.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

TYPE	NAME	WHAT IT DOES
Service Process Template	Manage Standing Instructions	Creates a unique version of the service process from a predefined template.
Action Launcher Deployment	/FSC/ManageStandingInstructions/Multi-Language	Adds Omniscript to the action launcher component.

Assign Permissions for the Manage Standing Instructions Service Process

To use the Manage Standing Instructions service process, assign the relevant permissions to your users.

Connect to MuleSoft and Create a Named Credential for the Manage Standing Instructions Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Create Integration Definitions for the Manage Standing Instructions Service Process

The Manage Standing Instructions Service Process uses the `fscserviceprocess.ManageStandingInstructionsIntegPrvd` and `fscserviceprocess.RecurringTransactionsServiceIntegPrvd` integration definitions. It calls the API to submit the client's standing instructions request in the core banking system. You can use these integration definitions, or create your own.

Clone and Activate the Omniscript for the Manage Standing Instructions Service Process

Clone and activate the FSC/ManageStandingInstructions Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Manage Standing Instructions service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

Clone and Activate the Manage Standing Instructions Salesforce Flow

Use the Process Manage Standing Instructions Request Salesforce Flow Orchestration to show your users the step-by-step instructions to submit a Manage Standing Instructions request for a client. You can customize the flow to meet your business needs.

Incorporate Your Company Logo in Manage Standing Instructions Service Process Communications

Use your company logo in an Email template and use it with the Manage Standing Instructions service process for customer interactions.

Create a Manage Standing Instructions Service Process from a Template

Create a unique version of the Manage Standing Instructions service process and enter the details.

Add Data Attributes for the Manage Standing Instructions Service Process

You can create data attributes to store information that a customer provides. The Manage Standing Instructions service process has predefined data attributes. You can create more as needed to meet the needs of your business.

Create a Manage Standing Instructions Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Manage Standing Instructions Omniscript. If you have an existing action launcher deployment, add the Manage Standing Instructions Omniscript to it.

Add the Action to the Person Account Page for the Manage Standing Instructions Service Process

Add the Manage Standing Instructions action launcher component to the person account page layout to give your users quick access to the Manage Standing Instructions Omniscript.

Assign Permissions for the Manage Standing Instructions Service Process

To use the Manage Standing Instructions service process, assign the relevant permissions to your users.

1. From Setup, in the Quick Find box, enter `Users`, and then click **Users**.
2. Select a user.
3. In Permission Set License Assignments, click **Edit Assignments**.
4. Select **Industry Service Excellence**, **Industries Service Process**, **Omnistudio User**, and **Financial Services Cloud Extension**, or **Financial Services Cloud Service**, or **Financial Services Cloud Standard**.
5. Save your changes.

USER PERMISSIONS

To assign permission sets to users:

- Industry Service Excellence

  AND

  Industries Service Process

  AND

  Omnistudio User

  AND

  Financial Services Cloud Extension

  OR

  Financial Services Cloud Service

  OR

  Financial Services Cloud Standard

Connect to MuleSoft and Create a Named Credential for the Manage Standing Instructions Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

USER PERMISSIONS

To turn on MuleSoft Integration:

- Customize Application

1. Connect your Salesforce and MuleSoft instances.
   a. From Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
   b. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
   c. Turn on Financial Services Cloud Integrations.
   d. Click **Connect to MuleSoft Instance**.
   e. Select a server and click **Next**.
   f. Enter your MuleSoft username and password and sign in.
   g. Grant access to your MuleSoft account.

      It takes a few minutes for Salesforce to connect to MuleSoft.

      Your Salesforce and MuleSoft instances are now connected. You can view the connection details and available integrations.
2. Enable the integration between Salesforce and the core banking system.

a. On the Integrations Setup page, in the Available Integrations section, from the list of available integrations, select the integration that you want to enable, and then click **Enable**.

b. Select the business group that you want to enable the integration for.

c. Select the environment where you want to enable the integration.

d. Enter the app name.

   Make sure that the app name is unique for your MuleSoft instance.

e. Click **Next**.

f. To connect to the core banking system, select the authentication protocol for the integration and its dependent apps, and then enter the relevant details.

g. Enable the integration and wait for the process to be completed.
   A named credential is created for the enabled integration.

h. From Setup, enter `Named Credential` in the Quick Find box, and then select **Named Credentials**.

i. Verify that a named credential was added for the connected MuleSoft instance.

SEE ALSO:

Enable Real-Time Financial Account Information

Set Up MuleSoft for Integration

FSC Integrations API

Create Integration Definitions for the Manage Standing Instructions Service Process

The Manage Standing Instructions Service Process uses the `fscserviceprocess.ManageStandingInstructionsIntegPrvd` and `fscserviceprocess.RecurringTransactionsServiceIntegPrvd` integration definitions. It calls the API to submit the client's standing instructions request in the core banking system. You can use these integration definitions, or create your own.

USER PERMISSIONS

To create Apex Defined integration definitions:

- Customize Application

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

1. From Setup, in the Quick Find box, enter `Integration Definitions`, and then select **Integration Definitions**.
2. Create an integration definition:

   a. Click **+ New**.

   b. Select **Apex Defined** as the type.

   c. Enter `FSC_ManageStandingInstructions` as the name and developer name.

   d. Search for and select the `fscserviceprocess.UpdateEmailorPhoneIntegrationProvider` Apex class.

   e. Confirm that the Attribute Value is `FSC_fsc_integrations_V1_0_0`.

      The Attribute Name and Attribute Value fields are automatically populated. To point to a different Named Credential, enter an attribute name and attribute value.

   f. Save the definition and activate it.

3. Create another integration definition following the same process:

a. Click **+ New**.
b. Select **Apex Defined** as the type.
c. Enter `FSC_GetRecurringTransactions` as the name and developer name.
d. Search for and select the `fscserviceprocess.RecurringTransactionsServiceIntegPrvd` Apex class.
e. Confirm that the Attribute Value is `FSC_fsc_integrations_V1_0_0`.
f. Save the definition and activate it.

SEE ALSO:

Enable Real-Time Financial Account Information

Create an Integration Definition

Clone and Activate the Omniscript for the Manage Standing Instructions Service Process

Clone and activate the FSC/ManageStandingInstructions Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Manage Standing Instructions service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

USER PERMISSIONS

To activate the Manage Standing Instructions Omniscript:
- Customize Application

1. From the App Launcher, find and select **Omnistudio**.
2. In the Omnistudio app, from the navigation bar, select **Omniscripts**.

   It can take a little time for the Omniscripts app to appear.
3. If the Standard Omnistudio Runtime is disabled, turn it on.
4. Select **FSC/ManageStandingInstructions**.
5. Click **New Version**.
6. Click **Activate Version**.

Clone and Activate the Manage Standing Instructions Salesforce Flow

Use the Process Manage Standing Instructions Request Salesforce Flow Orchestration to show your users the step-by-step instructions to submit a Manage Standing Instructions request for a client. You can customize the flow to meet your business needs.

The Process Manage Standing Instructions Request Orchestration notifies the account that the Manage Standing Instructions request was made and attempts to process the request. If the attempt is successful, the orchestration closes the associated case and notifies the account. If the attempt fails, the orchestration notifies the case owner.

USER PERMISSIONS

To activate the Manage Standing Instructions flow:
- Customize Application

You can customize and add the Process Manage Standing Instructions Request Orchestration to the Standing Instructions service process.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Click **New Flow**.
3. Click **Use a Template**.
4. Click **All + Templates** and select **Flow Orchestration**.
5. Select the **Process Manage Standing Instructions Request** Orchestration and click **Create**.
6. Save your changes.
   a. Enter a label for the orchestration and a description.

   b. Enter `ProcMngStndInstrRqst` as the API name for the orchestration.
   c. Save your changes.

7. Refresh the Process Manage Standing Instructions Request orchestration page.
8. Save and activate the Manage Standing Instructions Flow Orchestration.

SEE ALSO:

Flow Builder

Customize What Happens When a Flow Fails

Incorporate Your Company Logo in Manage Standing Instructions Service Process Communications

Use your company logo in an Email template and use it with the Manage Standing Instructions service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Service Process: Manage Standing Instructions**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you update the flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageUrl**.
6. In Value, enter the location in your system where you saved the company logo
7. Save and activate the flow.

USER PERMISSIONS

To activate and deactivate flows:

- Manage flow

SEE ALSO:

Upload and Replace Items on the Documents Tab

Create a Manage Standing Instructions Service Process from a Template

Create a unique version of the Manage Standing Instructions service process and enter the details.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Click **New Service Process**, and then select **Create from Template**.
3. Select **Manage Standing Instructions**, and click **Save & Launch**.
4. Enter a process name and a unique API name.

   Note the API name, you need it to update the Manage Standing Instructions Omniscript, Flow, and Flexcards.
5. Update the short and long descriptions.
6. Save your changes.

USER PERMISSIONS

To create the Manage Standing Instructions service process:

- Customize Application

Add Data Attributes for the Manage Standing Instructions Service Process

You can create data attributes to store information that a customer provides. The Manage Standing Instructions service process has predefined data attributes. You can create more as needed to meet the needs of your business.

USER PERMISSIONS

To add attributes:
- Customize Application

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.
2. Edit a service process or create one.
3. Select **Data Attributes**, and then click **New Data Attribute**.

   Before you update a flow, deactivate it.
4. Enter a name for the attribute and an API name.
5. Select the attribute type.
6. Select the data type.
7. If needed, select a parent attribute.
8. If needed, enter a default value and description.
9. Optionally, select **Required**.
10. Click **Add**.
11. Save your changes, and activate the service process.

SEE ALSO:

Service Process Studio Basics

Create a Manage Standing Instructions Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Manage Standing Instructions Omniscript. If you have an existing action launcher deployment, add the Manage Standing Instructions Omniscript to it.

USER PERMISSIONS

To set up the Manage Standing Instructions service process:
- Customize Application

1. From Setup, in the Quick Find box, enter `Action Launcher`, and then select **Action Launcher**.

   If you can't see Action Launcher, contact your Salesforce admin to get the Industries Service Excellence permission set.
2. Edit a deployment, or click **New Deployment**.
3. Click **Next**.
4. Enter a label and an API name for the deployment.
5. In Guidance to Show, select **Omniscripts**.
6. Click **Next**.
7. Move **Account** from Available Objects to Selected Objects.

   The selected objects determine the objects where you can show the action.
8. Click **Next**.
9. In Select actions to add, select all actions.
10. Click **Next**.

11. In Select Frequently Used Actions, select Action API Name **/FSC/ManageStandingInstructions/Multi-Language** Omniscript.

    Note: To see the Omniscript in the list, the Omniscript must be activated.

    If you created a unique Omniscript with a different name, select your customized Omniscript.

12. Save your changes.

SEE ALSO:

Action Launcher

Add the Action to the Person Account Page for the Manage Standing Instructions Service Process

Add the Manage Standing Instructions action launcher component to the person account page layout to give your users quick access to the Manage Standing Instructions Omniscript.

USER PERMISSIONS

To set up the Manage Standing Instructions service process:

- Customize Application

1. In Setup, click **Object Manager**.
2. In the Quick Find box, enter `Account`, and then select **Account**.
3. Click **Lightning Record Pages** and select **Account Record Page**.
4. Click **Edit**.
5. On the Components tab, add Action Launcher to the record page.
6. In the properties pane, in the Action Launcher Deployment, select the action launcher deployment you created in the Manage Standing Instructions action.
7. Save your changes.

Add a Standing Instruction to an Account

Your service agents can capture and submit a request for adding a standing instruction through the Manage Standing Instructions OmniScript. A case is then created in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up the Manage Standing Instructions service process:

- Customize Application

1. On the customer's Person Account record page, in action launcher, select the action for adding a standing instruction.
2. Select a financial account.
3. To add a standing instruction, select Add standing instruction.

   If you want to update an existing instruction, select Update standing instruction and the standing instruction to update. To cancel an existing instruction, select Cancel standing instruction and the standing instruction to cancel.
4. Enter the payee details, such as name, currency, amount, routing number, and account number.
5. If you want to add a standing instruction with a specific timeframe, select Duration.

   This is suitable for instructions that have a definite start and end date. Use Duration when you want the instruction to occur for a certain period and then automatically stop after the end date is reached.
6. If you want to add a standing instruction to set up a recurring payment at definite intervals, but there's no fixed end date, select Installment.

   For example, to pay off a loan in equal monthly installments until the entire loan amount is settled, select the installment option.
7. Review the payee details, amount to transfer, account number, and frequency and submit the request.

A case is created in Salesforce for adding a standing instruction request.

Self-Service for Manage Standing Instructions Service Process

Give your customer community users access to the Manage Standing Instructions service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for managing standing instructions through a self-service channel.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Manage Standing Instructions as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process for managing standing instructions.

Set Up Manage Standing Instructions as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process for managing standing instructions.

USER PERMISSIONS

To set up the Manage Standing Instructions self-service process:
- Customize Application

Before you begin, make sure that you set up the Manage Standing Instructions service process. See Set Up and Configure the Manage Standing Instructions Service Process on page 810.

1. Configure the Manage Standing Instructions service process for self-service on the Financial Services Client Portal. Complete all steps in the Configure Self-Service for Standard Retail Banking Service Processes topic.
2. Assign user permissions to access Named Credentials and External Credentials
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Edit the cloned community user profile.
   c. In the Administrative Permissions section, select **Allows users to modify Named Credentials and External Credentials**.
   d. Save your changes.

Order Checkbook Service Process

Your customers can use the Order Checkbook service process to order a checkbook. Customers can choose the number of check leaves required in the checkbook and the preferred delivery mode while ordering.

Watch this video to understand how Order Checkbook service process allows customers to request new checkbooks. This video demonstrates the service agent and self-service experiences when you deploy the prebuilt Order Checkbook service process template.

Watch a video

If you aren't able to watch the video in full screen, open the video in a new tab: Get to Know the Order Checkbook Service Process for Financial Services Cloud .

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Setup and Configuration of the Order Checkbook Service Process

Use the Service Process Studio to enable the Order Checkbook service process to give your agents an easy-to-follow process for capturing new checkbook orders from your customers.

Submit an Order Checkbook Request

Your service agents can capture and submit an Order Checkbook request through the Order Checkbook Omniscript. A case is then created in Salesforce.

Self-Service for Order Checkbook Service Process

Give your customer community users access to the Order Checkbook service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for new checkbooks through a self-service channel.

Setup and Configuration of the Order Checkbook Service Process

Use the Service Process Studio to enable the Order Checkbook service process to give your agents an easy-to-follow process for capturing new checkbook orders from your customers.

Here are the artifacts and components used for this process:

TYPE	NAME	WHAT IT DOES
API Endpoints	For current account - /CurrentAccount/{accountId}/IssueDevice/initiate	Calls the outbound API endpoints in MuleSoft (or other middleware) that the fulfillment flow uses to fulfill the request.
	For savings account - /SavingsAccount/{accountId}/IssueDevice/initiate	
Integration Definition	FSC_OrderCheckbook	Calls the API to submit a client's request in the core banking system.
Apex	fscserviceprocessOrderCheckbookIntegrationProvider	Implements the business logic required for the service process integration.
Omniscript	FSC/OrderCheckbook	Gives a guided path for completing the request intake process.
Flow Orchestrator Work Guide	Process Order Checkbook Request	Activates record-triggered flow orchestrator whenever a request is made, attempts to process it, and acts based on the outcome.
Service Process Template	Order Checkbook	Creates a unique version of the service process from a predefined template.
Action Launcher Deployment	/FSC/OrderCheckbook/Multi-Language	Adds Omniscript to the action launcher component.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Assign Permissions for the Order Checkbook Service Process

To use the Order Checkbook service process, assign the relevant permissions to your users.

Connect to MuleSoft and Create a Named Credential for the Order Checkbook Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Create an Integration Definition for the Order Checkbook Service Process

The Order Checkbook Service Process uses the `fscserviceprocess.OrderCheckbookIntegrationProvider` integration definition. It calls the API to submit the client's checkbook request in the core banking system. You can use this integration definition, or create your own.

Clone and Activate the Omniscript for the Order Checkbook Service Process

Clone and activate the FSC/OrderCheckbook Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Order Checkbook service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

Clone and Activate the Order Checkbook Salesforce Flow

Use the Process Order Checkbook Request Salesforce Flow Orchestration to show your users the step-by-step instructions to submit an Order Checkbook request for a client. You can customize the flow to meet your business needs.

Incorporate Your Company Logo in Order Checkbook Service Process Communications

Use your company logo in an Email template and use it with the Order Checkbook service process for customer interactions.

Create an Order Checkbook Service Process from a Template

Create a unique version of the Order Checkbook service process and enter the details.

Add Data Attributes for the Order Checkbook Service Process

You can create data attributes to store information that a customer provides. The Order Checkbook service process has predefined data attributes. You can create more as needed to meet the needs of your business.

Create an Order Checkbook Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Order Checkbook Omniscript. If you have an existing action launcher deployment, add the Order Checkbook Omniscript to it.

Add the Action to the Person Account Page for the Order Checkbook Service Process

Add the Order Checkbook action launcher component to the person account page layout to give your users quick access to the Order Checkbook Omniscript.

Assign Permissions for the Order Checkbook Service Process

To use the Order Checkbook service process, assign the relevant permissions to your users.

1. From Setup, in the Quick Find box, enter `Users`, and then click **Users**.
2. Select a user.
3. In Permission Set License Assignments, click **Edit Assignments**.
4. Select **Industry Service Excellence**, **Industries Service Process**, **Omnistudio User**, and **Financial Services Cloud Extension**, or **Financial Services Cloud Service**, or **Financial Services Cloud Standard**.
5. Save your changes.

USER PERMISSIONS

To assign permission sets to users:

- Industry Service Excellence

  AND

  Industries Service Process

  AND

  Omnistudio User

  AND

  Financial Services Cloud Extension

  OR

  Financial Services Cloud Service

  OR

  Financial Services Cloud Standard

Connect to MuleSoft and Create a Named Credential for the Order Checkbook Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

USER PERMISSIONS

To turn on MuleSoft Integration:

- Customize Application

1. Connect your Salesforce and MuleSoft instances.
   a. From Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
   b. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
   c. Turn on Financial Services Cloud Integrations.
   d. Click **Connect to MuleSoft Instance**.
   e. Select a server and click **Next**.
   f. Enter your MuleSoft username and password and sign in.
   g. Grant access to your MuleSoft account.

      It takes a few minutes for Salesforce to connect to MuleSoft.

      Your Salesforce and MuleSoft instances are now connected. You can view the connection details and available integrations.
2. Enable the integration between Salesforce and the core banking system.

a. On the Integrations Setup page, in the Available Integrations section, from the list of available integrations, select the integration that you want to enable, and then click **Enable**.

b. Select the business group that you want to enable the integration for.

c. Select the environment where you want to enable the integration.

d. Enter the app name.

   Make sure that the app name is unique for your MuleSoft instance.

e. Click **Next**.

f. To connect to the core banking system, select the authentication protocol for the integration and its dependent apps, and then enter the relevant details.

g. Enable the integration and wait for the process to be completed.
   A named credential is created for the enabled integration.

h. From Setup, enter `Named Credential` in the Quick Find box, and then select **Named Credentials**.

i. Verify that a named credential was added for the connected MuleSoft instance.

SEE ALSO:

Enable Real-Time Financial Account Information

Set Up MuleSoft for Integration

FSC Integrations API

Create an Integration Definition for the Order Checkbook Service Process

The Order Checkbook Service Process uses the `fscserviceprocess.OrderCheckbookIntegrationProvider` integration definition. It calls the API to submit the client's checkbook request in the core banking system. You can use this integration definition, or create your own.

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

USER PERMISSIONS

To create Apex Defined integration definitions:

- Customize Application

1. From Setup, in the Quick Find box, enter `Integration Definitions`, and then select **Integration Definitions**.
2. Create an integration definition:

   a. Click **+ New**.

   b. Select **Apex Defined** as the type.

   c. Enter `FSC_OrderCheckbook` as the name and developer name.

   d. Search for and select the `fscserviceprocess.OrderCheckbookIntegrationProvider` Apex class.

   e. Confirm that the Attribute Value is `FSC_fsc_integrations_V1_0_0`.

      The Attribute Name and Attribute Value fields are automatically populated. To point to a different Named Credential, enter an attribute name and attribute value.

f. Save the definition and activate it.

SEE ALSO:

Enable Real-Time Financial Account Information

Create an Integration Definition

Clone and Activate the Omniscript for the Order Checkbook Service Process

Clone and activate the FSC/OrderCheckbook Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Order Checkbook service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

USER PERMISSIONS

To activate the Order Checkbook Omniscript:

- Customize Application

1. From the App Launcher, find and select **Omnistudio**.
2. In the Omnistudio app, from the navigation bar, select **Omniscripts**.

   It can take a little time for the Omniscripts app to appear.
3. If the Standard Omnistudio Runtime is disabled, turn it on.
4. Select **FSC/OrderCheckbook**.
5. Click **New Version**.
6. Click **Activate Version**.

Clone and Activate the Order Checkbook Salesforce Flow

Use the Process Order Checkbook Request Salesforce Flow Orchestration to show your users the step-by-step instructions to submit an Order Checkbook request for a client. You can customize the flow to meet your business needs.

The Process Order Checkbook Request Orchestration notifies the account that an order checkbook request was made and attempts to process the request. If the attempt is successful, the orchestration closes the associated case and notifies the account. If the attempt fails, the orchestration notifies the case owner.

USER PERMISSIONS

To activate the Order Checkbook flow:

- Customize Application

You can customize and add the Process Order Checkbook Request Orchestration to the Order Checkbook service process.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Click **New Flow**.
3. Click **Use a Template**.
4. Click **All + Templates** and select **Flow Orchestration**.
5. Select the **Process Order Checkbook Request** Orchestration and click **Create**.
6. Save your changes.
   a. Enter a label for the orchestration and a description.
   b. Enter `ProcessOrderChkbkRqst` as the API name for the orchestration.
   c. Save your changes.
7. Refresh the Process Order Checkbook Request orchestration page.

8. Save and activate the Order Checkbook Flow Orchestration.

SEE ALSO:

Flow Builder

Customize What Happens When a Flow Fails

Incorporate Your Company Logo in Order Checkbook Service Process Communications

Use your company logo in an Email template and use it with the Order Checkbook service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Service Process: Update Contact Details**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you update the flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageUrl**.
6. In Value, enter the location in your system where you saved the company logo
7. Save and activate the flow.

USER PERMISSIONS

To activate and deactivate flows:

- Manage flow

SEE ALSO:

Upload and Replace Items on the Documents Tab

Create an Order Checkbook Service Process from a Template

Create a unique version of the Order Checkbook service process and enter the details.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Click **New Service Process**, and then select **Create from Template**.
3. Select **Order Checkbook**, and click **Save & Launch**.
4. Enter a process name and a unique API name.

   Note the API name, you need it to update the Order Checkbook Omniscript, Flow, and Flexcards.
5. Update the short and long descriptions.
6. Save your changes.

USER PERMISSIONS

To create the Order Checkbook service process:

- Customize Application

Add Data Attributes for the Order Checkbook Service Process

You can create data attributes to store information that a customer provides. The Order Checkbook service process has predefined data attributes. You can create more as needed to meet the needs of your business.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.

USER PERMISSIONS

To add attributes:

- Customize Application

2. Edit a service process or create one.
3. Select **Data Attributes**, and then click **New Data Attribute**.

   Before you update a flow, deactivate it.
4. Enter a name for the attribute and an API name.
5. Select the attribute type.
6. Select the data type.
7. If needed, select a parent attribute.
8. If needed, enter a default value and description.
9. Optionally, select **Required**.
10. Click **Add**.
11. Save your changes, and activate the service process.

SEE ALSO:

Service Process Studio Basics

Create an Order Checkbook Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Order Checkbook Omniscript. If you have an existing action launcher deployment, add the Order Checkbook Omniscript to it.

USER PERMISSIONS

To set up the Order Checkbook service process:

- Customize Application

1. From Setup, in the Quick Find box, enter `Action Launcher`, and then select **Action Launcher**.

   If you can't see Action Launcher, contact your Salesforce admin to get the Industries Service Excellence permission set.
2. Edit a deployment, or click **New Deployment**.
3. Click **Next**.
4. Enter a label and an API name for the deployment.
5. In Guidance to Show, select **Omniscripts**.
6. Click **Next**.
7. Move **Account** from Available Objects to Selected Objects.

   The selected objects determine the objects where you can show the action.
8. Click **Next**.
9. In Select actions to add, select all actions.
10. Click **Next**.
11. In Select Frequently Used Actions, select Action API Name **/FSC/OrderCheckbook/Multi-Language** Omniscript.

    Note: To see the Omniscript in the list, the Omniscript must be activated.

    If you created a unique Omniscript with a different name, select your customized Omniscript.

12. Save your changes.

SEE ALSO:

Action Launcher

Add the Action to the Person Account Page for the Order Checkbook Service Process

Add the Order Checkbook action launcher component to the person account page layout to give your users quick access to the Order Checkbook Omniscript.

USER PERMISSIONS

To set up the Order Checkbook service process:
- Customize Application

1. In Setup, click **Object Manager**.
2. In the Quick Find box, enter `Account`, and then select **Account**.
3. Click **Lightning Record Pages** and select **Account Record Page**.
4. Click **Edit**.
5. On the Components tab, add Action Launcher to the record page.
6. In the properties pane, in the Action Launcher Deployment, select the action launcher deployment you created in the Order Checkbook action.
7. Save your changes.

Submit an Order Checkbook Request

Your service agents can capture and submit an Order Checkbook request through the Order Checkbook Omniscript. A case is then created in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up the Order Checkbook service process:
- Customize Application

1. On the customer's Person Account record page, in action launcher, select the action for raising a new checkbook service request.
2. Select a financial account.
3. Enter the number of check leaves, select a shipping preference and a shipping address.
4. Review the check book order details and submit the request.

A case is created in Salesforce for the submitted new checkbook request.

Self-Service for Order Checkbook Service Process

Give your customer community users access to the Order Checkbook service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for new checkbooks through a self-service channel.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Order Checkbook as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to order new checkbooks.

Set Up Order Checkbook as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to order new checkbooks.

Before you begin, make sure that you set up the Order Checkbook service process. See Set Up and Configure the Order Checkbook Service Process on page 819.

USER PERMISSIONS

To set up the Order Checkbook self-service process:

- Customize Application

1. Configure the Order Checkbook service process for self-service on the Financial Services Client Portal. Services Client Portal. Complete all steps in the Configure Self-Service for Standard Retail Banking Service Processes topic.
2. Assign user permissions to access Named Credentials and External Credentials
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Edit the cloned community user profile.
   c. In the Administrative Permissions section, select **Allows users to modify Named Credentials and External Credentials**.
   d. Save your changes.

Report and Replace Cards Service Process

Your customers can use the Report and Replace Cards service process to report and block cards, as well as request replacements.

Watch this video to understand how you can effectively manage various card-related issues. This video demonstrates the service agent and self-service experiences when you deploy the prebuilt Report and Replace Cards service process template.

Watch a video

If you aren't able to watch the video in full screen, open the video in a new tab: Get to Know the Report and Replace Cards Service Process for Financial Services Cloud.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Setup and Configuration of the Report and Replace Cards Service Process

Use the Service Process Studio to enable the Report and Replace Cards service process to give your agents an easy-to-follow process for capturing customer requests to report and replace cards.

Submit a Report and Replace Cards Request

Your service agents can capture and submit a Report and Replace Cards request through the Report and Replace Cards Omniscript. A case is then created in Salesforce.

Self-Service for Report and Replace Cards Service Process

Give your customer community users access to the Report and Replace Cards service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for reporting and replacing cards through a self-service channel.

Setup and Configuration of the Report and Replace Cards Service Process

Use the Service Process Studio to enable the Report and Replace Cards service process to give your agents an easy-to-follow process for capturing customer requests to report and replace cards.

Here are the artifacts and components used for this process:

TYPE	NAME	WHAT IT DOES
API Endpoints	For current account - /CurrentAccount/IssuedDevice/Request	Calls the outbound API endpoints in MuleSoft (or other middleware) that the fulfillment flow uses to fulfill the request.
	For savings account - /SavingsAccount/IssuedDevice/Request	
	For credit card - /CreditCard/IssuedDevice/Request	
Integration Definitions	FSC_ReportandReplaceCreditCard	Calls the API to submit a client's request in the core banking system.
	FSC_ReportandReplaceDebitCard	
Apex	fscserviceprocessReportandReplaceCreditCardIntegPvd	Implements the business logic required for the service process integration.
	fscserviceprocessReportandReplaceDebitCardIntegPvd	
Omniscript	FSC/ReportandReplaceCards	Gives a guided path for completing the request intake process.
Flow Orchestrator Work Guide	Process Report and Replace Cards Request	Activates record-triggered flow orchestrator whenever a request is made, attempts to process it, and acts based on the outcome.
Service Process Template	Report and Replace Cards	Creates a unique version of the service process from a predefined template.
Action Launcher Deployment	/FSC/ReportandReplaceCards/MultiLanguage	Adds Omniscript to the action launcher component.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Assign Permissions for the Report and Replace Cards Service Process

To use the Report and Replace Cards service process, assign the relevant permissions to your users.

Connect to MuleSoft and Create a Named Credential for the Report and Replace Cards Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Create Integration Definitions for the Report and Replace Cards Service Process

The Report and Replace Cards Service Process uses the `fscserviceprocess.ReportandReplaceCreditCardIntegPrvd` and `fscserviceprocess.ReportandReplaceDebitCardIntegPrvd` integration definitions. It calls the API to submit the client's card request in the core banking system. You can use these integration definitions, or create your own.

Clone and Activate the Omniscript for the Report and Replace Cards Service Process

Clone and activate the FSC/ReportandReplaceCards Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Report and Replace Cards service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

Clone and Activate the Report and Replace Cards Salesforce Flow

Use the Process Report and Replace Cards Request Salesforce Flow Orchestration to show your users the step-by-step instructions to submit a Report and Replace Cards request for a client. You can customize the flow to meet your business needs.

Incorporate Your Company Logo in Report and Replace Cards Service Process Communications

Use your company logo in an Email template and use it with the Report and Replace Cards service process for customer interactions.

Create a Report and Replace Cards Service Process from a Template

Create a unique version of the Report and Replace Cards service process and enter the details.

Add Data Attributes for the Report and Replace Cards Service Process

You can create data attributes to store information that a customer provides. The Report and Replace Cards service process has predefined data attributes. You can create more as needed to meet the needs of your business.

Create a Report and Replace Cards Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Report and Replace Cards Omniscript. If you have an existing action launcher deployment, add the Report and Replace Cards Omniscript to it.

Add the Action to the Person Account Page for the Report and Replace Cards Service Process

Add the Report and Replace Cards action launcher component to the person account page layout to give your users quick access to the Report and Replace Cards Omniscript.

Assign Permissions for the Report and Replace Cards Service Process

To use the Report and Replace Cards service process, assign the relevant permissions to your users.

1. From Setup, in the Quick Find box, enter `Users`, and then click **Users**.
2. Select a user.
3. In Permission Set License Assignments, click **Edit Assignments**.
4. Select **Industry Service Excellence**, **Industries Service Process**, **Omnistudio User**, and **Financial Services Cloud Extension**, or **Financial Services Cloud Service**, or **Financial Services Cloud Standard**.
5. Save your changes.

USER PERMISSIONS

To assign permission sets to users:

- Industry Service Excellence

  AND

  Industries Service Process

  AND

  Omnistudio User

  AND

  Financial Services Cloud Extension

  OR

  Financial Services Cloud Service

  OR

  Financial Services Cloud Standard

Connect to MuleSoft and Create a Named Credential for the Report and Replace Cards Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

USER PERMISSIONS

To turn on MuleSoft Integration:

- Customize Application

1. Connect your Salesforce and MuleSoft instances.
   a. From Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
   b. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
   c. Turn on Financial Services Cloud Integrations.
   d. Click **Connect to MuleSoft Instance**.
   e. Select a server and click **Next**.
   f. Enter your MuleSoft username and password and sign in.
   g. Grant access to your MuleSoft account.

      It takes a few minutes for Salesforce to connect to MuleSoft.

      Your Salesforce and MuleSoft instances are now connected. You can view the connection details and available integrations.
2. Enable the integration between Salesforce and the core banking system.

a. On the Integrations Setup page, in the Available Integrations section, from the list of available integrations, select the integration that you want to enable, and then click **Enable**.

b. Select the business group that you want to enable the integration for.

c. Select the environment where you want to enable the integration.

d. Enter the app name.

   Make sure that the app name is unique for your MuleSoft instance.

e. Click **Next**.

f. To connect to the core banking system, select the authentication protocol for the integration and its dependent apps, and then enter the relevant details.

g. Enable the integration and wait for the process to be completed.
   A named credential is created for the enabled integration.

h. From Setup, enter *`Named Credential`* in the Quick Find box, and then select **Named Credentials**.

i. Verify that a named credential was added for the connected MuleSoft instance.

SEE ALSO:

Enable Real-Time Financial Account Information

Set Up MuleSoft for Integration

FSC Integrations API

Create Integration Definitions for the Report and Replace Cards Service Process

The Report and Replace Cards Service Process uses the `fscserviceprocess.ReportandReplaceCreditCardIntegPrvd` and `fscserviceprocess.ReportandReplaceDebitCardIntegPrvd` integration definitions. It calls the API to submit the client's card request in the core banking system. You can use these integration definitions, or create your own.

USER PERMISSIONS

To create Apex Defined integration definitions:

- Customize Application

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

1. From Setup, in the Quick Find box, enter *`Integration Definitions`*, and then select **Integration Definitions**.
2. Create an integration definition:
   a. Click **+ New**.
   b. Select **Apex Defined** as the type.
   c. Enter *`FSC_ReportandReplaceCreditCard`* as the name and developer name.
   d. Search for and select the `fscserviceprocess.ReportandReplaceCreditCardIntegPrvd` Apex class.
   e. Confirm that the Attribute Value is *`FSC_fsc_integrations_V1_0_0`*.

      The Attribute Name and Attribute Value fields are automatically populated. To point to a different Named Credential, enter an attribute name and attribute value.

   f. Save the definition and activate it.
3. Create another integration definition following the same process:

a. Click **+ New**.
b. Select **Apex Defined** as the type.
c. Enter `FSC_ReportandReplaceDebitCard` as the name and developer name.
d. Search for and select the `fscserviceprocess.ReportandReplaceDebitCardIntegPrvd` Apex class.
e. Confirm that the Attribute Value is `FSC_fsc_integrations_V1_0_0`.
f. Save the definition and activate it.

SEE ALSO:

Enable Real-Time Financial Account Information

Create an Integration Definition

Clone and Activate the Omniscript for the Report and Replace Cards Service Process

Clone and activate the FSC/ReportandReplaceCards Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Report and Replace Cards service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

USER PERMISSIONS

To activate the Report and Replace Cards Omniscript:
- Customize Application

1. From the App Launcher, find and select **Omnistudio**.
2. In the Omnistudio app, from the navigation bar, select **Omniscripts**.

   It can take a little time for the Omniscripts app to appear.
3. If the Standard Omnistudio Runtime is disabled, turn it on.
4. Select **FSC/ReportandReplaceCards**.
5. Click **New Version**.
6. Click **Activate Version**.

Clone and Activate the Report and Replace Cards Salesforce Flow

Use the Process Report and Replace Cards Request Salesforce Flow Orchestration to show your users the step-by-step instructions to submit a Report and Replace Cards request for a client. You can customize the flow to meet your business needs.

The Process Report and Replace Cards Request Orchestration notifies the account that a Report and Replace Cards request was made and attempts to process the request. If the attempt is successful, the orchestration closes the associated case and notifies the account. If the attempt fails, the orchestration notifies the case owner.

USER PERMISSIONS

To activate the Report and Replace Cards flow:
- Customize Application

You can customize and add the Process Report and Replace Cards Request Orchestration to the Report and Replace Cards service process.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Click **New Flow**.
3. Click **Use a Template**.
4. Click **All + Templates** and select **Flow Orchestration**.
5. Select the **Process Report and Replace Cards Request** Orchestration and click **Create**.
6. Save your changes.
   a. Enter a label for the orchestration and a description.

   b. Enter `ProcRptAndReplCrdRqst` as the API name for the orchestration.
   c. Save your changes.
7. Refresh the Process Report and Replace Cards Request orchestration page.
8. Save and activate the Report and Replace Cards Flow Orchestration.

SEE ALSO:

Flow Builder

Customize What Happens When a Flow Fails

Incorporate Your Company Logo in Report and Replace Cards Service Process Communications

Use your company logo in an Email template and use it with the Report and Replace Cards service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Service Process: Update Contact Details**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you update the flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageUrl**.
6. In Value, enter the location in your system where you saved the company logo
7. Save and activate the flow.

USER PERMISSIONS

To activate and deactivate flows:

- Manage flow

SEE ALSO:

Salesforce Help: Upload and Replace Items on the Documents Tab

Create a Report and Replace Cards Service Process from a Template

Create a unique version of the Report and Replace Cards service process and enter the details.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Click **New Service Process**, and then select **Create from Template**.
3. Select **Report and Replace Cards**, and click **Save & Launch**.
4. Enter a process name and a unique API name.

   Note the API name, you need it to update the Report and Replace Cards Omniscript, Flow, and Flexcards.
5. Update the short and long descriptions.
6. Save your changes.

USER PERMISSIONS

To create the Report and Replace Cards service process:

- Customize Application

Add Data Attributes for the Report and Replace Cards Service Process

You can create data attributes to store information that a customer provides. The Report and Replace Cards service process has predefined data attributes. You can create more as needed to meet the needs of your business.

USER PERMISSIONS

To add attributes:
- Customize Application

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.
2. Edit a service process or create one.
3. Select **Data Attributes**, and then click **New Data Attribute**.

   Before you update a flow, deactivate it.
4. Enter a name for the attribute and an API name.
5. Select the attribute type.
6. Select the data type.
7. If needed, select a parent attribute.
8. If needed, enter a default value and description.
9. Optionally, select **Required**.
10. Click **Add**.
11. Save your changes, and activate the service process.

Create a Report and Replace Cards Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Report and Replace Cards Omniscript. If you have an existing action launcher deployment, add the Report and Replace Cards Omniscript to it.

USER PERMISSIONS

To set up the Report and Replace Cards service process:
- Customize Application

1. From Setup, in the Quick Find box, enter `Action Launcher`, and then select **Action Launcher**.

   If you can't see Action Launcher, contact your Salesforce admin to get the Industries Service Excellence permission set.
2. Edit a deployment, or click **New Deployment**.
3. Click **Next**.
4. Enter a label and an API name for the deployment.
5. In Guidance to Show, select **Omniscripts**.
6. Click **Next**.
7. Move **Account** from Available Objects to Selected Objects.

   The selected objects determine the objects where you can show the action.
8. Click **Next**.
9. In Select actions to add, select all actions.
10. Click **Next**.
11. In Select Frequently Used Actions, select Action API Name **/FSC/ReportandReplaceCards/Multi-Language** Omniscript.

Note: To see the Omniscript in the list, the Omniscript must be activated.

If you created a unique Omniscript with a different name, select your customized Omniscript.

12. Save your changes.

SEE ALSO:

Action Launcher

Add the Action to the Person Account Page for the Report and Replace Cards Service Process

Add the Report and Replace Cards action launcher component to the person account page layout to give your users quick access to the Report and Replace Cards Omniscript.

1. In Setup, click **Object Manager**.
2. In the Quick Find box, enter `Account`, and then select **Account**.
3. Click **Lightning Record Pages** and select **Account Record Page**.
4. Click **Edit**.
5. On the Components tab, add Action Launcher to the record page.
6. In the properties pane, in the Action Launcher Deployment, select the action launcher deployment you created in the Report and Replace Cards action.
7. Save your changes.

USER PERMISSIONS

To set up the Report and Replace Cards service process:

- Customize Application

Submit a Report and Replace Cards Request

Your service agents can capture and submit a Report and Replace Cards request through the Report and Replace Cards Omniscript. A case is then created in Salesforce.

1. On the customer's Person Account record page, in action launcher, select the action to raise a report and replace cards service request.
2. Select the active debit or credit card to be blocked.
3. Enter the reason for blocking the card.
4. If you want to order a replacement for the blocked card, select the "Yes" option, and then choose the card to be replaced.
5. Select a shipping preference and a shipping address to send the replacement card.
6. Review the card details and the reason for blocking the card, and then submit the request.

A case is created in Salesforce for the submitted block card request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up the Report and Replace Cards service process:

- Customize Application

Self-Service for Report and Replace Cards Service Process

Give your customer community users access to the Report and Replace Cards service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for reporting and replacing cards through a self-service channel.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Report and Replace Cards as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to report cards and request a replacement.

Set Up Report and Replace Cards as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to report cards and request a replacement.

USER PERMISSIONS

To set up the Report and Replace Cards self-service process:

- Customize Application

Before you begin, make sure that you set up the Report and Replace Cards service process. See Set Up and Configure the Report and Replace Cards Service Process on page 828.

1. Configure the Report and Replace Cards service process for self-service on the Financial Services Client Portal. Complete all the steps in the Configure Self-Service for Standard Retail Banking Service Processes topic.
2. Assign user permissions to access Named Credentials and External Credentials
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Edit the cloned community user profile.
   c. In the Administrative Permissions section, select **Allows users to modify Named Credentials and External Credentials**.
   d. Save your changes.

Request Statement Copies Service Process

Your customers can use the Request Statement Copies service process to request statement copies for their financial accounts. They can choose to receive their statement copies to a preferred address either via email or post.

Watch this video to understand how customers can use the Request Statement Copies service process to request financial account statement copies for a preset or custom duration. This video demonstrates the service agent and self-service experiences when you deploy the prebuilt Request Statement Copies service process template.

Watch a video

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

If you aren't able to watch the video in full screen, open the video in a new tab: Request Account Statement Copies with Financial Services Cloud .

Setup and Configuration of the Request Statement Copies Service Process

Use the Service Process Studio to enable the Request Statement Copies service process to give your agents an easy-to-follow process for capturing statement copies request.

Submit a Request Statement Copies Request

Your service agents can capture and submit a Request Statement Copies request through the Request Statement Copies Omniscript. A case is then created in Salesforce.

Self-Service for Request Statement Copies Service Process

Give your customer community users access to the Request Statement Copies service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for statement copies through a self-service channel.

Setup and Configuration of the Request Statement Copies Service Process

Use the Service Process Studio to enable the Request Statement Copies service process to give your agents an easy-to-follow process for capturing statement copies request.

Here are the artifacts and components used for this process:

TYPE	NAME	WHAT IT DOES
API Endpoints	For current account - /CurrentAccount/{accountId}/Statement/Request	Calls the outbound API endpoints in MuleSoft (or other middleware) that the fulfillment flow uses to fulfill the request.
	For savings account - /SavingsAccount/{accountId}/Statement/Request	
	For loan account - /Loan/{loanId}/Statement/Request	
	For auto loan account - /AutoLoan/{autoLoanId}/Statement/Request	
	For mortgage account - /Mortgage/{mortgageLoanId}/Statement/Request	
Integration Definition	FSC_RequestStatementCopies	Calls the API to submit a client's request in the core banking system.
Apex	fscserviceprocessRequestStatementCopiesIntegPvd	Implements the business logic required for the service process integration.
Omniscript	FSC/RequestStatementCopies	Gives a guided path for completing the request intake process.
Flow Orchestrator Work Guide	Process Request Statement Copies	Activates record-triggered flow orchestrator whenever a request is made, attempts to process it, and acts based on the outcome.
Service Process Template	Request Statement Copies	Creates a unique version of the service process from a predefined template.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

TYPE	NAME	WHAT IT DOES
Action Launcher Deployment	/FSC/RequestStatementCopies/Multi-Language	Adds Omniscript to the action launcher component.

Assign Permissions for the Request Statement Copies Service Process

To use the Request Statement Copies service process, assign the relevant permissions to your users.

Connect to MuleSoft and Create a Named Credential for the Request Statement Copies Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Create an Integration Definition for the Request Statement Copies Service Process

The Request Statement Copies Service Process uses the `fscserviceprocess.RequestStatementCopiesIntegPrvd` integration definition. It calls the API to submit the client's Statement Copies request in the core banking system. You can use this integration definition, or create your own.

Clone and Activate the Omniscript for the Request Statement Copies Service Process

Clone and activate the FSC/RequestStatementCopies Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Request Statement Copies service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

Clone and Activate the Request Statement Copies Salesforce Flow

Use the Process Request Statement Copies Salesforce Flow Orchestration to show your users the step-by-step instructions to submit a Request Statement Copies request for a client. You can customize the flow to meet your business needs.

Incorporate Your Company Logo in Request Statement Copies Service Process Communications

Use your company logo in an Email template and use it with the Request Statement Copies service process for customer interactions.

Create a Request Statement Copies Service Process from a Template

Create a unique version of the Request Statement Copies service process and enter the details.

Add Data Attributes for the Request Statement Copies Service Process

You can create data attributes to store information that a customer provides. The Request Statement Copies service process has predefined data attributes. You can create more as needed to meet the needs of your business.

Create a Request Statement Copies Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Request Statement Copies Omniscript. If you have an existing action launcher deployment, add the Request Statement Copies Omniscript to it.

Add the Action to the Person Account Page for the Request Statement Copies Service Process

Add the Request Statement Copies action launcher component to the person account page layout to give your users quick access to the Request Statement Copies Omniscript.

Assign Permissions for the Request Statement Copies Service Process

To use the Request Statement Copies service process, assign the relevant permissions to your users.

1. From Setup, in the Quick Find box, enter `Users`, and then click **Users**.
2. Select a user.
3. In Permission Set License Assignments, click **Edit Assignments**.
4. Select **Industry Service Excellence**, **Industries Service Process**, **Omnistudio User**, and **Financial Services Cloud Extension**, or **Financial Services Cloud Service**, or **Financial Services Cloud Standard**.
5. Save your changes.

USER PERMISSIONS

To assign permission sets to users:

- Industry Service Excellence

  AND

  Industries Service Process

  AND

  Omnistudio User

  AND

  Financial Services Cloud Extension

  OR

  Financial Services Cloud Service

  OR

  Financial Services Cloud Standard

Connect to MuleSoft and Create a Named Credential for the Request Statement Copies Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

USER PERMISSIONS

To turn on MuleSoft Integration:

- Customize Application

1. Connect your Salesforce and MuleSoft instances.
   a. From Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
   b. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
   c. Turn on Financial Services Cloud Integrations.
   d. Click **Connect to MuleSoft Instance**.
   e. Select a server and click **Next**.
   f. Enter your MuleSoft username and password and sign in.
   g. Grant access to your MuleSoft account.

      It takes a few minutes for Salesforce to connect to MuleSoft.

      Your Salesforce and MuleSoft instances are now connected. You can view the connection details and available integrations.
2. Enable the integration between Salesforce and the core banking system.

a. On the Integrations Setup page, in the Available Integrations section, from the list of available integrations, select the integration that you want to enable, and then click **Enable**.

b. Select the business group that you want to enable the integration for.

c. Select the environment where you want to enable the integration.

d. Enter the app name.

   Make sure that the app name is unique for your MuleSoft instance.

e. Click **Next**.

f. To connect to the core banking system, select the authentication protocol for the integration and its dependent apps, and then enter the relevant details.

g. Enable the integration and wait for the process to be completed.
   A named credential is created for the enabled integration.

h. From Setup, enter *`Named Credential`* in the Quick Find box, and then select **Named Credentials**.

i. Verify that a named credential was added for the connected MuleSoft instance.

SEE ALSO:

Enable Real-Time Financial Account Information

Set Up MuleSoft for Integration

FSC Integrations API

Create an Integration Definition for the Request Statement Copies Service Process

The Request Statement Copies Service Process uses the `fscserviceprocess.RequestStatementCopiesIntegPrvd` integration definition. It calls the API to submit the client's Statement Copies request in the core banking system. You can use this integration definition, or create your own.

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

USER PERMISSIONS

To create Apex Defined integration definitions:

- Customize Application

1. From Setup, in the Quick Find box, enter *`Integration Definitions`*, and then select **Integration Definitions**.
2. Create an integration definition:

   a. Click **+ New**.

   b. Select **Apex Defined** as the type.

   c. Enter *`FSC_RequestStatementCopies`* as the name and developer name.

   d. Search for and select the `fscserviceprocess.RequestStatementCopiesIntegPrvd` Apex class.

   e. Confirm that the Attribute Value is *`FSC_fsc_integrations_V1_0_0`*.

      The Attribute Name and Attribute Value fields are automatically populated. To point to a different Named Credential, enter an attribute name and attribute value.

f. Save the definition and activate it.

SEE ALSO:

Enable Real-Time Financial Account Information

Create an Integration Definition

Clone and Activate the Omniscript for the Request Statement Copies Service Process

Clone and activate the FSC/RequestStatementCopies Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Request Statement Copies service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

USER PERMISSIONS

To activate the Request Statement Copies Omniscript:

- Customize Application

1. From the App Launcher, find and select **Omnistudio**.
2. In the Omnistudio app, from the navigation bar, select **Omniscripts**.

   It can take a little time for the Omniscripts app to appear.
3. If the Standard Omnistudio Runtime is disabled, turn it on.
4. Select **FSC/RequestStatementCopies**.
5. Click **New Version**.
6. Click **Activate Version**.

Clone and Activate the Request Statement Copies Salesforce Flow

Use the Process Request Statement Copies Salesforce Flow Orchestration to show your users the step-by-step instructions to submit a Request Statement Copies request for a client. You can customize the flow to meet your business needs.

USER PERMISSIONS

To activate the Request Statement Copies flow:

- Customize Application

The Process Request Statement Copies Orchestration notifies the account that a Request Statement Copies request was made and attempts to process the request. If the attempt is successful, the orchestration closes the associated case and notifies the account. If the attempt fails, the orchestration notifies the case owner.

You can customize and add the Process Request Statement Copies Orchestration to the Request Statement Copies service process.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Click **New Flow**.
3. Click **Use a Template**.
4. Click **All + Templates** and select **Flow Orchestration**.
5. Select the **Process Request Statement Copies** Orchestration and click **Create**.
6. Save your changes.
   a. Enter a label for the orchestration and a description.
   b. Enter `ProcessRqstStmtCopies` as the API name for the orchestration.
   c. Save your changes.
7. Refresh the Process Request Statement Copies Request orchestration page.

8. Save and activate the Request Statement Copies Flow Orchestration.

SEE ALSO:

Flow Builder

Customize What Happens When a Flow Fails

Incorporate Your Company Logo in Request Statement Copies Service Process Communications

Use your company logo in an Email template and use it with the Request Statement Copies service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Service Process: Request Statement Copies**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you update the flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageUrl**.
6. In Value, enter the location in your system where you saved the company logo
7. Save and activate the flow.

USER PERMISSIONS

To activate and deactivate flows:

- Manage flow

SEE ALSO:

Upload and Replace Items on the Documents Tab

Create a Request Statement Copies Service Process from a Template

Create a unique version of the Request Statement Copies service process and enter the details.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Click **New Service Process**, and then select **Create from Template**.
3. Select **Request Statement Copies**, and click **Save & Launch**.
4. Enter a process name and a unique API name.

   Note the API name, you need it to update the Request Statement CopiesOmniscript, Flow, and Flexcards.
5. Update the short and long descriptions.
6. Save your changes.

USER PERMISSIONS

To create the Request Statement Copies service process:

- Customize Application

Add Data Attributes for the Request Statement Copies Service Process

You can create data attributes to store information that a customer provides. The Request Statement Copies service process has predefined data attributes. You can create more as needed to meet the needs of your business.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.

USER PERMISSIONS

To add attributes:

- Customize Application

2. Edit a service process or create one.
3. Select **Data Attributes**, and then click **New Data Attribute**.

   Before you update a flow, deactivate it.
4. Enter a name for the attribute and an API name.
5. Select the attribute type.
6. Select the data type.
7. If needed, select a parent attribute.
8. If needed, enter a default value and description.
9. Optionally, select **Required**.
10. Click **Add**.
11. Save your changes, and activate the service process.

SEE ALSO:

Service Process Studio Basics

Create a Request Statement Copies Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Request Statement Copies Omniscript. If you have an existing action launcher deployment, add the Request Statement Copies Omniscript to it.

USER PERMISSIONS

To set up the Request Statement Copies service process:

- Customize Application

1. From Setup, in the Quick Find box, enter `Action Launcher`, and then select **Action Launcher**.

   If you can't see Action Launcher, contact your Salesforce admin to get the Industries Service Excellence permission set.
2. Edit a deployment, or click **New Deployment**.
3. Click **Next**.
4. Enter a label and an API name for the deployment.
5. In Guidance to Show, select **Omniscripts**.
6. Click **Next**.
7. Move **Account** from Available Objects to Selected Objects.

   The selected objects determine the objects where you can show the action.
8. Click **Next**.
9. In Select actions to add, select all actions.
10. Click **Next**.
11. In Select Frequently Used Actions, select Action API Name **/FSC/RequestStatementCopies/Multi-Language** Omniscript.

    Note: To see the Omniscript in the list, the Omniscript must be activated.

    If you created a unique Omniscript with a different name, select your customized Omniscript.

12. Save your changes.

SEE ALSO:

Action Launcher

Add the Action to the Person Account Page for the Request Statement Copies Service Process

Add the Request Statement Copies action launcher component to the person account page layout to give your users quick access to the Request Statement Copies Omniscript.

USER PERMISSIONS

To set up the Request Statement Copies service process:

- Customize Application

1. In Setup, click **Object Manager**.
2. In the Quick Find box, enter `Account`, and then select **Account**.
3. Click **Lightning Record Pages** and select **Account Record Page**.
4. Click **Edit**.
5. On the Components tab, add Action Launcher to the record page.
6. In the properties pane, in the Action Launcher Deployment, select the action launcher deployment you created in the Request Statement Copies action.
7. Save your changes.

Submit a Request Statement Copies Request

Your service agents can capture and submit a Request Statement Copies request through the Request Statement Copies Omniscript. A case is then created in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up the Request Statement Copies service process:

- Customize Application

1. On the customer's Person Account record page, in action launcher, select the action for requesting statement copies.
2. Select a financial account.
3. Select the duration for which the statement copy is needed.
4. Select the mode of delivery to send the statement copy.
5. If you've selected the mode of delivery as post, select a shipping method and a shipping address.
6. Review the details of the statement copy request and submit the request.

A case is created in Salesforce for the submitted statement copies request.

Self-Service for Request Statement Copies Service Process

Give your customer community users access to the Request Statement Copies service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for statement copies through a self-service channel.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Request Statement Copies as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to request statement copies of their accounts.

Set Up Request Statement Copies as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to request statement copies of their accounts.

Before you begin, make sure that you set up the Request Statement Copies service process. See Set Up and Configure the Request Statement Copies Service Process on page 837.

USER PERMISSIONS

To set up the Request Statement Copies self-service process:
- Customize Application

1. Configure the Request Statement Copies service process for self-service on the Financial Services Client Portal. Complete all steps in the Configure Self-Service for Standard Retail Banking Service Processes topic.
2. Assign user permissions to access Named Credentials and External Credentials
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Edit the cloned community user profile.
   c. In the Administrative Permissions section, select **Allows users to modify Named Credentials and External Credentials**.
   d. Save your changes.

Stop Check Payment Service Process

Your customers can use the Stop Check Payment service process to cancel a check payment, which isn't processed yet. They can cancel a check payment if there's a theft, cancellation, or any other reasons for which the payment is to be stopped.

Watch this video to understand how Stop Check Payment service process facilitates the cancellation of pending check payments that haven't been processed yet. This video demonstrates the service agent and self-service experiences when you deploy the prebuilt Stop Check Payment service process template.

Watch a video

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

If you aren't able to watch the video in full screen, open the video in a new tab: Get to Know the Stop Check Payment Service Process for Financial Services Cloud .

Setup and Configuration of the Stop Check Payment Service Process

Use the Service Process Studio to enable the Stop Check Payment service process to give your agents an easy-to-follow process for capturing stop check payment requests of your customers.

Submit a Stop Check Payment Request

Your service agents can capture and submit a Stop Check Payment request through the Stop Check Payment Omniscript. A case is then created in Salesforce.

Self-Service for Stop Check Payment Service Process

Give your customer community users access to the Stop Check Payment service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for stop check payments through a self-service channel.

Setup and Configuration of the Stop Check Payment Service Process

Use the Service Process Studio to enable the Stop Check Payment service process to give your agents an easy-to-follow process for capturing stop check payment requests of your customers.

Here are the artifacts and components used for this process:

TYPE	NAME	WHAT IT DOES
API Endpoints	For current account - /CurrentAccount/{accountId}/IssueDevice/Update	Calls the outbound API endpoints in MuleSoft (or other middleware) that the fulfillment flow uses to fulfill the request.
	For savings account - /SavingsAccount/{accountId}/IssueDevice/Update	
Integration Definition	FSC_StopCheckPayment	Calls the API to submit a client's request in the core banking system.
Apex	fscserviceprocess.StopCheckPaymentIntegrationProvider	Implements the business logic required for the service process integration.
Omniscript	FSC/StopCheckPayment	Gives a guided path for completing the request intake process.
Flow Orchestrator Work Guide	Process Stop Check Payment Request	Activates record-triggered flow orchestrator whenever a request is made, attempts to process it, and acts based on the outcome.
Service Process Template	Stop Check Payment	Creates a unique version of the service process from a predefined template.
Action Launcher Deployment	/FSC/StopCheckPayment/MultiLanguage	Adds Omniscript to the action launcher component.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Assign Permissions for the Stop Check Payment Service Process

To use the Stop Check Payment service process, assign the relevant permissions to your users.

Connect to MuleSoft and Create a Named Credential for the Stop Check Payment Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Create an Integration Definition for the Stop Check Payment Service Process

The Stop Check Payment Service Process uses the `fscserviceprocess.StopCheckPaymentIntegrationProvider` integration definition. It calls the API to submit the client's stop check payment request in the core banking system. You can use this integration definition, or create your own.

Clone and Activate the Omniscript for the Stop Check Payment Service Process

Clone and activate the FSC/StopCheckPayment Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Stop Check Payment service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

Clone and Activate the Stop Check Payment Salesforce Flow

Use the Process Stop Check Payment Request Salesforce Flow Orchestration to show your users the step-by-step instructions to submit a Stop Check Payment request for a client. You can customize the flow to meet your business needs.

Incorporate Your Company Logo in Stop Check Payment Service Process Communications

Use your company logo in an Email template and use it with the Stop Check Payment service process for customer interactions

Create a Stop Check Payment Service Process from a Template

Create a unique version of the Stop Check Payment service process and enter the details.

Add Data Attributes for the Stop Check Payment Service Process

You can create data attributes to store information that a customer provides. The Stop Check Payment service process has predefined data attributes. You can create more as needed to meet the needs of your business.

Create a Stop Check Payment Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Stop Check Payment Omniscript. If you have an existing action launcher deployment, add the Stop Check Payment Omniscript to it.

Add the Action to the Person Account Page for the Stop Check Payment Service Process

Add the Stop Check Payment action launcher component to the person account page layout to give your users quick access to the Stop Check Payment Omniscript.

Assign Permissions for the Stop Check Payment Service Process

To use the Stop Check Payment service process, assign the relevant permissions to your users.

1. From Setup, in the Quick Find box, enter `Users`, and then click **Users**.
2. Select a user.
3. In Permission Set License Assignments, click **Edit Assignments**.
4. Select **Industry Service Excellence**, **Industries Service Process**, **Omnistudio User**, and **Financial Services Cloud Extension**, or **Financial Services Cloud Service**, or **Financial Services Cloud Standard**.
5. Save your changes.

USER PERMISSIONS

To assign permission sets to users:

- Industry Service Excellence

  AND

  Industries Service Process

  AND

  Omnistudio User

  AND

  Financial Services Cloud Extension

  OR

  Financial Services Cloud Service

  OR

  Financial Services Cloud Standard

Connect to MuleSoft and Create a Named Credential for the Stop Check Payment Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

USER PERMISSIONS

To turn on MuleSoft Integration:
- Customize Application

1. Connect your Salesforce and MuleSoft instances.
   a. From Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
   b. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
   c. Turn on Financial Services Cloud Integrations.
   d. Click **Connect to MuleSoft Instance**.
   e. Select a server and click **Next**.
   f. Enter your MuleSoft username and password and sign in.
   g. Grant access to your MuleSoft account.

      It takes a few minutes for Salesforce to connect to MuleSoft.

      Your Salesforce and MuleSoft instances are now connected. You can view the connection details and available integrations.
2. Enable the integration between Salesforce and the core banking system.
   a. On the Integrations Setup page, in the Available Integrations section, from the list of available integrations, select the integration that you want to enable, and then click **Enable**.
   b. Select the business group that you want to enable the integration for.
   c. Select the environment where you want to enable the integration.
   d. Enter the app name.

      Make sure that the app name is unique for your MuleSoft instance.
   e. Click **Next**.
   f. To connect to the core banking system, select the authentication protocol for the integration and its dependent apps, and then enter the relevant details.
   g. Enable the integration and wait for the process to be completed.
      A named credential is created for the enabled integration.
   h. From Setup, enter `Named Credential` in the Quick Find box, and then select **Named Credentials**.
   i. Verify that a named credential was added for the connected MuleSoft instance.

SEE ALSO:

Enable Real-Time Financial Account Information

Set Up MuleSoft for Integration

FSC Integrations API

Create an Integration Definition for the Stop Check Payment Service Process

The Stop Check Payment Service Process uses the `fscserviceprocess.StopCheckPaymentIntegrationProvider` integration definition. It calls the API to submit the client's stop check payment request in the core banking system. You can use this integration definition, or create your own.

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

USER PERMISSIONS

To create Apex Defined integration definitions:
- Customize Application

1. From Setup, in the Quick Find box, enter *`Integration Definitions`*, and then select **Integration Definitions**.
2. Create an integration definition:
   a. Click **+ New**.
   b. Select **Apex Defined** as the type.
   c. Enter *`FSC_StopCheckPayment`* as the name and developer name.
   d. Search for and select the `fscserviceprocess.StopCheckPaymentIntegrationProvider` Apex class.
   e. Confirm that the Attribute Value is *`FSC_fsc_integrations_V1_0_0`*.

      The Attribute Name and Attribute Value fields are automatically populated. To point to a different Named Credential, enter an attribute name and attribute value.
   f. Save the definition and activate it.

SEE ALSO:

Enable Real-Time Financial Account Information

Create an Integration Definition

Clone and Activate the Omniscript for the Stop Check Payment Service Process

Clone and activate the FSC/StopCheckPayment Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Stop Check Payment service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

USER PERMISSIONS

To activate the Stop Check Payment Omniscript:
- Customize Application

1. From the App Launcher, find and select **Omnistudio**.
2. In the Omnistudio app, from the navigation bar, select **Omniscripts**.

   It can take a little time for the Omniscripts app to appear.
3. If the Standard Omnistudio Runtime is disabled, turn it on.
4. Select **FSC/StopCheckPayment**.
5. Click **New Version**.
6. Click **Activate Version**.

Clone and Activate the Stop Check Payment Salesforce Flow

Use the Process Stop Check Payment Request Salesforce Flow Orchestration to show your users the step-by-step instructions to submit a Stop Check Payment request for a client. You can customize the flow to meet your business needs.

The Process Stop Check Payment Request Orchestration notifies the account that a Stop Check Payment Request was made and attempts to process the request. If the attempt is successful, the orchestration closes the associated case and notifies the account. If the attempt fails, the orchestration notifies the case owner.

USER PERMISSIONS

To activate the Stop Check Payment flow:
- Customize Application

You can customize and add the Process Stop Check Payment Request Orchestration to the Stop Check Payment service process.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Click **New Flow**.
3. Click **Use a Template**.
4. Click **All + Templates** and select **Flow Orchestration**.
5. Select the **Process Stop Check Payment Request** Orchestration and click **Create**.
6. Save your changes.
   a. Enter a label for the orchestration and a description.
   b. Enter `ProcessStopCkpyRqst` as the API name for the orchestration.
   c. Save your changes.
7. Refresh the Process Stop Check Payment Request orchestration page.
8. Save and activate the Stop Check Payment Flow Orchestration.

SEE ALSO:

Flow Builder

Customize What Happens When a Flow Fails

Incorporate Your Company Logo in Stop Check Payment Service Process Communications

Use your company logo in an Email template and use it with the Stop Check Payment service process for customer interactions

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter Flows, and then select **Flows**.
2. In the list view, find and select **Service Process: Review Stop Check Payment**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageUrl**.
6. In the Value field, enter the address of your company's logo that you copied earlier.

7. Save and activate the flow.

SEE ALSO:

Upload and Replace Items on the Documents Tab

Create a Stop Check Payment Service Process from a Template

Create a unique version of the Stop Check Payment service process and enter the details.

USER PERMISSIONS

To create the Stop Check Payment service process:
- Customize Application

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Click **New Service Process**, and then select **Create from Template**.
3. Select **Stop Check Payment**, and click **Save & Launch**.
4. Enter a process name and a unique API name.

   Note the API name, you need it to update the Stop Check Payment Omniscript, Flow, and Flexcards.
5. Update the short and long descriptions.
6. Save your changes.

Add Data Attributes for the Stop Check Payment Service Process

You can create data attributes to store information that a customer provides. The Stop Check Payment service process has predefined data attributes. You can create more as needed to meet the needs of your business.

USER PERMISSIONS

To add attributes:
- Customize Application

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.
2. Edit a service process or create one.
3. Select **Data Attributes**, and then click **New Data Attribute**.

   Before you update a flow, deactivate it.
4. Enter a name for the attribute and an API name.
5. Select the attribute type.
6. Select the data type.
7. If needed, select a parent attribute.
8. If needed, enter a default value and description.
9. Optionally, select **Required**.
10. Click **Add**.
11. Save your changes, and activate the service process.

SEE ALSO:

Service Process Studio Basics

Service Process Studio Basics

Create a Stop Check Payment Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Stop Check Payment Omniscript. If you have an existing action launcher deployment, add the Stop Check Payment Omniscript to it.

USER PERMISSIONS

To set up the Stop Check Payment service process:
- Customize Application

1. From Setup, in the Quick Find box, enter `Action Launcher`, and then select **Action Launcher**.

   If you can't see Action Launcher, contact your Salesforce admin to get the Industries Service Excellence permission set.
2. Edit a deployment, or click **New Deployment**.
3. Click **Next**.
4. Enter a label and an API name for the deployment.
5. In Guidance to Show, select **Omniscripts**.
6. Click **Next**.
7. Move **Account** from Available Objects to Selected Objects.

   The selected objects determine the objects where you can show the action.
8. Click **Next**.
9. In Select actions to add, select all actions.
10. Click **Next**.
11. In Select Frequently Used Actions, select Action API Name **/FSC/StopCheckPayment/Multi-Language** Omniscript.

    Note: To see the Omniscript in the list, the Omniscript must be activated.

    If you created a unique Omniscript with a different name, select your customized Omniscript.
12. Save your changes.

SEE ALSO:

Action Launcher

Add the Action to the Person Account Page for the Stop Check Payment Service Process

Add the Stop Check Payment action launcher component to the person account page layout to give your users quick access to the Stop Check Payment Omniscript.

USER PERMISSIONS

To set up the Stop Check Payment service process:
- Customize Application

1. In Setup, click **Object Manager**.
2. In the Quick Find box, enter `Account`, and then select **Account**.
3. Click **Lightning Record Pages** and select **Account Record Page**.
4. Click **Edit**.
5. On the Components tab, add Action Launcher to the record page.
6. In the properties pane, in the Action Launcher Deployment, select the action launcher deployment you created in the Stop Check Payment action.
7. Save your changes.

Submit a Stop Check Payment Request

Your service agents can capture and submit a Stop Check Payment request through the Stop Check Payment Omniscript. A case is then created in Salesforce.

1. On the customer's Person Account record page, in action launcher, select the action for raising the stop check payment service request.
2. Select a financial account.
3. Select a check or a range of checks for which the payment is to be stopped.
4. Enter the check and payee details.
5. Select a reason for stop payment.
6. Review the stop check payment details and submit the request.

A case is created in Salesforce for the submitted stop check payment request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up the Stop Check Payment service process:
- Customize Application

Self-Service for Stop Check Payment Service Process

Give your customer community users access to the Stop Check Payment service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for stop check payments through a self-service channel.

Set Up Stop Check Payment as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to stop check payments.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Stop Check Payment as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to stop check payments.

Before you begin, make sure that you set up the Stop Check Payment service process. See Set Up and Configure the Stop Check Payment Service Process on page 846.

1. Configure the Stop Check Payment service process for self-service on the Financial Services Client Portal. Complete all steps in the Configure Self-Service for Standard Retail Banking Service Processes topic.
2. Assign user permissions to access Named Credentials and External Credentials
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Edit the cloned community user profile.
   c. In the Administrative Permissions section, select **Allows users to modify Named Credentials and External Credentials**.
   d. Save your changes.

USER PERMISSIONS

To set up the Stop Check Payment self-service process:
- Customize Application

Transaction Dispute Management

Transaction Dispute Management provides a streamlined process for your users to capture and submit customer disputes related to financial transactions. Use Service Process Studio to quickly configure the Transaction Dispute Management service process to give your users a guided step-by-step process for capturing customer disputes. Let your users launch the dispute intake request directly from a customer's record page in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

SEE ALSO:

- Set Up Transaction Dispute Management
- Submit a Transaction Dispute Request
- Set Up Transaction Dispute Management as a Self-Service Process

Transfer Funds to Own Account Service Process

Your customers can use the Transfer Funds to Own Account service process to transfer funds between their financial accounts within the same bank or financial institution.

Watch this video to understand how Transfer Funds to Own Account service process offers customers an effortless method to move money between their own financial accounts within the same bank or financial institution. This video demonstrates the service agent and self-service experiences when you deploy the prebuilt Transfer Funds to Own Account service process template.

Watch a video

If you aren't able to watch the video in full screen, open the video in a new tab: Transfer Funds to Own Account with Financial Services Cloud.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Setup and Configuration of the Transfer Funds to Own Account Service Process

Use the Service Process Studio to enable the Transfer Funds to Own Account service process to give your agents an easy-to-follow process for capturing a funds transfer request.

Submit a Transfer Funds to Own Account Request

Your service agents can capture and submit a Transfer Funds to Own Account request through the Transfer Funds to Own Account Omniscript. A case is then created in Salesforce.

Self-Service for Transfer Funds to Own Account Service Process

Give your customer community users access to the Transfer Funds to Own Account service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests to transfer funds through a self-service channel.

Setup and Configuration of the Transfer Funds to Own Account Service Process

Use the Service Process Studio to enable the Transfer Funds to Own Account service process to give your agents an easy-to-follow process for capturing a funds transfer request.

Here are the artifacts and components used for this process:

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

TYPE	NAME	WHAT IT DOES
API Endpoints	For current account - /CurrentAccount/{accountId}/Payments/Initiate	Calls the outbound API endpoints in MuleSoft (or other middleware) that the fulfillment flow uses to fulfill the request.
	For savings account - /SavingsAccount/{accountId}/Payments/Initiate	
	For home equity loan - /HomeEquityLoan/{accountId}/Payments/Initiate	
Integration Definitions	FSC_TransferFundsToOwnAccount	Calls the API to submit a client's request in the core banking system.
	FSC_GetBalanceDetails	
Apex	fscserviceprocess.TransferFundsToOwnAccountIntegProvider	Implements the business logic required for the service process integration.
	fscserviceprocess.AccountBalanceServiceIntegrationProvider	
Omniscript	FSC/TransferFundstoOwnAccount	Gives a guided path for completing the request intake process.
Flow Orchestrator Work Guide	Process Transfer Funds to Own Account Request	Activates record-triggered flow orchestrator whenever a request is made, attempts to process it, and acts based on the outcome.
Service Process Template	Transfer Funds to Own Account	Creates a unique version of the service process from a predefined template.
Action Launcher Deployment	/FSC/TransferFundstoOwnAccount/Multi-Language	Adds Omniscript to the action launcher component.

Assign Permissions for the Transfer Funds to Own Account Service Process

To use the Transfer Funds to Own Account service process, assign the relevant permissions to your users

Connect to MuleSoft and Create a Named Credential for the Transfer Funds to Own Account Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Create Integration Definitions for the Transfer Funds to Own Account Service Process

The Transfer Funds to Own Account Service Process uses the `fscserviceprocess.TransferFundsToOwnAccountIntegProvider` and `fscserviceprocess.AccountBalanceServiceIntegrationProvider` integration definitions. It calls the API to submit the client's fund transfer request in the core banking system. You can use these integration definitions, or create your own.

Clone and Activate the Omniscript for the Transfer Funds to Own Account Service Process

Clone and activate the FSC/TransferFundstoOwnAccount Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Transfer Funds to Own Account service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

Clone and Activate the Transfer Funds to Own Account Salesforce Flow

Use the Process Transfer Funds to Own Account Request Salesforce Flow Orchestration to show your users the step-by-step instructions to submit a Transfer Funds to Own Account request for a client. You can customize the flow to meet your business needs.

Incorporate Your Company Logo in Transfer Funds to Own Account Service Process Communications

Use your company logo in an Email template and use it with the Transfer Funds to Own Account service process for customer interactions.

Create a Transfer Funds to Own Account Service Process from a Template

Create a unique version of the Transfer Funds to Own Account service process and enter the details.

Add Data Attributes for the Transfer Funds to Own Account Service Process

You can create data attributes to store information that a customer provides. The Transfer Funds to Own Account service process has predefined data attributes. You can create more as needed to meet the needs of your business.

Create a Transfer Funds to Own Account Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Transfer Funds to Own Account Omniscript. If you have an existing action launcher deployment, add the Transfer Funds to Own Account Omniscript to it.

Add the Action to the Person Account Page for the Transfer Funds to Own Account Service Process

Add the Transfer Funds to Own Account action launcher component to the person account page layout to give your users quick access to the Transfer Funds to Own Account Omniscript.

Assign Permissions for the Transfer Funds to Own Account Service Process

To use the Transfer Funds to Own Account service process, assign the relevant permissions to your users

1. From Setup, in the Quick Find box, enter `Users`, and then click **Users**.
2. Select a user.
3. In Permission Set License Assignments, click **Edit Assignments**.
4. Select **Industry Service Excellence**, **Industries Service Process**, **Omnistudio User**, and **Financial Services Cloud Extension**, or **Financial Services Cloud Service**, or **Financial Services Cloud Standard**.
5. Save your changes.

USER PERMISSIONS

To assign permission sets to users:

- Industry Service Excellence

  AND

  Industries Service Process

  AND

  Omnistudio User

  AND

  Financial Services Cloud Extension

  OR

  Financial Services Cloud Service

  OR

  Financial Services Cloud Standard

Connect to MuleSoft and Create a Named Credential for the Transfer Funds to Own Account Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

USER PERMISSIONS

To turn on MuleSoft Integration:

- Customize Application

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

1. Connect your Salesforce and MuleSoft instances.
   a. From Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
   b. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
   c. Turn on Financial Services Cloud Integrations.
   d. Click **Connect to MuleSoft Instance**.
   e. Select a server and click **Next**.
   f. Enter your MuleSoft username and password and sign in.
   g. Grant access to your MuleSoft account.

      It takes a few minutes for Salesforce to connect to MuleSoft.

      Your Salesforce and MuleSoft instances are now connected. You can view the connection details and available integrations.
2. Enable the integration between Salesforce and the core banking system.
   a. On the Integrations Setup page, in the Available Integrations section, from the list of available integrations, select the integration that you want to enable, and then click **Enable**.
   b. Select the business group that you want to enable the integration for.
   c. Select the environment where you want to enable the integration.
   d. Enter the app name.

      Make sure that the app name is unique for your MuleSoft instance.
   e. Click **Next**.
   f. To connect to the core banking system, select the authentication protocol for the integration and its dependent apps, and then enter the relevant details.
   g. Enable the integration and wait for the process to be completed.
      A named credential is created for the enabled integration.
   h. From Setup, enter `Named Credential` in the Quick Find box, and then select **Named Credentials**.
   i. Verify that a named credential was added for the connected MuleSoft instance.

SEE ALSO:

Enable Real-Time Financial Account Information

Set Up MuleSoft for Integration

FSC Integrations API

Create Integration Definitions for the Transfer Funds to Own Account Service Process

The Transfer Funds to Own Account Service Process uses the `fscserviceprocess.TransferFundsToOwnAccountIntegProvider` and `fscserviceprocess.AccountBalanceServiceIntegrationProvider` integration definitions. It calls the API to submit the client's fund transfer request in the core banking system. You can use these integration definitions, or create your own.

USER PERMISSIONS

To create Apex Defined integration definitions:

- Customize Application

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

1. From Setup, in the Quick Find box, enter `Integration Definitions`, and then select **Integration Definitions**.
2. Create an integration definition:
   a. Click **+ New**.
   b. Select **Apex Defined** as the type.
   c. Enter `FSC_TransferFundsToOwnAccount` as the name and developer name.
   d. Search for and select the `fscserviceprocess.TransferFundsToOwnAccountIntegProvider` Apex class.
   e. Confirm that the Attribute Value is `FSC_fsc_integrations_V1_0_0`.
      The Attribute Name and Attribute Value fields are automatically populated. To point to a different Named Credential, enter an attribute name and attribute value.
   f. Save the definition and activate it.
3. Create another integration definition following the same process:
   a. Click **+ New**.
   b. Select **Apex Defined** as the type.
   c. Enter `FSC_GetBalanceDetails` as the name and developer name.
   d. Search for and select the `fscserviceprocess.AccountBalanceServiceIntegrationProvider` Apex class.
   e. Confirm that the Attribute Value is `FSC_fsc_integrations_V1_0_0`.
   f. Save the definition and activate it.

SEE ALSO:

Enable Real-Time Financial Account Information

Create an Integration Definition

Clone and Activate the Omniscript for the Transfer Funds to Own Account Service Process

Clone and activate the FSC/TransferFundstoOwnAccount Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Transfer Funds to Own Account service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

USER PERMISSIONS

To activate the Transfer Funds to Own Account Omniscript:

- Customize Application

1. From the App Launcher, find and select **Omnistudio**.
2. In the Omnistudio app, from the navigation bar, select **Omniscripts**.
   It can take a little time for the Omniscripts app to appear.
3. If the Standard Omnistudio Runtime is disabled, turn it on.
4. Select **FSC/TransferFundstoOwnAccount**.
5. Click **New Version**.
6. Click **Activate Version**.

Clone and Activate the Transfer Funds to Own Account Salesforce Flow

Use the Process Transfer Funds to Own Account Request Salesforce Flow Orchestration to show your users the step-by-step instructions to submit a Transfer Funds to Own Account request for a client. You can customize the flow to meet your business needs.

The Process Transfer Funds to Own Account Request Orchestration notifies the account that a Transfer Funds to Own Account request was made and attempts to process the request. If the attempt is successful, the orchestration closes the associated case and notifies the account. If the attempt fails, the orchestration notifies the case owner.

USER PERMISSIONS

To activate the Transfer Funds to Own Account flow:
- Customize Application

You can customize and add the Process Transfer Funds to Own Account Request Orchestration to the Transfer Funds to Own Account service process.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Click **New Flow**.
3. Click **Use a Template**.
4. Click **All + Templates** and select **Flow Orchestration**.
5. Select the **Process Transfer Funds to Own Account Request** Orchestration and click **Create**.
6. Save your changes.
   a. Enter a label for the orchestration and a description.
   b. Enter `ProcTfrFundToOwnAcct` as the API name for the orchestration.
   c. Save your changes.
7. Refresh the Process Transfer Funds to Own Account Request orchestration page.
8. Save and activate the Transfer Funds to Own Account Flow Orchestration.

SEE ALSO:

Flow Builder

Customize What Happens When a Flow Fails

Incorporate Your Company Logo in Transfer Funds to Own Account Service Process Communications

Use your company logo in an Email template and use it with the Transfer Funds to Own Account service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Service Process: Transfer Funds Details**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you update the flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageUrl**.
6. In Value, enter the location in your system where you saved the company logo

7. Save and activate the flow.

SEE ALSO:

Upload and Replace Items on the Documents Tab

Create a Transfer Funds to Own Account Service Process from a Template

Create a unique version of the Transfer Funds to Own Account service process and enter the details.

USER PERMISSIONS

To create the Transfer Funds to Own Account service process:

- Customize Application

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Click **New Service Process**, and then select **Create from Template**.
3. Select **Transfer Funds to Own Account**, and click **Save & Launch**.
4. Enter a process name and a unique API name.

   Note the API name, you need it to update the Transfer Funds to Own Account Omniscript, Flow, and Flexcards.
5. Update the short and long descriptions.
6. Save your changes.

Add Data Attributes for the Transfer Funds to Own Account Service Process

You can create data attributes to store information that a customer provides. The Transfer Funds to Own Account service process has predefined data attributes. You can create more as needed to meet the needs of your business.

USER PERMISSIONS

To add attributes:

- Customize Application

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.
2. Edit a service process or create one.
3. Select **Data Attributes**, and then click **New Data Attribute**.

   Before you update a flow, deactivate it.
4. Enter a name for the attribute and an API name.
5. Select the attribute type.
6. Select the data type.
7. If needed, select a parent attribute.
8. If needed, enter a default value and description.
9. Optionally, select **Required**.
10. Click **Add**.
11. Save your changes, and activate the service process.

Create a Transfer Funds to Own Account Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Transfer Funds to Own Account Omniscript. If you have an existing action launcher deployment, add the Transfer Funds to Own Account Omniscript to it.

USER PERMISSIONS

To set up the Transfer Funds to Own Account service process:

- Customize Application

1. From Setup, in the Quick Find box, enter `Action Launcher`, and then select **Action Launcher**.

   If you can't see Action Launcher, contact your Salesforce admin to get the Industries Service Excellence permission set.
2. Edit a deployment, or click **New Deployment**.
3. Click **Next**.
4. Enter a label and an API name for the deployment.
5. In Guidance to Show, select **Omniscripts**.
6. Click **Next**.
7. Move **Account** from Available Objects to Selected Objects.

   The selected objects determine the objects where you can show the action.
8. Click **Next**.
9. In Select actions to add, select all actions.
10. Click **Next**.
11. In Select Frequently Used Actions, select Action API Name **/FSC/TransferFundstoOwnAccount/Multi-Language** Omniscript.

    Note: To see the Omniscript in the list, the Omniscript must be activated.

    If you created a unique Omniscript with a different name, select your customized Omniscript.
12. Save your changes.

SEE ALSO:

Action Launcher

Add the Action to the Person Account Page for the Transfer Funds to Own Account Service Process

Add the Transfer Funds to Own Account action launcher component to the person account page layout to give your users quick access to the Transfer Funds to Own Account Omniscript.

USER PERMISSIONS

To set up the Transfer Funds to Own Account service process:

- Customize Application

1. In Setup, click **Object Manager**.
2. In the Quick Find box, enter `Account`, and then select **Account**.
3. Click **Lightning Record Pages** and select **Account Record Page**.
4. Click **Edit**.
5. On the Components tab, add Action Launcher to the record page.
6. In the properties pane, in the Action Launcher Deployment, select the action launcher deployment you created in the Transfer Funds to Own Account action.
7. Save your changes.

Submit a Transfer Funds to Own Account Request

Your service agents can capture and submit a Transfer Funds to Own Account request through the Transfer Funds to Own Account Omniscript. A case is then created in Salesforce.

1. On the customer's Person Account record page, in action launcher, select the action for raising a transfer of funds request.
2. Select a source and a destination account.

   To check the account balance in the source account, click View Balance.
3. Enter the amount to be transferred.
4. Select a transfer schedule.

   You can schedule either a one-time transfer or a recurring transfer. You can select One-time transfer for single transfers with a specific date, and Recurring transfer when you need to set up transfers with a recurring schedule. Within Recurring transfer, select Duration for transfers with a fixed end date and Installment for recurring transfers at regular intervals without a fixed end date.
5. Review the fund transfer details and submit the request.

A case is created in Salesforce for the submitted request to transfer funds between accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up the Transfer Funds to Own Account service process:
- Customize Application

Self-Service for Transfer Funds to Own Account Service Process

Give your customer community users access to the Transfer Funds to Own Account service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests to transfer funds through a self-service channel.

Set Up Transfer Funds to Own Account as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to transfer funds to their accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Transfer Funds to Own Account as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to transfer funds to their accounts.

Before you begin, make sure that you set up the Transfer Funds to Own Account service process. See Set Up and Configure the Transfer Funds to Own Account Service Process on page 854.

1. Configure the Transfer Funds to Own Account service process for self-service on the Financial Services Client Portal. Complete all steps in the Configure Self-Service for Standard Retail Banking Service Processes topic.
2. Assign user permissions to access Named Credentials and External Credentials
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Edit the cloned community user profile.
   c. In the Administrative Permissions section, select **Allows users to modify Named Credentials and External Credentials**.
   d. Save your changes.

USER PERMISSIONS

To set up the Transfer Funds to Own Account self-service process:
- Customize Application

Update Email or Phone Service Process

Your customers can use the Update Email or Phone service process to maintain accurate contact information, receive timely information, and enhance security through proper communication.

Watch this video to understand how you can efficiently maintain accurate contact information. This video demonstrates the service agent and self-service experiences when you deploy the prebuilt Update Email or Phone service process template.

Watch a video

If you aren't able to watch the video in full screen, open the video in a new tab: Get to Know the Update Email or Phone Service Process for Financial Services Cloud.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Setup and Configuration of the Update Email or Phone Service Process

Use the Service Process Studio to enable the Update Email or Phone service process to give your agents an easy-to-follow process for capturing the contact details of your customers.

Submit an Update Email or Phone Request

Your service agents can capture and submit an Email or Phone update request through the Update Email or Phone Omniscript. A case is then created in Salesforce.

Self-Service for Update Email or Phone Service Process

Give your customer community users access to the Email or Phone service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for email address or phone number updates through a self-service channel.

Setup and Configuration of the Update Email or Phone Service Process

Use the Service Process Studio to enable the Update Email or Phone service process to give your agents an easy-to-follow process for capturing the contact details of your customers.

Here are the artifacts and components used for this process:

TYPE	NAME	WHAT IT DOES
API Endpoint	/customers/{customerId}	Calls the outbound API endpoints in MuleSoft (or other middleware) that the fulfillment flow uses to fulfill the request.
Integration Definition	FSC_UpdateEmailOrPhone	Calls the API to submit a client's request in the core banking system.
Apex	fsc.serviceprocess.UpdateEmailPhoneIntegrationProvider	Implements the business logic required for the service process integration.
Omniscript	FSC/UpdateEmailorPhone	Gives a guided path for completing the request intake process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

TYPE	NAME	WHAT IT DOES
Flow Orchestrator Work Guide	Process Email or Phone Update Request	Activates record-triggered flow orchestrator whenever a request is made, attempts to process it, and acts based on the outcome.
Service Process Template	Update Email or Phone	Creates a unique version of the service process from a predefined template.
Action Launcher Deployment	/FSC/UpdateEmailOrPhone/Multi-Language	Adds Omniscript to the action launcher component.

Assign Permissions for the Update Email or Phone Service Process

To use the Update Email or Phone service process, assign the relevant permissions to your users.

Connect to MuleSoft and Create a Named Credential for the Update Email or Phone Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Create an Integration Definition for the Update Email or Phone Service Process

The Update Email or Phone Service Process uses the `fscserviceprocess.UpdateEmailorPhoneIntegrationProvider` integration definition. It calls the API to update the client's email or phone and the financial accounts in the core banking system. You can use this integration definition, or create your own.

Clone and Activate the Omniscript for the Update Email or Phone Service Process

Clone and activate the FSCUpdateEmailorPhone Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Update Email or Phone service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

Clone and Activate the Update Email or Phone Salesforce Flow

Use the Update Email or Phone Salesforce Request Flow Orchestration to show your users the step-by-step instructions to submit an Update Email or Phone request for a client. You can customize the flow to meet your business needs.

Incorporate Your Company Logo in Update Email or Phone Service Process Communications

Use your company logo in an Email template and use it with the Update Email or Phone service process for customer interactions.

Create an Update Email or Phone Service Process from a Template

Create a unique version of the Update Email or Phone service process and enter the details.

Add Data Attributes for the Update Email or Phone Service Process

You can create data attributes to store information that a customer provides. The Update Email or Phone service process has predefined data attributes. You can create more data attributes as needed to meet the needs of your business.

Create an Update Email or Phone Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Update Email or Phone Omniscript. If you have an existing action launcher deployment, add the Update Email or Phone Omniscript to it.

Add the Action to the Person Account Page for the Update Email or Phone Service Process

Add the Update Email or Phone action launcher component to the person account page layout to give your users quick access to the Update Email or Phone Omniscript.

Assign Permissions for the Update Email or Phone Service Process

To use the Update Email or Phone service process, assign the relevant permissions to your users.

1. From Setup, in the Quick Find box, enter `Users`, and then click **Users**.
2. Select a user.
3. In Permission Set License Assignments, click **Edit Assignments**.
4. Select **Industry Service Excellence**, **Industries Service Process**, **Omnistudio User**, and **Financial Services Cloud Extension**, or **Financial Services Cloud Service**, or **Financial Services Cloud Standard**.
5. Save your changes.

USER PERMISSIONS

To assign permission sets to users:

- Industry Service Excellence

  AND

  Industries Service Process

  AND

  Omnistudio User

  AND

  Financial Services Cloud Extension

  OR

  Financial Services Cloud Service

  OR

  Financial Services Cloud Standard

Connect to MuleSoft and Create a Named Credential for the Update Email or Phone Service Process

Turn on Financial Services Cloud Integrations and create a MuleSoft named credential to connect your external banking system to Salesforce.

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

USER PERMISSIONS

To turn on MuleSoft Integration:

- Customize Application

1. Connect your Salesforce and MuleSoft instances.
   a. From Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
   b. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
   c. Turn on Financial Services Cloud Integrations.
   d. Click **Connect to MuleSoft Instance**.
   e. Select a server and click **Next**.
   f. Enter your MuleSoft username and password and sign in.
   g. Grant access to your MuleSoft account.

      It takes a few minutes for Salesforce to connect to MuleSoft.

      Your Salesforce and MuleSoft instances are now connected. You can view the connection details and available integrations.
2. Enable the integration between Salesforce and the core banking system.

a. On the Integrations Setup page, in the Available Integrations section, from the list of available integrations, select the integration that you want to enable, and then click **Enable**.

b. Select the business group that you want to enable the integration for.

c. Select the environment where you want to enable the integration.

d. Enter the app name.

   Make sure that the app name is unique for your MuleSoft instance.

e. Click **Next**.

f. To connect to the core banking system, select the authentication protocol for the integration and its dependent apps, and then enter the relevant details.

g. Enable the integration and wait for the process to be completed.
   A named credential is created for the enabled integration.

h. From Setup, enter `Named Credential` in the Quick Find box, and then select **Named Credentials**.

i. Verify that a named credential was added for the connected MuleSoft instance.

SEE ALSO:

Enable Real-Time Financial Account Information

Set Up MuleSoft for Integration

FSC Integrations API

Create an Integration Definition for the Update Email or Phone Service Process

The Update Email or Phone Service Process uses the `fscserviceprocess.UpdateEmailorPhoneIntegrationProvider` integration definition. It calls the API to update the client's email or phone and the financial accounts in the core banking system. You can use this integration definition, or create your own.

Before you connect to MuleSoft and enable the integration, turn on the setting to retrieve real-time financial account information from your external core banking system. When this setting is turned off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

USER PERMISSIONS

To create Apex Defined integration definitions:

- Customize Application

1. From Setup, in the Quick Find box, enter `Integration Definitions`, and then select **Integration Definitions**.
2. Create an integration definition.

   a. Click **+ New**.

   b. Select **Apex Defined** as the type.

   c. Enter `FSC_UpdateEmailOrPhone` as the name and developer name.

   d. Search for and select the `fscserviceprocess.UpdateEmailorPhoneIntegrationProvider` Apex class.

   e. Confirm that the Attribute Value is `FSC_fsc_integrations_V1_0_0`.

      The Attribute Name and Attribute Value fields are automatically populated. To point to a different Named Credential, enter an attribute name and attribute value.

f. Save the definition and activate it.

SEE ALSO:

Enable Real-Time Financial Account Information

Create an Integration Definition

Clone and Activate the Omniscript for the Update Email or Phone Service Process

Clone and activate the FSCUpdateEmailorPhone Omniscript. This Omniscript gives your users a guided path for completing the request intake process in the Update Email or Phone service process. Use the Omniscript as it is, or customize it to meet the needs of your business.

USER PERMISSIONS

To activate the Update Email or Phone Omniscript:

- Customize Application

1. From the App Launcher, find and select **Omnistudio**.
2. In the Omnistudio app, from the navigation bar, select **Omniscripts**.

   It can take a little time for the Omniscripts app to appear.
3. If the Standard Omnistudio Runtime is disabled, turn it on.
4. Select **FSC/UpdateEmailorPhone**.
5. Click **New Version**.
6. Click **Activate Version**.

Clone and Activate the Update Email or Phone Salesforce Flow

Use the Update Email or Phone Salesforce Request Flow Orchestration to show your users the step-by-step instructions to submit an Update Email or Phone request for a client. You can customize the flow to meet your business needs.

The Process Update Email or Phone Request Orchestration notifies the account that an update email or phone request was made and attempts to process the request. If the attempt is successful, the orchestration closes the associated case and notifies the account. If the attempt fails, the orchestration notifies the case owner.

USER PERMISSIONS

To activate the Update Email or Phone flow:

- Customize Application

You can customize and add the Process Update Email or Phone Request Orchestration to the Update Email or Phone service process.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Click **New Flow**.
3. Click **Use a Template**.
4. Click **All + Templates** and select **Flow Orchestration**.
5. Select the **Process Email or Phone Update Request** Orchestration and click **Create**.
6. Save your changes.
   a. Enter a label for the orchestration and a description.
   b. Enter `ProcessUpdtEmlPhnRqst` as the API name for the orchestration.
   c. Save your changes.
7. Refresh the Process Update Email or Phone Request orchestration page.

8. Save and activate the Update Email or Phone Flow Orchestration.

SEE ALSO:

Flow Builder

Customize What Happens When a Flow Fails

Incorporate Your Company Logo in Update Email or Phone Service Process Communications

Use your company logo in an Email template and use it with the Update Email or Phone service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:

- Manage flow

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Service Process: Update Contact Details**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you update the flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageUrl**.
6. In Value, enter the location in your system where you saved the company logo
7. Save and activate the flow.

SEE ALSO:

Upload and Replace Items on the Documents Tab

Create an Update Email or Phone Service Process from a Template

Create a unique version of the Update Email or Phone service process and enter the details.

USER PERMISSIONS

To create the Update Email or Phone service process:

- Customize Application

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Click **New Service Process**, and then select **Create from Template**.
3. Select **Update Email or Phone**, and click **Save & Launch**.
4. Enter a process name and a unique API name.

   Note the API name, you need it to update the Update Email or Phone Omniscript, Flow, and Flexcards.
5. Update the short and long descriptions.
6. Save your changes.

Add Data Attributes for the Update Email or Phone Service Process

You can create data attributes to store information that a customer provides. The Update Email or Phone service process has predefined data attributes. You can create more data attributes as needed to meet the needs of your business.

USER PERMISSIONS

To add attributes:

- Customize Application

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.

2. Edit a service process or create one.
3. Select **Data Attributes**, and then click **New Data Attribute**.

   Before you update a flow, deactivate it.
4. Enter a name for the attribute and an API name.
5. Select the attribute type.
6. Select the data type.
7. If needed, select a parent attribute.
8. If needed, enter a default value and description.
9. Optionally, select **Required**.
10. Click **Add**.
11. Save your changes, and activate the service process.

SEE ALSO:

Service Process Studio Basics

Service Process Studio Basics

Create an Update Email or Phone Action

Create an action launcher deployment that uses the service process template to give your users quick access to the Update Email or Phone Omniscript. If you have an existing action launcher deployment, add the Update Email or Phone Omniscript to it.

USER PERMISSIONS

To set up the Update Email or Phone service process:

- Customize Application

1. From Setup, in the Quick Find box, enter `Action Launcher`, and then select **Action Launcher**.

   If you can't see Action Launcher, contact your Salesforce admin to get the Industries Service Excellence permission set.
2. Edit a deployment, or click **New Deployment**.
3. Click **Next**.
4. Enter a label and an API name for the deployment.
5. In Guidance to Show, select **Omniscripts**.
6. Click **Next**.
7. Move **Account** from Available Objects to Selected Objects.

   The selected objects determine the objects where you can show the action.
8. Click **Next**.
9. In Select actions to add, select all actions.
10. Click **Next**.
11. In Select Frequently Used Actions, select Action API Name **/FSC/UpdateEmailOrPhone/Multi-Language** Omniscript.

    Note: To see the Omniscript in the list, the Omniscript must be activated.

    If you created a unique Omniscript with a different name, select your customized Omniscript.

12. Save your changes.

SEE ALSO:

Action Launcher

Add the Action to the Person Account Page for the Update Email or Phone Service Process

Add the Update Email or Phone action launcher component to the person account page layout to give your users quick access to the Update Email or Phone Omniscript.

USER PERMISSIONS

To set up the Update Email or Phone service process:
- Customize Application

1. In Setup, click **Object Manager**.
2. In the Quick Find box, enter `Account`, and then select **Account**.
3. Click **Lightning Record Pages**, and select **Account Record Page**.
4. Click **Edit**.
5. On the Components tab, add Action Launcher to the record page.
6. In the properties pane, in the Action Launcher Deployment, select the action launcher deployment you created in the Update Email or Phone action.
7. Save your changes.

Submit an Update Email or Phone Request

Your service agents can capture and submit an Email or Phone update request through the Update Email or Phone Omniscript. A case is then created in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up the Update Email or Phone service process:
- Customize Application

1. On the customer's Person Account record page, in Action Launcher, select the action for updating the email address or phone number service request.
2. Select the email address, phone number, or mobile number that you want to update.
3. Enter the new email address, phone number, or mobile number.
4. Review the updated email address and phone number, and submit the request.

A case is created in Salesforce for the submitted email or phone update request.

Self-Service for Update Email or Phone Service Process

Give your customer community users access to the Email or Phone service process on a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, your customers can raise service process requests at any time, from anywhere. Capture customer requests for email address or phone number updates through a self-service channel.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Update Email or Phone as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to request you to update their email address or phone number.

Set Up Update Email or Phone as a Self-Service Process

Configure a self-service portal by using the Financial Services Client Portal template and give your customer community users a self-guided process to request you to update their email address or phone number.

Before you begin, make sure that you set up the Update Email or Phone service process. See Set Up and Configure the Update Email or Phone Service Process on page 863.

1. Configure the Update Email or Phone service process for self-service on the Financial Services Client Portal. Complete all steps in the Configure Self-Service for Standard Retail Banking Service Processes topic.
2. Assign user permissions to access Named Credentials and External Credentials.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Edit the cloned community user profile.
   c. In the Administrative Permissions section, select **Allows users to modify Named Credentials and External Credentials**.
   d. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set up the Update Email or Phone self-service process:
- Customize Application

Add Your Company Logo to an Email Template

Add your company logo to Salesforce Classic documents and incorporate the logo into an email template. You can later use the email template with retail banking service processes for customer interactions.

1. Upload your company logo to the Documents tab.
   a. Click your profile name, and select **Switch to Salesforce Classic**.
   b. Go to the Documents tab.
      If you don't see the Documents tab in the menu bar, click + and select it from the list.
   c. Under Recent Documents, click **New**.
   d. Enter a document name, select **Externally Available Image**, and select the folder where you want to store the image file.
   e. Select **Choose File**, go to the image folder, and import the file.
   f. Save your changes.
2. Copy the image address.
   a. On the Documents tab, click the image file that you uploaded.
   b. Right-click the image, and select **Copy Image Address**.
3. To use an email address for customer interactions, add an organization-wide email address.
   See Set Up Organization-Wide Email Addresses.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To view the Documents tab and documents:
- Read on documents

To upload documents:
- Create on documents

To edit email templates:
- For public email templates: Modify All Data, Manage Public Lightning Email Templates permission, or template ownership

  For email templates in an Enhanced folder: Modify All data, Edit access to the folder, or template ownership

  For private email templates: Modify All Data or template ownership

Self-Service for Standard Retail Banking Service Processes

Let your customer community users initiate service processes directly from a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, you allow your customers to raise service process requests at any time, from anywhere.

Configure Self-Service for Standard Retail Banking Service Processes

Configure the prebuilt retail banking service processes for self-service so that customer community users can initiate the service processes directly from a self-service portal, such as the Financial Services Client Portal.

Configure Self-Service for Standard Retail Banking Service Processes

Configure the prebuilt retail banking service processes for self-service so that customer community users can initiate the service processes directly from a self-service portal, such as the Financial Services Client Portal.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Create a Customer Community User Profile. See Create a Customer Community User Profile.
2. Assign Permissions Sets to Portal Users. See Assign Permissions Sets to Portal Users.
3. Configure the Financial Services Client Portal. See Configure the Financial Services Client Portal.
4. Create Portal Users. See Create Portal Users.
5. Configure Field-Level Security. See Configure Field-Level Security.
6. Specify Object-Level Permissions. See Specify Object-Level Permissions.
7. Set Up Sharing Sets. See Set Up Sharing Sets.
8. Set Up Sharing Rules. See Set Up Sharing Rules.
9. Make the Retail Banking Service Processes Visible to Your Portal Users. See Make the Retail Banking Service Processes Visible to Your Portal Users.

Retail Banking Service Processes for Financial Services Cloud (Unmanaged Package)

Implementing and executing effective service processes is a key factor for customer satisfaction. Building service processes and configuring integrations with external systems is a time-consuming and complex task.

Service agents can launch these service processes and get started with critical customer service operations. Customer community users can directly launch these service processes from a self-service portal and quickly submit their service process requests.

Notify Travel Plans Service Process (Unmanaged Package)

The Notify Travel Plans service process simplifies the travel experience for your customers, enabling them to provide notice about their upcoming trips. This information helps you to know that the transactions are legitimate, and avoid any card-related issues during a customer's trip.

Update Email or Phone Service Process (Unmanaged Package)

The Update Email or Phone service process allows your customers to maintain accurate contact information, receive timely information, and enhance security through proper communication.

Stop Check Payment Service Process (Unmanaged Package)

The Stop Check Payment service process allows your customers to cancel a check payment, which isn't processed yet. They can cancel a check payment if there's a theft, cancellation, or any other reasons for which the payment is to be stopped.

Report and Replace Cards Service Process (Unmanaged Package)

The Report and Replace Cards service process allows your customers to report stolen cards, block cards, and start a replacement card request.

Order Checkbook Service Process (Unmanaged Package)

The Order Checkbook service process allows your customers to order a checkbook. Customers can choose the number of checks required in the checkbook and the preferred delivery mode while ordering.

Request Statement Copies Service Process (Unmanaged Package)

The Request Statement Copies service process allows your customers to request statement copies for their financial accounts. They can choose to receive their statement copies to a preferred address either through email or post.

Transfer Funds to Own Account Service Process (Unmanaged Package)

The Transfer Funds to Own Account service process allows your customers to transfer funds between their financial accounts within the same bank or financial institution.

Manage Standing Instructions Service Process (Unmanaged Package)

The Manage Standing Instructions service process allows your customers to add or modify instructions for setting up recurring and timely payments.

Manage Beneficiaries Service Process (Unmanaged Package)

The Manage Beneficiaries service process allows your customers to add, modify, or delete beneficiaries who receive the benefit of funds from their financial accounts.

Request Loan Payoff Statement Service Process (Unmanaged Package)

The Request Loan Payoff Statement service process simplifies the way customers can manage and repay their loans.

Add Your Company Logo to an Email Template

Add your company logo to Salesforce Classic documents and incorporate the logo into an email template. You can later use the email template with retail banking service processes for customer interactions.

Customize the Page Layouts with Source System ID and Card Number

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to Card page layouts. The Source ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Connect to MuleSoft and Enable Integration

To get financial accounts information from a core banking system, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment

The OmniScript for each service process guides users in capturing a customer service request. Agents can launch these OmniScripts from the record details page of a person account to capture a service request.

Notify Travel Plans Service Process (Unmanaged Package)

The Notify Travel Plans service process simplifies the travel experience for your customers, enabling them to provide notice about their upcoming trips. This information helps you to know that the transactions are legitimate, and avoid any card-related issues during a customer's trip.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Notify Travel Plans Service Process

Use the Service Process Studio to enable the Notify Travel Plans service process to give your agents an easy-to-follow process for capturing upcoming travel plans of your customers.

Submit a Notify Travel Plans Request

Your service agents can capture and submit a travel plan request through the Notify Travel Plans OmniScript. A case is then created in Salesforce.

Setup and Configuration of the Notify Travel Plans Service Process

Use the Service Process Studio to enable the Notify Travel Plans service process to give your agents an easy-to-follow process for capturing upcoming travel plans of your customers.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Notify Travel Plans Service Process

To use the Notify Travel Plans service process, assign relevant permissions to your users.

Deploy the Notify Travel Plans OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Notify Travel Plans service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Notify Travel Plans Service Process Communications

Add your company logo in an Email template and use it with the Notify Travel Plans service process for customer interactions.

Prepare the Notify Travel Plans OmniScript

The Notify Travel Plans OmniScript contains FlexCards that show account and card details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Manage Data Attributes and Activate the Notify Travel Plans Service Process

The Notify Travel Plans service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Notify Travel Plans service process when the data attributes are ready.

Update the Page Layouts with Source System ID and Card Number for Notify Travel Plans Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Connect to MuleSoft and Enable Integration for Notify Travel Plans Service Process

To get financial accounts information from a core banking system in the Notify Travel Plans OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Notify Travel Plans OmniScript to an Action Launcher Deployment

The FSC/NotifyTravelPlans OmniScript guides users in capturing a customer request to update the travel plan details. Agents can launch this OmniScript from the record details page of a person account to capture travel plan details.

Notify Travel Plans OmniScript Components

Customize the Notify Travel Plans OmniScript to suit your business needs.

Assign Permissions for the Notify Travel Plans Service Process

To use the Notify Travel Plans service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Retail Banking. For more information, see Install the Unmanaged Extension Package for Prebuilt Retail Banking Service Processes.

USER PERMISSIONS

To set field-level security and to edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate each of the objects listed in this task and click **Fields & Relationships**.

c. For each object and field, update the field-level security as shown in this table for all the profiles that use the Notify Travel Plans service process.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Account Name	For the profiles using the Notify Travel Plans service process, select **Visible** and deselect **Read-Only**.
	Case Source	
	Financial Account	
Card	Card Number	For the profiles using the Notify Travel Plans service process, select **Visible** and deselect **Read-Only**.

2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for the **Service Catalog Requests**, **Service Catalog Item Dependencies**, and **Service Catalog Request Related Items** objects assign Read, Create, Edit, and View All permissions.
   f. Repeat these steps for other profiles that are relevant for using the Notify Travel Plans service process.

Deploy the Notify Travel Plans OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Notify Travel Plans service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant for the Notify Travel Plans service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **NotifyTravelPlansOmniElements** static resource.
   c. Click **View file**.

      NotifyTravelPlansOmniElements.zip file is downloaded.
   d. Repeat steps b and c for the **CommonOmniElements** static resource.
2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see Salesforce CLI Setup Guide.

Incorporate Your Company Logo in Notify Travel Plans Service Process Communications

Add your company logo in an Email template and use it with the Notify Travel Plans service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Review Travel Notification**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

Prepare the Notify Travel Plans OmniScript

The Notify Travel Plans OmniScript contains FlexCards that show account and card details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To preview and load FlexCards in the OmniScript
- OmniStudio Admin

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCNotifyTravelPlansShowDebitCards`, and then select **FSCNotifyTravelPlansShowDebitCards**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load these FlexCards:

FLEXCARDS
FSCNotifyTravelPlansShowCreditCards
FSCNotifyTravelPlansShowNoActiveCards
FSCNotifyTravelPlansShowSelectedCards
FSCServiceProcessShowAccountDetails
FSCServiceProcessSelectShippingPreference
FSCServiceProcessShowAddresses
FSCDisplayNewCaseConfirmationIcon

Manage Data Attributes and Activate the Notify Travel Plans Service Process

The Notify Travel Plans service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Notify Travel Plans service process when the data attributes are ready.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To activate the service process definition in Service Process Studio:

- Industry Service Excellence

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Notify Travel Plans service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.
4. Create data attributes or modify the existing data attributes to suit your business needs. For more information, see Data Attributes.
5. If you added or modified any data attributes, save your changes.
6. Activate the service process definition.

Update the Page Layouts with Source System ID and Card Number for Notify Travel Plans Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

1. Update the page layouts with Source System ID and Card Number fields. See Customize the Page Layouts with Source System ID and Card Number.

Connect to MuleSoft and Enable Integration for Notify Travel Plans Service Process

To get financial accounts information from a core banking system in the Notify Travel Plans OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to MuleSoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Notify Travel Plans OmniScript to an Action Launcher Deployment

The FSC/NotifyTravelPlans OmniScript guides users in capturing a customer request to update the travel plan details. Agents can launch this OmniScript from the record details page of a person account to capture travel plan details.

1. Configure an action launcher deployment and add the Notify Travel Plans OmniScript to the record details page of a person account. See Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment.

Notify Travel Plans OmniScript Components

Customize the Notify Travel Plans OmniScript to suit your business needs.

Component Name	Component Type	What It Does	What It Calls
SetServiceProcessAccountContext	Integration Procedure action	Retrieves the user's Account Id from Salesforce when the user logs in to a self-service portal and launches the Notify Travel Plans service process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable.	SelfService_SetServiceProcessAccountContext Integration Procedure
FSC_ServiceProcessGetAccountDetails	Omnistudio Data Mapper extract action	Retrieves the user's account details.	FSCServiceProcessGetAccountDetails Data Mapper
GetStateList	Set values	Retrieves the list of states in the United States.	None
GetCardDetails	Integration Procedure action	Retrieves the list of credit or debit cards based on the financial account's record type.	NotifyTravelPlans_GetCardDetails Integration Procedure
GetSelectedCards	Integration Procedure action	Merges the list of selected debit and credit cards and returns the merged data.	NotifyTravelPlans_GetSelectedCards Integration Procedure
CreateCase	Remote action	Creates a case for the Notify Travel Plans service request.	NotifyTravelPlansHelperFunctions class and callCreateCaseApi method
SetCaseConfirmationDetails	Set values	Sets the case URL and confirmation message for the submitted Notify Travel Plans service request.	None

Submit a Notify Travel Plans Request

Your service agents can capture and submit a travel plan request through the Notify Travel Plans OmniScript. A case is then created in Salesforce.

1. On the customer's person account record page, in the Action Launcher, click **Notify Travel Plans**.
2. Select a financial account.
3. Select the active credit and debit cards.
4. Provide the travel details, such as date of travel, place of travel.
5. Provide the contact details, such as email and phone numbers.
6. Review the details of the notify travel plans request and submit the request.

   A case is created in Salesforce for the submitted travel plan notification.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit a notify travel plans request:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Update Email or Phone Service Process (Unmanaged Package)

The Update Email or Phone service process allows your customers to maintain accurate contact information, receive timely information, and enhance security through proper communication.

Setup and Configuration of the Update Email or Phone Service Process

Use the Service Process Studio to enable the Update Email or Phone service process to give your agents an easy-to-follow process for capturing contact details of your customers.

Submit an Update Email or Phone Request

Your service agents can capture and submit an email or phone update request through the Update Email or Phone OmniScript. A case is then created in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Update Email or Phone Service Process

Use the Service Process Studio to enable the Update Email or Phone service process to give your agents an easy-to-follow process for capturing contact details of your customers.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Update Email or Phone Service Process

To use the Update Email or Phone service process, assign relevant permissions to your users.

Deploy the Update Email or Phone OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Update Email or Phone service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Update Email or Phone Service Process Communications

Use your company logo in an Email template and use it with the Update Email or Phone service process for customer interactions.

Manage Data Attributes and Activate the Update Email or Phone Service Process

The Update Email or Phone service process has predefined data attributes. You can create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Update Email or Phone service process when the needed data attributes are ready.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Update Email or Phone OmniScript to an Action Launcher Deployment

The FSC/UpdateEmailorPhone OmniScript guides users in capturing a customer request to update their contact details. Agents can launch this OmniScript from the record details page of a person account to capture contact details.

Update Email or Phone OmniScript Components

Customize these Update Email or Phone OmniScript components to suit your business needs.

Assign Permissions for the Update Email or Phone Service Process

To use the Update Email or Phone service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Retail Banking. For more information, see Install the Unmanaged Extension Package for Prebuilt Retail Banking Service Processes.

USER PERMISSIONS

To set field-level security and to edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate each of the objects listed in this task and click **Fields & Relationships**.
   c. For each object and field, update the field-level security as shown in this table for all the profiles that use the Update Email or Phone service process.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Account Name	For the profiles using the Update Email or Phone service process, select **Visible** and deselect **Read-Only**.
	Case Source	
	Financial Account	

OBJECT	FIELD	FIELD-LEVEL SECURITY
Card	Card Number	For the profiles using the Update Email or Phone service process, select **Visible** and deselect **Read-Only**.

2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for the **Service Catalog Requests**, **Service Catalog Item Dependencies**, and **Service Catalog Request Related Items** objects assign Read, Create, Edit, and View All permissions.
   f. Repeat these steps for other profiles that are relevant for using the Update Email or Phone service process.

Deploy the Update Email or Phone OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Update Email or Phone service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant for the Update Email or Phone service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **UpdateEmailorPhoneOmniElements** static resource.
   c. Click **View file**.
      UpdateEmailorPhoneOmniElements.zip file is downloaded.
   d. Repeat steps b and c for the **CommonOmniElements** static resource.
2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see Salesforce CLI Setup Guide.

Incorporate Your Company Logo in Update Email or Phone Service Process Communications

Use your company logo in an Email template and use it with the Update Email or Phone service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Review Contact Update**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.

6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

Manage Data Attributes and Activate the Update Email or Phone Service Process

The Update Email or Phone service process has predefined data attributes. You can create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Update Email or Phone service process when the needed data attributes are ready.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To activate the service process definition in Service Process Studio:

- Industry Service Excellence

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Update Email or Phone service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.
4. Create data attributes or modify the existing data attributes to suit your business needs. For more information, see Data Attributes.
5. If you added or modified any data attributes, save your changes.
6. Activate the service process definition.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Update Email or Phone OmniScript to an Action Launcher Deployment

The FSC/UpdateEmailorPhone OmniScript guides users in capturing a customer request to update their contact details. Agents can launch this OmniScript from the record details page of a person account to capture contact details.

1. Configure an action launcher deployment and add the Update Email or Phone OmniScript to the record details page of a person account. See Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment.

Update Email or Phone OmniScript Components

Customize these Update Email or Phone OmniScript components to suit your business needs.

Component Name	Component Type	What It Does	What It Calls
SetServiceProcessAccountContext	Integration Procedure action	Retrieves the user's Account Id from Salesforce when the user logs in to a self-service portal and launches the Update Email or Phone service process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable.	SelfService_SetServiceProcessAccountContext Integration Procedure

Component Name	Component Type	What It Does	What It Calls
FSC_ServiceProcessGetAccountDetails	Omnistudio Data Mapper extract action	Retrieves the user's account details.	FSCServiceProcessGetAccountDetails Data Mapper
PhoneCountryCode	Select properties	Shows a list of country code values for the phone number.	None
MobileCountryCode	Select properties	Shows a list of country code values for the mobile number.	None
CreateCase	Remote action	Creates a case for the Update Email or Phone service request.	UpdateEmailorPhoneHelperFunctions class and callCreateCaseApi method
SetCaseConfirmationDetails	Set values	Sets the case URL and confirmation message for the submitted Update Email or Phone service request.	None

Submit an Update Email or Phone Request

Your service agents can capture and submit an email or phone update request through the Update Email or Phone OmniScript. A case is then created in Salesforce.

1. On the customer's Person Account record page, in the Action Launcher, select the action to start the update email or phone service request.
2. Select the email address, phone number, or the mobile number to be updated.
3. Enter the new email address, phone number, or the mobile number.
4. Review the updated email and phone number details and submit the request.

   A case is created in Salesforce for the submitted email or phone update request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit an update email or phone request:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Stop Check Payment Service Process (Unmanaged Package)

The Stop Check Payment service process allows your customers to cancel a check payment, which isn't processed yet. They can cancel a check payment if there's a theft, cancellation, or any other reasons for which the payment is to be stopped.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Stop Check Payment Service Process

Use the Service Process Studio to enable the Stop Check Payment service process to give your agents an easy-to-follow process for capturing stop check payment requests of your customers.

Assign Permissions for the Update Stop Check Payment Service Process

To use the Stop Check Payment service process, assign relevant permissions to your users.

Deploy the Stop Check Payment OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Stop Check Payment service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Stop Check Payment Service Process Communications

Use your company logo in an Email template and use it with the Stop Check Payment service process for customer interactions.

Prepare the Stop Check Payment OmniScript

The Stop Check Payment OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Manage Data Attributes and Activate the Stop Check Payment Service Process

The Stop Check Payment service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Stop Check Payment service process when the data attributes are ready.

Update the Page Layouts with Source System ID and Card Number for Stop Check Payment Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Connect to MuleSoft and Enable Integration for Stop Check Payment Service Process

To get financial accounts information from a core banking system in the Stop Check Payment OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Stop Check Payment OmniScript to an Action Launcher Deployment

The FSC/StopCheckPayment OmniScript guides users in capturing a customer request to stop a check payment. Agents can launch this OmniScript from the record details page of a person account to capture the stop check payment details.

Stop Check Payment OmniScript Components

Customize these Stop Check Payment OmniScript components to suit your business needs.

Assign Permissions for the Update Stop Check Payment Service Process

To use the Stop Check Payment service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Retail Banking. For more information, see Install the Unmanaged Extension Package for Prebuilt Retail Banking Service Processes.

USER PERMISSIONS

To set field-level security and to edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate each of the objects listed in this task and click **Fields & Relationships**.
   c. For each object and field, update the field-level security as shown in this table for all the profiles that use the Stop Check Payment service process.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Account Name	For the profiles using the Stop Check Payment service process, select **Visible** and deselect **Read-Only**.
	Case Source	
	Financial Account	
Card	Card Number	For the profiles using the Stop Check Payment service process, select **Visible** and deselect **Read-Only**.

2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for the **Service Catalog Requests**, **Service Catalog Item Dependencies**, and **Service Catalog Request Related Items** objects assign Read, Create, Edit, and View All permissions.
   f. Repeat these steps for other profiles that are relevant for using the Stop Check Payment service process.

Deploy the Stop Check Payment OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Stop Check Payment service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:

- Customize Application

1. Download the static resources relevant for the Stop Check Payment service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.

b. Find and select the **StopCheckPaymentOmniElements** static resource.

c. Click **View file**.

StopCheckPaymentOmniElements.zip file is downloaded.

d. Repeat steps b and c for the **CommonOmniElements** static resource.

2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see Salesforce CLI Setup Guide.

Incorporate Your Company Logo in Stop Check Payment Service Process Communications

Use your company logo in an Email template and use it with the Stop Check Payment service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:

- Manage flow

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Review Stop Check Payment**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

Prepare the Stop Check Payment OmniScript

The Stop Check Payment OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To preview and load FlexCards in the OmniScript

- OmniStudio Admin

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCStopCheckPaymentShowFinancialAccounts`, and then select **FSCStopCheckPaymentShowFinancialAccounts**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load the **FSCStopCheckPaymentShowDetails** FlexCard.

Manage Data Attributes and Activate the Stop Check Payment Service Process

The Stop Check Payment service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Stop Check Payment service process when the data attributes are ready.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To activate the service process definition in Service Process Studio:

- Industry Service Excellence

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Stop Check Payment service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.
4. Create data attributes or modify the existing data attributes to suit your business needs. For more information, see Data Attributes.
5. If you added or modified any data attributes, save your changes.
6. Activate the service process definition.

Update the Page Layouts with Source System ID and Card Number for Stop Check Payment Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

1. Update the page layouts with Source System ID and Card Number fields. See Customize the Page Layouts with Source System ID and Card Number.

Connect to MuleSoft and Enable Integration for Stop Check Payment Service Process

To get financial accounts information from a core banking system in the Stop Check Payment OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to MuleSoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Stop Check Payment OmniScript to an Action Launcher Deployment

The FSC/StopCheckPayment OmniScript guides users in capturing a customer request to stop a check payment. Agents can launch this OmniScript from the record details page of a person account to capture the stop check payment details.

1. Configure an action launcher deployment and add the Stop Check Payment OmniScript to the record details page of a person account. See Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment.

Stop Check Payment OmniScript Components

Customize these Stop Check Payment OmniScript components to suit your business needs.

Component Name	Component Type	What It Does	What It Calls
SetServiceProcessAccountContext	Integration Procedure action	Retrieves the user's Account Id from Salesforce when the user logs in to a self-service portal and launches the Stop Check Payment service process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable.	SelfService_SetServiceProcessAccountContext Integration Procedure
FSC_ServiceProcessGetAccountDetails	Omnistudio Data Mapper extract action	Retrieves the user's account details.	FSCServiceProcessGetAccountDetails Data Mapper
GetFinancialAccounts	Integration Procedure action	Retrieves financial accounts associated with a Person Account.	StopCheckPayment_GetFinancialAccounts Integration Procedure
StopPayReason	Select properties	Shows the reason to stop check payment.	None
CreateCase	Remote action	Creates a case for the Stop Check Payment service request.	StopCheckPaymentHelperFunctions class and callCreateCaseApi method
SetCaseConfirmationDetails	Set values	Sets the case URL and confirmation message for the submitted Stop Check Payment service request.	None

Submit a Stop Check Payment Request

Your service agents can capture and submit a stop check payment request through the Stop Check Payment OmniScript. A case is then created in Salesforce.

1. On the customer's person account record page, in the action launcher, select the action for raising the stop check payment service request.
2. Select a financial account.
3. Select a check or a range of checks for which the payment is to be stopped.
4. Enter the check and payee details.
5. Select a reason for stop payment.
6. Review the stop check payment details and submit the request.

   A case is created in Salesforce for the submitted stop check payment request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit a stop check payment request:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Report and Replace Cards Service Process (Unmanaged Package)

The Report and Replace Cards service process allows your customers to report stolen cards, block cards, and start a replacement card request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Report and Replace Cards Service Process

Use the Service Process Studio to enable the Report and Replace Cards service process to give your agents an easy-to-follow process for capturing customer requests to report stolen cards and request a replacement card.

Submit a Report and Replace Cards Request

Your service agents can capture and submit a customer request to report stolen cards through the Report and Replace Cards OmniScript. A case is then created in Salesforce.

Setup and Configuration of the Report and Replace Cards Service Process

Use the Service Process Studio to enable the Report and Replace Cards service process to give your agents an easy-to-follow process for capturing customer requests to report stolen cards and request a replacement card.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Report and Replace Cards Service Process

To use the Report and Replace Cards service process, assign relevant permissions to your users.

Deploy the Report and Replace Cards OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Report and Replace Cards service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Report and Replace Cards Service Process Communications

Use your company logo in an Email template and use it with the Report and Replace Cards service process for customer interactions.

Prepare the Report and Replace Cards OmniScript

The Report and Replace Cards OmniScript contains FlexCards that show the account and card details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Manage Data Attributes and Activate the Report and Replace Cards Service Process

The Report and Replace Cards service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Report and Replace Cards service process when the data attributes are ready.

Update the Page Layouts with Source System ID and Card Number for Report and Replace Cards Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Connect to MuleSoft and Enable Integration for Report and Replace Cards Service Process

To get financial accounts information from a core banking system in the Report and Replace Cards OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Report and Replace Cards OmniScript to an Action Launcher Deployment

The FSC/ReportandReplaceCards OmniScript guides users in capturing a customer request for reporting stolen cards and requesting a replacement card. Agents can launch this OmniScript from the record details page of a person account to capture the stolen card details.

Report and Replace Cards OmniScript Components

Customize these Report and Replace Cards OmniScript components to suit your business needs.

Assign Permissions for the Report and Replace Cards Service Process

To use the Report and Replace Cards service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Retail Banking. For more information, see Install the Unmanaged Extension Package for Prebuilt Retail Banking Service Processes.

USER PERMISSIONS

To set field-level security and to edit object permissions:
- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate each of the objects listed in this task and click **Fields & Relationships**.
   c. For each object and field, update the field-level security as shown in this table for all the profiles that use the Report and Replace Cards service process.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Account Name	For the profiles using the Report and Replace Cards service process, select **Visible** and deselect **Read-Only**.
	Case Source	
	Financial Account	
Card	Card Number	For the profiles using the Report and Replace Cards service process, select **Visible** and deselect **Read-Only**.

2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for the **Service Catalog Requests**, **Service Catalog Item Dependencies**, and **Service Catalog Request Related Items** objects assign Read, Create, Edit, and View All permissions.
   f. Repeat these steps for other profiles that are relevant for using the Report and Replace Cards service process.

Deploy the Report and Replace Cards OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Report and Replace Cards service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant for the Report and Replace Cards service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **ReportandReplaceCardsOmniElements** static resource.
   c. Click **View file**.

      ReportandReplaceCardsOmniElements.zip file is downloaded.

d. Repeat steps b and c for the **CommonOmniElements** static resource.

2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see Salesforce CLI Setup Guide.

Incorporate Your Company Logo in Report and Replace Cards Service Process Communications

Use your company logo in an Email template and use it with the Report and Replace Cards service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Review Report and Replace Card**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

Prepare the Report and Replace Cards OmniScript

The Report and Replace Cards OmniScript contains FlexCards that show the account and card details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To preview and load FlexCards in the OmniScript
- OmniStudio Admin

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCReportandReplaceCardsShowDebitCards`, and then select **FSCReportandReplaceCardsShowDebitCards**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load these FlexCards:

FLEXCARDS
FSCReportandReplaceCardsShowCreditCards
FSCReportandReplaceCardsShowNoActiveCards
FSCReportandReplaceCardsShowSelectedCards
FSCReportandReplaceCardsShowAddresses
FSCReportandReplaceCardsShowSummary

FLEXCARDS
FSCReportandReplaceCardsShowSummaryofCards

Manage Data Attributes and Activate the Report and Replace Cards Service Process

The Report and Replace Cards service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Report and Replace Cards service process when the data attributes are ready.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To activate the service process definition in Service Process Studio:

- Industry Service Excellence

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Report and Replace Cards service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.
4. Create data attributes or modify the existing data attributes to suit your business needs. For more information, see Data Attributes.
5. If you added or modified any data attributes, save your changes.
6. Activate the service process definition.

Update the Page Layouts with Source System ID and Card Number for Report and Replace Cards Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

1. Update the page layouts with Source System ID and Card Number fields. See Customize the Page Layouts with Source System ID and Card Number.

Connect to MuleSoft and Enable Integration for Report and Replace Cards Service Process

To get financial accounts information from a core banking system in the Report and Replace Cards OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to MuleSoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Report and Replace Cards OmniScript to an Action Launcher Deployment

The FSC/ReportandReplaceCards OmniScript guides users in capturing a customer request for reporting stolen cards and requesting a replacement card. Agents can launch this OmniScript from the record details page of a person account to capture the stolen card details.

1. Configure an action launcher deployment and add the Report and Replace cards OmniScript to the record details page of a person account. See Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment.

Report and Replace Cards OmniScript Components

Customize these Report and Replace Cards OmniScript components to suit your business needs.

Component Name	Component Type	What It Does	What It Calls
SetServiceProcessAccountContext	Integration Procedure action	Retrieves the customer user's Account Id from Salesforce when the user logs in to a self-service portal and launches the Report and Replace Cards service process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable.	SelfService_SetServiceProcessAccountContext Integration Procedure
FSC_ServiceProcessGetAccountDetails	Omnistudio Data Mapper extract action	Retrieves the user's account details.	FSCServiceProcessGetAccountDetails Data Mapper
GetCardDetails	Integration Procedure action	Retrieves the list of cards based on financial account's record type.	ReportandReplaceCards_GetCardDetails Integration Procedure
ReasonForReporting	Select properties	Shows a list of reasons for reporting and replacing cards.	None
GetSelectedCards	Integration Procedure action	Merges the list of selected debit and credit cards and returns the merged data.	ReportandReplaceCards_GetSelectedCards Integration Procedure
SelectAllCardsAction	Integration Procedure action	Selects all the available cards.	ReportandReplaceCards_SelectAllCards Integration Procedure
GroupCards	Integration Procedure action	Retrieves addresses associated with a person account.	ReportandReplaceCards_GetAccountAddresses Integration Procedure
GetAccountAddresses	Integration Procedure action	Retrieves addresses associated with a person account.	ReportandReplaceCards_GetAccountAddresses Integration Procedure
TransformSelectedCardData	Integration Procedure action	Transforms the selected card data.	ReportandReplaceCards_TransformSelectedCardDetails Integration Procedure
CreateCase	Remote action	Creates a case for the Report and Replace Cards service request.	ReportandReplaceCardsHelperFunctions class and callCreateCaseApi method
SetCaseConfirmationDetails	Set values	Sets the case URL and confirmation message for the submitted Report and Replace Cards service request.	None

Submit a Report and Replace Cards Request

Your service agents can capture and submit a customer request to report stolen cards through the Report and Replace Cards OmniScript. A case is then created in Salesforce.

1. On the customer's person account record page, in the action launcher, select the action for raising the report and replace cards service request.
2. Select the active debit and credit cards to be blocked.
3. Enter a reason to block the cards.
4. If you want to order a replacement for the blocked cards, select the yes option, and then select the cards to be replaced.
5. Select a shipping preference and a shipping address to send the replacement cards.
6. Review the card details and the reason for card blocking, and then submit the request.

   A case is created in Salesforce for the submitted block card request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit a report and replace cards request:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Order Checkbook Service Process (Unmanaged Package)

The Order Checkbook service process allows your customers to order a checkbook. Customers can choose the number of checks required in the checkbook and the preferred delivery mode while ordering.

Setup and Configuration of the Order Checkbook Service Process

Use the Service Process Studio to enable the Order Checkbook service process to give your agents an easy-to-follow process for capturing new checkbook orders from your customers.

Submit an Order Checkbook Request

Your service agents can capture and submit a new checkbook request through the Order Checkbook OmniScript. A case is then created in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Order Checkbook Service Process

Use the Service Process Studio to enable the Order Checkbook service process to give your agents an easy-to-follow process for capturing new checkbook orders from your customers.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Order Checkbook Service Process

To use the Order Checkbook service process, assign relevant permissions to your users.

Deploy the Order Checkbook OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Order Checkbook service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Order Checkbook Service Process Communications

Use your company logo in an Email template and use it with the Order Checkbook service process for customer interactions.

Prepare the Order Checkbook OmniScript

The Order Checkbook OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Manage Data Attributes and Activate the Order Checkbook Service Process

The Order Checkbook service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Order Checkbook service process when the data attributes are ready.

Update the Page Layouts with Source System ID and Card Number for Order Checkbook Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Connect to MuleSoft and Enable Integration for Order Checkbook Service Process

To get financial accounts information from a core banking system in the Order Checkbook OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Order Checkbook OmniScript to an Action Launcher Deployment

The FSC/OrderCheckbook OmniScript guides users in capturing a customer request for a new checkbook. Agents can launch this OmniScript from the record details page of a person account to capture the checkbook order details.

Order Checkbook OmniScript Components

Customize these Order Checkbook OmniScript components to suit your business needs.

Assign Permissions for the Order Checkbook Service Process

To use the Order Checkbook service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Retail Banking. For more information, see Install the Unmanaged Extension Package for Prebuilt Retail Banking Service Processes.

USER PERMISSIONS

To set field-level security and to edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate each of the objects listed in this task and click **Fields & Relationships**.

c. For each object and field, update the field-level security as shown in this table for all the profiles that use the Order Checkbook service process.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Account Name	For the profiles using the Order Checkbook service process, select **Visible** and deselect **Read-Only**.
	Case Source	
	Financial Account	
Card	Card Number	For the profiles using the Order Checkbook service process, select **Visible** and deselect **Read-Only**.

2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for the **Service Catalog Requests**, **Service Catalog Item Dependencies**, and **Service Catalog Request Related Items** objects assign Read, Create, Edit, and View All permissions.
   f. Repeat these steps for other profiles that are relevant for using the Order Checkbook service process.

Deploy the Order Checkbook OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Order Checkbook service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant for the Order Checkbook service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **OrderCheckbookOmniElements** static resource.
   c. Click **View file**.

      OrderCheckbookOmniElements.zip file is downloaded.
   d. Repeat steps b and c for the **CommonOmniElements** static resource.
2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see Salesforce CLI Setup Guide.

Incorporate Your Company Logo in Order Checkbook Service Process Communications

Use your company logo in an Email template and use it with the Order Checkbook service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Review Order Checkbook**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

Prepare the Order Checkbook OmniScript

The Order Checkbook OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To preview and load FlexCards in the OmniScript
- OmniStudio Admin

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCOrderCheckbookShowFinancialAccounts`, and then select **FSCOrderCheckbookShowFinancialAccounts**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load the **FSCOrderCheckbookSummary** FlexCard.

Manage Data Attributes and Activate the Order Checkbook Service Process

The Order Checkbook service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Order Checkbook service process when the data attributes are ready.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To activate the service process definition in Service Process Studio:
- Industry Service Excellence

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Order Checkbook service process and from its quick actions menu, click **Edit**.

3. From the navigation pane of the Service Process Definition, select **Data Attributes**.
4. Create data attributes or modify the existing data attributes to suit your business needs. For more information, see Data Attributes.
5. If you added or modified any data attributes, save your changes.
6. Activate the service process definition.

Update the Page Layouts with Source System ID and Card Number for Order Checkbook Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

1. Update the page layouts with Source System ID and Card Number fields. See Customize the Page Layouts with Source System ID and Card Number.

Connect to MuleSoft and Enable Integration for Order Checkbook Service Process

To get financial accounts information from a core banking system in the Order Checkbook OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to MuleSoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Order Checkbook OmniScript to an Action Launcher Deployment

The FSC/OrderCheckbook OmniScript guides users in capturing a customer request for a new checkbook. Agents can launch this OmniScript from the record details page of a person account to capture the checkbook order details.

1. Configure an action launcher deployment and add the Order Checkbook OmniScript to the record details page of a person account. See Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment.

Order Checkbook OmniScript Components

Customize these Order Checkbook OmniScript components to suit your business needs.

Component Name	Component Type	What It Does	What It Calls
SetServiceProcessAccountContext	Integration Procedure action	Retrieves the user's Account Id from Salesforce when the user logs in to a self-service portal and launches the Order Checkbook service process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable.	SelfService_SetServiceProcessAccountContext Integration Procedure

Component Name	Component Type	What It Does	What It Calls
FSC_ServiceProcessGetAccountDetails	Omnistudio Data Mapper extract action	Retrieves the user's account details.	FSCServiceProcessGetAccountDetails Data Mapper
NumberofChecks	Select properties	Shows the number of check leaves you can select.	None
GetFinancialAccounts	Integration Procedure action	Retrieves financial accounts associated with a person account.	OrderCheckbook_GetFinancialAccounts Integration Procedure
GetFinancialAccountAddresses	Integration Procedure action	Retrieves addresses associated with a financial account.	OrderCheckbook_GetFinancialAccountAddresses Integration Procedure
CreateCase	Remote action	Creates a case for the Order Checkbook Plans service request.	OrderCheckbookHelperFunctions class and callCreateCaseApi method
SetCaseConfirmationDetails	Set values	Sets the case URL and confirmation message for the submitted Order Checkbook service request.	None

Submit an Order Checkbook Request

Your service agents can capture and submit a new checkbook request through the Order Checkbook OmniScript. A case is then created in Salesforce.

1. On the customer's person account record page, in the action launcher, select the action to start a new checkbook service request.
2. Select a financial account.
3. Enter the number of checks, select a shipping preference and a shipping address.
4. Review the checkbook order details and submit the request.

   A case is created in Salesforce for the submitted new checkbook request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit a checkbook order request:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Request Statement Copies Service Process (Unmanaged Package)

The Request Statement Copies service process allows your customers to request statement copies for their financial accounts. They can choose to receive their statement copies to a preferred address either through email or post.

Setup and Configuration of the Request Statement Copies Service Process

Use the Service Process Studio to enable the Request Statement Copies service process to give your agents an easy-to-follow process for capturing statement copies request.

Request Statement Copies for an Account

Your service agents can capture and submit a request for sending statement copies through the Request Statement Copies OmniScript. A case is then created in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Request Statement Copies Service Process

Use the Service Process Studio to enable the Request Statement Copies service process to give your agents an easy-to-follow process for capturing statement copies request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Request Statement Copies Service Process

To use the Request Statement Copies service process, assign relevant permissions to your users.

Deploy the Request Statement Copies OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Request Statement Copies service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Request Statement Copies Service Process Communications

Use your company logo in an Email template and use it with the Request Statement Copies service process for customer interactions.

Prepare the Request Statement Copies OmniScript

The Request Statement Copies OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Manage Data Attributes and Activate the Request Statement Copies Service Process

The Request Statement Copies service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Request Statement Copies service process when the data attributes are ready.

Update the Page Layouts with Source System ID and Card Number for Request Statement Copies Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Connect to MuleSoft and Enable Integration for Request Statement Copies Service Process

To get financial accounts information from a core banking system in the Request Statement Copies OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Request Statement Copies OmniScript to an Action Launcher Deployment

The FSC/RequestStatementCopies OmniScript guides users in capturing a customer request for obtaining statement copies. Agents can launch this OmniScript from the record details page of a person account to capture the details of the financial accounts and the duration for which the statement copies are needed.

Request Statement Copies OmniScript Components

Customize these Request Statement Copies OmniScript components to suit your business needs.

Assign Permissions for the Request Statement Copies Service Process

To use the Request Statement Copies service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Retail Banking. For more information, see Install the Unmanaged Extension Package for Prebuilt Retail Banking Service Processes.

USER PERMISSIONS

To set field-level security and to edit object permissions:
- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate each of the objects listed in this task and click **Fields & Relationships**.
   c. For each object and field, update the field-level security as shown in this table for all the profiles that use the Request Statement Copies service process.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Account Name	For the profiles using the Request Statement Copies service process, select **Visible** and deselect **Read-Only**.
	Case Source	
	Financial Account	
Card	Card Number	For the profiles using the Request Statement Copies service process, select **Visible** and deselect **Read-Only**.

2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for the **Service Catalog Requests**, **Service Catalog Item Dependencies**, and **Service Catalog Request Related Items** objects assign Read, Create, Edit, and View All permissions.
   f. Repeat these steps for other profiles that are relevant for using the Request Statement Copies service process.

Deploy the Request Statement Copies OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Request Statement Copies service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant for the Request Statement Copies service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **RequestStatementCopiesOmniElements** static resource.
   c. Click **View file**.

      RequestStatementCopiesOmniElements.zip file is downloaded.

   d. Repeat steps b and c for the **CommonOmniElements** static resource.

2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see Salesforce CLI Setup Guide.

Incorporate Your Company Logo in Request Statement Copies Service Process Communications

Use your company logo in an Email template and use it with the Request Statement Copies service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Review Request Statement Copies**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

Prepare the Request Statement Copies OmniScript

The Request Statement Copies OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To preview and load FlexCards in the OmniScript
- OmniStudio Admin

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCRequestStatementCopiesShowFinancialAccounts`, and then select **FSCRequestStatementCopiesShowFinancialAccounts**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load the **FSCRequestStatementCopiesShowSetDuration** and **RequestStatementCopiesShowSummary** FlexCards.

Manage Data Attributes and Activate the Request Statement Copies Service Process

The Request Statement Copies service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Request Statement Copies service process when the data attributes are ready.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To activate the service process definition in Service Process Studio:

- Industry Service Excellence

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Request Statement Copies service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.
4. Create data attributes or modify the existing data attributes to suit your business needs. For more information, see Data Attributes.
5. If you added or modified any data attributes, save your changes.
6. Activate the service process definition.

Update the Page Layouts with Source System ID and Card Number for Request Statement Copies Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

1. Update the page layouts with Source System ID and Card Number fields. See Customize the Page Layouts with Source System ID and Card Number.

Connect to MuleSoft and Enable Integration for Request Statement Copies Service Process

To get financial accounts information from a core banking system in the Request Statement Copies OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to MuleSoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Request Statement Copies OmniScript to an Action Launcher Deployment

The FSC/RequestStatementCopies OmniScript guides users in capturing a customer request for obtaining statement copies. Agents can launch this OmniScript from the record details page of a person account to capture the details of the financial accounts and the duration for which the statement copies are needed.

1. Configure an action launcher deployment and add the Request Statement Copies OmniScript to the record details page of a person account. See Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment.

Request Statement Copies OmniScript Components

Customize these Request Statement Copies OmniScript components to suit your business needs.

Component Name	Component Type	What It Does	What It Calls
SetServiceProcessAccountContext	Integration Procedure action	Retrieves the user's Account Id from Salesforce when the user logs in to a self-service portal and launches the Request Statement Copies service process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable.	SelfService_SetServiceProcessAccountContext Integration Procedure
FSC_ServiceProcessGetAccountDetails	Omnistudio Data Mapper extract action	Retrieves the user's account details.	FSCServiceProcessGetAccountDetails Data Mapper
GetFinancialAccounts	Integration Procedure action	Retrieves financial accounts associated with a Person Account.	RequestStatementCopies_GetFinancialAccounts Integration Procedure
GetAccountsAddress	Integration Procedure action	Retrieves addresses associated with a Person Account.	RequestStatementCopies_GetFinancialAccountAddresses Integration Procedure
CreateCase	Remote action	Creates a case for the Request Statement Copies service request.	RequestStatementCopiesHelperFunctions class and callCreateCaseApi method
SetCaseConfirmationDetails	Set values	Sets the case URL and confirmation message for the submitted Request Statement Copies service request.	None

Request Statement Copies for an Account

Your service agents can capture and submit a request for sending statement copies through the Request Statement Copies OmniScript. A case is then created in Salesforce.

1. On the customer's person account record page, in the action launcher, select the action for raising a new checkbook service request.
2. Select a financial account.
3. Select the duration for which the statement copy is needed.
4. Select the mode of delivery through which the statement copy is sent.
5. If you've selected the mode of delivery as Post, select a shipping method and a shipping address.
6. Review the details of the request for statement copies and submit the request.

   A case is created in Salesforce for the submitted request for statement copies.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit a request for statement copies:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Transfer Funds to Own Account Service Process (Unmanaged Package)

The Transfer Funds to Own Account service process allows your customers to transfer funds between their financial accounts within the same bank or financial institution.

Setup and Configuration of the Transfer Funds to Own Account Service Process

Use the Service Process Studio to enable the Transfer Funds to Own Account service process to give your agents an easy-to-follow process for capturing a funds transfer request.

Submit a Request to Transfer Funds Between Accounts

Your service agents can capture and submit a request for fund transfer through the Transfer Funds to Own Account OmniScript. A case is then created in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Transfer Funds to Own Account Service Process

Use the Service Process Studio to enable the Transfer Funds to Own Account service process to give your agents an easy-to-follow process for capturing a funds transfer request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Transfer Funds to Own Account Service Process

To use the Transfer Funds to Own Account service process, assign relevant permissions to your users.

Deploy the Transfer Funds to Own Account OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Transfer Funds to Own Account service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Transfer Funds to Own Account Service Process Communications

Use your company logo in an Email template and use it with the Transfer Funds to Own Account service process for customer interactions.

Prepare the Transfer Funds to Own Account OmniScript

The Transfer Funds to Own Account OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Manage Data Attributes and Activate the Transfer Funds to Own Account Service Process

The Transfer Funds to Own Account service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Transfer Funds to Own Account service process when the data attributes are ready.

Update the Page Layouts with Source System ID and Card Number for Transfer Funds to Own Account Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Connect to MuleSoft and Enable Integration for Transfer Funds to Own Account Service Process

To get financial accounts information from a core banking system in the Transfer Funds to Own Account OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Transfer Funds to Own Account OmniScript to an Action Launcher Deployment

The FSC/TransferFundstoOwnAccount OmniScript guides users in capturing a customer request to transfer funds. Agents can launch this OmniScript from the record details page of a person account to capture the details of the source and the destination financial account between which the funds must be transferred.

Transfer Funds to Own Account OmniScript Components

Customize these Transfer Funds to Own Account OmniScript components to suit your business needs.

Assign Permissions for the Transfer Funds to Own Account Service Process

To use the Transfer Funds to Own Account service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Retail Banking. For more information, see Install the Unmanaged Extension Package for Prebuilt Retail Banking Service Processes.

USER PERMISSIONS

To set field-level security and to edit object permissions:
- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate each of the objects listed in this task and click **Fields & Relationships**.
   c. For each object and field, update the field-level security as shown in this table for all the profiles that use the Transfer Funds to Own Account service process.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Account Name	For the profiles using the Transfer Funds to Own Account service process, select **Visible** and deselect **Read-Only**.
	Case Source	
	Financial Account	
Card	Card Number	For the profiles using the Transfer Funds to Own Account service process, select **Visible** and deselect **Read-Only**.

2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for the **Service Catalog Requests**, **Service Catalog Item Dependencies**, and **Service Catalog Request Related Items** objects assign Read, Create, Edit, and View All permissions.
   f. Repeat these steps for other profiles that are relevant for using the Transfer Funds to Own Account service process.

Deploy the Transfer Funds to Own Account OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Transfer Funds to Own Account service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant for the Transfer Funds to Own Account service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **TransferFundstoOwnAccountOmniElements** static resource.
   c. Click **View file**.

TransferFundstoOwnAccountOmniElements.zip file is downloaded.

d. Repeat steps b and c for the **CommonOmniElements** static resource.

2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see Salesforce CLI Setup Guide.

Incorporate Your Company Logo in Transfer Funds to Own Account Service Process Communications

Use your company logo in an Email template and use it with the Transfer Funds to Own Account service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Review Transfer Funds To Own Account**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

Prepare the Transfer Funds to Own Account OmniScript

The Transfer Funds to Own Account OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

USER PERMISSIONS

To preview and load FlexCards in the OmniScript
- OmniStudio Admin

Before you begin:
- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCTransferFundsToOwnAccountShowCreditOrLoanDstinationAccount`, and then select **FSCTransferFundsToOwnAccountShowCreditOrLoanDstinationAccount**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load these FlexCards:

FLEXCARDS
FSCTransferFundsToOwnAccountShowNoFinancialAccounts
FSCTransferFundsToOwnAccountShowSummary
FSCTransferFundsToOwnAccountShowDisclaimer

Manage Data Attributes and Activate the Transfer Funds to Own Account Service Process

The Transfer Funds to Own Account service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Transfer Funds to Own Account service process when the data attributes are ready.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To activate the service process definition in Service Process Studio:

- Industry Service Excellence

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Transfer Funds to Own Account service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.
4. Create data attributes or modify the existing data attributes to suit your business needs. For more information, see Data Attributes.
5. If you added or modified any data attributes, save your changes.
6. Activate the service process definition.

Update the Page Layouts with Source System ID and Card Number for Transfer Funds to Own Account Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

1. Update the page layouts with Source System ID and Card Number fields. See Customize the Page Layouts with Source System ID and Card Number.

Connect to MuleSoft and Enable Integration for Transfer Funds to Own Account Service Process

To get financial accounts information from a core banking system in the Transfer Funds to Own Account OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to MuleSoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Transfer Funds to Own Account OmniScript to an Action Launcher Deployment

The FSC/TransferFundstoOwnAccount OmniScript guides users in capturing a customer request to transfer funds. Agents can launch this OmniScript from the record details page of a person account to capture the details of the source and the destination financial account between which the funds must be transferred.

1. Configure an action launcher deployment and add the Transfer Funds to Own Account OmniScript to the record details page of a person account. See Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment.

Transfer Funds to Own Account OmniScript Components

Customize these Transfer Funds to Own Account OmniScript components to suit your business needs.

Component Name	Component Type	What It Does	What It Calls
SetServiceProcessAccountContext	Integration Procedure action	Retrieves the user's Account Id from Salesforce when the user logs in to a self-service portal and launches the Transfer Funds to Own Account service process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable.	SelfService_SetServiceProcessAccountContext Integration Procedure
FSC_ServiceProcessGetAccountDetails	Omnistudio Data Mapper extract action	Retrieves the user's account details.	FSCServiceProcessGetAccountDetails Data Mapper
GetFinancialAccounts	Integration Procedure action	Retrieves financial accounts associated with a Person Account.	TransferFundstoOwnAccount_GetFinancialAccounts Integration Procedure
GetTransferFromBalance	Integration Procedure action	Retrieves the real-time balance of the source financial account.	TransferFundstoOwnAccount_GetBalance Integration Procedure
GetTransferToBalance	Integration Procedure action	Retrieves the real-time balance of the destination financial account.	TransferFundstoOwnAccount_GetBalance Integration Procedure
Frequency	Select properties	Shows the list of payment frequencies. To add a payment frequency, update the Expression value of the CheckDurationValidationErrorOnSelectedDates formula property.	None
CreateCase	Remote action	Creates a case for the Transfer Funds to Own Account service request.	TransferFundsToOwnAccountHelperFunctions class and callCreateCaseApi method
SetCaseConfirmationDetails	Set values	Sets the case URL and confirmation message for the submitted Transfer Funds to Own Account service request.	None

Submit a Request to Transfer Funds Between Accounts

Your service agents can capture and submit a request for fund transfer through the Transfer Funds to Own Account OmniScript. A case is then created in Salesforce.

1. On the customer's Person Account record page, in the action launcher, select the action for raising a transfer of funds request.
2. Select a source and a destination account.

   To check the account balance in the source account, click the view balance option.
3. Select the active credit and debit cards.
4. Enter the amount to be transferred.
5. Select a transfer schedule.

   You can schedule either a one-time transfer or a recurring transfer. You can select One-time transfer for single transfers with a specific date, and Recurring transfer when you need to set up transfers with a recurring schedule. Within Recurring transfer, select Duration for transfers with a fixed end date and Installment for recurring transfers at regular intervals without a fixed end date.
6. Review the fund transfer details and submit the request.

   A case is created in Salesforce for the submitted request to transfer funds between accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit a transfer fund to an own account request:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Manage Standing Instructions Service Process (Unmanaged Package)

The Manage Standing Instructions service process allows your customers to add or modify instructions for setting up recurring and timely payments.

Setup and Configuration of the Manage Standing Instructions Service Process

Use the Service Process Studio to enable the Manage Standing Instructions service process to give your agents an easy-to-follow process for capturing customer requests to add standing instructions.

Add a Standing Instruction to an Account

Your service agents can capture and submit a request for adding a standing instruction through the Manage Standing Instructions OmniScript. A case is then created in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Manage Standing Instructions Service Process

Use the Service Process Studio to enable the Manage Standing Instructions service process to give your agents an easy-to-follow process for capturing customer requests to add standing instructions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Manage Standing Instructions Service Process

To use the Manage Standing Instructions service process, assign relevant permissions to your users.

Deploy the Manage Standing Instructions OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Manage Standing Instructions service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Manage Standing Instructions Service Process Communications

Use your company logo in an Email template and use it with the Manage Standing Instructions service process for customer interactions.

Prepare the Manage Standing Instructions OmniScript

The Manage Standing Instructions OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Manage Data Attributes and Activate the Manage Standing Instructions Service Process

The Manage Standing Instructions service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Manage Standing Instructions service process when the data attributes are ready.

Update the Page Layouts with Source System ID and Card Number for Manage Standing Instructions Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Connect to MuleSoft and Enable Integration for Manage Standing Instructions Service Process

To get financial accounts information from a core banking system in the Manage Standing Instructions OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Manage Standing Instructions OmniScript to an Action Launcher Deployment

The FSC/ManageStandingInstructions OmniScript guides users in capturing a customer request for adding standing instructions. Agents can launch this OmniScript from the record details page of a person account to capture the details of the standing instructions for setting up recurring and timely payments.

Manage Standing Instructions OmniScript Components

Customize these Manage Standing Instructions OmniScript components to suit your business needs.

Assign Permissions for the Manage Standing Instructions Service Process

To use the Manage Standing Instructions service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Retail Banking. For more information, see Install the Unmanaged Extension Package for Prebuilt Retail Banking Service Processes.

USER PERMISSIONS

To set field-level security and to edit object permissions:
- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate each of the objects listed in this task and click **Fields & Relationships**.
   c. For each object and field, update the field-level security as shown in this table for all the profiles that use the Manage Standing Instructions service process.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Account Name	For the profiles using the Manage Standing Instructions service process, select **Visible** and deselect **Read-Only**.
	Case Source	
	Financial Account	
Card	Card Number	For the profiles using the Manage Standing Instructions service process, select **Visible** and deselect **Read-Only**.

2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for the **Service Catalog Requests**, **Service Catalog Item Dependencies**, and **Service Catalog Request Related Items** objects assign Read, Create, Edit, and View All permissions.
   f. Repeat these steps for other profiles that are relevant for using theManage Standing Instructions service process.

Deploy the Manage Standing Instructions OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Manage Standing Instructions service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant for the Manage Standing Instructions service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **ManageStandingInstructionsOmniElements** static resource.
   c. Click **View file**.

   ManageStandingInstructionsOmniElements.zip file is downloaded.

d. Repeat steps b and c for the **CommonOmniElements** static resource.

2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see Salesforce CLI Setup Guide.

Incorporate Your Company Logo in Manage Standing Instructions Service Process Communications

Use your company logo in an Email template and use it with the Manage Standing Instructions service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Review Manage Standing Instructions-Related Request**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

Prepare the Manage Standing Instructions OmniScript

The Manage Standing Instructions OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

USER PERMISSIONS

To preview and load FlexCards in the OmniScript
- OmniStudio Admin

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCServiceProcessShowGetStandingInstructions`, and then select **FSCServiceProcessShowGetStandingInstructions**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load these FlexCards:

FLEXCARDS
FSCManageStandingInstructionsShowStandingInstructions
FSCManageStandingInstructionsShowNoFinancialAccounts
FSCManageStandingInstructionsShowRequestSummary

Manage Data Attributes and Activate the Manage Standing Instructions Service Process

The Manage Standing Instructions service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Manage Standing Instructions service process when the data attributes are ready.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To activate the service process definition in Service Process Studio:

- Industry Service Excellence

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Manage Standing Instructions service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.
4. Create data attributes or modify the existing data attributes to suit your business needs. For more information, see Data Attributes.
5. If you added or modified any data attributes, save your changes.
6. Activate the service process definition.

Update the Page Layouts with Source System ID and Card Number for Manage Standing Instructions Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

1. Update the page layouts with Source System ID and Card Number fields. See Customize the Page Layouts with Source System ID and Card Number.

Connect to MuleSoft and Enable Integration for Manage Standing Instructions Service Process

To get financial accounts information from a core banking system in the Manage Standing Instructions OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to MuleSoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Manage Standing Instructions OmniScript to an Action Launcher Deployment

The FSC/ManageStandingInstructions OmniScript guides users in capturing a customer request for adding standing instructions. Agents can launch this OmniScript from the record details page of a person account to capture the details of the standing instructions for setting up recurring and timely payments.

1. Configure an action launcher deployment and add the Manage Standing Instructions OmniScript to the record details page of a person account. See Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment.

Manage Standing Instructions OmniScript Components

Customize these Manage Standing Instructions OmniScript components to suit your business needs.

Component Name	Component Type	What It Does	What It Calls
SetServiceProcessAccountContext	Integration Procedure action	Retrieves the user's Account Id from Salesforce when the user logs in to a self-service portal and launches the Manage Standing Instructions service process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable.	SelfService_SetServiceProcessAccountContext Integration Procedure
FSC_ServiceProcessGetAccountDetails	Omnistudio Data Mapper extract action	Retrieves the user's account details.	FSCServiceProcessGetAccountDetails Data Mapper
GetFinancialAccounts	Set values	Retrieves the list of states in the United States.	None
SelectAnAccountShowFinancialAccounts	LWC component action	Shows a list of financial accounts associated with a person account.	showFinancialAccounts LWC component
GetLatestData	Integration Procedure action	Retrieves the most recent transactions associated with the financial account.	ManageStandingInstructions_GetRecurringTransactionDetails Integration Procedure
AddStandingInstructionFrequency	Select properties	Shows the list of payment frequencies. To add a payment frequency, update the Expression value of the UpdateStandingInstructionValidateDateSelection formula property to suit your business needs.	None
UpdateStandingInstructionFrequency	Select properties	Shows the list of payment frequencies. To update a payment frequency, update the Expression value of the UpdateStandingInstructionValidateDateSelection formula property to suit your business needs.	None
CreateCase	Remote action	Creates a case for the Manage Standing Instructions service request.	ManageStandingInstructionsHelperFunctions class and callCreateCaseApi method

Component Name	Component Type	What It Does	What It Calls
SetCaseConfirmationDetails	Set values	Sets the case URL and confirmation message for the submitted Manage Standing Instructions service request.	None

Add a Standing Instruction to an Account

Your service agents can capture and submit a request for adding a standing instruction through the Manage Standing Instructions OmniScript. A case is then created in Salesforce.

1. On the customer's person account record page, in the action launcher, select the action for adding a standing instruction.
2. Select a financial account.
3. To add a standing instruction, select Add standing instruction.

   If you want to update an existing instruction, select **Update standing instruction** and the standing instruction to update. To cancel an existing instruction, select **Cancel standing instruction** and the standing instruction to cancel.
4. Enter the payee details, such as name, currency, amount, routing number, and account number.
5. If you want to add a standing instruction with a specific timeframe, select **Duration**.

   The duration option is suitable for instructions that have a definite start and end date. Use duration when you want the instruction to occur for a certain period and then automatically stop after the end date is reached.
6. If you want to add a standing instruction to set up a recurring payment at definite intervals, but there's no fixed end date, select Installment.

   For example, to pay off a loan in equal monthly installments until the entire loan amount is settled, select the installment option.
7. Review the payee details, amount to transfer, account number, and frequency and submit the request.

   A case is created in Salesforce for adding a standing instruction request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit a request for adding a standing instruction:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Manage Beneficiaries Service Process (Unmanaged Package)

The Manage Beneficiaries service process allows your customers to add, modify, or delete beneficiaries who receive the benefit of funds from their financial accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Manage Beneficiaries Service Process

Use the Service Process Studio to enable the Manage Beneficiaries service process to give your agents an easy-to-follow process for capturing customer requests to add or modify beneficiaries associated with their accounts.

Submit a Request to Add or Remove a Beneficiary

Your service agents can capture and submit a request for managing beneficiaries through the Manage Beneficiaries OmniScript. A case is then created in Salesforce.

Setup and Configuration of the Manage Beneficiaries Service Process

Use the Service Process Studio to enable the Manage Beneficiaries service process to give your agents an easy-to-follow process for capturing customer requests to add or modify beneficiaries associated with their accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Manage Beneficiaries Service Process

To use the Manage Beneficiaries service process, assign relevant permissions to your users.

Deploy the Manage Beneficiaries OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Manage Beneficiaries service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Manage Beneficiaries Service Process Communications

Use your company logo in an Email template and use it with the Manage Beneficiaries service process for customer interactions.

Prepare the Manage Beneficiaries OmniScript

The Manage Beneficiaries OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Manage Data Attributes and Activate the Manage Beneficiaries Service Process

The Manage Beneficiaries service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Manage Beneficiaries service process when the data attributes are ready.

Update the Page Layouts with Source System ID and Card Number for Manage Beneficiaries Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Connect to MuleSoft and Enable Integration for Manage Beneficiaries Service Process

To get financial accounts information from a core banking system in the Manage Beneficiaries OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Manage Beneficiaries OmniScript to an Action Launcher Deployment

The FSC/ManageBeneficiaries OmniScript guides users in capturing a customer request for adding or modifying beneficiaries. Agents can launch this OmniScript from the record details page of a person account to capture the details of the beneficiaries.

Manage Beneficiaries OmniScript Components

Customize these Manage Beneficiaries OmniScript components to suit your business needs.

Assign Permissions for the Manage Beneficiaries Service Process

To use the Manage Beneficiaries service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Retail Banking. For more information, see Install the Unmanaged Extension Package for Prebuilt Retail Banking Service Processes.

USER PERMISSIONS

To set field-level security and to edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate each of the objects listed in this task and click **Fields & Relationships**.
   c. For each object and field, update the field-level security as shown in this table for all the profiles that use the Manage Beneficiaries service process.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Account Name	For the profiles using the Manage Beneficiaries service process, select **Visible** and deselect **Read-Only**.
	Case Source	
	Financial Account	
Card	Card Number	For the profiles using the Manage Beneficiaries service process, select **Visible** and deselect **Read-Only**.

2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for the **Service Catalog Requests**, **Service Catalog Item Dependencies**, and **Service Catalog Request Related Items** objects assign Read, Create, Edit, and View All permissions.
   f. Repeat these steps for other profiles that are relevant for using the Manage Beneficiaries service process.

Deploy the Manage Beneficiaries OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Manage Beneficiaries service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant for the Manage Beneficiaries service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **ManageBeneficiariesOmniElements** static resource.
   c. Click **View file**.
      ManageBeneficiariesOmniElements.zip file is downloaded.
   d. Repeat steps b and c for the **CommonOmniElements** static resource.
2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see Salesforce CLI Setup Guide.

Incorporate Your Company Logo in Manage Beneficiaries Service Process Communications

Use your company logo in an Email template and use it with the Manage Beneficiaries service process for customer interactions.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Review Manage Beneficiaries-Related Request**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

Prepare the Manage Beneficiaries OmniScript

The Manage Beneficiaries OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

USER PERMISSIONS

To preview and load FlexCards in the OmniScript
- OmniStudio Admin

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCManageBeneficiariesShowAddOrDeleteBeneficiaries`, and then select **FSCManageBeneficiariesShowAddOrDeleteBeneficiaries**.

4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load these FlexCards:

FLEXCARDS
FSCManageBeneficiariesShowNoFinancialAccounts
FSCManageBeneficiariesShowAddBeneficiariesHelptext
FSCManageBeneficiariesDisplayBeneficiaries
FSCManageBeneficiariesShowSummary
FSCManageBeneficiarySummaryScriptChildCard
FSCManageBeneficiariesShowDeleteBeneficiaries
FSCManageBeneficiariesShowAddBeneficiaries

Manage Data Attributes and Activate the Manage Beneficiaries Service Process

The Manage Beneficiaries service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Manage Beneficiaries service process when the data attributes are ready.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To activate the service process definition in Service Process Studio:

- Industry Service Excellence

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Manage Beneficiaries service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.
4. Create data attributes or modify the existing data attributes to suit your business needs. For more information, see Data Attributes.
5. If you added or modified any data attributes, save your changes.
6. Activate the service process definition.

Update the Page Layouts with Source System ID and Card Number for Manage Beneficiaries Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

1. Update the page layouts with Source System ID and Card Number fields. See Customize the Page Layouts with Source System ID and Card Number.

Connect to MuleSoft and Enable Integration for Manage Beneficiaries Service Process

To get financial accounts information from a core banking system in the Manage Beneficiaries OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to MuleSoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Manage Beneficiaries OmniScript to an Action Launcher Deployment

The FSC/ManageBeneficiaries OmniScript guides users in capturing a customer request for adding or modifying beneficiaries. Agents can launch this OmniScript from the record details page of a person account to capture the details of the beneficiaries.

1. Configure an action launcher deployment and add the Manage Beneficiaries OmniScript to the record details page of a person account. See Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment.

Manage Beneficiaries OmniScript Components

Customize these Manage Beneficiaries OmniScript components to suit your business needs.

Component Name	Component Type	What It Does	What It Calls
SetServiceProcessAccountContext	Integration Procedure action	Retrieves the user's Account Id from Salesforce when the user logs in to a self-service portal and launches the Manage Beneficiaries service process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable.	SelfService_SetServiceProcessAccountContext Integration Procedure
FSC_ServiceProcessGetAccountDetails	Omnistudio Data Mapper extract action	Retrieves the user's account details.	FSCServiceProcessGetAccountDetails Data Mapper
GetFinancialAccounts	Integration Procedure action	Retrieves financial accounts associated with a person account.	ManageBeneficiaries_GetFinancialAccounts Integration Procedure
GetBeneficiaryList	Integration Procedure action	Retrieves beneficiaries associated with a financial account.	ManageBeneficiaries_GetBeneficiaryList Integration Procedure
RelationshipWithAccountHolder	Select properties	Shows the relationship types for the beneficiary associated with a person account.	None
RelationshipWithBeneficiary	Select properties	Shows the relationship types for the guardians associated with a beneficiary.	None

Component Name	Component Type	What It Does	What It Calls
CreateCase	Remote action	Creates a case for the Manage Beneficiaries service request.	ManageBeneficiariesHelperFunctions class and callCreateCaseApi method
SetCaseConfirmationDetails	Set values	Sets the case URL and confirmation message for the submitted Manage Beneficiaries service request.	None

Submit a Request to Add or Remove a Beneficiary

Your service agents can capture and submit a request for managing beneficiaries through the Manage Beneficiaries OmniScript. A case is then created in Salesforce.

1. On the customer's person account record page, in the action launcher, select the action for managing beneficiaries.
2. Select a financial account to add or remove a beneficiary.

   To add a beneficiary, select the add option. To remove a beneficiary, select the delete option.
3. If you've chosen to add a beneficiary to the account, enter the details of the beneficiary, such as beneficiary name, email, birth data, relationship with the beneficiary and address.

   If the beneficiary is a minor, enter the guardian's details.
4. If you've chosen to remove a beneficiary, select the beneficiaries to remove.
5. Review the beneficiary details and submit the request.

   A case is created in Salesforce for adding or removing a beneficiary request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit a request for adding or modifying a beneficiary:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Request Loan Payoff Statement Service Process (Unmanaged Package)

The Request Loan Payoff Statement service process simplifies the way customers can manage and repay their loans.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Request Loan Payoff Statement Service Process

Use the Service Process Studio to enable the Request Loan Payoff Statement service process to give your agents an easy-to-follow process for capturing customer requests for loan payoff statements.

Submit a Request for Loan Payoff Statement

Your service agents can capture and submit a customer request for obtaining a loan payoff statement through the Request Loan Payoff Statement OmniScript. A case is then created in Salesforce.

Setup and Configuration of the Request Loan Payoff Statement Service Process

Use the Service Process Studio to enable the Request Loan Payoff Statement service process to give your agents an easy-to-follow process for capturing customer requests for loan payoff statements.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Request Loan Payoff Statement Service Process

To use the Request Loan Payoff Statement service process, assign relevant permissions to your users.

Deploy the Request Loan Payoff Statement OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Request Loan Payoff Statement service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Request Loan Payoff Statement Service Process Communications

Use your company logo in an Email template and use it with the Request Loan Payoff Statement service process for customer interactions.

Prepare the Request Loan Payoff Statement OmniScript

The Request Loan Payoff Statement OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Manage Data Attributes and Activate the Request Loan Payoff Statement Service Process

The Request Loan Payoff Statement service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Request Loan Payoff Statement service process when the data attributes are ready.

Update the Page Layouts with Source System ID and Card Number for Request Loan Payoff Statement Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Connect to MuleSoft and Enable Integration for Request Loan Payoff Statement Service Process

To get financial accounts information from a core banking system in the Request Loan Payoff Statement OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Request Loan Payoff Statement OmniScript to an Action Launcher Deployment

The FSC/RequestLoanPayoffStatement OmniScript guides users in capturing a customer request for a loan payoff statement. Agents can launch this OmniScript from the record details page of a person account to capture the details of the loan payoff statement request.

Request Loan Payoff Statement OmniScript Components

Customize these Request Loan Payoff Statement OmniScript componentsto suit your business needs.

Assign Permissions for the Request Loan Payoff Statement Service Process

To use the Request Loan Payoff Statement service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Retail Banking. For more information, see Install the Unmanaged Extension Package for Prebuilt Retail Banking Service Processes.

USER PERMISSIONS

To set field-level security and to edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate each of the objects listed in this task and click **Fields & Relationships**.
   c. For each object and field, update the field-level security as shown in this table for all the profiles that use the Request Loan Payoff Statement service process.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Account Name	For the profiles using the Request Loan Payoff Statement service process, select **Visible** and deselect **Read-Only**.
	Case Source	
	Financial Account	
Card	Card Number	For the profiles using the Request Loan Payoff Statement service process, select **Visible** and deselect **Read-Only**.

2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for the **Service Catalog Requests**, **Service Catalog Item Dependencies**, and **Service Catalog Request Related Items** objects assign Read, Create, Edit, and View All permissions.
   f. Repeat these steps for other profiles that are relevant for using the Request Loan Payoff Statement service process.

Deploy the Request Loan Payoff Statement OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Request Loan Payoff Statement service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant for the Request Loan Payoff Statement service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **RequestLoanPayoffOmniElements** static resource.
   c. Click **View file**.
      RequestLoanPayoffOmniElements.zip file is downloaded.
   d. Repeat steps b and c for the **CommonOmniElements** static resource.
2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see Salesforce CLI Setup Guide.

Incorporate Your Company Logo in Request Loan Payoff Statement Service Process Communications

Use your company logo in an Email template and use it with the Request Loan Payoff Statement service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list view, find and select **Review Loan Payoff Statement Request**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

Prepare the Request Loan Payoff Statement OmniScript

The Request Loan Payoff Statement OmniScript contains FlexCards that show the account and financial account details of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To preview and load FlexCards in the OmniScript
- OmniStudio Admin

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `RequestLoanPayoffStatementShowPayoffDetails`, and then select **RequestLoanPayoffStatementShowPayoffDetails**.

4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load the **FSCRequestLoanPayoffStatementShowNoFinancialAccounts** and **RequestLoanPayoffStatementShowSummary** FlexCards:

Manage Data Attributes and Activate the Request Loan Payoff Statement Service Process

The Request Loan Payoff Statement service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Request Loan Payoff Statement service process when the data attributes are ready.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

USER PERMISSIONS

To activate the service process definition in Service Process Studio:

- Industry Service Excellence

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Request Loan Payoff Statement service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.
4. Create data attributes or modify the existing data attributes to suit your business needs. For more information, see Data Attributes.
5. If you added or modified any data attributes, save your changes.
6. Activate the service process definition.

Update the Page Layouts with Source System ID and Card Number for Request Loan Payoff Statement Service Process

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to the Card page layout. The Source System ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

1. Update the page layouts with Source System ID and Card Number fields. See Customize the Page Layouts with Source System ID and Card Number.

Connect to MuleSoft and Enable Integration for Request Loan Payoff Statement Service Process

To get financial accounts information from a core banking system in the Request Loan Payoff Statement OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to MuleSoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Request Loan Payoff Statement OmniScript to an Action Launcher Deployment

The FSC/RequestLoanPayoffStatement OmniScript guides users in capturing a customer request for a loan payoff statement. Agents can launch this OmniScript from the record details page of a person account to capture the details of the loan payoff statement request.

1. Configure an action launcher deployment and add the Request Loan Payoff Statement OmniScript to the record details page of a person account. See Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment.

Request Loan Payoff Statement OmniScript Components

Customize these Request Loan Payoff Statement OmniScript componentsto suit your business needs.

Component Name	Component Type	What It Does	What It Calls
SetServiceProcessAccountContext	Integration Procedure action	Retrieves the user's Account Id from Salesforce when the user logs in to a self-service portal and launches the Request Loan Payoff Statement service process. It also retrieves the portal's URL extension and stores it in the CommunityBasePath variable.	SelfService_SetServiceProcessAccountContext Integration Procedure
FSC_ServiceProcessGetAccountDetails	Omnistudio Data Mapper extract action	Retrieves the user's account details.	FSCServiceProcessGetAccountDetails Data Mapper
GetFinancialAccounts	Integration Procedure action	Retrieves financial accounts associated with a person account.	RequestLoanPayoffStatement_GetFinancialAccounts
GetAccountsAddress	Integration Procedure action	Retrieves addresses associated with a person account.	RequestLoanPayoffStatement_GetFindActAddresses Integration Procedure
GetLoanPayoffDetails	Integration Procedure action	Retrieves the loan payoff details associated with the financial account.	RequestLoanPayoffStatement_GetLoanPayoffDetails Integration Procedure
CreateAttachment	PDF action	Creates a PDF document of the requested loan payoff statement.	None
CreateCase	Remote action	Creates a case for the Request Loan Payoff Statement service request.	RequestLoanPayoffStatementHelperFunctions class and callCreateCaseApi method
SetCaseConfirmationDetails	Set values	Sets the case URL and confirmation message for the submitted Request Loan Payoff Statement service request.	None

Submit a Request for Loan Payoff Statement

Your service agents can capture and submit a customer request for obtaining a loan payoff statement through the Request Loan Payoff Statement OmniScript. A case is then created in Salesforce.

1. On the customer's person account record page, in the action launcher, select the action for requesting a loan payoff statement.
2. Select a loan account and the loan payoff date.
3. Review the loan details, such as Principal, Interest, Fee, Penalty, and the Total Payoff Amount.
4. Select the mode of delivery to send the loan payoff statement.
5. If you've selected the mode of delivery as Post, select a shipping method and a shipping address.
6. Review the loan payoff statement details and submit the request.

   A case is created in Salesforce for the submitted loan payoff statement request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit a request for loan payoff statement:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Add Your Company Logo to an Email Template

Add your company logo to Salesforce Classic documents and incorporate the logo into an email template. You can later use the email template with retail banking service processes for customer interactions.

1. Upload your company logo to the Documents tab.
   a. In the upper-right corner, click your profile name and select **Switch to Salesforce Classic**.
   b. Go to the Documents tab.
      If you don't see the Documents tab in the menu bar, click **+** and select it from the list.
   c. Under Recent Documents, click **New**.
   d. Enter a document name, select **Externally Available Image**, and select a folder where you want to store the image file
   e. Select **Choose File** and navigate to the image file to import.
   f. Save your changes.
2. Copy the image address.
   a. In the Documents tab, click the image file that you uploaded.
   b. Right-click on the image and select **Copy Image Address**.
3. Add the copied image address to the email template.
   a. Switch to Lightning Experience.
   b. From Setup, in the Quick Find box, enter `Classic Email Template`, and then select **Classic Email Templates**.
   c. Click **Case Closure Email Template**.
   d. Click **Edit HTML Version**.
   e. Under HTML Email Content, in the HTML Body, add the copied image address in the <img src> tag.
4. To use an email address for customer interactions, add an organization-wide email address. See Set Up Organization-Wide Email Addresses.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To view Documents tab and documents:
- Read on documents

To upload documents:
- Create on documents

To edit email templates:
- For public email templates: Modify All Data, Manage Public Lightning Email Templates permission, or template ownership

  For email templates in an Enhanced folder: Modify All data, Edit access to the folder, or template ownership

  For private email templates: Modify All Data or template ownership

Customize the Page Layouts with Source System ID and Card Number

Add the Source System ID field to the Financial Account, Card, and Financial Account Role page layouts, and the Card Name field to Card page layouts. The Source ID field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

The Financial Services Cloud managed package must be installed in Salesforce before you can complete these steps.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create and edit page layouts:
- Customize Application

1. Update the page layouts.
   a. In Setup, go to **Object Manager**.
   b. In the Quick Find box, enter `Card`, then select **Card**.
   c. In Page Layouts, click **Card Layout**.
   d. Drag the Source System ID and the Card Name fields to the Information pane.
   e. Save your changes.
   f. Complete steps b through f for other Card page layouts.
   g. Similarly, add the Source System ID field to the Financial Account and Financial Account Role page layouts.
2. Update the Source System ID field.
   a. From the App Launcher, find and select **Financial Accounts**.
   b. Update the Source System ID field for the financial accounts with your core banking system ID.
   c. Similarly, update the Source system ID field for the cards and financial account roles with your core banking system ID.

Connect to MuleSoft and Enable Integration

To get financial accounts information from a core banking system, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Before you connect to MuleSoft and enable integration, turn on the setting to retrieve real-time financial account and transaction information from your external core banking system. When this setting is off, account information is retrieved from Salesforce. For more information, see Enable Real-Time Financial Account Information.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To turn on MuleSoft Integration:
- Customize Application

1. Connect your Salesforce and MuleSoft instances.
   a. From Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
   b. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
   c. Turn on **Financial Services Cloud Integrations**.
   d. Click **Connect to MuleSoft Instance**.
   e. Select a service and click **Next**.
   f. Enter your MuleSoft username and password and sign in.
   g. Grant access to your MuleSoft account.

      It takes a few minutes for Salesforce to connect to MuleSoft.

      Your Salesforce and MuleSoft instances are now connected. You can view connection details and available integrations.

2. Enable Integration between Salesforce and the core banking system.
   a. On the Integrations Setup page, in the Available Integrations area, from the list of available integrations, go to the integration to enable, and then click **Enable**.
   b. Select a business group for which you want to enable the integration.
   c. Select the environment where you want to enable the integration.
   d. Enter the app name.

      Ensure that the app name is unique for your MuleSoft instance.
   e. Click **Next**.
   f. To connect to the core banking system, select the authentication protocol for the integration and its dependent apps, and then enter the relevant details.
   g. Enable the integration and wait for the process to complete.
      A named credential is created for the enabled integration.
   h. From Setup, in the Quick Find box, enter `Named Credential`, and then select **Named Credential**.
   i. Verify that a named credential was added for the connected MuleSoft instance.
   j. From the quick actions menu of the named credential, select **Edit**.
   k. For Label, enter `FSC_fsc_integrations_V1_0_0`.
   l. Save your changes.

Associate the Retail Banking Service Process OmniScripts to an Action Launcher Deployment

The OmniScript for each service process guides users in capturing a customer service request. Agents can launch these OmniScripts from the record details page of a person account to capture a service request.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. Configure an Action Launcher deployment for the OmniScripts.

   Give your users quick access to the intake forms or OmniScripts. If you have an existing Action Launcher deployment, add the intake forms to it.

   a. From Setup, in the Quick Find box, enter `Action Launcher`, and select **Action Launcher**.

   b. Click **New Deployment** and give it a name.

   c. In Guidance to Show, select **OmniScripts**.

   d. In the Available Objects list, move **Account** to Selected Objects.

   The selected objects determine the objects where you can show the OmniScripts.

   e. In Select actions to add, select the OmniScripts or intake forms of these service processes.

SERVICE PROCESS	OMNISCRIPT
Notify Travel Plans	/FSC/NotifyTravelPlans/English
Update Email or Phone	/FSC/UpdateEmailorPhone/English
Order Checkbook	/FSC/OrderCheckbook/English
Stop Check Payment	/FSC/StopCheckPayment/English
Report and Replace Cards	/FSC/ReportandReplaceCards/English
Manage Standing Instructions	/FSC/ManageStandingInstructions/English
Request Statement Copies	/FSC/RequestStatementCopies/English
Transfer Funds to Own Account	/FSC/TransferFundstoOwnAccount/English
Manage Beneficiaries	/FSC/ManageBeneficiaries/English
Request Loan Payoff Statement	/FSC/RequestLoanPayoffStatement/English

   f. Next to each OmniScript that you've selected, click the add icon.

   g. Save your changes.

2. Add the OmniScripts to the Person Account page.

   a. In Setup, go to Object Manager.

   b. In the Quick Find box, enter `Account`, and then select **Account**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To associate the OmniScripts for service processes to an Action Launcher deployment:

- OmniStudio Admin

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

c. Click **Lightning Record Pages** and select **Account Record Page**.

d. Click **Edit**.

e. In the Lightning App Builder, drag the **Action Launcher** component onto the record page.

f. In the properties pane, select the Action Launcher deployment that contains the OmniScripts of the retail banking service processes.

g. Save your changes.

Wealth Management Service Processes for Financial Services Cloud (Unmanaged Package)

Implementing and executing effective service processes is a key factor for customer satisfaction. Building service processes and configuring integrations with external systems is a time-consuming and complex task.

Service agents can launch these service processes and get started with critical customer service operations. Customer community users can directly launch these service processes from a self-service portal and quickly submit their service process requests.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Update Profile Service Process (Unmanaged Package)

Your customers can use the Update Profile service process to raise requests for updating profile information, such as personal, contact, and employment details, in their accounts.

Manage Beneficiaries Service Process (Unmanaged Package)

Your customers can use the Manage Beneficiaries service process to raise requests to add or modify beneficiaries from any of their investment accounts.

Set Up Required Minimum Distribution (RMD) Service Process (Unmanaged Package)

Your customers can use the Set Up Required Minimum Distribution (RMD) service process to raise requests to set up Required Minimum Distribution of their retirement accounts.

Initiate Automated Account Transfer (ACAT) Service Process (Unmanaged Package)

Your customers can use the Initiate Automated Account Transfer (ACAT) service process to raise requests for transferring securities from one trading account to another, either at a different brokerage firm or bank.

Manage Standing Instructions Service Process (Unmanaged Package)

Your customers can use the Manage Standing Instructions service process to raise requests for adding or removing instructions for setting up recurring and timely payments from any of their investment accounts.

Add Your Company Logo to an Email Template

Add your company logo to Salesforce Classic documents and incorporate the logo into an email template. You can later use the email template with Wealth Management service processes for customer interactions.

Customize the Page Layouts with Source System ID

Add the Source System ID field to the Financial Account and Financial Account Role page layouts. The Source ID field shows the ID of the record in the Custodial or Books and Records platform. The ID determines which account to pull data from in the Custodial or Books and Records platform.

Connect to MuleSoft and Enable Integration

To get financial accounts information from a Custodial or Books and Records platform, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

Associate the OmniScripts of Wealth Management Service Processes to an Action Launcher Deployment

The OmniScript for each service process guides users in capturing a customer service request. Agents can launch these OmniScripts from the record details page of a person account to capture a service request.

Update Profile Service Process (Unmanaged Package)

Your customers can use the Update Profile service process to raise requests for updating profile information, such as personal, contact, and employment details, in their accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Update Profile Service Process

Use the Service Process Studio to enable the Update Profile service process to give your agents an easy-to-follow process for capturing the customer requests to update profile information.

Submit an Update Profile Request

Your service agents can capture and submit an update profile request by using the Update Profile OmniScript.

Setup and Configuration of the Update Profile Service Process

Use the Service Process Studio to enable the Update Profile service process to give your agents an easy-to-follow process for capturing the customer requests to update profile information.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Update Profile Service Process

To use the Update Profile service process, assign relevant permissions to your users.

Deploy the Update Profile OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Update Profile service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Update Profile Service Process Communications

Use your company logo in an Email template and use it with the Update Profile service process for customer interactions.

Prepare the Update Profile OmniScript

The Update Profile OmniScript contains FlexCards that show the address details and personal information of a customer. Preview and load these FlexCards in your Salesforce org before using OmniScript.

Manage Data Attributes and Activate the Update Profile Service Process

The Update Profile service process has predefined data attributes. You can create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Update Profile service process when the needed data attributes are ready.

Create Document Types for the Update Profile Service Process

Set up document types that let your users select a supporting documentation type that confirms the client's profile details.

Create a Decision Matrix for the Update Profile Service Process

Create a decision matrix and add the Update Profile service process name and document types. The Update Profile Service process uses the Business Rules Engine to create rules using decision matrices and expression sets to show a list of valid document types that a user can select. Document types are a list of supporting documentation that a user can request from a client to validate the new information.

Create an Expression Set for the Update Profile Service Process

Create an expression set to read the values in the decision matrix and populate the values in the document type.

Connect to MuleSoft and Enable Integration for the Update Profile Service Process

To get financial account information from a Custodial or Books and Records platform in the Update Profile OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Update Profile OmniScript to an Action Launcher Deployment

The /FSCWlth/UpdateProfile/English OmniScript guides users in capturing a customer request to update their profile details. Agents can launch this OmniScript from the record details page of a person's account to capture profile details.

Update Profile OmniScript Components

Customize the Update Profile OmniScript to suit your business needs.

Assign Permissions for the Update Profile Service Process

To use the Update Profile service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Wealth Management. See Install the Unmanaged Extension Packages.

USER PERMISSIONS

To set field-level security and to edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate the **Case** object and click **Fields & Relationships**.
   c. Select the **AccountId** field, and then click **Set Field-Level Security**.
   d. For profiles using the Update Profile service process, select **Visible** and deselect **Read-Only**.
   e. Save your changes.
   f. Similarly, set the field-level security for **SourceId** and **FinServ_FinancialAccount_c** fields on the Case object.
   g. In Object Manager, locate the Financial Holding object.
   h. Select the **FinServ_FinancialAccount_c** field, and then click **Set Field-Level Security.**
   i. For profiles using the Update Profile service process, select **Visible** and deselect **Read-Only**.
   j. Save your changes.
   k. Similarly, set the field-level security for FinServ__FinancialAccount__c, Financial Holding Name, FinServ__Shares__c, FinServ__SourceSystemId__c, FinServ__Securities__c, and FinServ__Symbol__c fields on the Financial Holding object.
2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for **Service Catalog Request**, **Service Catalog Item Dependencies**, **Financial Holdings**, and **Service Catalog Request Related Items** objects, assign **Read**, **Create**, **Edit**, and **View All** permissions.
   f. Repeat these steps for other profiles that are relevant for using the Update Profile service process.

Deploy the Update Profile OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Update Profile service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant for the Update Profile service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **FSCWIthUpdateProfileOmniElements** static resource.
   c. Click **View file**.
      FSCWIthUpdateProfileOmniElements.zip file is downloaded.
   d. Repeat steps b and c for the **CommonOmniElements** static resource.
2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example, Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see the Salesforce CLI Setup Guide.

SEE ALSO:

Static Resources

Incorporate Your Company Logo in Update Profile Service Process Communications

Use your company logo in an Email template and use it with the Update Profile service process for customer interactions.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

1. From Setup, in the Quick Find box, enter Flows, and then select **Flows**.
2. In the list view, find and select **FSC Wealth: Review Update Profile Service Request**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

SEE ALSO:

Upload and Replace Items on the Documents Tab

Prepare the Update Profile OmniScript

The Update Profile OmniScript contains FlexCards that show the address details and personal information of a customer. Preview and load these FlexCards in your Salesforce org before using OmniScript.

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.

2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCWlthUpdateProfileShowValidDocumentTypes`, and then select **FSCWlthUpdateProfileShowValidDocumentTypes**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load these FlexCards.

FLEX CARDS
FSCWlthUpdateProfileShowCustomerAddressestoUpdate
FSCWlthUpdateProfileShowFinancialAccountsAddresses
FSCWlthUpdateProfileShowSummary
FSCWlthUpdateProfileShowSelectedAddresses
FSCWlthUpdateProfileShowUploadedDocuments
FSCWlthUpdateProfileDocumentCheckListItems
FSCWlthServiceProcessShowAccountDetails
FSCWlthServiceProcessShowNoFinancialAccounts
FSCWlthShowNewCaseConfirmationIcon
FSCWlthServiceProcessShowReviewedDocuments
FSCWlthServiceProcessShowValidDocumentTypes
FSCWlthServiceProcessShowUploadedDocuments
FSCWlthShowDocumentUploadConfirmationIcon
FSCWlthServiceProcessShowDisclaimer
FSCWlthUploadFile
FSCWlthServiceProcessShowValidDocumentTypesList

Manage Data Attributes and Activate the Update Profile Service Process

The Update Profile service process has predefined data attributes. You can create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Update Profile service process when the needed data attributes are ready.

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Update Profile service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.

   Create data attributes or modify the existing data attributes to suit your business needs. See Data Attributes.
4. If you've added or modified any data attributes, save your changes.

5. Activate the service process definition.

Create Document Types for the Update Profile Service Process

Set up document types that let your users select a supporting documentation type that confirms the client's profile details.

1. Turn on Document Checklist.
   a. In Setup, in the Quick Find box, enter `Document Checklist`, then click **Document Checklist Settings**.
   b. Turn on **Checklist Items with Attachments**.
2. Create document types.
   a. In Setup, enter `Document Type` in the Quick Find box, then click **Document Type**.
   b. Click **New Document Type**.
   c. Create document types with these labels and names.

Label	Name
Driver's License	Drivers_License
Marriage Certificate	Marriage_Certificate
Social Security Card	Social_Security_Card
Passport	Passport
Government Issued ID	Government_Issued_ID

3. Save your changes.

Create a Decision Matrix for the Update Profile Service Process

Create a decision matrix and add the Update Profile service process name and document types. The Update Profile Service process uses the Business Rules Engine to create rules using decision matrices and expression sets to show a list of valid document types that a user can select. Document types are a list of supporting documentation that a user can request from a client to validate the new information.

A decision matrix matches the input values to a table row and returns the row's output values. The FSCWlthServiceProcess_GetDocumentTypes integration procedure in the FSCWlth_UpdateProfile OmniScript reads the table values.

1. From the App Launcher, find and select **Business Rules Engine**.
2. In the OmniStudio app, from the navigation bar, select **Lookup Tables**.
3. Click **New**.
4. Click **Decision Matrix**, and then click **Next**.
5. Enter the Name `GetAllRequiredDocumentTypes`. For Type, select **Standard**. Then click **Save**.
6. Click the **Related tab**.
7. In the Decision Matrix Versions, click the name of the decision matrix.
8. Click **Add Column**.
   a. In the Column Header enter `ProcessName`.
   b. For Header Type, select **Input**.
   c. For Data Type, select **Text**.

   d. Click **Done**.

9. Click **Add Column**.
   a. In the Column Header enter `DocumentTypes`.
   b. For Header Type, select **Output**.
   c. For Data Type, select **Text**.
   d. Click **Done**.
10. Click **Add Row**.
11. Click the edit icon in the ProcessName box.
   a. Enter the API name of the Update Profile Service Process Definition. Press Enter to confirm the name.
12. Click the edit icon in the DocumentTypes box.
   a. In a comma-separated list, enter the document types you created earlier for the Update Profile service process. Press Enter to confirm the list.
13. Save your changes.
14. Activate the decision matrix.

Create an Expression Set for the Update Profile Service Process

Create an expression set to read the values in the decision matrix and populate the values in the document type.

1. From the App Launcher, find and select **Business Rules Engine**.
2. In the OmniStudio app, from the navigation bar, select **Expression Sets**.
3. Click **New**.
4. Enter Name GetAllDocumentTypes and select Usage Type Default.
5. Click **Save**.
6. In the Expression Set Versions, click the version name.
7. Open the expression set in the Expression Set Builder.
   a. Click **Elements icon**.
   b. Drag the **Lookup Table** element onto the expression set canvas.
   c. In the Search Lookup Table box, select `GetAllRequiredDocumentType`.
8. Set the properties for the expression set.
   a. Click the cog icon.
   b. Enter a start date time and an end date time for the expression set.
   c. Enter a rank number.
9. Set the element details for the expression set.
   a. Click the element details icon.
   b. Select **Include in Output**.
10. Save and activate the expression set.

Connect to MuleSoft and Enable Integration for the Update Profile Service Process

To get financial account information from a Custodial or Books and Records platform in the Update Profile OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to Mulesoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Update Profile OmniScript to an Action Launcher Deployment

The /FSCWlth/UpdateProfile/English OmniScript guides users in capturing a customer request to update their profile details. Agents can launch this OmniScript from the record details page of a person's account to capture profile details.

1. Configure an action launcher deployment and add the Update Profile OmniScript to the record details page of a person's account. See Associate the OmniScripts of Wealth Management Service Processes to an Action Launcher Deployment.

Update Profile OmniScript Components

Customize the Update Profile OmniScript to suit your business needs.

Component Name	Component Type	What it Does	What it Calls
SetServiceProcessAccountContext	Integration Procedure Action	Fetches the user's Account ID from Salesforce when the user logs in to a self-service portal and launches the Update Profile service process. It also fetches the portal's URL extension and stores it in the CommunityBasePath variable.	FSCWlthSelfService_SetServiceProcessAccountContext
GetDocumentTypes	Integration Procedure Action	Fetches a list of document types related to the Update Profile process.	FSCWlthServiceProcess_GetDocumentTypes integration procedure
MultipleDocumentsValidationCheck	Remote Action	Validates if multiple documents are uploaded for each document type.	fscserviceprocessAddressUpdateHelperFunctions apex class
GetFinancialAccountAddresses	Integration Procedure Action	Fetches a list of addresses associated with the customer.	FSCWlthUpdateProfile_GetFinancialAccountAddresses integration procedure
FSCWlth_ServiceProcessGetAccountDetails	Omnistudio Data Mapper Extract Action	Fetches the user's account details.	FSCWlthServiceProcessGetAccountDetails Data Mapper
CreateCase	Remote Action	Creates a case for the Update Profile service request.	FSCWlthUpdateProfileHelperFunctions class, callCreateCaseApi method

Component Name	Component Type	What it Does	What it Calls
SetCaseConfirmationDetails	Set Values	Sets the case number and confirmation message for the submitted Update Profile service request.	None

Submit an Update Profile Request

Your service agents can capture and submit an update profile request by using the Update Profile OmniScript.

1. On the customer's Person Account record page, in the Action Launcher, select the action to create the update profile service request.
2. Select the profile details that you want to update.

   If you choose to update the address and click **Next**, a list of all shipping, billing, and financial account addresses associated with the customer is shown. Enter the new address and select the addresses to be updated.
3. Review the changes, and click **Submit**.
   A case is created in Salesforce for the update profile request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit an update profile request:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Manage Beneficiaries Service Process (Unmanaged Package)

Your customers can use the Manage Beneficiaries service process to raise requests to add or modify beneficiaries from any of their investment accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Manage Beneficiaries Service Process

Use the Service Process Studio to enable the Manage Beneficiaries service process to give your agents an easy-to-follow process for capturing the customer requests to add or modify primary and contingent beneficiaries.

Submit a Manage Beneficiaries Request

Your service agents can capture and submit a Manage Beneficiaries request by using the Manage Beneficiaries OmniScript.

Setup and Configuration of the Manage Beneficiaries Service Process

Use the Service Process Studio to enable the Manage Beneficiaries service process to give your agents an easy-to-follow process for capturing the customer requests to add or modify primary and contingent beneficiaries.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Manage Beneficiaries Service Process

To use the Manage Beneficiaries service process, assign relevant permissions to your users.

Deploy the Manage Beneficiaries OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Manage Beneficiaries service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Manage Beneficiaries Service Process Communications

Use your company logo in an Email template and use it with the Manage Beneficiaries service process for customer interactions.

Prepare the Manage Beneficiaries OmniScript

The Manage Beneficiaries OmniScript contains FlexCards that show beneficiary details like existing beneficiaries, primary beneficiaries, and contingent beneficiaries of a customer. Preview and load these FlexCards in your Salesforce org before using OmniScript.

Manage Data Attributes and Activate the Manage Beneficiaries Service Process

The Manage Beneficiaries service process has predefined data attributes. You can create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Manage Beneficiaries service process when the needed data attributes are ready.

Update the Page Layouts with Source System ID for Manage Beneficiaries Service Process

Add the Source System ID field to the Financial Account page layout. The Source System ID field shows the ID of the record in the Custodial or Books and Records platform. The ID determines which account to pull data from in the Custodial or Books and Records platform.

Connect to MuleSoft and Enable Integration for Manage Beneficiaries Service Process

To get financial account information from a Custodial or Books and Records platform in the Manage Beneficiaries OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Manage Beneficiaries OmniScript to an Action Launcher Deployment

The /FSCWlth/ManageBeneficiaries/English OmniScript guides users in capturing a customer request to manage beneficiaries. Agents can launch this OmniScript from the record details page of a person's account to capture beneficiary details.

Manage Beneficiaries OmniScript Components

Customize the Manage Beneficiaries OmniScript to suit your business needs.

Assign Permissions for the Manage Beneficiaries Service Process

To use the Manage Beneficiaries service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Wealth Management. See Install the Unmanaged Extension Packages.

USER PERMISSIONS

To set field-level security and to edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate the **Case** object and click **Fields & Relationships**.
   c. Select the **AccountId** field, and then click **Set Field-Level Security**.
   d. For profiles using the Manage Beneficiaries service process, select **Visible** and deselect **Read-Only**.
   e. Save your changes.
   f. Similarly, set the field-level security for **SourceId** and **FinServ_FinancialAccount_c** fields on the Case object.
   g. In Object Manager, locate the Financial Holding object.
   h. Select the **FinServ_FinancialAccount_c** field, and then click **Set Field-Level Security.**
   i. For profiles using the Manage Beneficiaries service process, select **Visible** and deselect **Read-Only**.
   j. Save your changes.
   k. Similarly, set the field-level security for FinServ__FinancialAccount__c, Financial Holding Name, FinServ__Shares__c, FinServ__SourceSystemId__c, FinServ__Securities__c, and FinServ__Symbol__c fields on the Financial Holding object.
2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for **Service Catalog Request**, **Service Catalog Item Dependencies**, **Financial Holdings**, and **Service Catalog Request Related Items** objects, assign **Read**, **Create**, **Edit**, and **View All** permissions.
   f. Repeat these steps for other profiles that are relevant for using the Manage Beneficiaries service process.

Deploy the Manage Beneficiaries OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Manage Beneficiaries service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:

- Customize Application

1. Download the static resources relevant to the Manage Beneficiaries service process.

a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.

b. Find and select the **FSCWlthManageBeneficiriesOmniElements** static resource.

c. Click **View file**.

FSCWlthManageBeneficiriesOmniElements.zip file is downloaded.

d. Repeat steps b and c for the **CommonOmniElements** static resource.

2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example, Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see the Salesforce CLI Setup Guide.

SEE ALSO:

Static Resources

Incorporate Your Company Logo in Manage Beneficiaries Service Process Communications

Use your company logo in an Email template and use it with the Manage Beneficiaries service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:

- Manage flow

1. From Setup, in the Quick Find box, enter Flows, and then select **Flows**.
2. In the list view, find and select **FSC Wealth: Review Service Requests Related to Manage Beneficiaries**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

SEE ALSO:

Upload and Replace Items on the Documents Tab

Prepare the Manage Beneficiaries OmniScript

The Manage Beneficiaries OmniScript contains FlexCards that show beneficiary details like existing beneficiaries, primary beneficiaries, and contingent beneficiaries of a customer. Preview and load these FlexCards in your Salesforce org before using OmniScript.

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCWlthManageBeneficiariesShowBeneficiaryHeader`, and then select **FSCWlthManageBeneficiariesShowBeneficiaryHeader**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.

6. Similarly, preview and load these FlexCards.

FLEX CARDS
FSCWlthManageBeneficiariesShowExisitingBeneficiaries
FSCWlthHelpTextForPrimaryBeneficiary
FSCWlthManageBeneficiariesShowNewBeneficiarySharePercentageHeader
FSCWlthManageBeneficiariesShowExistingandNewSharePercentageHeader
FSCWlthManageBeneficiariesEditNewBeneficiariesShare
FSCWlthManageBeneficiariesEditContingentBeneficiariesShare
FSCWlthManageBeneficiariesDisplayFinancialAccounts
FSCWlthManageBeneficiariesShowExistingBeneficiaryDetails
FSCWlthManageBeneficiariesShowSummary
FSCWlthManageBeneficiarySummaryScriptChildCard
FSCWlthManageBeneficiariesShowPrimaryBeneficiaries
FSCWlthManageBeneficiariesShowNewContingentorPrimaryBeneficiaries
FSCWlthManageBeneficiariesShowSelectedFinancialAccounts
FSCWlthServiceProcessShowAccountDetails
FSCWlthServiceProcessShowNoFinancialAccounts
FSCWlthShowNewCaseConfirmationIcon
FSCWlthServiceProcessShowReviewedDocuments
FSCWlthServiceProcessShowValidDocumentTypes
FSCWlthServiceProcessShowUploadedDocuments
FSCWlthShowDocumentUploadConfirmationIcon
FSCWlthServiceProcessShowDisclaimer
FSCWlthUploadFile
FSCWlthServiceProcessShowValidDocumentTypesList

Manage Data Attributes and Activate the Manage Beneficiaries Service Process

The Manage Beneficiaries service process has predefined data attributes. You can create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Manage Beneficiaries service process when the needed data attributes are ready.

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.

2. Locate the Manage Beneficiaries service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.
   Create data attributes or modify the existing data attributes to suit your business needs. See Data Attributes.
4. If you've added or modified any data attributes, save your changes.
5. Activate the service process definition.

Update the Page Layouts with Source System ID for Manage Beneficiaries Service Process

Add the Source System ID field to the Financial Account page layout. The Source System ID field shows the ID of the record in the Custodial or Books and Records platform. The ID determines which account to pull data from in the Custodial or Books and Records platform.

1. Update the page layouts with Source System ID. See Customize the Page Layouts with Source System ID.

Connect to MuleSoft and Enable Integration for Manage Beneficiaries Service Process

To get financial account information from a Custodial or Books and Records platform in the Manage Beneficiaries OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to Mulesoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Manage Beneficiaries OmniScript to an Action Launcher Deployment

The /FSCWlth/ManageBeneficiaries/English OmniScript guides users in capturing a customer request to manage beneficiaries. Agents can launch this OmniScript from the record details page of a person's account to capture beneficiary details.

1. Configure an action launcher deployment and add the Manage Beneficiaries OmniScript to the record details page of a person's account. See Associate the OmniScripts of Wealth Management Service Processes to an Action Launcher Deployment.

Manage Beneficiaries OmniScript Components

Customize the Manage Beneficiaries OmniScript to suit your business needs.

Component Name	Component Type	What it Does	What it Calls
SetServiceProcessAccountContext	Integration Procedure Action	Fetches the user's Account ID from Salesforce when the user logs in to a self-service portal and launches the Manage Beneficiaries service process. It also gets the portal's URL extension and stores it in the CommunityBasePath variable.	FSCWlthSelfService_SetServiceProcessAccountContext

Component Name	Component Type	What it Does	What it Calls
GetFinancialAccounts	Integration Procedure Action	Fetches a filtered list of financial accounts based on account.	FSCWithManageBeneficiaries_GetFinancialAccounts integration procedure
FetchBeneficiaries	Integration Procedure Action	Fetches the list of beneficiaries associated with the selected financial account.	FSCWithManageBeneficiaries_GetBeneficiariesDetails integration procedure
NewShareAllocationForPrimaryBeneficiary NewShareAllocationForContingentBeneficiary	Integration Procedure Action	Sends share percentage details for primary and contingent beneficiaries to ensure the validity of the added allocation percentage.	FSCWithManageBeneficiaries_NewShareAllocationForBeneficiary integration procedure
NewPrimaryBeneficiaries	Edit Block	Captures required details of primary beneficiaries from the customer.	None
NewContingentBeneficiaries	Edit Block	Captures required details of contingent beneficiaries from the customer.	None
FSCWith_ServiceProcessGetAccountDetails	Omnistudio Data Mapper Extract Action	Retrieves the user's account details.	FSCWithServiceProcessGetAccountDetails
CreateCase	Remote Action	Creates Case for Manage Beneficiaries.	FSCWithManageBeneficiariesHelperFunction class, callCreateCaseApi method
SetCaseConfirmationDetails	Set Values	Sets the case number and confirmation message for the submitted Manage Beneficiaries service request.	None

Submit a Manage Beneficiaries Request

Your service agents can capture and submit a Manage Beneficiaries request by using the Manage Beneficiaries OmniScript.

1. On the Wealth Management app, select **Accounts** from the dropdown.
2. On the Accounts tab, search for and select the account.
3. Click the **Manage Beneficiaries** quick action.
4. To select beneficiaries, do one of these:
   - To select existing beneficiaries, select **Yes**. Choose existing beneficiaries and proceed to the next step.
   - To add a new beneficiary, select **No, add a beneficiary**. Enter all the required details.
5. If you wish to add contingent beneficiaries, provide the required details and proceed to the next step.
6. In the Add Share Detail step, allocate share percentages for the primary and contingent beneficiaries.
7. To replicate the share allocation for any of the other financial accounts, in Selected Account, select the relevant financial account.
8. Review the beneficiary details, and click **Submit**.
   A case is created in Salesforce for the Manage Beneficiaries request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit Manage Beneficiaries request:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Set Up Required Minimum Distribution (RMD) Service Process (Unmanaged Package)

Your customers can use the Set Up Required Minimum Distribution (RMD) service process to raise requests to set up Required Minimum Distribution of their retirement accounts.

Setup and Configuration of the Set Up Required Minimum Distribution Service Process

Use Service Process Studio to enable the Set Up Required Minimum Distribution service process to give your agents an easy-to-follow process for capturing the customer requests to select payment schedules and payment options.

Submit a Set Up Required Minimum Distribution Request

Your service agents can capture and submit a Set Up Required Minimum Distribution request by using the Set Up Required Minimum Distribution OmniScript.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Set Up Required Minimum Distribution Service Process

Use Service Process Studio to enable the Set Up Required Minimum Distribution service process to give your agents an easy-to-follow process for capturing the customer requests to select payment schedules and payment options.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Set Up Required Minimum Distribution Service Process

To use the Set Up Required Minimum Distribution service process, assign relevant permissions to your users.

Add Picklist Value in Set Up Required Minimum Distribution Service Process

To use the Set Up Required Minimum Distribution service process, add new values to a custom picklist field.

Deploy the Set Up Required Minimum Distribution OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Set Up Required Minimum Distribution service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Set Up Required Minimum Distribution Service Process Communications

Use your company logo in an Email template and use it with the Set Up Required Minimum Distribution service process for customer interactions.

Prepare the Set Up Required Minimum Distribution OmniScript

The Set Up Required Minimum Distribution OmniScript contains FlexCards that show the payment details and supporting documents of a customer. Preview and load these FlexCards in your Salesforce org before using OmniScript.

Manage Data Attributes and Activate the Update Profile Service Process

The Set Up Required Minimum Distribution service process has predefined data attributes. You can create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Set Up Required Minimum Distribution service process when the needed data attributes are ready.

Create Document Types for the Set Up Required Minimum Distribution service process

Set up document types that let your users select a supporting documentation type that confirms the client's profile details.

Create a Decision Matrix for the Set Up Required Minimum Distribution service process

Create a decision matrix and add the Set Up Required Minimum Distribution service process name and document types. The Set Up Required Minimum Distribution service process uses the Business Rules Engine to create rules using decision matrices and expression sets to show a list of valid document types that a user can select. Document types are a list of supporting documentation that a user can request from a client to validate the new information.

Create an Expression Set for the Set Up Required Minimum Distribution service process

Create an expression set to read the values in the decision matrix and populate the values in the document type.

Update the Page Layouts with Source System ID for the Set Up Required Minimum Distribution service process

Add the Source System ID field to the Financial Account page layout. The Source System ID field shows the ID of the record in the Custodial or Books and Records platform. The ID determines which account to pull data from in the Custodial or Books and Records platform.

Connect to MuleSoft and Enable Integration for the Set Up Required Minimum Distribution service process

To get financial account information from a Custodial or Books and Records platform in the Set Up Required Minimum Distribution OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Set Up Required Minimum Distribution OmniScript to an Action Launcher Deployment

The /FSCWlth/SetupRequiredMinimumDistribution/English OmniScript guides users in capturing a customer request to Set Up Required Minimum Distribution. Agents can launch this OmniScript from the record details page of a person's account to capture payment details.

Set Up Required Minimum Distribution OmniScript Components

Customize the Set Up Required Minimum Distribution OmniScript to suit your business needs.

Assign Permissions for the Set Up Required Minimum Distribution Service Process

To use the Set Up Required Minimum Distribution service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Wealth Management. See Install the Unmanaged Extension Packages.

USER PERMISSIONS

To set field-level security and to edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate the **Case** object and click **Fields & Relationships**.
   c. Select the **AccountId** field, and then click **Set Field-Level Security**.
   d. For profiles using the Set Up Required Minimum Distribution service process, select **Visible** and deselect **Read-Only**.
   e. Save your changes.
   f. Similarly, set the field-level security for **SourceId** and **FinServ_FinancialAccount_c** fields on the Case object.
   g. In Object Manager, locate the Financial Holding object.
   h. Select the **FinServ_FinancialAccount_c** field, and then click **Set Field-Level Security.**
   i. For profiles using the Set Up Required Minimum Distribution service process, select **Visible** and deselect **Read-Only**.
   j. Save your changes.
   k. Similarly, set the field-level security for FinServ__FinancialAccount__c, Financial Holding Name, FinServ__Shares__c, FinServ__SourceSystemId__c, FinServ__Securities__c, and FinServ__Symbol__c fields on the Financial Holding object.
2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for **Service Catalog Request**, **Service Catalog Item Dependencies**, **Financial Holdings**, and **Service Catalog Request Related Items** objects, assign **Read**, **Create**, **Edit**, and **View All** permissions.
   f. Repeat these steps for other profiles that are relevant for using the Set Up Required Minimum Distribution service process.

Add Picklist Value in Set Up Required Minimum Distribution Service Process

To use the Set Up Required Minimum Distribution service process, add new values to a custom picklist field.

1. In Setup, go to **Object Manager**.
2. Click the **Financial Account** object and click **Fields & Relationships**.
   a. Locate the Field Label **Type** with Field Name **FinServ__FinancialAccountType__c.**
3. In the Values section, click **New**.
4. Enter the Label name **Retirement Account**.
5. Select the **Investment Account** checkbox from the Record Type Name.
6. Click **Save**.

Deploy the Set Up Required Minimum Distribution OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Set Up Required Minimum Distribution service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant for the Set Up Required Minimum Distribution service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **FSCWlthSetupRequiredMinimumDistributioOmniElements** static resource.
   c. Click **View file**.
      FSCWlthSetupRequiredMinimumDistributioOmniElements.zip file is downloaded.
   d. Repeat steps b and c for the **CommonOmniElements** static resource.
2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example, Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see the Salesforce CLI Setup Guide.

SEE ALSO:

Static Resources

Incorporate Your Company Logo in Set Up Required Minimum Distribution Service Process Communications

Use your company logo in an Email template and use it with the Set Up Required Minimum Distribution service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter Flows, and then select **Flows**.
2. In the list view, find and select **FSC Wealth: Review Set Up Required Minimum Distribution Service Request**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.

6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

SEE ALSO:

Upload and Replace Items on the Documents Tab

Prepare the Set Up Required Minimum Distribution OmniScript

The Set Up Required Minimum Distribution OmniScript contains FlexCards that show the payment details and supporting documents of a customer. Preview and load these FlexCards in your Salesforce org before using OmniScript.

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCWlthSetupRequiredMinDistributionShowFinancialAccounts`, and then select **FSCWlthSetupRequiredMinDistributionShowFinancialAccounts**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load these FlexCards.

FLEX CARDS
FSCWlthSetupRequiredMinimumDistributionShowPaymentSchedule
FSCWlthSetupRequiredMinimumDistributionOneTimeTaxYear
FSCWlthSetupRequiredMinimumDistributionShowValidDocumentTypes
FSCWlthSetupRequiredMinimumDistributionSummaryScript
FSCWlthSetupRequiredMinDstrDocumentCheckListItems
FSCWlthServiceProcessShowAccountDetails
FSCWlthServiceProcessShowNoFinancialAccounts
FSCWlthShowNewCaseConfirmationIcon
FSCWlthServiceProcessShowReviewedDocuments
FSCWlthServiceProcessShowValidDocumentTypes
FSCWlthServiceProcessShowUploadedDocuments
FSCWlthShowDocumentUploadConfirmationIcon
FSCWlthServiceProcessShowDisclaimer
FSCWlthUploadFile
FSCWlthServiceProcessShowValidDocumentTypesList

Manage Data Attributes and Activate the Update Profile Service Process

The Set Up Required Minimum Distribution service process has predefined data attributes. You can create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Set Up Required Minimum Distribution service process when the needed data attributes are ready.

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Set Up Required Minimum Distribution service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.

   Create data attributes or modify the existing data attributes to suit your business needs. See Data Attributes.
4. If you've added or modified any data attributes, save your changes.
5. Activate the service process definition.

Create Document Types for the Set Up Required Minimum Distribution service process

Set up document types that let your users select a supporting documentation type that confirms the client's profile details.

1. Turn on Document Checklist.
   a. In Setup, in the Quick Find box, enter `Document Checklist`, then click **Document Checklist Settings**.
   b. Turn on **Checklist Items with Attachments**.
2. Create document types.
   a. In Setup, enter `Document Type` in the Quick Find box, then click **Document Type**.
   b. Click **New Document Type**.
   c. Create document types with these labels and names.

Label	Name
Void Check	Void_Check
Deposit Slip	Deposit_Slip
Bank Statement	Bank_Statement

3. Save your changes.

Create a Decision Matrix for the Set Up Required Minimum Distribution service process

Create a decision matrix and add the Set Up Required Minimum Distribution service process name and document types. The Set Up Required Minimum Distribution service process uses the Business Rules Engine to create rules using decision matrices and expression sets to show a list of valid document types that a user can select. Document types are a list of supporting documentation that a user can request from a client to validate the new information.

A decision matrix matches the input values to a table row and returns the row's output values. The FSCWlthServiceProcess_GetDocumentTypes integration procedure in the FSCWlth_SetupRequiredMinimumDistribution OmniScript reads the table values.

1. From the App Launcher, find and select **Business Rules Engine**.

2. In the OmniStudio app, from the navigation bar, select **Lookup Tables**.
3. Click **New**.
4. Click **Decision Matrix**, and then click **Next**.
5. Enter the Name `GetAllRequiredDocumentTypes`. For Type, select **Standard**. Then click **Save**.
6. Click the **Related tab**.
7. In the Decision Matrix Versions, click the name of the decision matrix.
8. Click **Add Column**.
   a. In the Column Header enter `ProcessName`.
   b. For Header Type, select **Input**.
   c. For Data Type, select **Text**.
   d. Click **Done**.
9. Click **Add Column**.
   a. In the Column Header enter `DocumentTypes`.
   b. For Header Type, select **Output**.
   c. For Data Type, select **Text**.
   d. Click **Done**.
10. Click **Add Row**.
11. Click the edit icon in the ProcessName box.
    a. Enter the API name of the Set Up Required Minimum Distribution service process Definition. Press Enter to confirm the name.
12. Click the edit icon in the DocumentTypes box.
    a. In a comma-separated list, enter the document types you created earlier for the Set Up Required Minimum Distribution service process. Press Enter to confirm the list.
13. Save your changes.
14. Activate the decision matrix.

Create an Expression Set for the Set Up Required Minimum Distribution service process

Create an expression set to read the values in the decision matrix and populate the values in the document type.

1. From the App Launcher, find and select **Business Rules Engine**.
2. In the OmniStudio app, from the navigation bar, select **Expression Sets**.
3. Click **New**.
4. Enter Name GetAllDocumentTypes and select Usage Type Default.
5. Click **Save**.
6. In the Expression Set Versions, click the version name.
7. Open the expression set in the Expression Set Builder.
   a. Click **Elements icon**.
   b. Drag the **Lookup Table** element onto the expression set canvas.

   c. In the Search Lookup Table box, select `GetAllRequiredDocumentType`.

8. Set the properties for the expression set.
   a. Click the cog icon.
   b. Enter a start date time and an end date time for the expression set.
   c. Enter a rank number.

9. Set the element details for the expression set.
   a. Click the element details icon.
   b. Select **Include in Output**.

10. Save and activate the expression set.

Update the Page Layouts with Source System ID for the Set Up Required Minimum Distribution service process

Add the Source System ID field to the Financial Account page layout. The Source System ID field shows the ID of the record in the Custodial or Books and Records platform. The ID determines which account to pull data from in the Custodial or Books and Records platform.

1. Update the page layouts with Source System ID. See Customize the Page Layouts with Source System ID.

Connect to MuleSoft and Enable Integration for the Set Up Required Minimum Distribution service process

To get financial account information from a Custodial or Books and Records platform in the Set Up Required Minimum Distribution OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to Mulesoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Set Up Required Minimum Distribution OmniScript to an Action Launcher Deployment

The /FSCWlth/SetupRequiredMinimumDistribution/English OmniScript guides users in capturing a customer request to Set Up Required Minimum Distribution. Agents can launch this OmniScript from the record details page of a person's account to capture payment details.

1. Configure an action launcher deployment and add the Set Up Required Minimum Distribution OmniScript to the record details page of a person's account. See Associate the OmniScripts of Wealth Management Service Processes to an Action Launcher Deployment.

Set Up Required Minimum Distribution OmniScript Components

Customize the Set Up Required Minimum Distribution OmniScript to suit your business needs.

Component Name	Component Type	What it Does	What it Calls
SetServiceProcessAccountContext	Integration Procedure Action	Fetches the user's Account ID from Salesforce when the user	FSCWlthSetService_SetServiceProcessAccountContext

Component Name	Component Type	What it Does	What it Calls
		logs in to a self-service portal and launches the Set Up Required Minimum Distribution service process. It also gets the portal's URL extension and stores it in the CommunityBasePath variable.	
GetDocumentTypes	Integration Procedure Action	Fetches a list of document types related to the Set Up Required Minimum Distribution process.	FSCWithServiceProcess_GetDocumentTypes integration procedure
MultipleDocumentsValidationCheck	Remote Action	Validates if multiple documents are uploaded for each document type.	calls apex class - fscserviceprocessAddressUpdateHelperFunctions
GetFinancialAccounts	Integration Procedure Action	Fetches a list of financial accounts associated with the customer.	FSCWithSetupRequiredMinimumDistribution_GetFinancialAccounts integration procedure
FSCWith_ServiceProcessGetAccountDetails	Omnistudio Data Mapper Extract Action	Fetches the user's account details.	FSCWithServiceProcessGetAccountDetails Data Mapper
GetBankAccountDetails	Integration Procedure Action	Fetches details of a linked EFT bank account.	FSCWith_RequiredMinimumDistributionGetBankAccountDetails integration procedure
CreateCase	Remote Action	Creates a case for the Set Up Required Minimum Distribution service request.	FSCWithRequiredMinimumDistributionHelper class, callCreateCaseApi method
SetCaseConfirmationDetails	Set Values	Sets the case number and confirmation message for the submitted Set Up Required Minimum Distribution service request.	None

Submit a Set Up Required Minimum Distribution Request

Your service agents can capture and submit a Set Up Required Minimum Distribution request by using the Set Up Required Minimum Distribution OmniScript.

1. On the Wealth Management app, select **Accounts** from the dropdown.
2. On the Accounts tab, search for and select the account name.
3. Click the **Set Up Required Minimum Distribution** quick action.
4. Select the retirement account record, and click **Next**.
5. Select the payment schedule, enter the details, and click **Next**.
6. Select the payment method and withholding options and enter the details, and then click **Next**.
7. Review the changes, and click **Submit**.
   A case is created in Salesforce for the Set Up Required Minimum Distribution request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit Set Up Required Minimum Distribution request:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Initiate Automated Account Transfer (ACAT) Service Process (Unmanaged Package)

Your customers can use the Initiate Automated Account Transfer (ACAT) service process to raise requests for transferring securities from one trading account to another, either at a different brokerage firm or bank.

Setup and Configuration of the Initiate Automated Account Transfer Service Process

Use the Service Process Studio to enable the Initiate Automated Account Transfer service process to give your agents an easy-to-follow process for capturing the customer requests to transfer securities between trading accounts.

Submit Initiate Automated Account Transfer Request

Your service agents can capture and submit an Initiate Automated Account Transfer request by using the Initiate Automated Account Transfer OmniScript.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Initiate Automated Account Transfer Service Process

Use the Service Process Studio to enable the Initiate Automated Account Transfer service process to give your agents an easy-to-follow process for capturing the customer requests to transfer securities between trading accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Initiate Automated Account Transfer Service Process

To use the Initiate Automated Account Transfer service process, assign relevant permissions to your users.

Deploy the Initiate Automated Account Transfer OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Initiate Automated Account Transfer service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Initiate Automated Account Transfer Service Process Communications

Use your company logo in an Email template and use it with the Initiate Automated Account Transfer service process for customer interactions.

Prepare the Initiate Automated Account Transfer OmniScript

The Initiate Automated Account Transfer service process OmniScript contains FlexCards that show transfer action, transfer type, transfer details of securities, and supporting documents of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

Manage Data Attributes and Activate the Initiate Automated Account Transfer Service Process

This service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Initiate Automated Account Transfer service process when the data attributes are ready.

Update the Page Layouts with Source System ID for Initiate Automated Account Transfer Service Process

Add the Source System ID field to the Financial Account page layout. The Source System ID field shows the ID of the record in the Custodial or Books and Records platform. The ID determines which account to pull data from in the Custodial or Books and Records platform.

Connect to MuleSoft and Enable Integration for Initiate Automated Account Transfer Service Process

To get financial account information from a Custodial or Books and Records platform in the Initiate Automated Account Transfer OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Initiate Automated Account Transfer OmniScript to an Action Launcher Deployment

The /FSCWlth/AutomatedCustomerAccountTransfer/English OmniScript guides users in capturing a customer request to transfer account securities. Agents can launch this OmniScript from the record details page of a person's account to initiate securities transfers between accounts.

Initiate Automated Account Transfer OmniScript Components

Customize the Initiate Automated Account Transfer OmniScript to suit your business needs.

Assign Permissions for the Initiate Automated Account Transfer Service Process

To use the Initiate Automated Account Transfer service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Wealth Management. See Install the Unmanaged Extension Packages.

USER PERMISSIONS

To set field-level security and to edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate the **Case** object and click **Fields & Relationships**.
   c. Select the **AccountId** field, and then click **Set Field-Level Security**.
   d. For profiles using the Initiate Automated Account Transfer service process, select **Visible** and deselect **Read-Only**.
   e. Save your changes.
   f. Similarly, set the field-level security for **SourceId** and **FinServ_FinancialAccount_c** fields on the Case object.
   g. In Object Manager, locate the Financial Holding object.
   h. Select the **FinServ_FinancialAccount_c** field, and then click **Set Field-Level Security.**
   i. For profiles using the Initiate Automated Account Transfer service process, select **Visible** and deselect **Read-Only**.
   j. Save your changes.
   k. Similarly, set the field-level security for FinServ__FinancialAccount__c, Financial Holding Name, FinServ__Shares__c, FinServ__SourceSystemId__c, FinServ__Securities__c, and FinServ__Symbol__c fields on the Financial Holding object.
2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.
   d. Save your changes.
   e. Similarly, for **Service Catalog Request**, **Service Catalog Item Dependencies**, **Financial Holdings**, and **Service Catalog Request Related Items** objects, assign **Read**, **Create**, **Edit**, and **View All** permissions.
   f. Repeat these steps for other profiles that are relevant for using the Initiate Automated Account Transfer service process.

Deploy the Initiate Automated Account Transfer OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Initiate Automated Account Transfer service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:

- Customize Application

1. Download the static resources relevant for the Initiate Automated Account Transfer service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **FSCWIthAutomatedCustomerAccountTransferOmniElements** static resource.
   c. Click **View file**.

      FSCWIthAutomatedCustomerAccountTransferOmniElements.zip file is downloaded.

d. Repeat steps b and c for the **CommonOmniElements** static resource.

2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example, Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see the Salesforce CLI Setup Guide.

Incorporate Your Company Logo in Initiate Automated Account Transfer Service Process Communications

Use your company logo in an Email template and use it with the Initiate Automated Account Transfer service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter Flows, and then select **Flows**.
2. In the list view, find and select **FSC Wealth: Review Automated Customer Account Transfer Service Request**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.
7. Save and activate the flow.

Prepare the Initiate Automated Account Transfer OmniScript

The Initiate Automated Account Transfer service process OmniScript contains FlexCards that show transfer action, transfer type, transfer details of securities, and supporting documents of a customer. Preview and load these FlexCards in your Salesforce org before using the OmniScript.

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCWlthInitAutoAcctTfrSelectTransferAction`, and then select **FSCWlthInitAutoAcctTfrSelectTransferAction**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load these FlexCards.

FLEX CARDS
FSCWlthInitAutoAcctTfrShowNoTransferTypeSelected
FSCWlthInitAutoAcctTfrShowTransferFunds
FSCWlthInitAutoAcctTfrShowTransferSecurities
FSCWlthInitiateAutomatedAccountTransferShowSummary
FSCWlthServiceProcessShowAccountDetails

FLEX CARDS
FSCWlthServiceProcessShowNoFinancialAccounts
FSCWlthShowNewCaseConfirmationIcon
FSCWlthServiceProcessShowReviewedDocuments
FSCWlthServiceProcessShowValidDocumentTypes
FSCWlthServiceProcessShowUploadedDocuments
FSCWlthShowDocumentUploadConfirmationIcon
FSCWlthServiceProcessShowDisclaimer
FSCWlthUploadFile
FSCWlthServiceProcessShowValidDocumentTypesList

Manage Data Attributes and Activate the Initiate Automated Account Transfer Service Process

This service process has predefined data attributes. Create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Initiate Automated Account Transfer service process when the data attributes are ready.

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Initiate Automated Account Transfer service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.

   Create data attributes or modify the existing data attributes to suit your business needs. See Data Attributes.
4. If you've added or modified any data attributes, save your changes.
5. Activate the service process definition.

Update the Page Layouts with Source System ID for Initiate Automated Account Transfer Service Process

Add the Source System ID field to the Financial Account page layout. The Source System ID field shows the ID of the record in the Custodial or Books and Records platform. The ID determines which account to pull data from in the Custodial or Books and Records platform.

1. Update the page layouts with Source System ID. See Customize the Page Layouts with Source System ID.

Connect to MuleSoft and Enable Integration for Initiate Automated Account Transfer Service Process

To get financial account information from a Custodial or Books and Records platform in the Initiate Automated Account Transfer OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to Mulesoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Initiate Automated Account Transfer OmniScript to an Action Launcher Deployment

The /FSCWlth/AutomatedCustomerAccountTransfer/English OmniScript guides users in capturing a customer request to transfer account securities. Agents can launch this OmniScript from the record details page of a person's account to initiate securities transfers between accounts.

1. Configure an action launcher deployment and add the Initiate Automated Account Transfer OmniScript to the record details page of a person's account. See Associate the OmniScripts of Wealth Management Service Processes to an Action Launcher Deployment.

Initiate Automated Account Transfer OmniScript Components

Customize the Initiate Automated Account Transfer OmniScript to suit your business needs.

Component Name	Component Type	What it Does	What it Calls
SetServiceProcessAccountContext	Integration Procedure Action	Fetches the user's Account ID from Salesforce when the user logs in to a self-service portal and launches the Initiate Automated Account Transfer service process. It also fetches the portal's URL extension and stores it in the CommunityBasePath variable.	FSCWlhSelfService_SetServiceProcessAccountContext
GetFinancialAccounts	Integration Procedure Action	Fetches a filtered list of financial accounts based on Account.	FSCWlhInitAutoAcctTfr_GetFinancialAccounts integration procedure
GetFinancialHoldings	Integration Procedure Action	Fetches the list of the financial holdings for the selected financial account.	FSCWlh_InitAutoAcctTfrGetFinancialAccountHoldings integration procedure
FSCWlhInitAutoAcctTfr_CheckSecuritiesFundsAdded	Integration Procedure Action	Sends details of securities to make sure that the customer adds valid shares and share quantity.	FSCWlhInitAutoAcctTfr_CheckSecuritiesFundsAdded integration procedure
TransferDetailsInvestment	Edit Block	Captures the brokerage transfer details from a customer.	None
TransferDetailsMutualFunds	Edit Block	Captures the details of mutual funds from a customer.	None
FSCWlth_ServiceProcessGetAccountDetails	Omnistudio Data Mapper Extract Action	Fetches the user's account details.	FSCWlthServiceProcessGetAccountDetails Data Mapper

Component Name	Component Type	What it Does	What it Calls
CreateCase	Remote Action	Creates a case for Initiate Automated Account Transfer service request.	FSCWithInitAutomatedAccountTfrHelper class, callCreateCaseApi method
SetCaseConfirmationDetails	Set Values	Sets the case number and confirmation message for the submitted Initiate Automated Account Transfer service request.	None

Submit Initiate Automated Account Transfer Request

Your service agents can capture and submit an Initiate Automated Account Transfer request by using the Initiate Automated Account Transfer OmniScript.

1. On the Wealth Management app, select **Accounts** from the dropdown.
2. On the Accounts tab, search for and select the account name.
3. Click the **Initiate Automated Account Transfer** quick action.
4. In the Add Account Details section, select **Transfer Action**, enter the details, and then click **Next**.
5. Select **Transfer Type**, and click **Next**.
6. Review the changes, and click **Submit**.
   A case is created in Salesforce for the Initiate Automated Account Transfer request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit an Initiate Automated Account Transfer request:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Manage Standing Instructions Service Process (Unmanaged Package)

Your customers can use the Manage Standing Instructions service process to raise requests for adding or removing instructions for setting up recurring and timely payments from any of their investment accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Setup and Configuration of the Manage Standing Instructions Service Process

Use the Service Process Studio to enable the Manage Standing Instructions service process to give your agents an easy-to-follow process for capturing the customer requests to add or delete standing instructions.

Submit a Manage Standing Instructions Request

Your service agents can capture and submit a Manage Standing Instructions request by using the Manage Standing Instructions OmniScript.

Setup and Configuration of the Manage Standing Instructions Service Process

Use the Service Process Studio to enable the Manage Standing Instructions service process to give your agents an easy-to-follow process for capturing the customer requests to add or delete standing instructions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Assign Permissions for the Manage Standing Instructions Service Process

To use the Manage Standing Instructions service process, assign relevant permissions to your users.

Deploy the Manage Standing Instructions OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Manage Standing Instructions service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

Incorporate Your Company Logo in Manage Standing Instructions Service Process Communications

Use your company logo in an Email template and use it with the Manage Standing Instructions service process for customer interactions.

Prepare the Manage Standing Instructions OmniScript

The Manage Standing Instructions OmniScript contains FlexCards that show the standing instruction details and documents of a customer. Preview and load these FlexCards in your Salesforce org before using OmniScript.

Manage Data Attributes and Activate the Manage Standing Instructions Service Process

The Manage Standing Instructions service process has predefined data attributes. You can create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Manage Standing Instructions service process when the needed data attributes are ready.

Create Document Types for the Manage Standing Instruction Service Process

Set up document types that let your users select a supporting documentation type that confirms the client's profile details.

Create a Decision Matrix Set for the Manage Standing Instructions Service Process

Create a decision matrix and add the Manage Standing Instructions service process name and document types. The Manage Standing Instructions Service process uses the Business Rules Engine to create rules using decision matrices and expression sets to show a list of valid document types that a user can select. Document types are a list of supporting documentation that a user can request from a client to validate the new information.

Create an Expression Set for the Manage Standing Instructions Service Process

Create an expression set to read the values in the decision matrix and populate the values in the document type.

Update the Page Layouts with Source System ID for Manage Standing Instructions Service Process

Add the Source System ID field to the Financial Account page layout. The Source System ID field shows the ID of the record in the Custodial or Books and Records platform. The ID determines which account to pull data from in the Custodial or Books and Records platform.

Connect to MuleSoft and Enable Integration for the Manage Standing Instructions Service Process

To get financial account information from a Custodial or Books and Records platform in the Manage Standing Instructions OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Associate the Manage Standing Instructions OmniScript to an Action Launcher Deployment

The /FSCWlth/ManageStandingInstructions/English OmniScript guides users in capturing a customer request to manage standing instructions. Agents can launch this OmniScript from the record details page of a person's account to capture standing instruction details.

Manage Standing Instructions OmniScript Components

Customize the Manage Standing Instructions OmniScript to suit your business needs.

Assign Permissions for the Manage Standing Instructions Service Process

To use the Manage Standing Instructions service process, assign relevant permissions to your users.

Before you begin, install the unmanaged package extension for Financial Services Cloud Service Processes for Wealth Management. See Install the Unmanaged Extension Packages.

USER PERMISSIONS

To set field-level security and to edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

1. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate the **Case** object and click **Fields & Relationships**.
   c. Select the **AccountId** field, and then click **Set Field-Level Security**.
   d. For profiles using the Manage Standing Instructions service process, select **Visible** and deselect **Read-Only**.
   e. Save your changes.
   f. Similarly, set the field-level security for **SourceId** and **FinServ_FinancialAccount_c** fields on the Case object.
   g. In Object Manager, locate the Financial Holding object.
   h. Select the **FinServ_FinancialAccount_c** field, and then click **Set Field-Level Security.**
   i. For profiles using the Manage Standing Instructions service process, select **Visible** and deselect **Read-Only**.
   j. Save your changes.
   k. Similarly, set the field-level security for FinServ__FinancialAccount__c, Financial Holding Name, FinServ__Shares__c, FinServ__SourceSystemId__c, FinServ__Securities__c, and FinServ__Symbol__c fields on the Financial Holding object.
2. Update object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.

b. Click the profile that you're editing, and click **Edit**.

c. Under Standard Object Permissions, locate the **Case** object and assign the **Read**, **Create**, **Edit**, and **View All** permissions.

d. Save your changes.

e. Similarly, for **Service Catalog Request**, **Service Catalog Item Dependencies**, **Financial Holdings**, and **Service Catalog Request Related Items** objects, assign **Read**, **Create**, **Edit**, and **View All** permissions.

f. Repeat these steps for other profiles that are relevant for using the Manage Standing Instructions service process.

Deploy the Manage Standing Instructions OmniStudio Elements

Ensure that the essential OmniStudio elements needed for the Manage Standing Instructions service process are deployed in your Salesforce org. The OmniStudio elements are available as static resources, which you can download and upload to your org.

USER PERMISSIONS

To view and edit static resources:
- Customize Application

1. Download the static resources relevant to the Manage Standing Instructions service process.
   a. From Setup, in the Quick Find box, enter `Static Resources`, and then select **Static Resources**.
   b. Find and select the **FSCWIthManageStandingInstructionsOmniElements** static resource.
   c. Click **View file**.
      FSCWIthManageStandingInstructionsOmniElements.zip file is downloaded.
   d. Repeat steps b and c for the **CommonOmniElements** static resource.
2. Deploy the downloaded static resource files in your Salesforce org. You can use your preferred data import tool, for example, Salesforce CLI, to deploy these static resource files. For more information about Salesforce CLI, see the Salesforce CLI Setup Guide.

SEE ALSO:

Static Resources

Incorporate Your Company Logo in Manage Standing Instructions Service Process Communications

Use your company logo in an Email template and use it with the Manage Standing Instructions service process for customer interactions.

Before you begin, add your company logo to Salesforce Classic documents and incorporate the logo into an email template. See Add Your Company Logo to an Email Template.

USER PERMISSIONS

To activate and deactivate flows:
- Manage flow

1. From Setup, in the Quick Find box, enter Flows, and then select **Flows**.
2. In the list view, find and select **FSC Wealth: Review Manage Standing Instructions Service Request**.
3. On the upper-left corner of the page, click the Toolbox icon.
4. Before you can update a flow, deactivate it.
5. In the Toolbox pane, under Constants, select **HeaderImageURL**.
6. In the Value field, enter the address of your company's logo that you copied earlier.

7. Save and activate the flow.

SEE ALSO:

Upload and Replace Items on the Documents Tab

Prepare the Manage Standing Instructions OmniScript

The Manage Standing Instructions OmniScript contains FlexCards that show the standing instruction details and documents of a customer. Preview and load these FlexCards in your Salesforce org before using OmniScript.

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniStudio FlexCards**.
3. In the Quick Find Box, search for `FSCWlthManageStandingInstructionsShowFinancialAccounts`, and then select **FSCWlthManageStandingInstructionsShowFinancialAccounts**.
4. Open the highest version of the FlexCard.
5. Preview and load the FlexCard.
6. Similarly, preview and load these FlexCards.

FLEX CARDS
FSCWlthManageStandingInstructionsDisplayStandingInstructions
FSCWlthManageStandingInstructionsDeleteStandingInstruction
FSCWlthManageStandingInstructionsShowTransactions
FSCWlthManageStandingInstructionsShowRequestSummary
FSCWlthManageStandingInstructionsShowSelectedStandingInstructions
FSCWlthManageStandingInstructionsAddDetailsforStandingInstruction
FSCWlthManageStandingInstructionReviewDocuments
FSCWlthManageStandingInstructionUploadFile
FSCWlthServiceProcessShowAccountDetails
FSCWlthServiceProcessShowNoFinancialAccounts
FSCWlthShowNewCaseConfirmationIcon
FSCWlthServiceProcessShowReviewedDocuments
FSCWlthServiceProcessShowValidDocumentTypes
FSCWlthServiceProcessShowUploadedDocuments
FSCWlthShowDocumentUploadConfirmationIcon
FSCWlthServiceProcessShowDisclaimer

FLEX CARDS
FSCWlthUploadFile
FSCWlthServiceProcessShowValidDocumentTypesList

Manage Data Attributes and Activate the Manage Standing Instructions Service Process

The Manage Standing Instructions service process has predefined data attributes. You can create more as needed or modify the existing data attributes to meet the needs of your business. Activate the Manage Standing Instructions service process when the needed data attributes are ready.

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Locate the Manage Standing Instructions service process and from its quick actions menu, click **Edit**.
3. From the navigation pane of the Service Process Definition, select **Data Attributes**.

   Create data attributes or modify the existing data attributes to suit your business needs. See Data Attributes.
4. If you've added or modified any data attributes, save your changes.
5. Activate the service process definition.

Create Document Types for the Manage Standing Instruction Service Process

Set up document types that let your users select a supporting documentation type that confirms the client's profile details.

1. Turn on Document Checklist.
   a. In Setup, in the Quick Find box, enter `Document Checklist`, then click **Document Checklist Settings**.
   b. Turn on **Checklist Items with Attachments**.
2. Create document types.
   a. In Setup, enter `Document Type` in the Quick Find box, then click **Document Type**.
   b. Click **New Document Type**.
   c. Create document types with these labels and names.

Label	Name
Void Check	Void_Check
Statement	Statement
Deposit Slip	Deposit_Slip

3. Save your changes.

Create a Decision Matrix Set for the Manage Standing Instructions Service Process

Create a decision matrix and add the Manage Standing Instructions service process name and document types. The Manage Standing Instructions Service process uses the Business Rules Engine to create rules using decision matrices and expression sets to show a list of valid document types that a user can select. Document types are a list of supporting documentation that a user can request from a client to validate the new information.

A decision matrix matches the input values to a table row and returns the row's output values. The FSCWlthServiceProcess_GetDocumentTypes integration procedure in the FSCWlth_ManageStandingInstruction OmniScript reads the table values.

1. From the App Launcher, find and select **Business Rules Engine**.
2. In the OmniStudio app, from the navigation bar, select **Lookup Tables**.
3. Click **New**.
4. Click **Decision Matrix**, and then click **Next**.
5. Enter the Name `GetAllRequiredDocumentTypes`. For Type, select **Standard**. Then click **Save**.
6. Click the **Related tab**.
7. In the Decision Matrix Versions, click the name of the decision matrix.
8. Click **Add Column**.
   a. In the Column Header enter `ProcessName`.
   b. For Header Type, select **Input**.
   c. For Data Type, select **Text**.
   d. Click **Done**.
9. Click **Add Column**.
   a. In the Column Header enter `DocumentTypes`.
   b. For Header Type, select **Output**.
   c. For Data Type, select **Text**.
   d. Click **Done**.
10. Click **Add Row**.
11. Click the edit icon in the ProcessName box.
    a. Enter the API name of the Manage Standing Instructions Service Process Definition. Press Enter to confirm the name.
12. Click the edit icon in the DocumentTypes box.
    a. In a comma-separated list, enter the document types you created earlier for the Manage Standing Instructions service process. Press Enter to confirm the list.
13. Save your changes.
14. Activate the decision matrix.

Create an Expression Set for the Manage Standing Instructions Service Process

Create an expression set to read the values in the decision matrix and populate the values in the document type.

1. From the App Launcher, find and select **Business Rules Engine**.

2. In the OmniStudio app, from the navigation bar, select **Expression Sets**.
3. Click **New**.
4. Enter Name GetAllDocumentTypes and select Usage Type Default.
5. Click **Save**.
6. In the Expression Set Versions, click the version name.
7. Open the expression set in the Expression Set Builder.
   a. Click **Elements icon**.
   b. Drag the **Lookup Table** element onto the expression set canvas.
   c. In the Search Lookup Table box, select `GetAllRequiredDocumentType`.
8. Set the properties for the expression set.
   a. Click the cog icon.
   b. Enter a start date time and an end date time for the expression set.
   c. Enter a rank number.
9. Set the element details for the expression set.
   a. Click the element details icon.
   b. Select **Include in Output**.
10. Save and activate the expression set.

Update the Page Layouts with Source System ID for Manage Standing Instructions Service Process

Add the Source System ID field to the Financial Account page layout. The Source System ID field shows the ID of the record in the Custodial or Books and Records platform. The ID determines which account to pull data from in the Custodial or Books and Records platform.

1. Update the page layouts with Source System ID. See Customize the Page Layouts with Source System ID.

Connect to MuleSoft and Enable Integration for the Manage Standing Instructions Service Process

To get financial account information from a Custodial or Books and Records platform in the Manage Standing Instructions OmniScript, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

1. Connect your Salesforce and MuleSoft instances and enable integration. See Connect to Mulesoft and Enable Integration.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

1. Add the Case Details Lightning Component. See Add the Case Details Lightning Component to the Case Record Page.

Associate the Manage Standing Instructions OmniScript to an Action Launcher Deployment

The /FSCWlth/ManageStandingInstructions/English OmniScript guides users in capturing a customer request to manage standing instructions. Agents can launch this OmniScript from the record details page of a person's account to capture standing instruction details.

1. Configure an action launcher deployment and add the Manage Standing Instructions OmniScript to the record details page of a person's account. See Associate the OmniScripts of Wealth Management Service Processes to an Action Launcher Deployment.

Manage Standing Instructions OmniScript Components

Customize the Manage Standing Instructions OmniScript to suit your business needs.

Component Name	Component Type	What it Does	What it Calls
SetServiceProcessAccountContext	Integration Procedure Action	Fetches the user's Account ID from Salesforce when the user logs in to a self-service portal and launches the Manage Standing Instructions service process. It also gets the portal's URL extension and stores it in the CommunityBasePath variable.	FSCWithSelfService_SetServiceProcessAccountContext
GetFinancialAccounts	Integration Procedure Action	Fetches a filtered list of financial accounts based on account.	FSCWithManageStandingInstructions_GetFinancialAccounts integration procedure
GetTransactionDetails	Integration Procedure Action	Fetches the list of existing standing instructions for the selected financial account.	FSCWithManageStandingInstructions_GetTransactionDetails integration procedure
NewStandingInstruction	Edit Block	Captures required details of new standing instruction from the customer.	None
FSCWith_ServiceProcessGetAccountDetails	Omnistudio Data Mapper Extract Action	Fetches the user's account details.	FSCWithServiceProcessGetAccountDetails
CreateCase	Remote Action	Creates a case for the Manage Standing Instructions service process.	FSCWithManageStndInstrHelperFunction class, callCreateCaseApi method
SetCaseConfirmationDetails	Set Values	Sets the case number and confirmation message for the submitted Manage Standing Instructions service request.	None

Submit a Manage Standing Instructions Request

Your service agents can capture and submit a Manage Standing Instructions request by using the Manage Standing Instructions OmniScript.

1. On the Wealth Management app, select **Accounts**.
2. On the Accounts tab, search for and select the account name.
3. Click the **Manage Standing Instructions** quick action.
4. Select an account, and click **Next**.
5. To add a standing instruction, select **Add standing instruction**.
6. Enter the payment method, account details, payee details, and transaction details.

   Choose the payment method depending on the nature of the transaction: EFT is an electronic transfer of funds between accounts. Wire transfer involves a direct, bank-to-bank transfer of funds. Journal enables users to transfer securities between brokerage accounts. Check payment involves the issuance of a physical check. If the account owner has a brokerage account with the same bank, select 1st Party Transfer. Else, select 3rd Party Transfer.
7. To cancel an instruction, select **Cancel standing instruction**, and then select the standing instruction that you want to cancel.
8. Review the changes, and click **Submit**.
   A case is created in Salesforce for the Manage Standing instructions request.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To submit Manage Standing Instructions request:

- OmniStudio User

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Add Your Company Logo to an Email Template

Add your company logo to Salesforce Classic documents and incorporate the logo into an email template. You can later use the email template with Wealth Management service processes for customer interactions.

1. Upload your company logo to the Documents tab.
   a. In the upper-right corner, click your profile name and select **Switch to Salesforce Classic**.
   b. Go to the Documents tab.
      If you don't see the Documents tab in the menu bar, click **+** and select it from the list.
   c. Under Recent Documents, click **New**.
   d. Enter a document name, select **Externally Available Image**, and select a folder where you want to store the image file
   e. Select **Choose File** and navigate to the image file to import.
   f. Save your changes.
2. Copy the image address.
   a. In the Documents tab, click the image file that you uploaded.
   b. Right-click on the image and select **Copy Image Address**.
3. Add the copied image address to the email template.
   a. Switch to Lightning Experience.
   b. From Setup, in the Quick Find box, enter `Classic Email Template`, and then select **Classic Email Templates**.
   c. Click **Case Closure Email Template**.
   d. Click **Edit HTML Version**.
   e. Under HTML Email Content, in the HTML Body, add the copied image address in the <img src> tag.
4. To use an email address for customer interactions, add an organization-wide email address. See Set Up Organization-Wide Email Addresses.

EDITIONS

Available in: Salesforce Classic (not available in all orgs)

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To view Documents tab and documents:
- Read on documents

To upload documents:
- Create on documents

To edit email templates:
- For public email templates: Modify All Data, Manage Public Lightning Email Templates permission, or template ownership

  For email templates in an Enhanced folder: Modify All data, Edit access to the folder, or template ownership

  For private email templates: Modify All Data or template ownership

Customize the Page Layouts with Source System ID

Add the Source System ID field to the Financial Account and Financial Account Role page layouts. The Source ID field shows the ID of the record in the Custodial or Books and Records platform. The ID determines which account to pull data from in the Custodial or Books and Records platform.

The Financial Services Cloud managed package must be installed in Salesforce before you can complete these steps.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To create and edit page layouts:
- Customize Application

1. Update the page layouts.
   a. In Setup, go to **Object Manager**.
   b. In the Quick Find box, enter `Financial Account`, then select **Financial Account**.
   c. In Page Layouts, click **Financial Account Layout**.
   d. Drag the Source System ID to the Information pane.
   e. Save your changes.
2. Update the Source System ID field.
   a. From the App Launcher, find and select **Financial Accounts**.
   b. Update the Source System ID field for the financial accounts with your Custodial or Books and Records platform system ID.

Connect to MuleSoft and Enable Integration

To get financial accounts information from a Custodial or Books and Records platform, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the Custodial or Books and Records platform.

Before you connect to MuleSoft and enable integration, turn on the setting to retrieve real-time financial account information from your Custodial or Books and Records platform. When this setting is off, account information is retrieved from Salesforce. See Enable Real-Time Financial Account Information.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To turn on MuleSoft Integration:
- Customize Application

1. Connect your Salesforce and MuleSoft instances.
   a. From Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
   b. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
   c. Turn on **Financial Services Cloud Integrations**.
   d. Click **Connect to MuleSoft Instance**.
   e. Select a service and click **Next**.
   f. Enter your MuleSoft username and password and sign in.
   g. Grant access to your MuleSoft account.

      It takes a few minutes for Salesforce to connect to MuleSoft.

      Your Salesforce and MuleSoft instances are now connected. You can view connection details and available integrations.
2. Enable Integration between Salesforce and the Custodial or Books and Records platform.
   a. On the Integrations Setup page, in the Available Integrations area, from the list of available integrations, go to the integration to enable, and then click **Enable**.
   b. Select a business group for which you want to enable the integration.

c. Select the environment where you want to enable the integration.

d. Enter the app name.

   Ensure that the app name is unique for your MuleSoft instance.

e. Click **Next**.

f. To connect to the Custodial or Books and Records platform, select the authentication protocol for the integration and its dependent apps and enter the relevant details.

g. Enable the integration and wait for the process to complete.
   A named credential is created for the enabled integration.

h. From Setup, in the Quick Find box, enter `Named Credential`, and then select **Named Credential**.

i. Verify that a named credential was added for the connected MuleSoft instance.

j. From the quick actions menu of the named credential, select **Edit**.

k. For Label, enter `FSC_wealth_integrations_V1_0_0`.

   Note: This label is created when MuleSoft is connected to the Custodial or Books and Records Platform.

l. From Setup, in the Quick Find box, enter Named Credentials, and then select **Named Credentials**.

m. Expand the dropdown next to New, and then click **New Legacy**.

n. For Label and Name, enter `FSC_wealth_integrations_V1_0_0`.

o. For URL, enter `https://fsc-wealth-mgmt-integrations-impl.us-e2.cloudhub.io`.

p. Save your changes.

Associate the OmniScripts of Wealth Management Service Processes to an Action Launcher Deployment

The OmniScript for each service process guides users in capturing a customer service request. Agents can launch these OmniScripts from the record details page of a person account to capture a service request.

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. Configure an Action Launcher deployment for the OmniScripts.

   Give your users quick access to the intake forms or OmniScripts. If you have an existing Action Launcher deployment, add the intake forms to it.

   a. From Setup, in the Quick Find box, enter `Action Launcher`, and select **Action Launcher**.

   b. Click **New Deployment** and give it a name.

   c. In Guidance to Show, select **OmniScripts**.

   d. In the Available Objects list, move **Account** to Selected Objects.

   The selected objects determine the objects where you can show the OmniScripts.

   e. In Select actions to add, select the OmniScripts or intake forms of these service processes.

SERVICE PROCESS	OMNISCRIPT
Manage Beneficiaries	/FSCWlth/ManageBeneficiaries/English
Update Profile	/FSCWlth/UpdateProfile/English
Manage Standing Instructions	/FSCWlth/ManageStandingInstructions/English
Set Up Required Minimum Distribution (RMD)	/FSCWlth/SetupRequiredMinimumDistribution/English
Initiate Automated Account Transfer (Initiate Automated Account Transfer)	/FSCWlth/AutomatedCustomerAccountTransfer/English

   f. Next to each OmniScript that you've selected, click the add icon.

   g. Save your changes.

2. Add the OmniScripts to the Person Account page.

   a. In Setup, go to Object Manager.

   b. In the Quick Find box, enter `Account`, and then select **Account**.

   c. Click **Lightning Record Pages** and select **Account Record Page**.

   d. Click **Edit**.

   e. In the Lightning App Builder, drag the **Action Launcher** component onto the record page.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To associate the OmniScripts for service processes to an Action Launcher deployment:

- OmniStudio Admin

  AND

  Financial Services Cloud Basic

  OR

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

f. In the properties pane, select the action launcher deployment that contains the OmniScripts of the wealth management service processes.

g. Save your changes.

Self Service

Let your customer community users initiate service processes directly from a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, you allow your customers to raise service process requests at any time, from anywhere.

Self-Service for Retail Banking Service Processes (Unmanaged Package)

Let your customer community users initiate service processes directly from a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, you allow your customers to raise service process requests at any time, from anywhere.

Self-Service for Wealth Management Service Processes (Unmanaged Package)

Let your customer community users initiate service processes directly from a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, you allow your customers to raise service process requests at any time, from anywhere.

Self-Service Capabilities in Financial Services Client Portal

Give your clients the ability to manage their financial services needs through a self-service portal. Set up a new Experience Cloud portal using the Financial Services Client Portal template and configure the self-service capabilities. Clients can create and track service requests, schedule and manage appointments, submit loan applications, browse frequently asked questions and knowledge articles, and provide feedback. You can use the Experience Cloud portal as is or you can embed this portal into existing internet and mobile banking systems through single sign-on.

Self-Service for Retail Banking Service Processes (Unmanaged Package)

Let your customer community users initiate service processes directly from a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, you allow your customers to raise service process requests at any time, from anywhere.

Address Update as a Self-Service Process

Capture customer requests for address updates through a self-service channel.

Fee Reversal as a Self-Service Process

Capture customer requests to reverse fees charged on their accounts through a self-service channel.

Notify Travel Plans as a Self-Service Process (Unmanaged Package)

Capture customer requests for travel notifications through a self-service channel.

Update Email or Phone as a Self-Service Process (Unmanaged Package)

Capture customer requests for email or phone updates through a self-service channel.

Stop Check Payment as a Self-Service Process (Unmanaged Package)

Capture customer requests for stop check payments through a self-service channel.

Report and Replace Cards as a Self-Service Process (Unmanaged Package)

Capture customer requests to report stolen cards through a self-service channel.

Order Checkbook as a Self-Service Process (Unmanaged Package)

Capture customer requests for new checkbooks through a self-service channel.

Request Statement Copies as a Self-Service Process (Unmanaged Package)

Capture customer requests for statement copies through a self-service channel.

Transfer Funds to Own Account as a Self-Service Process (Unmanaged Package)

Capture customer requests to transfer funds through a self-service channel.

Manage Standing Instructions as a Self-Service Process (Unmanaged Package)

Capture customer requests to add or modify standing instructions for their accounts through a self-service channel.

Manage Beneficiaries as a Self-Service Process (Unmanaged Package)

Capture customer requests to add or modify beneficiaries through a self-service channel.

Request Loan Payoff Statement as a Self-Service Process (Unmanaged Package)

Capture customer requests for loan payoff statements through a self-service channel.

Configure Self-Service for Retail Banking Service Processes (Unmanaged Package)

Configure the pre-built retail banking service processes for self-service so that customer community users can initiate the service processes directly from a self-service portal, such as the Financial Services Client Portal.

Create a Customer Community User Profile

To control access to the Financial Services Cloud features, create a profile for portal users with the appropriate permissions by cloning a community user profile.

Assign Permissions Sets to Portal Users

Create and assign permission sets to your portal users to grant the license and permissions they need to access the Financial Services Client Portal and the pre-built retail banking service processes.

Configure the Financial Services Client Portal

Create an experience site using the Financial Services Client Portal template to give your customers access to the pre-built retail banking service processes.

Create Portal Users

Create portal users to access the Financial Service Client Portal.

Configure Field-Level Security

Give your portal users access to the appropriate fields that they need for using the retail banking service processes on the Financial Services Client Portal.

Specify Object-Level Permissions

Grant your portal users the needed object permissions to create service requests for retail banking service processes in the Financial Services Client Portal.

Set Up Sharing Sets

Create a sharing set to give your Financial Services Client Portal users access to records that are relevant for using the retail banking service processes. A sharing set grants portal users access to a record associated with an account or contact that matches the user's account or contact. You can grant access to records through access mapping, which defines access for each object in the sharing set.

Set Up Sharing Rules

Use sharing rules to extend sharing access to your portal users. Sharing rules give portal users greater access by making automatic exceptions to your org-wide sharing settings. Add sharing rules to give your portal users access to relevant records that they need when submitting service process requests.

Make the Retail Banking Service Processes Visible to Your Portal Users

Show the actions to launch the pre-built retail banking service processes on the Financial Services Client Portal so that your customer community users can easily create service requests without contacting your service agents.

Address Update as a Self-Service Process

Capture customer requests for address updates through a self-service channel.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Address Update Service Process on Financial Services Client Portal

Let your customer community users update their addresses on a Financial Services Client Portal.

Submit an Address Update Request

Complete the address update request form to update addresses in your accounts or financial accounts.

Set Up Address Update Service Process on Financial Services Client Portal

Let your customer community users update their addresses on a Financial Services Client Portal.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Configure the Address Update service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes. on page 873

Submit an Address Update Request

Complete the address update request form to update addresses in your accounts or financial accounts.

1. Log in to the Financial Services Client Portal.
2. Find and select the address update page or action on the portal.
3. Complete the request form with your new address, and click **Next**.
4. Select the records to update with the new address, and click **Next**.

   Note: Only the accounts and financial accounts for which the community user is a primary owner are shown.

5. Select a document type and click **Upload Files**.

   To validate your identity, you must provide a copy of the valid document type that contains the new address.

6. Review the address change details, and click **Submit**.
   The address change request is successfully submitted. A case is created and assigned to a manager for approval. To view the case details, go to the Cases page on the portal.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To submit an address update request on Financial Services Client Portal:

- OmniStudio Runtime for Communities

  AND

  Financial Services For Customer Community

  OR

  Financial Services For Customer Community Login

  OR

  Financial Services For Customer Community Plus

  OR

  Financial Services For Customer Community Plus Login

Fee Reversal as a Self-Service Process

Capture customer requests to reverse fees charged on their accounts through a self-service channel.

Set Up Fee Reversal Service Process on Financial Services Client Portal

Let your customer community users request a fee reversal on a Financial Services Client Portal.

Submit a Fee Reversal Request

Complete the fee reversal request form to reverse a fee for your financial account.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Fee Reversal Service Process on Financial Services Client Portal

Let your customer community users request a fee reversal on a Financial Services Client Portal.

1. Configure the Fee Reversal service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes on page 873.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Submit a Fee Reversal Request

Complete the fee reversal request form to reverse a fee for your financial account.

1. Log in to the Financial Services Client Portal.
2. Find and select the fee reversal page or action on the portal.
3. Select a financial account, and click **Next**.

   You can select only one financial account per fee reversal request. Only checking, saving, and credit card type financial accounts are shown.

   Note: Only the financial accounts for which the community user is a primary owner are shown.

4. To view a list of transactions, select a fee type, and click **Next**.
5. Select a transaction, and click **Next**.
6. Review the fee reversal summary, and then click **Create a Case**.

   The fee reversal request is successfully submitted. A case is created and assigned to a manager for approval. To view the case details, go to the Cases page on the portal.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To submit a fee reversal request on Financial Services Client Portal:

- OmniStudio Runtime for Communities

  AND

  Financial Services For Customer Community

  OR

  Financial Services For Customer Community Login

  OR

  Financial Services For Customer Community Plus

  OR

  Financial Services For Customer Community Plus Login

Notify Travel Plans as a Self-Service Process (Unmanaged Package)

Capture customer requests for travel notifications through a self-service channel.

Set Up Notify Travel Plans as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to provide notice about their travel plans.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Notify Travel Plans as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to provide notice about their travel plans.

1. Configure the Notify Travel Plans service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Update Email or Phone as a Self-Service Process (Unmanaged Package)

Capture customer requests for email or phone updates through a self-service channel.

Set Up Update Email or Phone as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to request for email or phone update.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Update Email or Phone as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to request for email or phone update.

1. Configure the Update Email or Phone service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Stop Check Payment as a Self-Service Process (Unmanaged Package)

Capture customer requests for stop check payments through a self-service channel.

Set Up Stop Check Payment as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to stop check payments.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Stop Check Payment as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to stop check payments.

1. Configure the Stop Check Payment service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Report and Replace Cards as a Self-Service Process (Unmanaged Package)

Capture customer requests to report stolen cards through a self-service channel.

Set Up Report and Replace Cards as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to report stolen cards, block cards, and request replacement cards.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Report and Replace Cards as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to report stolen cards, block cards, and request replacement cards.

1. Configure the Report and Replace Cards service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Order Checkbook as a Self-Service Process (Unmanaged Package)

Capture customer requests for new checkbooks through a self-service channel.

Set Up Order Checkbook as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to order new checkbooks.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Order Checkbook as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to order new checkbooks.

1. Configure the Order Checkbook service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Request Statement Copies as a Self-Service Process (Unmanaged Package)

Capture customer requests for statement copies through a self-service channel.

Set Up Request Statement Copies as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customers a self-guided process to request statement copies of their accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Request Statement Copies as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customers a self-guided process to request statement copies of their accounts.

1. Configure the Request Statement Copies service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Transfer Funds to Own Account as a Self-Service Process (Unmanaged Package)

Capture customer requests to transfer funds through a self-service channel.

Set Up Transfer Funds to Own Account as a Self-Service Process
Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to transfer funds to their accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Transfer Funds to Own Account as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to transfer funds to their accounts.

1. Configure the Transfer Funds to Own Account service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Manage Standing Instructions as a Self-Service Process (Unmanaged Package)

Capture customer requests to add or modify standing instructions for their accounts through a self-service channel.

Set Up Manage Standing Instructions as a Self-Service Process
Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to add standing instructions to their accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Manage Standing Instructions as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to add standing instructions to their accounts.

1. Configure the Manage Standing Instructions service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Manage Beneficiaries as a Self-Service Process (Unmanaged Package)

Capture customer requests to add or modify beneficiaries through a self-service channel.

Set Up Manage Beneficiaries as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to add or modify beneficiaries.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Manage Beneficiaries as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to add or modify beneficiaries.

1. Configure the Manage Beneficiaries service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Request Loan Payoff Statement as a Self-Service Process (Unmanaged Package)

Capture customer requests for loan payoff statements through a self-service channel.

Set Up Request Loan Payoff Statement as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to request for a loan payoff statement.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Request Loan Payoff Statement as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to request for a loan payoff statement.

1. Configure the Request Loan Payoff Statement service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure Self-Service for Retail Banking Service Processes (Unmanaged Package)

Configure the pre-built retail banking service processes for self-service so that customer community users can initiate the service processes directly from a self-service portal, such as the Financial Services Client Portal.

1. Create a Customer Community User Profile. See Create a Customer Community User Profile.
2. Assign Permissions Sets to Portal Users. See Assign Permissions Sets to Portal Users.
3. Configure the Financial Services Client Portal. See Configure the Financial Services Client Portal.
4. Create Portal Users. See Create Portal Users.
5. Configure Field-Level Security. See Configure Field-Level Security.
6. Specify Object-Level Permissions. See Specify Object-Level Permissions.
7. Set Up Sharing Sets. See Set Up Sharing Sets.
8. Set Up Sharing Rules. See Set Up Sharing Rules.
9. Make the Retail Banking Service Processes Visible to Your Portal Users. See Make the Retail Banking Service Processes Visible to Your Portal Users.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a Customer Community User Profile

To control access to the Financial Services Cloud features, create a profile for portal users with the appropriate permissions by cloning a community user profile.

To learn how to create a customer community user profile in your org, see Create a Customer Community User Profile.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Assign Permissions Sets to Portal Users

Create and assign permission sets to your portal users to grant the license and permissions they need to access the Financial Services Client Portal and the pre-built retail banking service processes.

1. Create and assign permission sets to portal users to grant the permissions they need to access the Financial Services Client Portal. See Assign a Permission Set to Portal Users.
2. Create an OmniStudio permission set for your portal users. See Create an OmniStudio Permission Set for Standard Experience Users.
3. Assign the OmniStudio permissions set to your portal users. See Assign the OmniStudio Permission Set or Group to Standard Experience Site Users.

SEE ALSO:

Setup OmniStudio Permission Sets for Experience Cloud Site Users

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create permission sets:
- Manage Profiles and Permission Sets

To assign permission sets:
- Assign Permission Sets

Configure the Financial Services Client Portal

Create an experience site using the Financial Services Client Portal template to give your customers access to the pre-built retail banking service processes.

SEE ALSO:

Configure the Financial Services Client Portal

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create Portal Users

Create portal users to access the Financial Service Client Portal.

To learn how to create different kind of users, and assign permission sets in your org, see Create Portal Users.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure Field-Level Security

Give your portal users access to the appropriate fields that they need for using the retail banking service processes on the Financial Services Client Portal.

1. In Setup, go to **Object Manager**.
2. Locate each of the objects listed in this task and click **Fields & Relationships**.
3. For each object and field, update the field-level security as shown in this table for all the profiles that use the retail banking service processes.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Account Name	For the profiles using the retail banking service processes, select **Visible** and deselect **Read-Only**.
	Case Source	
	Financial Account	
Card	Card Number	For the profiles using the retail banking service processes, select **Visible** and deselect **Read-Only**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set field-level security:

- Manage Profiles and Permission Sets

  AND

  Customize Application

Specify Object-Level Permissions

Grant your portal users the needed object permissions to create service requests for retail banking service processes in the Financial Services Client Portal.

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Edit the cloned community user profile.
3. Configure these object permissions.

OBJECT	ACCESS LEVEL
Accounts	Read
Cases	Read, Edit, and Create
Service Catalog Requests	Read, Edit, and Create
Financial Accounts	Read
Omni Data Transformations	Read
Omni Data Transformation Items	Read
Omni Processes	Read
Omni Process Compilations	Read
Omni Process Elements	Read
Omni UI Cards	Read
Document Checklist Items	Read, Edit, and Create
Decision Matrices	Read (Required only for Address Update service process)
Expression Sets	Read (Required only for Address Update service process)

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

Set Up Sharing Sets

Create a sharing set to give your Financial Services Client Portal users access to records that are relevant for using the retail banking service processes. A sharing set grants portal users access to a record associated with an account or contact that matches the user's account or contact. You can grant access to records through access mapping, which defines access for each object in the sharing set.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create or update sharing sets:

- Customize Application

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **Settings**.
2. In the Sharing Sets related list, click **New**.
3. Enter a label for the sharing set.
4. In the Select Profiles section, select your cloned community user profile and click **Add**.
5. Under Select Objects, select **Account-Account Relationship**, **Case**, **Financial Account**, and **User**, and then click **Add**.

   Note: Configuring the access for the Financial Account Transaction object in the sharing set is required only for those service processes, which need access to customer's financial transaction details. For example, the Fee Reversal service process.

6. In the Configure Access section, next to each object, click **Set Up** and configure access for the objects as shown in this table.

OBJECT	ACCESS DETERMINED BY	ACCESS LEVEL
Account-Account Relationship	User:Account = Account-Account Relationship:Owner.Account	Read Only
Case	User:Account = Case:Owner.Account	Read/Write
Dispute	User:Account = Dispute:Case.Account	Read/Write
Financial Account	User:Contact.Account = Financial Account:FinServ__PrimaryOwner__c	Read Only
Financial Account Transaction	User:Account = Financial Account Transaction:FinServ__FinancialAccount__c.FinServ__PrimaryOwner__c	Read Only
Service Catalog Request	User:Account = Service Catalog Request:Case.Account	Read Only
User	User:Account = User:Account	Read Only

7. Save your changes.

   Note: When a customer community user initiates the service processes from the Financial Services Client Portal, only the financial accounts for which the user is a primary owner are shown.

SEE ALSO:

Create a Sharing Set

Set Up Sharing Rules

Use sharing rules to extend sharing access to your portal users. Sharing rules give portal users greater access by making automatic exceptions to your org-wide sharing settings. Add sharing rules to give your portal users access to relevant records that they need when submitting service process requests.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create sharing rules:
- Manage Sharing

1. To let your portal users access the OmniScripts of all the retail banking service processes, set up sharing rules for the Omni Process object.
   a. From Setup, in the Quick Find box, enter `Sharing Settings`, and then select **Sharing Settings**.
   b. Under Sharing Rules, next to Omni Process Sharing Rules, click **New**.
   c. Enter the label name and rule name.
   d. For the rule type, select **Based on Criteria** to specify the field, operator, and value criteria that records must match to be included in the sharing rule.
   e. For Field, select **Type**, for Operator, select **Equals**, and for Value, enter `FSC`.
   f. For Share with, select **Public Groups** from the first dropdown list and **All Customer Portal Users** from the second dropdown list.
   g. For Access Level, select **Read Only**.
   h. Save your changes.
2. To show a list of valid document types that portal users can select when submitting a service process request, set up sharing rules for the Decision Matrix object.

   Note: Setting up a sharing rule for the Decision matrix object is required only for the Address Update service process.

   a. From Setup, in the Quick Find box, enter `Sharing Settings`, and then select **Sharing Settings**.
   b. Under Sharing Rules, next to Decision Matrix Sharing Rules, click **New**.
   c. Enter the label name and rule name.
   d. For the rule type, select **Based on Criteria** to specify the field, operator, and value criteria that records must match to be included in the sharing rule.
   e. For Field, select **Unique Name**, for Operator, select **Equals**, and for Value, enter `GetAllRequiredDocumentTypes`.
   f. For Share with, select **Public Groups** from the first dropdown list and **All Customer Portal Users** from the second dropdown list.
   g. For Access Level, select **Read Only**.
   h. Save your changes.
3. To let your portal users read the values in the decision matrix and populate the document type values, set up sharing rules for the Expression Set object.

   Note: Setting up a sharing rule for the Expression Set object is required only for the Address Update service process.

   a. From Setup, in the Quick Find box, enter `Sharing Settings`, and then select **Sharing Settings**.
   b. Under Sharing Rules, next to Expression Set Sharing Rules, click **New**.
   c. Enter the label name and rule name.

d. For the rule type, select **Based on Criteria** to specify the field, operator, and value criteria that records must match to be included in the sharing rule.

e. For Field, select **Unique Name**, for Operator, select **Equals**, and for Value, enter `GetAllDocumentTypes`.

f. For Share with, select **Public Groups** from the first dropdown list and **All Customer Portal Users** from the second dropdown list.

g. For Access Level, select **Read Only**.

h. Save your changes.

SEE ALSO:

Create Criteria-Based Sharing Rules

Make the Retail Banking Service Processes Visible to Your Portal Users

Show the actions to launch the pre-built retail banking service processes on the Financial Services Client Portal so that your customer community users can easily create service requests without contacting your service agents.

Before you begin:

- Ensure you've configured the needed pre-built retail banking service processes in Salesforce.
- Ensure you've added the URL path name of your Experience Cloud portal in the Service Requests component to give your portal users access to view the details of their service requests. For more information, see Update the URL Path Name.

1. Create an Action Launcher deployment to add the OmniScripts or intake forms of these service processes. See Create an Action Launcher Deployment.

SERVICE PROCESS	OMNISCRIPT
Address Update	/FSCAddressUpdate/CreateRequest/English
Fee Reversal	/FSC/FeeReversal/English
Transaction Dispute Management	/FSC/TransactionDisputeManagement/English
Notify Travel Plans	/FSC/NotifyTravelPlans/English
Update Email or Phone	/FSC/UpdateEmailorPhone/English
Order Checkbook	/FSC/OrderCheckbook/English
Stop Check Payment	/FSC/StopCheckPayment/English
Report and Replace Cards	/FSC/ReportandReplaceCards/English
Manage Standing Instructions	/FSC/ManageStandingInstructions/English
Request Statement Copies	/FSC/RequestStatementCopies/English
Transfer Funds to Own Account	/FSC/TransferFundstoOwnAccount/English
Manage Beneficiaries	/FSC/ManageBeneficiaries/English
Request Loan Payoff Statement	/FSC/RequestLoanPayoffStatement/English

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To customize and publish a Financial Services Client Portal:

- Be a member of the portal AND Create and Set Up Experiences

  OR

  Be a member of the portal AND an experience admin or publisher in that portal

2. From Setup, in the Quick Find box, enter **Digital Experiences**, and then select **All Sites**.
3. Next to your Experience Cloud portal, click **Builder**.
4. Click **Action Launcher**.
5. Select the deployment you created earlier.
6. Preview and publish your changes.

SEE ALSO:

Customize Sites with Experience Builder

Work with the FSC Portal Home Page

Edit Pages and Components in Experience Builder

How do external Experience Cloud site members get login information?

Self-Service for Wealth Management Service Processes (Unmanaged Package)

Let your customer community users initiate service processes directly from a self-service portal, such as the Financial Services Client Portal. When you make the service processes available with a self-service portal, you allow your customers to raise service process requests at any time, from anywhere.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Update Profile as a Self-Service Process (Unmanaged Package)

Capture customer requests for updating profile information on their accounts through a self-service channel.

Manage Standing Instructions as a Self-Service Process (Unmanaged Package)

Capture customer requests to manage standing instructions for recurring and timely payments across their investment accounts through a self-service channel.

Manage Beneficiaries as a Self-Service Process (Unmanaged Package)

Capture customer requests for managing beneficiaries across their Investment accounts through a self-service channel.

Set Up Required Minimum Distribution (RMD) as a Self-Service Process (Unmanaged Package)

Capture customer requests to set up required minimum distributions for compliance and efficient fund management through a self-service channel.

Initiate Automated Account Transfer (ACAT) as a Self-Service Process (Unmanaged Package)

Capture customer requests for the transfer of securities from one trading account to another through a self-service channel.

Configure Self-Service for Wealth Management Service Processes

Configure the pre-built wealth management service processes for self-service so that customer community users can initiate the service processes directly from a self-service portal, such as the Financial Services Client Portal.

Create a Customer Community User Profile

To control access to the Financial Services Cloud features, create a profile for portal users with the appropriate permissions by cloning a community user profile.

Assign Permissions Sets to Portal Users

Create and assign permission sets to your portal users to grant the license and permissions they need to access the Financial Services Client Portal and the pre-built wealth management service processes.

Configure the Financial Services Client Portal

Create an experience site using the Financial Services Client Portal template to give your customers access to the pre-built wealth management service processes.

Create Portal Users

Create portal users to access the Financial Service Client Portal.

Configure Field-Level Security

Give your portal users access to the appropriate fields that they need for using the wealth management service processes on the Financial Services Client Portal.

Specify Object-Level Permissions

Grant your portal users the needed object permissions to create service requests for wealth management service processes in the Financial Services Client Portal.

Set Up Sharing Sets

Create a sharing set to give your Financial Services Client Portal users access to records that are relevant for using the wealth management service processes. A sharing set grants portal users access to a record associated with an account or contact that matches the user's account or contact. You can grant access to records through access mapping, which defines access for each object in the sharing set.

Set Up Sharing Rules

Use sharing rules to extend sharing access to your portal users. Sharing rules give portal users greater access by making automatic exceptions to your org-wide sharing settings. Add sharing rules to give your portal users access to relevant records that they need when submitting service process requests.

Make the Wealth Management Service Processes Visible to Your Portal Users

Show the actions to launch the pre-built wealth management service processes on the Financial Services Client Portal so that your customer community users can create service requests without contacting your service agents.

Update Profile as a Self-Service Process (Unmanaged Package)

Capture customer requests for updating profile information on their accounts through a self-service channel.

Set Up Update Profile as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customer community users a self-guided process to update their profile information.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Update Profile as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customer community users a self-guided process to update their profile information.

1. Configure the Update Profile service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Wealth Management Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Manage Standing Instructions as a Self-Service Process (Unmanaged Package)

Capture customer requests to manage standing instructions for recurring and timely payments across their investment accounts through a self-service channel.

Set Up Manage Standing Instructions as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customer community users a self-guided process to add and remove standing instructions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Manage Standing Instructions as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customer community users a self-guided process to add and remove standing instructions.

1. Configure the Manage Standing Instructions service process for self-service on the Financial Services Client Portal. Complete all the tasks in Configure Self-Service for Wealth Management Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Manage Beneficiaries as a Self-Service Process (Unmanaged Package)

Capture customer requests for managing beneficiaries across their Investment accounts through a self-service channel.

Set Up Manage Beneficiaries as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customer community users a self-guided process to add or modify beneficiaries.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Manage Beneficiaries as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customer community users a self-guided process to add or modify beneficiaries.

1. Configure the Manage Beneficiaries service process for self-service on the Financial Services Client Portal. Complete all the tasks in Configure Self-Service for Wealth Management Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Required Minimum Distribution (RMD) as a Self-Service Process (Unmanaged Package)

Capture customer requests to set up required minimum distributions for compliance and efficient fund management through a self-service channel.

Set Up Required Minimum Distribution (RMD) as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customer community users a self-guided process to Set Up Required Minimum Distribution (RMD) for their retirement accounts.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Required Minimum Distribution (RMD) as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customer community users a self-guided process to Set Up Required Minimum Distribution (RMD) for their retirement accounts.

1. Configure the Set Up Required Minimum Distribution service process for self-service on the Financial Services Client Portal. Complete all the tasks in Configure Self-Service for Wealth Management Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Initiate Automated Account Transfer (ACAT) as a Self-Service Process (Unmanaged Package)

Capture customer requests for the transfer of securities from one trading account to another through a self-service channel.

Set Up Initiate Automated Account Transfer (ACAT) as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customer community users a self-guided process to transfer securities.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Initiate Automated Account Transfer (ACAT) as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template and give your customer community users a self-guided process to transfer securities.

1. Configure the Initiate Automated Account Transfer service process for self-service on the Financial Services Client Portal. Complete all the tasks in Configure Self-Service for Wealth Management Service Processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure Self-Service for Wealth Management Service Processes

Configure the pre-built wealth management service processes for self-service so that customer community users can initiate the service processes directly from a self-service portal, such as the Financial Services Client Portal.

1. Create a Customer Community User Profile. See Create a Customer Community User Profile.
2. Assign Permissions Sets to Portal Users. See Assign Permissions Sets to Portal Users.
3. Configure the Financial Services Client Portal. See Configure the Financial Services Client Portal.
4. Create Portal Users. See Create Portal Users.
5. Configure Field-Level Security. See Configure Field-Level Security.
6. Specify Object-Level Permissions. See Specify Object-Level Permissions.
7. Set Up Sharing Sets. See Set Up Sharing Sets.
8. Set Up Sharing Rules. See Set Up Sharing Rules.
9. Make the Wealth Management Service Processes Visible to Your Portal Users. See Make the Wealth Management Service Processes Visible to Your Portal Users.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a Customer Community User Profile

To control access to the Financial Services Cloud features, create a profile for portal users with the appropriate permissions by cloning a community user profile.

SEE ALSO:

Create a Customer Community User Profile

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Assign Permissions Sets to Portal Users

Create and assign permission sets to your portal users to grant the license and permissions they need to access the Financial Services Client Portal and the pre-built wealth management service processes.

1. Create and assign permission sets to portal users to grant the permissions they need to access the Financial Services Client Portal. See Assign a Permission Set to Portal Users.
2. Create an OmniStudio permission set for your portal users. See Create an OmniStudio Permission Set for Standard Experience Users.
3. Assign the OmniStudio permissions set to your portal users. See Assign the OmniStudio Permission Set or Group to Standard Experience Site Users.

SEE ALSO:

Setup OmniStudio Permission Sets for Experience Cloud Site Users

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create permission sets:
- Manage Profiles and Permission Sets

To assign permission sets:
- Assign Permission Sets

Configure the Financial Services Client Portal

Create an experience site using the Financial Services Client Portal template to give your customers access to the pre-built wealth management service processes.

SEE ALSO:

Configure the Financial Services Client Portal

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create Portal Users

Create portal users to access the Financial Service Client Portal.

SEE ALSO:

Create Portal Users

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure Field-Level Security

Give your portal users access to the appropriate fields that they need for using the wealth management service processes on the Financial Services Client Portal.

1. In Setup, go to **Object Manager**.
2. Locate each of the objects listed in this task and click **Fields & Relationships**.
3. To set the field-level security for the profiles using the wealth management service processes, select **Visible** and deselect **Read-Only** for these fields.

OBJECT	FIELD NAME
Case	AccountId
	SourceId
	FinServ__FinancialAccount__c
Financial Holding	FinServ__FinancialAccount__c
	Financial Holding Name
	FinServ__Shares__c
	FinServ__SourceSystemId__c
	FinServ__Securities__c
	FinServ__Symbol__c

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To set field-level security:

- Manage Profiles and Permission Sets

  AND

  Customize Application

Specify Object-Level Permissions

Grant your portal users the needed object permissions to create service requests for wealth management service processes in the Financial Services Client Portal.

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Edit the cloned community user profile.
3. Configure these object permissions.

OBJECT	ACCESS LEVEL
Accounts	Read
Cases	Read, Edit, and Create
Decision Matrices	Read
Document Checklist Items	Read, Edit, and Create
Expression Sets	Read
Financial Accounts	Read
Financial Holdings	Read
Omni Data Transformations	Read
Omni Data Transformation Items	Read
Omni Processes	Read
Omni Process Compilations	Read
Omni Process Elements	Read
Omni UI Cards	Read
Service Catalog Requests	Read, Edit, and Create

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To edit object permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

Set Up Sharing Sets

Create a sharing set to give your Financial Services Client Portal users access to records that are relevant for using the wealth management service processes. A sharing set grants portal users access to a record associated with an account or contact that matches the user's account or contact. You can grant access to records through access mapping, which defines access for each object in the sharing set.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create or update sharing sets:
- Customize Application

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **Settings**.
2. In the Sharing Sets related list, click **New**.
3. Enter a label for the sharing set.
4. In the Select Profiles section, select your cloned community user profile and click **Add**.
5. Under Select Objects, select **Account-Account Relationship**, **Case**, **Financial Account**, **Service Catalog Request** and **User**, and then click **Add**.

   Note: Configuring the access for the Financial Account Transaction object in the sharing set is required only for those service processes, which need access to customer's financial transaction details. For example, Manage Standing Instructions service process.

6. In the Configure Access section, next to each object, click **Set Up** and configure access for the objects as shown in this table.

OBJECT	ACCESS DETERMINED BY	ACCESS LEVEL
Account-Account Relationship	User:Account = Account-Account Relationship:Owner.Account	Read Only
Case	User:Account = Case:Owner.Account	Read/Write
Financial Account	User:Contact.Account = Financial Account:FinServ__PrimaryOwner__c	Read Only
Service Catalog Request	User:Account = Service Catalog Request:Case.Account	Read Only
User	User:Account = User:Account	Read Only

7. Save your changes.

   Note: When a customer community user initiates the service processes from the Financial Services Client Portal, only the financial accounts for which the user is a primary owner are shown.

SEE ALSO:

Create a Sharing Set

Set Up Sharing Rules

Use sharing rules to extend sharing access to your portal users. Sharing rules give portal users greater access by making automatic exceptions to your org-wide sharing settings. Add sharing rules to give your portal users access to relevant records that they need when submitting service process requests.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create sharing rules:
- Manage Sharing

1. To let your portal users access the OmniScripts of all the wealth management service processes, set up sharing rules for the Omni Process object.
   a. From Setup, in the Quick Find box, enter `Sharing Settings`, and then select **Sharing Settings**.
   b. Under Sharing Rules, next to Omni Process Sharing Rules, click **New**.
   c. Enter the label name and rule name.
   d. For the rule type, select **Based on Criteria** to specify the field, operator, and value criteria that records must match to be included in the sharing rule.
   e. For Field, select **Type**, for Operator, select **Equals**, and for Value, enter `FSC`.
   f. For Share with, select **Public Groups** from the first dropdown list and **All Customer Portal Users** from the second dropdown list.
   g. For Access Level, select **Read Only**.
   h. Save your changes.
2. To show a list of valid document types that portal users can select when submitting a service process request, set up sharing rules for the Decision Matrix object.

   Note: Setting up a sharing rule for the Decision matrix object is required only for the Update profile, Manage Standing Instructions, and Setup Required Minimum Distribution(RMD) service processes.

   a. From Setup, in the Quick Find box, enter `Sharing Settings`, and then select **Sharing Settings**.
   b. Under Sharing Rules, next to Decision Matrix Sharing Rules, click **New**.
   c. Enter the label name and rule name.
   d. For the rule type, select **Based on Criteria** to specify the field, operator, and value criteria that records must match to be included in the sharing rule.
   e. For Field, select **Unique Name**, for Operator, select **Equals**, and for Value, enter `GetAllRequiredDocumentTypes`.
   f. For Share with, select **Public Groups** from the first dropdown list and **All Customer Portal Users** from the second dropdown list.
   g. For Access Level, select **Read Only**.
   h. Save your changes.
3. To let your portal users read the values in the decision matrix and populate the document type values, set up sharing rules for the Expression Set object.

   Note: Setting up a sharing rule for the Expression Set object is required only for the Update profile, Manage Standing Instructions, and Setup Required Minimum Distribution(RMD) service processes.

   a. From Setup, in the Quick Find box, enter `Sharing Settings`, and then select **Sharing Settings**.
   b. Under Sharing Rules, next to Expression Set Sharing Rules, click **New**.
   c. Enter the label name and rule name.

d. For the rule type, select **Based on Criteria** to specify the field, operator, and value criteria that records must match to be included in the sharing rule.

e. For Field, select **Unique Name**, for Operator, select **Equals**, and for Value, enter `GetAllDocumentTypes`.

f. For Share with, select **Public Groups** from the first dropdown list and **All Customer Portal Users** from the second dropdown list.

g. For Access Level, select **Read Only**.

h. Save your changes.

SEE ALSO:

Create Criteria-Based Sharing Rules

Make the Wealth Management Service Processes Visible to Your Portal Users

Show the actions to launch the pre-built wealth management service processes on the Financial Services Client Portal so that your customer community users can create service requests without contacting your service agents.

Before you begin:

- Ensure you've configured the needed pre-built wealth management service processes in Salesforce.
- Ensure you've added the URL path name of your Experience Cloud portal in the Service Requests component to give your portal users access to view the details of their service requests. For more information, see Update the URL Path Name.

1. Create an Action Launcher deployment to add the OmniScripts or intake forms of these service processes. See Create an Action Launcher Deployment.

SERVICE PROCESS	OMNISCRIPT
Manage Beneficiaries	/FSCWlth/ManageBeneficiaries/English
Update Profile	/FSCWlth/UpdateProfile/English
Manage Standing Instructions	/FSCWlth/ManageStandingInstructions/English
Setup Required Minimum Distribution(RMD)	/FSCWlth/SetupRequiredMinimumDistribution/English
Initiate Automated Account Transfer(ACAT)	/FSCWlth/AutomatedCustomerAccountTransfer/English

2. From Setup, in the Quick Find box, enter **Digital Experiences**, and then select **All Sites**.
3. Next to your Experience Cloud portal, click **Builder**.
4. Click **Action Launcher**.
5. Select the deployment you created earlier.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To customize and publish a Financial Services Client Portal:

- Be a member of the portal AND Create and Set Up Experiences

  OR

  Be a member of the portal AND an experience admin or publisher in that portal

6. Preview and publish your changes.

SEE ALSO:

Customize Sites with Experience Builder

Work with the FSC Portal Home Page

Edit Pages and Components in Experience Builder

How do external Experience Cloud site members get login information?

Self-Service Capabilities in Financial Services Client Portal

Give your clients the ability to manage their financial services needs through a self-service portal. Set up a new Experience Cloud portal using the Financial Services Client Portal template and configure the self-service capabilities. Clients can create and track service requests, schedule and manage appointments, submit loan applications, browse frequently asked questions and knowledge articles, and provide feedback. You can use the Experience Cloud portal as is or you can embed this portal into existing internet and mobile banking systems through single sign-on.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

Create a Customer Community User Profile

To control access to the Financial Services Cloud features, create a profile for portal users with the appropriate permissions by cloning a community user profile.

Assign a Permission Set to Portal Users

Create and assign a permission set for portal users to grant the license and permissions they need to access the Financial Services Client Portal.

Configure the Financial Services Client Portal

Create an experience site using the Financial Services Client Portal template to give your customers access to the self-service capabilities.

Create Portal Users

Create portal users to access the Financial Service Client Portal.

Grant Portal Users Required User and Object Permissions

Grant your portal users the needed user and object permissions to create service requests, schedule appointments, submit surveys, browse knowledge articles, and submit loan applications in the Financial Services Client Portal.

Configure the Self-Service Capabilities

Use the Experience Builder components and workspaces in the Financial Services Client Portal to set up the self-service capabilities.

SEE ALSO:

SAML for Experience Cloud Sites

Create a Customer Community User Profile

To control access to the Financial Services Cloud features, create a profile for portal users with the appropriate permissions by cloning a community user profile.

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Next to the user profile that maps to your customer community license, click **Clone**.

   If your community license is Customer Community, then select either Customer Community User or Customer Community Login User as the user profile. If your community license is Customer Community Plus, select either Customer Community Plus User or Customer Community Plus Login User as the user profile.
3. Enter a name for the cloned profile, for example `Banking Customer Community User`, and then save your changes.

   This cloned profile becomes the baseline that grants your portal users access to Financial Services Cloud features.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To create profiles:
- Manage Profiles and Permission Sets

Assign a Permission Set to Portal Users

Create and assign a permission set for portal users to grant the license and permissions they need to access the Financial Services Client Portal.

1. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
2. Click **New**.
3. Provide a name for the permission set, for example `Customer Access`.
4. For License, select **Financial Services for Customer Community**, and then save your changes.
5. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
6. Click a user who's assigned one of the customer community profiles.
7. In Permission Set Assignments, click **Edit Assignments**.
8. From Available Permission Sets, select the permission set that you created and an appropriate user profile permission set.

   For example, if the customer user profile is Customer Community, select Financial Services For Customer Community as the user profile permission set.
9. Click **Add**.
10. Save your changes.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To create permission sets:
- Manage Profiles and Permission Sets

To assign permission sets:
- Assign Permission Sets

Configure the Financial Services Client Portal

Create an experience site using the Financial Services Client Portal template to give your customers access to the self-service capabilities.

Before you can create a Financial Services Client Portal, enable Digital Experiences in Salesforce.

1. From Setup, in the Quick Find box, enter `All Sites`, and then select **All Sites**.
2. Click **New**, and select the Financial Services Client Portal template.
3. Click **Get Started**.
4. Enter a site name.
5. For the URL, enter the name of your site.

   This name is appended to the domain that you created when you enabled Digital Experiences. For example, if your site's domain name is `fscna45.my.site.com` and you're creating a bank site, you can enter `MyBank` to create the URL `fscna45.my.site.com/MyBank`.
6. Click **Create**.
7. Click **Administration**, and then under Settings, click **Activate**.
8. Under Members, from the Search dropdown, select **Customer**.
9. From Available Profiles, select your cloned community user profile, and then click **Add**.
10. Save your changes.

SEE ALSO:

Enable Digital Experiences

Create an Experience Cloud Site

Create a Self-Service Financial Services Client Portal

Add Members to Your Experience Cloud Site

Create Experience Cloud Site Users

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To create a Financial Services Client Portal:

- Create and Set Up Experiences AND View Setup and Configuration

To customize a Financial Services Client Portal:

- Be a member of the portal AND Create and Set Up Experiences

  OR

  Be a member of the portal AND View Setup and Configuration AND an Experience Cloud admin, publisher, or builder in that portal

Create Portal Users

Create portal users to access the Financial Service Client Portal.

SEE ALSO:

Create Experience Cloud Site Users

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

Grant Portal Users Required User and Object Permissions

Grant your portal users the needed user and object permissions to create service requests, schedule appointments, submit surveys, browse knowledge articles, and submit loan applications in the Financial Services Client Portal.

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Edit the cloned community user profile.
3. Under General User Permissions, enable **Run Flows**.

   This permission enables your portal users to run Salesforce Scheduler flow for scheduling appointments in the Financial Services Client Portal.
4. Configure these object permissions.

OBJECT LEVEL	ACCESS LEVEL
Accounts	Read
Appointment Categories	Read
Appointment Topic Time Slots	Read
Cases	Read, Edit, and Create
Contacts	Read
Decision Matrices	Read
Document Checklist Items	Read, Edit, and Create
Engagement Channel Type	Read
Expression Sets	Read
Financial Accounts	Read
Loan Application Properties	Read
Omni Data Transformations	Read
Omni Data Transformation Items	Read
Omni Processes	Read
Omni Process Compilations	Read
Omni Process Elements	Read
Omni UI Cards	Read
Operating Hours	Read
Residential Loan Applications	Read, Edit, and Create
Service Appointments	Read, Edit, and Create
Service Catalog Requests	Read, Edit, and Create
Service Resources	Read

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To edit object permissions and to set field-level security:

- Manage Profiles and Permission Sets

  AND

  Customize Application

OBJECT LEVEL	ACCESS LEVEL
Service Territories	Read
Shifts	Read
Survey Invitations	Read
Survey Responses	Read, Edit, and Create
Surveys	Read
Work Types	Read
Work Type Groups	Read

5. Save your changes.
6. Update field-level security for the Case Source field on the Case object.
   a. In Setup, go to **Object Manager**.
   b. In the Quick Find box, enter `Case`, and select **Case**.
   c. Select **Fields & Relationships**.
   d. Select **Case Source**.
   e. Click **Set Field-Level Security**.
   f. For the cloned community user profile, select **Visible** and deselect **Read-Only**.
   g. Save your changes.

Configure the Self-Service Capabilities

Use the Experience Builder components and workspaces in the Financial Services Client Portal to set up the self-service capabilities.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

Add Service Processes

Deploy pre-configured service processes in the portal's action launcher component to let your users easily create service requests.

Service Request Management

Configure the Service Requests component to let your portal users view and track their existing service requests. Your portal users can search for a service process in the action launcher and create a service request.

Appointment Management

Give your portal users a personalized experience in scheduling appointments. Configure the My Appointments component in the Experience Builder to provide your portal users with options for scheduling in-person, phone, or video appointments. Portal users can see their upcoming and past appointments, and cancel scheduled appointments.

Knowledge Management

Give your portal users access to browse knowledge articles and frequently asked questions. Add these knowledge sources to the portal's Knowledge Center component to help your portal users make informed decisions, resolve common issues independently, and expand their understanding of various financial services.

Feedback Management

Understand customer feedback as it evolves and engage customers with relevant, personalized surveys. Configure the Survey component in the Experience Cloud portal and link surveys to it to collect data from your customers.

Configure Permissions for Residential Loan Applications

Give your portal users the necessary permissions to submit a residential loan application and upload required documents.

Configure User Permissions to Ask a Question

Give your portal users the necessary permissions to post a question about a topic and start a discussion in the Financial Services Client portal. Your portal users can use the Ask a Question feature on the portal to post questions.

Add Service Processes

Deploy pre-configured service processes in the portal's action launcher component to let your users easily create service requests.

Before you can add the service processes, ensure you've configured the needed pre-built service processes in Salesforce.

1. Create an action launcher deployment to add the OmniScripts or intake forms of the service processes. For example, to add Address Update and Fee Reversal service processes to the portal's action launcher, add the **/FSCAddressUpdate/CreateRequest/English** and **/FSC/FeeReversal/English** OmniScripts in your deployment.
2. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
3. Next to your Experience Cloud portal, click **Builder**.
4. Click **Action Launcher**.
5. Select the deployment you created earlier.
6. Preview and publish your changes.

SEE ALSO:

Streamline Updating Client Addresses Using Service Process Studio

Set Up Address Update Service Process on Financial Services Client Portal

Reverse Fees on Client Accounts Using Service Process Studio

Set Up Fee Reversal Service Process on Financial Services Client Portal

Create an Action Launcher Deployment

Create an OmniStudio Permission Set for Standard Experience Users

Assign the OmniStudio Permission Set or Group to Standard Experience Site Users

Create an OmniStudio Profile for Standard Experience Cloud Site Users

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To customize a Financial Services Client Portal:

- Be a member of the portal AND Create and Set Up Experiences

  OR

  Be a member of the portal AND View Setup and Configuration AND an Experience Cloud admin, publisher, or builder in that portal

Service Request Management

Configure the Service Requests component to let your portal users view and track their existing service requests. Your portal users can search for a service process in the action launcher and create a service request.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

Set Up a Sharing Set for Service Catalog Request Records

Give your portal users access to the Service Catalog Request records using a sharing set. A sharing set grants portal users access to a record associated with an account or contact that matches the user's account or contact. You can grant access to records through access mapping, which defines access for each object in the sharing set.

Update the URL Path Name

Add the URL Path Name of your Experience Cloud portal in the Service Requests component to give your portal users access to view the details of their service requests.

Set Up a Sharing Set for Service Catalog Request Records

Give your portal users access to the Service Catalog Request records using a sharing set. A sharing set grants portal users access to a record associated with an account or contact that matches the user's account or contact. You can grant access to records through access mapping, which defines access for each object in the sharing set.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To create or update sharing sets:

- Customize Application

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **Settings**.
2. In the Sharing Sets related list, click **New**.
3. Enter a label for the sharing set.
4. In the Select Profiles section, select your cloned community user profile and click **Add**.
5. Under Select Objects, select **Service Catalog Request**, and then click **Add**.
6. In the Configure Access section, configure access for the selected profile and object.
   a. Next to Service Catalog Request, click **Set Up**.
   b. For User, select **Account**, for Target Service Catalog Request, select **Case.Account**, and for Access Level, select **Read Only**.
   c. Click **Update**.
7. Save your changes.

Update the URL Path Name

Add the URL Path Name of your Experience Cloud portal in the Service Requests component to give your portal users access to view the details of their service requests.

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
2. Next to your Experience Cloud portal, click **Builder**.
3. Click **Service Requests**.
4. In the Service Requests dialog, for URL Path Name, enter the URL name that you entered when configuring the Financial Services Client Portal. For example, `MyBank`.
5. Confirm that the Community Page Name is **my-requests**.
6. Click **Preview**.
7. Click the **My Requests** page.
8. Click **Back to Builder**.
9. Under My Requests, click **Service Requests** and enter the URL Path Name.
10. Confirm that the Community Page Name is **my-requests**.
11. Preview and publish your changes.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To customize a Financial Services Client Portal:

- Be a member of the portal AND Create and Set Up Experiences

  OR

  Be a member of the portal AND View Setup and Configuration AND an Experience Cloud admin, publisher, or builder in that portal

Appointment Management

Give your portal users a personalized experience in scheduling appointments. Configure the My Appointments component in the Experience Builder to provide your portal users with options for scheduling in-person, phone, or video appointments. Portal users can see their upcoming and past appointments, and cancel scheduled appointments.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

Create and Assign a Permission Set

Create and assign a permission set for portal users to grant the license and permissions they need to schedule and manage appointments in the Financial Services Client Portal.

Set Up a Sharing Set for Service Appointment Records

Give your portal users access to the Service Appointment records using a sharing set. A sharing set grants portal users access to a record associated with an account or contact that matches the user's account or contact. You can grant access to records through access mapping, which defines access for each object in the sharing set.

Update Sharing Settings for Portal Users

Use organization-wide default sharing settings to set the baseline external access for Salesforce Scheduler records.

Configure the Inbound Appointment Flow

To let you portal users schedule new appointments, clone and activate the new inbound appointment flow and add it to your Experience Cloud Portal.

Activate Service Territory Data Integration Rule

Ensure that the service appointments scheduled by your portal users are routed to appropriate teams or individuals within specific regions or territories.

Manage Business Information for Appointment Booking

Manage information related to your business and stakeholders, such as service locations, service resources, skills, topics, and appointment templates. Configure this business information to provide a personalized experience for your portal users in scheduling appointments.

Set Up Video Appointments

Let your portal users book video appointments with service resources.

Create and Assign a Permission Set

Create and assign a permission set for portal users to grant the license and permissions they need to schedule and manage appointments in the Financial Services Client Portal.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To create permission sets:
- Manage Profiles and Permission Sets

To assign permission sets:
- Assign Permission Sets

1. Create a permission set.
   a. From Setup, in the Quick Find box, enter `Permission Sets`, and then select **Permission Sets**.
   b. Click **New**.
   c. Provide a name for the permission set, for example `Appointment Access`.
   d. For License, select **Salesforce Scheduler**, and then save your changes.
   e. Click **System Permissions**.
   f. Edit the system permissions and enable the **Let a user be included in appointments in Salesforce Scheduler** permission.
   g. Save your changes.
2. Assign a permission set.
   a. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
   b. Click a user who's assigned one of the customer community profiles.
   c. In Permission Set Assignments, click **Edit Assignments**.
   d. From Available Permission Sets, select the permission set that you created and an appropriate user profile permission set.

      For example, if the customer user profile is Customer Community, select Financial Services For Customer Community as the user profile permission set.
   e. Click **Add**.
   f. Save your changes.

Set Up a Sharing Set for Service Appointment Records

Give your portal users access to the Service Appointment records using a sharing set. A sharing set grants portal users access to a record associated with an account or contact that matches the user's account or contact. You can grant access to records through access mapping, which defines access for each object in the sharing set.

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **Settings**.
2. In the Sharing Sets related list, click **New**.
3. Enter a label for the sharing set.
4. In the Select Profiles section, select your cloned community user profile and click **Add**.
5. Under Select Objects, select **Service Appointment**, and then click **Add**.
6. In the Configure Access section, configure access for the selected profile and object.
   a. Next to Service Appointment, click **Set Up**.
   b. For User, select **Account**, for Target Service Appointment, select **Account**, and for Access Level, select **Read/Write**.
   c. Click **Update**.
7. Save your changes.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To create or update sharing sets:
- Customize Application

Update Sharing Settings for Portal Users

Use organization-wide default sharing settings to set the baseline external access for Salesforce Scheduler records.

SEE ALSO:

Update Sharing Settings for Authenticated External Users Who Schedule Appointments

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

Configure the Inbound Appointment Flow

To let you portal users schedule new appointments, clone and activate the new inbound appointment flow and add it to your Experience Cloud Portal.

1. Clone and activate the inbound appointment flow.
   a. From Setup, in the Quick Find box, enter `Flows`, and then click **Flows**.
   b. In the list view, locate and click **Inbound New Appointment**.
   c. Create a flow using the Inbound New Appointment template. To create a flow, click **Save As** and then enter a name for the flow label.
   d. Save your changes.
   e. Activate the flow.
2. Add the cloned flow to your Experience Cloud portal.
   a. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
   b. Next to your Experience Cloud portal, click **Builder**.
   c. At the top-left corner of the builder, open the **Pages** menu.
   d. In the search bar, enter `New Appointment` and then click **New Appointment**.
   e. On the New Appointment page, click the **Flow Component**.
   f. In the Flow dialog, from the **Flow** dropdown, select the name of the inbound appointment flow that you cloned and activated earlier.
   g. Preview and publish your changes.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To customize a Financial Services Client Portal:
- Be a member of the portal AND Create and Set Up Experiences

  OR

  Be a member of the portal AND View Setup and Configuration AND an Experience Cloud admin, publisher, or builder in that portal

To activate or deactivate a flow:
- Manage Flow

Activate Service Territory Data Integration Rule

Ensure that the service appointments scheduled by your portal users are routed to appropriate teams or individuals within specific regions or territories.

1. From Setup, in the Quick Find box, enter `Data Integration Rules`, and then select **Data Integration Rules**.
2. Select the **Geocodes for Service Territory Address** data integration rule.
3. If the data integration rule is inactive, activate the rule.
4. Save your changes.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To activate or deactivate data integration rules:
- Customize Application

Manage Business Information for Appointment Booking

Manage information related to your business and stakeholders, such as service locations, service resources, skills, topics, and appointment templates. Configure this business information to provide a personalized experience for your portal users in scheduling appointments.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

- Configure users who can be service resources. Service resources are individual users in your org who can attend appointments with your portal users. See Configure Who Can Be a Service Resource.
- Create Appointment modes that are available to your portal users. See Customize Default Appointment Types in Salesforce Scheduler.
- Create basic skills in your org that you can assign to service resources. See Create Skills in Salesforce Scheduler.
- Set up operating hours that represent time slots during which your portal users can schedule appointments. See Create Operating Hours in Salesforce Scheduler.
- Create service resources who can attend appointments scheduled by your portal users. See Create Service Resources in Salesforce Scheduler.
- Assign skills to service resources to indicate their areas of expertise. Service resources are assigned appointments based on their skills. See Assign Skills to Service Resources in Salesforce Scheduler.
- Create service territories to organize your service resources and ensure that the service resources are assigned to appointments near their home branch. See Create Service Territories in Salesforce Scheduler.
- Assign service resources to service territories to ensure that appointment attendees are associated with the correct locations. See Assign Service Resources to Service Territories in Salesforce Scheduler.
- Assign service territories to service resources to ensure that appointment attendees are associated with all the locations where they're available. See Assign Service Territories to Service Resources in Salesforce Scheduler.
- Create work type groups to create appointment topics that are relevant for your portal users. See Create Work Type Groups in Salesforce Scheduler.
- Create work types to help organize and standardize the working day and appointment times of your service resources. See Create Work Types in Salesforce Scheduler.
- Assign operating hours to service territories. See Assign Operating Hours to Service Territories, Service Territory Members, and Work Types.
- Add skills for work types to ensure that an appointment is assigned to a service resource with the right skills. See Add Skill Requirements for Work Types in Salesforce Scheduler.
- Map each work type to a service territory. See Assign Work Types to Service Territories.
- Map each work type group to a work type. See Assign Work Type Groups to Work Types in Salesforce Scheduler.

Set Up Video Appointments

Let your portal users book video appointments with service resources.

1. Assign video call permissions to service resources. See Assign Video Call User Permission to Service Resources.
2. Enable video calling so that your portal users can set up video appointments. See Enable Video Calls.
3. Create a page on the Financial Services Client Portal to add the video call component. When a portal user initiates a video call, the face-to-face conversation between the portal user and the service resource takes place on this page.
   a. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
   b. Next to your Experience Cloud portal, click **Builder**.
   c. Open the Pages menu on the top toolbar, and then click **New Page**.
   d. Click **Standard Page**, and then click **New Blank Page**.
   e. Select a layout, and then click **Next**.
   f. Enter a name, such as `Video` and a URL, such as `video-calls`.
   g. Enter an API Name, such as `Video_Calls_c`, and then click **Create**.

      Make a note of the API name to use it when you configure video calls.
   h. In the Builder, click **Components**, and then drag the **Video Call** component onto your page.
   i. Preview and publish your changes.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

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4. Create a named credential for virtual calls for connecting to a video call service provider. See Create a Named Credential for Virtual Calls.
5. Configure video appointments. See Configure Video Calls.

   Note: When configuring the video call configuration values, for **Experience Cloud Page API Name**, enter the API name of the page that you created earlier.

Knowledge Management

Give your portal users access to browse knowledge articles and frequently asked questions. Add these knowledge sources to the portal's Knowledge Center component to help your portal users make informed decisions, resolve common issues independently, and expand their understanding of various financial services.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

Enable Salesforce Knowledge in Financial Services Client Portal

Enable Salesforce Knowledge to quickly get articles to your customers and agents in your Experience Cloud portal. Knowledge articles provide accurate information to customers when and where they need it.

Enable Salesforce Knowledge in Financial Services Client Portal

Enable Salesforce Knowledge to quickly get articles to your customers and agents in your Experience Cloud portal. Knowledge articles provide accurate information to customers when and where they need it.

1. To use your knowledge base in the Experience Cloud portal, enable lightning knowledge. See Enable Lightning Knowledge.
2. To give your knowledge agents access to articles in Lightning Knowledge, specify which agents in your company are Salesforce Knowledge users and can create, edit, archive, and delete articles. See Provide access to Lightning Knowledge Users.
3. Specify a support email address. After you add that email, any email sent to that address generates a case in Salesforce. SeeOptimize Setup with the Service Setup Assistant.
4. Add knowledge authors who contribute knowledge articles for your Experience Cloud portal.
   a. In the Service Setup Assistant, click **View All** and select **Knowledge Setup**.
   b. Click **Start**.
   c. Select the names of the users whom you want as knowledge authors and click **Next**.
   d. Click **Finish**.
5. Create knowledge articles to be made available in your Experience Cloud portal.
   a. From the App Launcher, find and select **Knowledge**.
   b. Click **New**.
   c. Enter a title for the article. Click in the **URL Name** field to generate the URL Name from the title.
   d. Enter a question and an answer for the article.
   e. Under Properties, select **Visible to Customer**.
   f. Save your changes.
   g. Repeat these steps to create more articles.
   h. Publish the knowledge articles.
6. Enable Topics for Objects so that users can add topics to records of that object type on the record detail page.
   a. From Setup, in the Quick Find box, enter `Topics for Objects`, and then click **Topics for Objects**.
   b. Enable topics for Knowledge and select the **Answer**, **Assignment Note**, **Question**, **Title**, and **Summary** fields.
   c. Save your changes.
7. Update the community user profile to give users read permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Edit the cloned community profile.
   c. Under Knowledge Base Permissions, enable **Read** and **View All** access.
   d. Save your changes.
8. Add knowledge to your Experience Cloud portal using topics.
   a. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
   b. Next to your Experience Cloud portal, click **Workspaces**.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To customize a Financial Services Client Portal:

- Be a member of the portal AND Create and Set Up Experiences

  OR

  Be a member of the portal AND View Setup and Configuration AND an Experience Cloud admin, publisher, or builder in that portal

c. Select the **Content Management** tile.

d. Set up content topics.

   Content topics organize your original content around common themes for your Experience Cloud portal. See Set Up Content Topics.

e. Set up navigational topics.

   Structure your portal's content and help your users find what they need with navigational topics. See Set Up Navigational Topics.

f. Set up featured topics.

   Featured topics highlight current, popular conversations in your community portal. See Set Up Featured Topics.

g. Assign topics to articles.

   Easily add multiple topics of any type to specific articles. See Add Topics to Articles or Remove Them.

Feedback Management

Understand customer feedback as it evolves and engage customers with relevant, personalized surveys. Configure the Survey component in the Experience Cloud portal and link surveys to it to collect data from your customers.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

Add a Survey

Create a standard survey and add it to your portal to collect data from your portal users.

Add a Survey

Create a standard survey and add it to your portal to collect data from your portal users.

- Enable surveys and configure survey settings. See Enable surveys and configure survey settings.
- Create a standard survey. See Create a standard survey to collect data from your portal users.
- Configure survey invitation links. See Send survey links to participants.

1. From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**.
2. Next to your Experience Cloud portal, click **Builder**.
3. At the top-left corner of the builder, open the **Pages** menu.
4. In the search bar, enter `Survey` and then select **Survey**.
5. On the Survey page, click the **Surveys** component.
6. In the Surveys dialog, select the standard survey you created earlier.
7. Preview and publish your changes.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To customize a Financial Services Client Portal:

- Be a member of the portal AND Create and Set Up Experiences

  OR

  Be a member of the portal AND View Setup and Configuration AND an Experience Cloud admin, publisher, or builder in that portal

Configure Permissions for Residential Loan Applications

Give your portal users the necessary permissions to submit a residential loan application and upload required documents.

1. Create a customer community profile with access to mortgage objects and document checklist items.
2. Assign the borrower profile to your portal users.

SEE ALSO:

Create a Community User Profile for Borrowers

Assign the Borrower Profile to a Community

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To create profiles:

- Manage Profiles and Permission Sets

Configure User Permissions to Ask a Question

Give your portal users the necessary permissions to post a question about a topic and start a discussion in the Financial Services Client portal. Your portal users can use the Ask a Question feature on the portal to post questions.

1. Update the field-level security for Account Number, Balance, and Status fields on the Financial Account object.
   a. In Setup, go to **Object Manager**.
   b. In the Quick Find box, enter `Financial Account`, and select **Financial Account**.
   c. Select **Fields & Relationships**.
   d. Select **Account Number**.
   e. Click **Set Field-Level Security**.
   f. For the cloned community user profile, select **Visible** and deselect **Read-Only**.
   g. Save your changes.
   h. Repeat these steps for the Balance and Status fields on the Financial Account object.
2. Update the cloned community user profile.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Select the cloned community user profile.
   c. Under System, select **System Permissions** and click **Edit**.
   d. Next to **Assign Topics**, select **Enabled**.
   e. Save your changes.

EDITIONS

Available in: Lightning Experience in Professional, Enterprise, and Unlimited editions where Financial Services Cloud license is enabled

USER PERMISSIONS

To update field-level security and to edit system permissions:

- Manage Profiles and Permission Sets

  AND

  Customize Application

Eligibility Rules for Service Processes

Integrate Service Process Studio with Product Catalog Management to enable controlled access for service processes. Configure customer eligibility rules and user access control for service processes so that your users and customers see only the relevant service processes in the Action Launcher.

Prerequisites to Configure Eligibility Rules and User Access Control for Service Processes

To configure eligibility rules and access control for your service processes, you must first make the service processes available as service process products. You can list service processes as products by syncing service process definitions in Service Process Studio to Product Catalog Management. Before you sync service process definitions, review these considerations.

Example: Configure Eligibility Rules and User Access Control for Service Processes

List service processes as service process products and how to configure eligibility rules for these service process products. Your customers and users see only the service process products that they're qualified for in the Action Launcher on a record details page of a Person Account. You can verify if the eligibility rules work as expected.

EDITIONS

Available in: Lightning Experience

Available in: Enterprise and Unlimited editions with the required licenses on page 1023

Prerequisites to Configure Eligibility Rules and User Access Control for Service Processes

To configure eligibility rules and access control for your service processes, you must first make the service processes available as service process products. You can list service processes as products by syncing service process definitions in Service Process Studio to Product Catalog Management. Before you sync service process definitions, review these considerations.

Required Permissions

To set up Service Process Studio integration with Product Catalog Management, assign these permissions to your users:

Service Process Studio	Industry Service Excellence and required object permissions. See Service Process Studio Permissions.
Action Launcher	Industry Service Excellence
Product Catalog Management	Product Catalog Management Designer
Integrate service processes related to Financial Services Cloud with Product Catalog Management	Financial Services Cloud Extension or FSC Service

Considerations

Before you sync service process definitions, review these considerations.

- To sync service process definitions with Product Catalog Management, create a record type of ServiceProcess for the Product2 object and enable the New Service Process Definition Sync setting in Setup.

  After you create the record type and enable the setting, any service process definition created in Service Process Studio is automatically listed as a service process product in Product Catalog Management.

- If there were any existing service process definitions before you enabled the New Service Process Definition Sync setting, then to list those service process definitions as service process products in Product Catalog Management, turn on the Existing Service Processes Definition Sync setting.

  After you enable this setting, the service process definitions that were created before the New Service Process Definition Sync setting was enabled are synced with Product Catalog Management.

- You can turn on the Existing Service Processes Definition Sync setting only if the New Service Process Definition Sync setting is enabled.
- To stop the syncing of service process definitions to Product Catalog Management, turn off the New Service Process Definition Sync setting. After you turn off this setting, service processes don't sync with Product Catalog Management.
- If you create a service process definition in Service Process Studio with the New Service Process Definition Sync setting disabled but with the Existing Service Processes Definition Sync enabled, then the Existing Service Processes Definition setting is automatically turned off. To list this service process as a service process product in Product Catalog Management, turn on both the New Service Process Definition Sync and Existing Service Processes Definitions Sync settings.
- To integrate service processes related to Financial Services Cloud with Product Catalog Management, assign Financial Services Cloud Extension or FSC Service.

Example: Configure Eligibility Rules and User Access Control for Service Processes

List service processes as service process products and how to configure eligibility rules for these service process products. Your customers and users see only the service process products that they're qualified for in the Action Launcher on a record details page of a Person Account. You can verify if the eligibility rules work as expected.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

Consider that you offer service processes, such as Fee Reversal, Temporary Credit Limit Increase, Manage Standing Instructions, and Update Profile. The Fee Reversal and Temporary Credit Limit Increase service processes are relevant to the retail banking line of business. The Manage Standing Instruction service process is relevant to the wealth management line of business, and the Update Profile service process is relevant to both the retail banking and wealth management lines of business.

Service Process	Line of Business
Fee Reversal	Retail banking
Temporary Credit Limit Increase	Retail banking
Manage Standing Instructions	Wealth management
Update Profile	Retail banking and wealth management

Consider a scenario where you want to restrict the visibility of the service processes based on the department that your service agents are assigned to and also based on your customer's rating.

Service Process	Qualification Rule to Show Service Process	Customer Eligibility	Agent Eligibility
Fee Reversal	Agent's department is retail banking dept	Visible to all customers	Visible only to the service agents assigned to the retail banking dept
Temporary Credit Limit Increase	Customer's rating is Gold and Agent's department is retail banking dept	Visible only to the customers with Gold rating	

Service Process	Qualification Rule to Show Service Process	Customer Eligibility	Agent Eligibility
Manage Standing Instructions	Customer's rating is Silver and Agent's department is wealth management dept	Visible only to the customers with Silver rating	Visible only to the service agents assigned to the wealth management dept
Update Profile	Agent's department is either the retail banking dept or the wealth management dept	Visible to all customers	Visible to the service agents assigned to either retail banking dept or wealth management dept

After you configure the eligibility rules, the Fee Reversal and Temporary Credit Limit Increase service processes are qualified only for the service agents who are assigned to the retail banking department. The Manage Standing Instructions service process is qualified only for the service agents who are assigned to the wealth management department. The Update Profile service process is qualified for the service agents who are assigned either to the retail banking department or the wealth management department. Additionally, the Temporary Credit Limit Increase service process is qualified only for the customers whose rating is Gold, and the Manage Standing Instructions service process is qualified only for the customers whose rating is Silver.

Create a Record Type for Service Processes

To distinguish service process products from other types of products in Product Catalog Management, create a Product2 record type for service processes.

Create and Activate Service Process Definitions

Create service process definitions in Service Process Studio for the service processes that you want to configure eligibility rules for. After you create the definitions, the service processes are listed as products in Product Catalog Management so that you can define the eligibility rules to determine how and for whom the service processes are visible.

Create a Catalog for Service Processes

Add service process products to a service catalog.

Create Catalog Categories for Service Processes

Group the service process products in your service catalog. Create catalog categories for service process products based on the line of business that they're relevant for.

Assign Service Processes to Catalog Categories

Organize your service processes by assigning them to catalog categories.

Create a Context Definition to Define the Context for Service Process Product Eligibility

Define the context structure or scenario in which you want to determine the service process product eligibility. The context definition has the complete set of information to build and run the qualification rules procedure to evaluate the eligibility of a service process product.

Map the Context Definition to Data Sources and Activate the Definition

After you create the context definition, map the definition's nodes and attributes to objects and their fields. The mapping feeds data into the definition and this data is used by the expression set to evaluate the qualification of service process products.

Create a Service Process Eligibility Decision Table

Use a decision table and a rule object that contains the rules that the decision table uses to determine the service process products qualification.

Create Qualification Rules for Service Processes

Control the visibility of service processes to your customers and users by creating qualification rules. To create a qualification rule, enter values for the input criteria that the service process product must meet to be qualified. Customers and users can see service process products when the service process products meet the qualification criteria.

Create a Qualification Rules Procedure for Service Processes

A qualification rules procedure uses an expression set and a context definition to evaluate the qualification of a service process product. In the expression set version, use the decision table created for determining the service process product eligibility and the context definition's tags as list variables in the expression's steps.

Add the Catalog and Qualification Rule Procedure Names in Action Launcher Properties

To make the qualified service process products visible to your users and customers on the Action Launcher component, add the names of the service catalog and expression set in the properties of the Action Launcher. Your service agents can search for and invoke the service process products that are defined using Service Process Studio and cataloged using Product Catalog Management.

Verify the Configured Eligibility Rules for Service Processes

Verify if the eligibility rules that you set for qualifying the service process products for your users and customers work as expected.

Create a Record Type for Service Processes

To distinguish service process products from other types of products in Product Catalog Management, create a Product2 record type for service processes.

1. From the object management settings for products, go to Record Types.
2. Click **New**.
3. In Record Type Label and Record Type Name, enter `ServiceProcess`.
4. To activate the record type, select **Active**.
5. Next to the profile that you want to make the record type available for, select **Make Available**.
6. Click **Next**.
7. Save your changes.

SEE ALSO:

Create Record Types

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To create or change record types:

- Customize Application

Create and Activate Service Process Definitions

Create service process definitions in Service Process Studio for the service processes that you want to configure eligibility rules for. After you create the definitions, the service processes are listed as products in Product Catalog Management so that you can define the eligibility rules to determine how and for whom the service processes are visible.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To create and activate service process definitions:

- Industry Service Excellence

  AND

  Product Catalog Management Designer

Before you begin:

- Enable the OmniStudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then select **Service Process Studio**.
2. Click **New Service Process**.
3. Enter `Fee Reversal` as the service process name.
4. Save your changes.
5. Similarly, create the Temporary Credit Limit Increase, Manage Standing Instructions, and Update Profile service processes.
6. Select each service process that you created and associate it with a request form.
   a. Click **Request Form**, and then click **Add Request Form**.
   b. Select a request form relevant to the service process, click **Add**, and then save the changes.

   Note: Ensure that you already created and activated an OmniScript that you plan to use as a request form for your service process so that it's visible in Service Process Studio for you to select.
7. Activate the service process definitions.
8. Verify if the service processes are listed as products in Product Catalog Management.
   a. From the App Launcher, find and select **Product Catalog Management**.
   b. Click **Products**.
   On the All Products list view page, check if the Fee Reversal, Temporary Credit Limit Increase, Manage Standing Instructions, and Update Profile service processes are listed as products.

SEE ALSO:

Create and Activate Service Process Definitions

Request Forms

Create a Catalog for Service Processes

Add service process products to a service catalog.

1. From the App Launcher, find and select **Product Catalog Management**.
2. Click **Catalogs**.
3. On the Catalogs list view page, click **New**.
4. Enter these field values:
   a. Enter `ServiceProcessesProductsCatalog` as the name.
   b. Enter `A catalog containing a suite of service process products` as the description.
   c. Select **Service Process** as the catalog type.
5. Save your changes.

SEE ALSO:

Create a Catalog

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To create catalog categories:

- Product Catalog Management Designer

Create Catalog Categories for Service Processes

Group the service process products in your service catalog. Create catalog categories for service process products based on the line of business that they're relevant for.

In this example, as we cater to the service process products across both the retail banking and wealth management lines of business, create a category for each line of business.

1. From the App Launcher, find and select **Product Catalog Management**.
2. Click **Catalogs**.
3. On the catalogs list view page, click **CatalogOfServiceProcesses**.
4. Click **Categories**.
5. Click **Create Category**.
6. Enter the values for these fields:
   a. Enter `Retail Banking` as the name.
      The Catalog field is automatically populated with the catalog name.
   b. Enter `A catalog category that groups the retail banking service process products` as the description.
7. Save your changes.
8. Similarly, create a category with the name Wealth Management to group the wealth management service processes.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To create catalog categories:

- Product Catalog Management Designer

Here are the categories for retail banking and wealth management.

SEE ALSO:

Create Catalog Categories and Subcategories

Assign Service Processes to Catalog Categories

Organize your service processes by assigning them to catalog categories.

1. From the App Launcher, find and select **Product Catalog Management**.
2. Click **Catalogs**.
3. On the catalogs list view page, select **CatalogOfServiceProcesses**.
4. Click **Categories**.
5. In the Categories section, click **Retail Banking**.
6. On the Category page, click **Related**.
7. In the Products section, click **Assign Products**.
8. Find and select the **Fee Reversal, Temporary Credit Limit Increase**, and **Update Profile** service process products.
9. Click **Next**.
10. Save your changes.
11. Similarly, assign the Manage Standing Instructions and Update Profile service process products to the Wealth Management category.

    Here are the service process products assigned to the Retail Banking category.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To assign service processes to catalog categories:

- Product Catalog Management Designer

Here are the service process products assigned to the Wealth Management category.

Create a Context Definition to Define the Context for Service Process Product Eligibility

Define the context structure or scenario in which you want to determine the service process product eligibility. The context definition has the complete set of information to build and run the qualification rules procedure to evaluate the eligibility of a service process product.

Before you begin, enable Context Service in your Salesforce org. See Turn on Context Service

1. From Setup, in the Quick Find box, enter `Context Definitions`, and then select **Context Definitions**.
2. Click **New**.
3. Enter `AccountUserContext` as the name.
4. Enter the effective start and end dates for the definition.

   To use a context definition in an expression set, enter a start date that's before the expression set's start date, and enter an end date that's after the expression set's end date.
5. To define the relationship between the definition's nodes, create the definition's structure.
   a. Add a node named Account.

      This node represents all the attributes related to the Account based on which you want to determine the service process product qualification for a customer.

   b. To the Account node, add two sibling nodes named Catalog and User.

      The Catalog node contains all the attributes related to the catalog, including the child nodes and their attributes. The User node contains all the attributes related to the User based on which you want to determine the service process product qualification for a user.

   c. To the Catalog node, add a child node named Category.

   d. To the Category node, add a child node named Category Product.

      Here's the context definition structure.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To create and activate a context definition:

- Product Catalog Management Designer OR Financial Services Cloud Extension OR FSC Service

6. Click **Next**.
7. Add attributes to each node, select whether the attribute is used as input, output, or both, and select the data type for each attribute.

   Here are the attributes in the Account node.

   Here are the attributes in the Catalog node.

   Here are the attributes in the Category child node.

   Here are the attributes in the CategoryProduct child node.

Here are the attributes in the User node.

8. Click **Next**, and then add tags for each node and the node's attributes.

   Tags appear as list variables in the versions of the expression sets that are associated with context definitions.

   Here are the tags for the Account node and their attributes.

Here are the tags for the Catalog node and their attributes.

Here are the tags for the Category node and their attributes.

Here are the tags for the CategoryProduct node and their attributes.

Here are the tags for the User node and their attributes.

9. Save the definition.

SEE ALSO:

Create Context Definitions

Activate Context Definitions

Map the Context Definition to Data Sources and Activate the Definition

After you create the context definition, map the definition's nodes and attributes to objects and their fields. The mapping feeds data into the definition and this data is used by the expression set to evaluate the qualification of service process products.

In this example, we're mapping the AccountUserContext context definition's nodes and attributes to the Account and User objects. These objects have fields that are similar to the attributes in the context definition's nodes.

1. From Setup, in the Quick Find box, enter `Context Definitions`, and then select **Context Definitions**.
2. To open the AccountUserContext context definition that you want to map the data to, select **AccountUserContext** from the definitions list.
3. Select **Map Data**.
4. Click **Add Mapping**.
   The mapping page opens on a new tab.
5. Provide the mapping details.
   a. Enter `AccountUserMapping` as the name.
   b. Enter a description.
   c. Select **Automatic Input Schema mapping** and **Automatic sObject mapping** as the mapping type.
   d. Select **Mark as Default**.
   e. Click **Map**.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To create context mappings:

- Product Catalog Management Designer OR Financial Services Cloud Extension OR FSC Service

6. Map the context definition's nodes and attributes to the objects and their fields.
   a. To map the nodes to objects, select a node and then select the object.
      This mapping forms a connection between the node and the object.
   b. To map attributes to object fields, select an attribute, and then select the field.
      This mapping forms a connection between the attribute and the field.
      Here's the mapping of Account and User nodes, and their attributes to the corresponding Account and User objects and fields.

   Note: Do not manually map the Catalog, Category, and CategoryProduct nodes and their attributes to objects and fields. The Context Service derives their mapping automatically.

   c. Save the mapping.
7. Return to the context definitions list.
8. Activate the AccountUserContext context definition.

SEE ALSO:

Map Context Definitions

Create a Service Process Eligibility Decision Table

Use a decision table and a rule object that contains the rules that the decision table uses to determine the service process products qualification.

1. From the App Launcher, find and select **Product Catalog Management**.
2. Click **Qualification Rules**.
3. To create a decision table, click **New**.
4. Enter `SvcProcessEligibilityTable` as the name.
5. In Source Object, select **Product Qualification**.
   The Product Qualification object contains the rules for the decision table. Use one source object for one decision table.
6. In Filter Result By, select **Any Value**.
7. In Usage Type, select **Product Qualification**.
8. Click **Next**.
9. Select the input fields and an operator for each input field.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To create, edit, and activate a decision table:
- Product Catalog Management Designer

In this example, as we're qualifying the service process product based on the customer's rating and the agent's department, select Department_c, Rating_c, and ProductId as the input fields.

CreatedById	Don't Use	Lookup	Not Applicable
CreatedDate	Don't Use	Date/Time	Not Applicable
Credit_Score__c	Don't Use	Number	Not Applicable
Department__c	Required Input	Text	Equals

PermissionSetAssignm	Don't Use	Text	Not Applicable
ProductId	Required Input	Lookup	Equals
Rating__c	Required Input	Text	Matches
RootProductId	Don't Use	Lookup	Not Applicable

Note: Department_c and Rating_c are custom fields of the Text data type. To see these fields in the decision table, create these fields in the Product Qualification object.

10. Select **IsQualified** as the output field.

    You can't select a picklist (multi-select) type field as an output field. For the fields that aren't selected as either Required Input or Required Output, leave those fields as Don't Use.

IsDeleted	Don't Use	Checkbox	Not Applicable
IsQualified	Output	Checkbox	Not Applicable
LastModifiedById	Don't Use	Lookup	Not Applicable

11. Click **Next**.
12. For Define Conditions Logic, select **All conditions are met (AND)**.
13. Save your changes.
14. Activate the decision table.

SEE ALSO:

Create a Decision Table for a Product

Activate the Decision Table for a Product

Create Custom Fields

Create Qualification Rules for Service Processes

Control the visibility of service processes to your customers and users by creating qualification rules. To create a qualification rule, enter values for the input criteria that the service process product must meet to be qualified. Customers and users can see service process products when the service process products meet the qualification criteria.

1. From the App Launcher, find and select **Product Catalog Management**.
2. Click **Qualification Rules**.
3. From the list of Qualification Decision Tables, select the SvcProcessEligibility decision table.
4. On the Table tab on the decision table page, click **View Object Record Page**.
5. On the Product Qualifications list view page, select **New**.
6. Enter the values for the input criteria.

   In this example, create a qualification rule for each service process product that you want to qualify.

   Note: As of Spring '24, the Action Launcher doesn't qualify service processes if they're configured for eligibility based on product categories and subcategories.

   Here are the qualification rules for the service process

7. Save your changes.

   Here's the decision table for the service process products with their corresponding qualification criteria.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To create a qualification rule:
- Product Catalog Management Designer

SEE ALSO:

Create a Qualification Rule for a Product

Create a Qualification Rules Procedure for Service Processes

A qualification rules procedure uses an expression set and a context definition to evaluate the qualification of a service process product. In the expression set version, use the decision table created for determining the service process product eligibility and the context definition's tags as list variables in the expression's steps.

1. On the Product Catalog Management app's home page, click **Qualification Rule Procedures**.
2. On the Qualification Procedures list view page, click **New**.
3. Specify these details:
   a. Enter `AccountUserQualificationProcedure` as the name.
   b. Select **Product Qualification** as the usage type.
   c. Select **AccountUserContext** as the context definition.
   d. Save your changes.
4. From the Qualification Procedures list view, select the **AccountUserQualificationProcedure** qualification rule procedure.
5. To open the qualification procedure in the expression set builder canvas, click the qualification procedure under Qualification Procedure Versions.

6. On the Expression Set Builder canvas, click the plus icon, and then click **Evaluate Qualification** for a qualification rule.

   You can also drag the element from the Elements panel.
7. In Lookup Table Details, select **SvcProcessEligibilityTable**.
8. Provide the input and output parameters.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To create a qualification rule procedure:

- Product Catalog Management Designer

Here are the input and output parameters for the qualification rule procedure.

9. Save your changes.
10. Activate the qualification rule procedure.

SEE ALSO:

Create a Qualification Rule Procedure for a Product

Add the Catalog and Qualification Rule Procedure Names in Action Launcher Properties

To make the qualified service process products visible to your users and customers on the Action Launcher component, add the names of the service catalog and expression set in the properties of the Action Launcher. Your service agents can search for and invoke the service process products that are defined using Service Process Studio and cataloged using Product Catalog Management.

1. Edit the record page of a Person Account in Lightning App Builder.
2. Drag the Action Launcher component onto the page.
3. In the component properties pane, enter these details.
   a. In Action Launcher Configuration, select **Service catalog**.
   b. In Service Catalog, select **ServiceProcessesProductsCatalog**.
   c. In Expression Set, select **AccountUserQualificationProcedure**.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To enable users to view eligible service process products in the Action Launcher:

- Industry Service Excellence

  AND

  Product Catalog Management Designer

d. Save your changes, and then activate the page if necessary.

SEE ALSO:

Add the Action Launcher Component to a Page

Verify the Configured Eligibility Rules for Service Processes

Verify if the eligibility rules that you set for qualifying the service process products for your users and customers work as expected.

1. Create standard users.

   Create the users for whom you want to qualify the service process products. When these users go to the Action Launcher component on a record details page of a Person Account and search for service process products, then only the service process products that they're qualified for are shown. In this example, create two users with service agent profiles. For one user, assign retail banking dept as the department. And for the other user, assign wealth management dept as the department.

   a. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.

   b. Click **New User**.

   c. Enter the user's name and email address and a unique username in the form of an email address.

      By default, the username is the same as the email address.

   d. Select a user license.

      The user license determines the profiles that are available for the user.

   e. Select **Service Agent** as the profile.

   f. Enter `retail banking dept` as the department.

   g. Save your changes.

   h. Similarly, create another user with the service agent profile and wealth management dept as the department.

   i. Save your changes.

2. Add the required picklist values for the Rating field on the Account object.

   a. From the object management settings for accounts, go to Fields and Relationships.

   b. In the Quick Find box, enter `Rating`, and then select **Rating**.

   c. In the Account Rating Picklist Values section, add the Gold, Silver, and Bronze values to the picklist.

   d. To add the new value to the picklist values for a particular record type, select the record type.

   e. Save your changes.

   f. Activate the picklist values.

3. Update the customer rating for a Person Account.

   a. On the record page of a Person Account, click **Edit**.

   b. Update the value of the Rating field to Gold.

4. View service process products that are qualified for the service agent who is assigned to the retail banking dept department.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions with the required licenses on page 1023

USER PERMISSIONS

To create users:
- Manage Internal Users

To add or edit picklists
- Customize Application

To edit records:
- Edit on the object for the kind of record you're editing

To enable users to view eligible service process products in the Action Launcher:
- Industry Service Excellence

  AND

  Product Catalog Management Designer

  AND

  Financial Services Cloud Extension OR FSC Service

a. Log in as the user or the service agent who is assigned to the retail banking dept department.
b. Go to the record details page of a Person Account account whose rating is Gold.
c. In the Action Launcher component, search for service process products.
   When you search, only the Fee Reversal, Temporary Credit Limit Increase, and Update Profile service process products are shown.
d. Update the value of the Rating field to Silver, and then reload the account page.
e. In the Action Launcher component, search for service process products.
   When you search, only the Fee Reversal and Update Profile service process products are shown.

5. View service process products that are qualified for the service agent who is assigned to the wealth management dept department.
   a. Log in as the user or the service agent who is assigned to the wealth management dept department.
   b. Go to the record details page of a Person Account account whose rating is Silver.
   c. In the Action Launcher component, search for service process products.
      When you search, only the Manage Standing Instructions and Update Profile service process products are shown.
   d. Update the value of the Rating field to Bronze, and then reload the account page.
   e. In the Action Launcher component, search for service process products.
      When you search, only the Update Profile service process product is shown.

SEE ALSO:

Add a Single User
Add or Edit Picklist Values
Update Records

Einstein for Financial Services Cloud

Resolve service process requests for common banking services using Einstein Copilot. With its conversational AI assistant, copilot helps service representatives deliver more personalized service and reach resolutions faster. The copilot uses prebuilt Agent actions to capture details and create a case for a service process request.

EDITIONS

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Note: Einstein for Finacial Services Cloud is a pilot or beta service that is subject to the Beta Services Terms at Agreements - Salesforce.com or a written Unified Pilot Agreement if executed by Customer, and applicable terms in the Product Terms Directory. Use of this pilot or beta service is at the Customer's sole discretion.

GenAI features are not supported in Government Cloud Plus. Don't turn on the feature in Government Cloud Plus orgs. Contact your Salesforce account executive for more details.

Einstein Copilot for Fee Reversal Service Process(Beta)
Capture a client's request to reverse a fee on a financial account by using Einstein Copilot.

Einstein Copilot for Address Update (Beta)
Capture a client's request to update the address associated with a financial account by using Einstein Copilot.

Einstein Copilot for Report and Block Cards (Beta)

Capture a client's request to block a card on a financial account by using Einstein Copilot.

Einstein Copilot for Retrieving Financial Account Transactions (Beta)

Capture a client's request to retrieve the financial account transactions associated with a specific financial account by using Einstein Copilot.

Einstein Copilot for Retrieving Financial Account Balance (Beta)

Capture a client's request to retrieve the financial account balances associated with a specific financial account by using Einstein Copilot.

Einstein Copilot for Fee Reversal Service Process(Beta)

Capture a client's request to reverse a fee on a financial account by using Einstein Copilot.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Note: Einstein Copilot for Fee Reversal service process is a pilot or beta service that is subject to the Beta Services Terms at Agreements - Salesforce.com or a written Unified Pilot Agreement if executed by Customer, and applicable terms in the Product Terms Directory. Use of this pilot or beta service is at the Customer's sole discretion.

GenAI features are not supported in Government Cloud Plus. Don't turn on the feature in Government Cloud Plus orgs. Contact your Salesforce account executive for more details.

Set Up Fee Reversal Service Process for Use in Einstein Copilot

When clients want to dispute an unexpected charge on their financial account, they raise a fee reversal service process request with their bank and expect a quick turnaround. By setting up the fee reversal service process for use with Einstein Copilot, you provide your service representatives with an AI assistant built into their flow of work. The AI assistant identifies and executes relevant agent actions to help service represntatives capture details and create a case to fulfill the fee reversal request.

Authorize Your Users to Use Fee Reversal Agent Actions

Give your service representatives access to the agent actions associated with the fee reversal service process.

Agent Actions for Fee Reversal Service Process

When a user initiates a fee reversal service process request in Einstein Copilot, the copilot identifies and executes prebuilt agent actions to retrieve the details of a client's account, financial accounts, fee transactions. It then creates a case for the service process request.

Set Up Fee Reversal Service Process for Use in Einstein Copilot

When clients want to dispute an unexpected charge on their financial account, they raise a fee reversal service process request with their bank and expect a quick turnaround. By setting up the fee reversal service process for use with Einstein Copilot, you provide your service representatives with an AI assistant built into their flow of work. The AI assistant identifies and executes relevant agent actions to help service represntatives capture details and create a case to fulfill the fee reversal request.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Note: Einstein Copilot for Fee Reversal service process is a pilot or beta service that is subject to the Beta Services Terms at Agreements - Salesforce.com or a written Unified Pilot Agreement if executed by Customer, and applicable terms in the Product Terms Directory. Use of this pilot or beta service is at the Customer's sole discretion.

1. Set up the fee reversal service process by using the Service Process Studio. Before service agents can capture a client's fee reversal request with Einstein Copilot, you must set up the fee reversal service process in your salesforce instance. See Reverse Fees on Client Accounts Using Service Process Studio.

   Important: When creating a service process definition for the fee reversal service process in Service Process Studio, make sure that you use Fee_Reversal as the API name of the service process definition.

2. Turn on Einstein Generative AI in Salesforce.
3. Set Up Einstein Copilot.
4. Create a custom topic and add the topic to your Agent. See Create a Custom Topic.

   Topics help define the capabilities of an Agent and serve as a container for instructions and actions. They enable Agents to use relevant instructions and actions for a given point in ac conversation. See Agent Topics.

5. Add these Agent actions to your topic. See Add an Action to a Topic.
   - Get Financial Accounts Information for an Account (Beta)
   - Get Fee Transactions from a Financial Account (Beta)
   - Create Case for Fee Reversal (Beta)

   Actions are the tools to do the job. Actions are added to topics to limit Agents to only use the relevant tools for a given job-to-be-done. See Agent Actions.

6. Give your service representatives access to the agent actions associated with the fee reversal service process. See Authorize Your Users to Use Fee Reversal Agent Actions on page 1044.

Note: GenAI features are not supported in Government Cloud Plus. Don't turn on the feature in Government Cloud Plus orgs. Contact your Salesforce account executive for more details.

Authorize Your Users to Use Fee Reversal Agent Actions

Give your service representatives access to the agent actions associated with the fee reversal service process.

Before you begin, make sure that the fee reversal service process setup is completed. See Set Up Fee Reversal for Use in Einstein Copilot on page 1043.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. In the list view, click the user's name to view the user details page.
3. Scroll down to the Permission Set Assignments section, and then click **Edit Assignments**.
4. Select **FSC Service Einstein**, **Industry Service Excellence**, **OmniStudio User**, and **Einstein Copilot for Salesforce User** permission sets, and then click **Add**.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

USER PERMISSIONS

To assign permission sets:
- Assign Permission Sets

Agent Actions for Fee Reversal Service Process

When a user initiates a fee reversal service process request in Einstein Copilot, the copilot identifies and executes prebuilt agent actions to retrieve the details of a client's account, financial accounts, fee transactions. It then creates a case for the service process request.

COPILOT ACTION	DESCRIPTION
Get Financial Accounts Information for an Account (Beta)	Retrieves the details about all financial accounts associated with an account.
Get Fee Transactions from a Financial Account (Beta)	Retrieves a list of fee transactions associated with a specific financial account.
Create Fee Reversal Case (Beta)	Creates a case record to request a reversal of a fee charged on a financial account.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Einstein Copilot for Address Update (Beta)

Capture a client's request to update the address associated with a financial account by using Einstein Copilot.

Note: This feature is a Beta Service. Customer may opt to try such Beta Service at its sole discretion. Any use of the Beta Service is subject to the applicable Beta Services Terms provided at Agreements and Terms.

GenAI features are not supported in Government Cloud Plus. Don't turn on the feature in Government Cloud Plus orgs. Contact your Salesforce account executive for more details.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Set Up Address Update for Use in Einstein Copilot

When clients want to update the address associated with their account, they initiate a service process request with their bank and expect a quick turnaround. By setting up the service process for address update with Einstein Copilot, you provide your service agents with an AI assistant built into their flow of work. The AI assistant identifies and executes relevant copilot actions to help agents retrieve existing address details and create a case to update the address.

Authorize Users to Use Address Update Agent Actions

Give your service agents access to the agent actions associated with the address update service process by assigning permissions to users.

Agent Actions for Address Update Service Process

When a user initiates an address update service process request in Einstein Copilot, the copilot identifies and executes prebuilt agent actions to retrieve the existing address details. It then creates a case for the service process request.

Set Up Address Update for Use in Einstein Copilot

When clients want to update the address associated with their account, they initiate a service process request with their bank and expect a quick turnaround. By setting up the service process for address update with Einstein Copilot, you provide your service agents with an AI assistant built into their flow of work. The AI assistant identifies and executes relevant copilot actions to help agents retrieve existing address details and create a case to update the address.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Note: This feature is a Beta Service. Customer may opt to try such Beta Service at its sole discretion. Any use of the Beta Service is subject to the applicable Beta Services Terms provided at Agreements and Terms.

1. Set up the address update service process by using the Service Process Studio. Before service agents can capture a client's request to update address with Einstein Copilot, you must set up the address update service process in your salesforce instance. See Address Update Service Process.
2. Turn on Einstein generative AI in Salesforce. See Set Up Einstein Generative AI.
3. Set Up Einstein Copilot.

   Enable Einstein Copilot, manage user access, and configure your copilot's settings. See Set Up Einstein Copilot.
4. Give your service agents access to the copilot actions associated with the address update service process. See Assign User Permissions for Address Update Service Process Copilot Actions on page 1046.

Note: GenAI features are not supported in Government Cloud Plus. Don't turn on the feature in Government Cloud Plus orgs. Contact your Salesforce account executive for more details.

Authorize Users to Use Address Update Agent Actions

Give your service agents access to the agent actions associated with the address update service process by assigning permissions to users.

Before you begin, make sure that the address update service process setup is completed. See Set Up Address Update for Use in Einstein Copilot on page 1046.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

USER PERMISSIONS

To assign permission sets:
- Assign Permission Sets

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. In the list view, click the user's name to view the user details page.
3. Scroll down to the Permission Set Assignments section, and then click **Edit Assignments**.
4. Select **FSC Service Einstein**, **Industry Service Excellence**, **OmniStudio User**, and **Einstein Copilot for Salesforce User** permission sets, and then click **Add**.
5. Save your changes.

Agent Actions for Address Update Service Process

When a user initiates an address update service process request in Einstein Copilot, the copilot identifies and executes prebuilt agent actions to retrieve the existing address details. It then creates a case for the service process request.

COPILOT ACTION	DESCRIPTION
Get Address Details For Financial Account (Beta)	Retrieves the address details associated with a specific financial account.
Create Address Update Case (Beta)	Creates a case to update the address associated with a specific financial account.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Einstein Copilot for Report and Block Cards (Beta)

Capture a client's request to block a card on a financial account by using Einstein Copilot.

Note: This feature is a Beta Service. Customer may opt to try such Beta Service at its sole discretion. Any use of the Beta Service is subject to the applicable Beta Services Terms provided at Agreements and Terms.

GenAI features are not supported in Government Cloud Plus. Don't turn on the feature in Government Cloud Plus orgs. Contact your Salesforce account executive for more details.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Set Up Report and Block Cards for Use in Einstein Copilot

When clients want to block a card, they initiate a service process request with their bank and expect a quick turnaround. By setting up the service process for blocking the card with Einstein Copilot, you provide your service agents with an AI assistant built into their flow of work. The AI assistant identifies and executes relevant copilot actions to help agents retrieve card details and create a case to block the card.

Authorize Users to Use Report and Block Cards Agent Actions

Give your service agents access to the agent actions associated with the report and block cards service process by assigning permissions to users.

Agent Actions for Report and Block Cards Service Process

When a user initiates a report and block cards service process request in Einstein Copilot, the copilot identifies and executes prebuilt agent actions to retrieve the details of card. It then creates a case for the service process request.

Set Up Report and Block Cards for Use in Einstein Copilot

When clients want to block a card, they initiate a service process request with their bank and expect a quick turnaround. By setting up the service process for blocking the card with Einstein Copilot, you provide your service agents with an AI assistant built into their flow of work. The AI assistant identifies and executes relevant copilot actions to help agents retrieve card details and create a case to block the card.

Note: This feature is a Beta Service. Customer may opt to try such Beta Service at its sole discretion. Any use of the Beta Service is subject to the applicable Beta Services Terms provided at Agreements and Terms.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

1. Set up the report and block cards service process by using the Service Process Studio. Before service agents can capture a client's request to block the card with Einstein Copilot, you must set up the report and block cards service process in your salesforce instance. See Report and Block Cards Service Process.
2. Turn on Einstein generative AI in Salesforce. See Set Up Einstein Generative AI.
3. Set Up Einstein Copilot.

   Enable Einstein Copilot, manage user access, and configure your copilot's settings. See Set Up Einstein Copilot.
4. Give your service agents access to the copilot actions associated with the report and block cards service process. See Assign User Permissions for Report and Block Cards Service Process Copilot Actions on page 1048.

Note: GenAI features are not supported in Government Cloud Plus. Don't turn on the feature in Government Cloud Plus orgs. Contact your Salesforce account executive for more details.

Authorize Users to Use Report and Block Cards Agent Actions

Give your service agents access to the agent actions associated with the report and block cards service process by assigning permissions to users.

Before you begin, make sure that the report and block cards service process setup is completed. See Set Up Report and Block Cards for Use in Einstein Copilot on page 1047.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. In the list view, click the user's name to view the user details page.
3. Scroll down to the Permission Set Assignments section, and then click **Edit Assignments**.
4. Select **FSC Service Einstein**, **Industry Service Excellence**, **OmniStudio User**, and **Einstein Copilot for Salesforce User** permission sets, and then click **Add**.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

USER PERMISSIONS

To assign permission sets:
- Assign Permission Sets

Agent Actions for Report and Block Cards Service Process

When a user initiates a report and block cards service process request in Einstein Copilot, the copilot identifies and executes prebuilt agent actions to retrieve the details of card. It then creates a case for the service process request.

COPILOT ACTION	DESCRIPTION
Get Card Details To Account (Beta)	Retrieves the details of all cards associated with a specific financial account.
Create Case To Block Card (Beta)	Creates a case to block the card associated with a specified financial account.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Einstein Copilot for Retrieving Financial Account Transactions (Beta)

Capture a client's request to retrieve the financial account transactions associated with a specific financial account by using Einstein Copilot.

Note: Einstein Copilot for Retrieving Financial Account Transactions (Beta) is a pilot or beta service that is subject to the Beta Services Terms at Agreements - Salesforce.com or a written Unified Pilot Agreement if executed by Customer, and applicable terms in the Product Terms Directory. Use of this pilot or beta service is at the Customer's sole discretion.

GenAI features are not supported in Government Cloud Plus. Don't turn on the feature in Government Cloud Plus orgs. Contact your Salesforce account executive for more details.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Authorize Users to Use Retrieving Financial Account Transactions Agent Action

Give your service representatives access to the agent action for retrieving financial account transactions for a specific account.

Agent Action for Retrieving Financial Account Transactions

When a user initiates a request to retrieve the financial account transaction details in Einstein Copilot, the copilot identifies and executes a prebuilt agent action to retrieve the details of a client's account transactions.

Authorize Users to Use Retrieving Financial Account Transactions Agent Action

Give your service representatives access to the agent action for retrieving financial account transactions for a specific account.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. In the list view, click the user's name to view the user details page.
3. Scroll down to the Permission Set Assignments section, and then click **Edit Assignments**.
4. Select **FSC Service Einstein**, **Industry Service Excellence**, **OmniStudio User**, and **Einstein Copilot for Salesforce User** permission sets, and then click **Add**.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

USER PERMISSIONS

To assign permission sets:
- Assign Permission Sets

Agent Action for Retrieving Financial Account Transactions

When a user initiates a request to retrieve the financial account transaction details in Einstein Copilot, the copilot identifies and executes a prebuilt agent action to retrieve the details of a client's account transactions.

COPILOT ACTION	DESCRIPTION
Get Financial Transactions (Beta)	Retrieves all types of financial account transactions associated with a specific financial account.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Einstein Copilot for Retrieving Financial Account Balance (Beta)

Capture a client's request to retrieve the financial account balances associated with a specific financial account by using Einstein Copilot.

Note: Einstein Copilot for Retrieving Financial Account Balance (Beta) is a pilot or beta service that is subject to the Beta Services Terms at Agreements - Salesforce.com or a written Unified Pilot Agreement if executed by Customer, and applicable terms in the Product Terms Directory. Use of this pilot or beta service is at the Customer's sole discretion.

GenAI features are not supported in Government Cloud Plus. Don't turn on the feature in Government Cloud Plus orgs. Contact your Salesforce account executive for more details.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Authorize Users to Use Retrieving Financial Account Balance Agent Action

Give your service representatives access to the agent action associated with the retrieval of financial account balances.

Agent Action for Retrieving Financial Account Balance

When a user initiates a request to retrieve the financial account balance in Einstein Copilot, the copilot identifies and executes a prebuilt agent action to retrieve the client's account balances.

Authorize Users to Use Retrieving Financial Account Balance Agent Action

Give your service representatives access to the agent action associated with the retrieval of financial account balances.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. In the list view, click the user's name to view the user details page.
3. Scroll down to the Permission Set Assignments section, and then click **Edit Assignments**.
4. Select **FSC Service Einstein**, **Industry Service Excellence**, **OmniStudio User**, and **Einstein Copilot for Salesforce User** permission sets, and then click **Add**.
5. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

USER PERMISSIONS

To assign permission sets:
- Assign Permission Sets

Agent Action for Retrieving Financial Account Balance

When a user initiates a request to retrieve the financial account balance in Einstein Copilot, the copilot identifies and executes a prebuilt agent action to retrieve the client's account balances.

COPILOT ACTION	DESCRIPTION
Get Balances from Financial Accounts (Beta)	Retrieves the financial account balances associated with a specific financial account.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions where Financial Services Cloud and FSC Service Einstein Add-On are enabled

Stage Management

Use Stage Management to define business process stages, transitions, and the criteria required to complete each stage of a complex business process such as transaction dispute management and customer onboarding. Restrict stage transitions based on user access. Define your own rules for transition by specifying a criterion, and add step definitions to run integration definitions, flows, or Omniscripts.

Example: Stage Management for Customer Onboarding

Use Stage Management to define the stages and transition criteria to onboard customers. Then, create a transition plan for a process to move from one stage to another. There are multiple Salesforce objects involved in the customer onboarding business process workflow.

SEE ALSO:

Salesforce Help: Stage Management

Example: Stage Management for Customer Onboarding

Use Stage Management to define the stages and transition criteria to onboard customers. Then, create a transition plan for a process to move from one stage to another. There are multiple Salesforce objects involved in the customer onboarding business process workflow.

Here's how Stage Management can simplify the stage transition process for the Application Form stages. The image shows the object stage values and stage transitions. Some of the stages and possible transitions are:

- The stage must change from Application Intake to Risk Screening.
- The status of the Approval stage can change to either Approved or Rejected.
- You can't change the status from the Rejected and Approved stages.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions with Financial Services Cloud

Stage Definition

When you onboard a prospective customer, you can create stage definitions for the objects involved in the customer onboarding process. The onboarding process is orchestrated around objects such as Application Form, Party Profile, Applicant, and Application Form Product. In this example, we use Application Form as the reference object to create a stage definition.

Application Form Stage	Description
Application Intake	The application intake is in progress.
Risk Screening	The applicant's risk is being assessed.
Document Validation	The submitted documents are validated.
Risk Assessment	The applicant's overall risk is evaluated
Approval	The applicant record awaits approval.

Application Form Stage	Description
Operations	The post-onboarding operations begin.

Stage Transitions

Set the transition criteria for the Application Form record to move from one stage to another. The table shows the possible transition plans that you can run at each stage of the onboarding process. When you onboard a prospect as a customer, the Application Form record moves from one stage to the next only if the transition criteria are met. The record moves only after the steps in the current stage are completed.

From Stage	To Stage	Transition Criteria	Step Definition	Step Type
Application Intake	Risk Screening	All required fields on the application form are filled.	Invoke a risk screening process based on the information provided. For example, income verification and address verification.	Integration Definition
Risk Screening	Document Validation	Check if the risk score is within the acceptable range.	Assign the document verification tasks to your mid-office agents to manually verify the uploaded documents.	Manual Task
			Invoke the integration definitions to automatically initiate employee verification.	Integration Definition
Document Validation	Risk Assesment	Check if all requested documents are uploaded and validated.	Initiate the risk assessment based on the application form data.	Auto-launched Flow
Risk Assessment	Approval	Risk assessment is complete with an acceptable risk assessment category.	Request a confirmation that all Party Profile information is validated.	Screen Flow
			Trigger an approval process with tasks assigned to approvers.	Autolaunched Flow
Approval	Operations	Application Form record is approved.	Verify the account setup in the bank's system.	Autolaunched Flow
			Initiate callouts for operational activities such as generating a Welcome Letter and dispatching the Welcome Kit.	Integration Definition

Tear Sheet Generation

Summarize information from objects in a tear sheet. By using the Summary Document component, your users can quickly generate a tear sheet that summarizes the information they need from one or more objects. To quickly access the document, your users can attach the document to an Account, Contact, or Financial Deal record page layout where the component is added.

Enable and Configure the Summary Document

Help your users access information quickly and easily and be better prepared for client meetings. The Summary Document component uses the capabilities of the Document Generation feature to generate documents that use the specified sample Server-Side OmniScripts. You can also create your own OmniScripts to generate documents.

Create Templates

Use the HTML-based Document Template Designer to design and assemble templates for generating tear sheets and to define the relationship between clauses and sections and the tear sheet template.

The Summary Document Component

Use the sample server-side OmniScript or use your own Server-Side OmniScript to generate documents.

SEE ALSO:

OmniStudio Release Notes

Enable and Configure the Summary Document

Help your users access information quickly and easily and be better prepared for client meetings. The Summary Document component uses the capabilities of the Document Generation feature to generate documents that use the specified sample Server-Side OmniScripts. You can also create your own OmniScripts to generate documents.

Before you begin, make sure that:

- The Managed Package Runtime OmniStudio setting is turned off.
- The OmniStudio managed package version 240.1 or later is installed.

1. Enable the Summary Document setting:
   a. From Setup, in the Quick Find box, enter `General Settings`, and then under Financial Services Cloud, select **General Settings**.
   b. Turn on **Summary Document**.
2. Add the Summary Document component to the Account, Contact, or Financial Deal record page layout:
   a. On the record page, click the Setup icon, and then select **Edit Page**.
   b. Drag the Summary Document component to the page.
3. Specify the Server-Side OmniScript that the component uses to generate documents:
   a. To use the file-based sample Server-Side OmniScript to generate documents, in the component's properties pane, for Type, select Tearsheet, and for SubType, select ServerSide.
   b. If you want to use your own OmniScript to generate documents, in the component's properties pane, provide your OmniScript's Type and SubType values.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions where Financial Services Cloud is enabled, and OmniStudio Winter '23 or later with DocGen functionality is installed.

USER PERMISSIONS

To enable and configure the Summary Document feature:

- Financial Services Cloud Extension OR FSC Sales
- Customize Application
- OmniStudio Admin
- DocGenDesigner or DocGenRuntime

Note: You can use your own OmniScript to generate documents only for document templates whose Usage Type is Tearsheets. Learn more about OmniStudio Document Generation Document Templates in Salesforce Help.

4. Optionally, enter a custom title for the Summary Document component:
   a. On the record page, from Setup, select **Edit Page**.
   b. Select the Summary Document component by clicking the component.
   c. In the properties pane, in the Custom Component Name field, enter a name for the component.
5. Save your changes.

SEE ALSO:

OmniStudio Server-Side Document Generation

Create Templates

Use the HTML-based Document Template Designer to design and assemble templates for generating tear sheets and to define the relationship between clauses and sections and the tear sheet template.

Document Template Designer comes with a rich-text editor, making programming or coding unnecessary.

To learn how to create a a document template in different ways, see Document Template Designers.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions where Financial Services Cloud is enabled, OmniStudio Winter '23 or later with DocGen functionality is installed, and OmniStudio Managed Package Runtime setting is disabled.

USER PERMISSIONS

To create a template:

- OmniStudio Admin
- DocGenDesigner or DocGenRuntime

The Summary Document Component

Use the sample server-side OmniScript or use your own Server-Side OmniScript to generate documents.

Server-Side document generation is asynchronous and is best for large documents and for batch generation of documents. The Server-side document generation service is secure and scalable and is hosted on Salesforce Hyperforce. The generated document is stored in your Salesforce instance, and is attached to the object for which the document is generated.

Watch this video to set up the Summary Document component for Financial Services Cloud.

Watch a video

If you aren't able to watch the view in full screen, open the video on a new tab: Learn How to Set Up the Summary Document Component.

Generate a Tear Sheet

Generate the tear sheet by using the sample file-based Server-Side OmniScript.

Generate a Tear Sheet

Generate the tear sheet by using the sample file-based Server-Side OmniScript.

1. On the Summary Document component, click **New**.
2. Select a template.
3. Click **Next**.
4. Provide a name for the tear sheet.
5. Select the preferred document type.

   Note: The sample Server-Side OmniScript supports generating tear sheets as Microsoft Word, Microsoft PowerPoint, Microsoft Word and PDF, or Microsoft PowerPoint and PDF documents.

6. Click **Next**.
   The tear sheet is generated in few minutes.
7. To preview the generated document, from the component, click the link to the document.
8. To delete a document, from the document's quick action menu, click **Delete**.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions where Financial Services Cloud is enabled, OmniStudio Winter '23 or later with DocGen functionality is installed, and OmniStudio Managed Package Runtime setting is disabled.

USER PERMISSIONS

To generate a tear sheet:

- OmniStudio Admin or OmniStudio User
- DocGenDesigner or DocGenRuntime

Timeline in Financial Services Cloud

Timeline provides a comprehensive and chronological view of customer interactions, showing key events relating to a person or a resource in one place.

Note: To make Timeline available to Financial Services Cloud users, assign the Service Excellence permission set.

How Timeline Works in Financial Services Cloud

A timeline lets users see data from objects as a sequence of events happening over time. You determine what information shows on the timeline by choosing the base (or primary) object and the related objects. You can use standard objects or custom objects.

Set Up a Timeline in Financial Services Cloud

Configure interactive timelines that provide access to information about customers.

Add Timeline to a Record Page

To let your Financial Services Cloud users see the Timeline and its data, add it to a Lightning record page.

How Timeline Works in Financial Services Cloud

A timeline lets users see data from objects as a sequence of events happening over time. You determine what information shows on the timeline by choosing the base (or primary) object and the related objects. You can use standard objects or custom objects.

A user's profile permissions determine access to timelines. You can assign a user multiple timeline configurations.

For example, a user profile may have access to timelines that represent engagement data, investment decisions, and credit ratings.

Before you start configuring a timeline, identify your requirements. At a minimum, decide which objects are required for the timeline and the information you want it to show.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions

Set Up a Timeline in Financial Services Cloud

Configure interactive timelines that provide access to information about customers.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions

User Permissions Needed

To configure a Timeline:	Read and Edit access for objects you're including on the Timeline

1. From Setup, in the Quick Find box, enter `Timeline`, and then select **Timeline**.
2. Turn on **Timeline Configuration**.

   Note: Enabling Timeline is a one-time task. After you enable Timeline in your org, you can't disable it.

3. Click **New Timeline**.
   a. Enter a name for the timeline.
   b. Enter an API name for the timeline, or accept the name that's automatically generated.
   c. Select an object that serves as the basis for the timeline.

      You can base your timeline on any Salesforce object (standard or custom). You can add related objects to the timeline later.

      For example, to represent a customer's account history on a timeline, select Account as the timeline object.

      Note: If you use a custom object on your timeline, ensure that it displays correctly by making sure it has a custom tab. See Create a Custom Object Tab for more information.

   d. Click **Save**.
4. On the Global Settings page, turn **Show Age** on to show how old a record of the base or primary object was when an event occurred, along with the date of the event.
   If the base object is Account, the age of the customer at the time of the event can be shown. Otherwise, only the event and the date appear.
5. If you chose to show age along with the timestamp, choose the field to use for calculating age.

   To show the age of the customer, select the **Birthdate** field.

6. Click **Next**.
7. On the Timeline Related Objects page, click **Add Related Object**.
   a. Select a related object (standard or custom) that contains information you want to display on the timeline.

You can add up to five related objects per base object. If an object has record types, you can select up to three record types by default. Contact Salesforce Support if you want to increase the record type limit to five.

b. Select the field that associates the related object with the base timeline object, then click **Next**.

If a related object has only one lookup to the base object, then the field is auto-selected and can't be changed.

Note: Enhanced Timeline doesn't support encrypted fields. Make sure any field you choose isn't encrypted.

c. Add conditions for showing records on the timeline. You can add conditions only for indexed fields. Then click **Next**.
For example, you can show tasks that aren't canceled or deferred.

d. Select the Title, Subtitle, Timestamp, and Summary Field fields for the timeline events, and select whether to let users create records from the timeline. Then click **Next**.

Every event on a timeline has a title, an optional subtitle, a timestamp, and an optional summary, which are sourced from fields in the related object.

Title

You can use something like a Subject field. It might be something like "Retirement Investment Plan."

Subtitle

You can use something like a Description field. This could be something like "Optimized outlays for retirement."

Timestamp

Select a field that's likely to have a value. You can only use fields that are indexed, such as Created Date. See Indexes for information on how to create custom indexes on other fields. The timestamp appears alongside the event on the timeline. Events without a timestamp don't appear on the timeline.

Summary Field

Select a field that contains the summary that you want to show on Timeline. You can select only the string, text, and text area fields. Users, for example contact center agents, can read the summary to get a quick overview of an event and provide personalized support to customers. To see the Summary Field field, see Enable Summary. If you don't select a field, the summary card doesn't appear on Timeline.

If you select **Let users create records from timeline**, users with the required permissions can click **New** to create a record directly from the timeline.

e. Select the fields and related lists that you want to show on the timeline, and then click **Add**.

The selected Summary Field field isn't available for selection on the Fields tab.

Note: If the selected field isn't added to the page layout of the object it belongs to, it will not appear on Timelime.

8. To save the timeline and make it available for use, click **Activate**.
9. Preview the timeline you've configured by selecting a base object record in the View Timeline On field.

Add Timeline to a Record Page

To let your Financial Services Cloud users see the Timeline and its data, add it to a Lightning record page.

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions

User Permissions Needed

To configure a Timeline:	Read and Edit access for objects you're including on the Timeline

1. Go to the record page of the object on which you created a timeline.
2. Select the gear icon on the top-right corner of the page and then click **Edit Page**.
3. Drag the Timeline component to the editable content area.
4. To select the timeline configurations you want to make available to users, click **Select** in the component properties panel.
   Only active timeline configurations are available for selection.

5. In the Timeline window, select the required configurations and then click **OK**.
   You can select up to 5 timeline configurations.
6. Save and activate your changes.

Transaction Dispute Management

Transaction Dispute Management provides a streamlined process for your users to capture and submit customer disputes related to financial transactions. Use Service Process Studio to quickly configure the Transaction Dispute Management service process to give your users a guided step-by-step process for capturing customer disputes. Let your users launch the dispute intake request directly from a customer's record page in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Transaction Dispute Management Data Model

Watch this video to understand how to streamline dispute resolution, enhance customer satisfaction, and optimize operational efficiency for retail banks.

Watch a video

If you aren't able to watch the video in full screen, open the video in a new tab: Get to Know Transaction Dispute Management for Financial Services Cloud.

Transaction Dispute Management Glossary of Terms
Collection of terms from a real-world example of a concert ticket purchase to equip you with the vocabulary to navigate transaction dispute management.

Set Up Transaction Dispute Management
With Transaction Dispute Management, service agents can effortlessly and accurately capture customer disputes regarding their financial transactions with a guided intake form.

Submit a Transaction Dispute Request
Your service agents can capture and submit a transaction dispute request through the dispute intake OmniScript. A case is then created in Salesforce.

Transaction Dispute Management as a Self-Service Process
Capture customer requests for transaction disputes through a self-service channel.

Transaction Dispute Management Glossary of Terms

Collection of terms from a real-world example of a concert ticket purchase to equip you with the vocabulary to navigate transaction dispute management.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Cardholder
The customer who holds the debit or credit card that's used for purchasing the concert ticket.

Transaction
The initial purchase of the concert ticket. A transaction involves the movement of funds from the cardholder's account to the merchant's account.

Merchant
The business that accepts your customer's payment for the concert ticket. The business is the seller in the transaction.

Transaction Enrichment
The process of adding details or context to a transaction to improve dispute resolution. The details could include information about the merchant's location, business category, and so on.

Dispute
A disagreement between the cardholder and the merchant regarding a transaction. For example, your customer can claim they never received the ticket after the purchase.

Dispute Item
The specific details of the disputed transaction. The details could include the date, amount, merchant name, and a description.

Dispute Deflection
Rules that you can set up to resolve transaction disputes without any further investigations.

Reason Code
A specific code assigned to the dispute that categorizes the reason for the disagreement. Payment networks often standardize these codes.

Chargeback
The process that's initiated by a cardholder's dispute and refund request. This process involves investigating the dispute in collaboration with the payment network (for example, Mastercard), and based on the outcome of the investigation, reversing the transaction and returning the amount from the merchant's account to the cardholder.

Issuer
The bank that issued the cardholder's debit or credit card (your bank, in this example).

Acquirer
The bank that processes payments for the merchant (the concert ticket seller's bank).

Merchant Alert
A notification that's sent through the Ethoca Collaboration network to the merchant, informing them of the cardholder's dispute. After the merchart receives the notification, they can investigate and potentially resolve the issue directly with the customer.

Provisional Credit
A temporary credit that's issued to the cardholder's account while the dispute is being investigated. Provisional credit isn't a guaranteed refund.

Dispute Case Owner
The individual within your bank responsible for managing a specific dispute case.

Payment Network
The network that facilitates electronic payments. For example, Visa or Mastercard. These networks provide rules and regulations for dispute resolution.

Dispute Outcome
The final resolution of the dispute, which could be a chargeback being granted to the customer, or the dispute being settled in favor of the merchant.

Chargeback Queue
A holding area for transactions that the customers dispute. This queue holds all the incoming chargebacks until a dispute case owner can review them. There could be different queues depending on the stage of the dispute process.

Set Up Transaction Dispute Management

With Transaction Dispute Management, service agents can effortlessly and accurately capture customer disputes regarding their financial transactions with a guided intake form.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure the Dispute Object
To associate the financial account of a customer with a dispute request, add a field to the Dispute object.

Assign Transaction Dispute Management Permissions to User
To use the dispute intake process, raise merchant alerts, initiate chargeback, and review second presentment, assign relevant permissions to your users.

Connect to MuleSoft and Enable Integration
To get financial transactions from a core banking system in the dispute intake form, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Create an Integration Definition
Transaction Dispute Management uses fscserviceprocess.TransactionServiceIntegrationProvider integration definition. It calls the API to get the client's financial transactions from the core banking system.

Customize the Page Layouts with Source System ID

Add the Source System ID field to the Financial Account and Account page layouts. This field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

Add the Picklist Values Required for a Dispute Request

To indicate the type, subtype, and status of a dispute request, activate the picklist values.

Add Related Lists to the Page Layout

When a dispute request is submitted, case, dispute, dispute items, document checklist items, and assessment records are created. To track and monitor disputes, add these records as related lists to the page layouts.

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

Create a Transaction Dispute Service Process Definition with the Default Template

Create a unique version of the Transaction Dispute service process and enter the details.

Add Assessment Questions in the Dispute Intake OmniScript

Help your agents collect accurate data and additional details from customers regarding their disputed financial transactions through a pre-built discovery framework sample questionnaire. The sample questionnaire contains assessment questions and an OmniScript that can be embedded into the FSC/TransactionDisputeManagement OmniScript.

Update the Dispute Intake OmniScript

Update the name of the Service Process in the cloned version of the FSC/TransactionDisputeManagement OmniScript to your Service Process Definition API Name.

Transaction Enrichment

Facilitate the resolution of transaction disputes by enhancing the details of financial transactions through transaction enrichment. Enrichment provides additional information related to a transaction, such as merchant name, logo, and URL. By showing additional information during dispute intake, you can help your customers recall the details about the transactions they're disputing. If the enrichment providers publish an API, you can set up transaction enrichment in Transaction Dispute Management through dispute intake OmniScript, business rules, and integration with any enrichment provider.

Configure Dispute Intake without Transaction Enrichment

Transaction Enrichment is an optional feature in Transaction Dispute Management. If you don't want to enrich the financial transactions with merchant information, deactivate the enrichment-related components in the dispute intake OmniScript.

Enable Merchant Alerts for Disputed Transactions

Transaction Dispute Management integrates with Ethoca Merchant Alerts™ to notify merchants about disputed transactions through alerts. With this integration, you can communicate with the merchants involved in disputed transactions and reduce the likelihood of chargebacks. The alert statuses and outcomes are stored in Salesforce. Your dispute processing team can use the alert status and outcome to monitor the dispute resolution workflow and facilitate faster dispute resolutions.

Enable User Access to User External Credentials Object

User external credential objects store encrypted tokens used by named credentials. You must enable user external credentials to use named credentials.

Set Up Deflection for Disputed Transactions

Transaction deflection helps you redirect the disputed transactions based on predefined business rules and criteria. The deflection feature in Transaction Dispute Management gives you the flexibility of defining certain thresholds for transactions using an expression set. During a dispute request intake, when transactions don't satisfy the thresholds, they can be resolved without requiring further investigations.

Associate the Dispute Intake OmniScript to an Action Launcher Deployment

The FSC/TransactionDisputeManagement OmniScript guides users in capturing a customer dispute request. Agents can launch this Omniscript from the record details page of a person account to capture a dispute request.

Activate the Transaction Dispute Service Process

Associate the dispute intake OmniScript and the integration definition with the service process definition and activate the transaction dispute service process.

Chargeback for Transaction Disputes

A chargeback process provides a way for your customers to reverse the amount of a disputed transaction if they experience issues, such as receiving damaged goods, incorrect billing, or unauthorized charges. By integrating Transaction Dispute Management with Mastercom®, you can streamline the chargeback process to facilitate a reliable and transparent dispute resolution. Use prebuilt flows, Omniscripts, integration definitions, and Stage Management to create the end-to-end chargeback process.

Einstein Generative AI to Compose and Send Emails for Transaction Dispute Requests

Give your dispute case owners access to AI-powered prebuilt email prompt templates. Dispute case owners can use the prompt templates to compose and send emails to customers to acknowledge the submission of a dispute request and to convey the closure of a disputed transaction. The prebuilt email templates use flows to retrieve the required dispute-related data from Salesforce. The retrieved data and the context is passed to a Large Language Model (LLM) to generate more accurate and relevant responses based on the stage that the dispute is in in the resolution process. Use these templates as they're or customize them to suit your business needs.

Dispute Intake OmniScript Components

You can customize the dispute intake OmniScript to suit your business needs.

Configure the Dispute Object

To associate the financial account of a customer with a dispute request, add a field to the Dispute object.

1. In Setup, go to **Object Manager**.
2. In the Quick Find box, enter `Dispute`, and then select **Dispute**.
3. In Fields & Relationships, click **New**.
4. For the field type, select **Lookup Relationship** and click **Next**.
5. Select a related object.
   - If you want to use financial account information from the Financial Account Management Standard Objects data model, select the standard Financial Account object.
   - If you want to use financial account information from the Financial Services Cloud managed package, select the Financial Account object that's associated with the managed package.
6. For Field Label, enter `Financial Account` and for Field Name, enter `FinancialAccount`.
7. Click **Next**.
8. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create or change custom fields:
- Customize Application

Assign Transaction Dispute Management Permissions to User

To use the dispute intake process, raise merchant alerts, initiate chargeback, and review second presentment, assign relevant permissions to your users.

1. Assign permission sets.
   a. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
   b. Click a user's name.
   c. In Permission Set Assignments, click **Edit Assignments**.
   d. From Available Permission Sets, select and add OmniStudio User, Industry Service Excellence, Financial Services Cloud Standard, and Financial Services Cloud Extension or FSC Service permission sets.
   e. Save your changes.
2. Update field-level security.
   a. In Setup, go to **Object Manager**.
   b. Locate each of the objects listed in this task and click **Fields & Relationships**.
   c. For each object and field, update the field-level security as shown in this table for all the profiles that use Transaction Dispute Management.

OBJECT	FIELD	FIELD-LEVEL SECURITY
Case	Case Source	For the profiles using Transaction Dispute Management, select **Visible** and deselect **Read-Only**.
	Account Name	
Dispute	Account	For the profiles using Transaction Dispute Management, select **Visible** and deselect **Read-Only**.
	Actual Amount	
	Approved Amount	
	Assessment	
	Card Cancellation Requested	
	Card Reissue Requested	
	Case	
	Description	
	Dispute Subtype	
	Dispute Type	
	Disputed Amount	
	Financial Account	
	Received Date	
	Status	

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To assign permission sets:
- Assign Permission Sets

  AND

  View Setup and Configuration

To set field-level security and to edit object permissions:
- Manage Profiles and Permission Sets

  AND

  Customize Application

OBJECT	FIELD	FIELD-LEVEL SECURITY
DisputeItem	Approved Provisional Credit	For the profiles using Transaction Dispute Management, select **Visible** and deselect **Read-Only**. These fields are read-only by default, and are populated by an external system that integrates with Transaction Dispute Management. • Transaction ID • Transactions API Search Result • Transactions API Clearing And Settlement Result • Transactions API Authorization Result
	Card Last Four Digit	
	Card Six Digit BIN	
	Dispute	
	Disputed Amount	
	Enrichment Provider	
	Fund Flow Direction	
	Merchant Address	
	Merchant Category	
	Merchant Description	
	Merchant Logo URL	
	Merchant Name	
	Merchant URL	
	Provisional Credit Approver	
	Provisional Credit Date	
	Provisional Credit Status	
	Receiver BIN	
	Sender BIN	
	Status	
	Transaction Amount	
	Transaction Code	
	Transaction Currency Code	
	Transaction Date	
	Transaction Description	
	Transaction ID	
	Validation Outcome	
	Validation Outcome Reason	
	Claim Identifier	
	Transaction Clearing Identifier	
	Transaction Authorization Identifier	

OBJECT	FIELD	FIELD-LEVEL SECURITY
	Transactions API Search Result	
	Transactions API Clearing And Settlement Result	
	Transactions API Authorization Result	
	Payment Network	
	Clearing Merchant Name	
	Card Present	
	Dispute Reason	
	Card Type	
	Acquirer Reference Number	
DisputeItemMerchantAlert	Alert Delivery Status	For the profiles using Transaction Dispute Management, select **Visible** and deselect **Read-Only**.
	Alert Delivery Status Description	
	Alert Identifier	
	Dispute Item	
	Disputed Transactions Batch Identifier	
	Disputed Transactions Batch Status	
	Outcome	
	Outcome Description	
	Outcome Update Date Time	
	Refund Status	
	Source	
	Type	
DisputeItemChargeback	Dispute Item	For the profiles using Transaction Dispute Management, select **Visible** and deselect **Read-Only**. These fields are read-only by default, and are populated by an external system that integrates with Transaction Dispute Management. • Chargeback Identifier • Chargeback Reference Number
	Chargeback Identifier	
	Transaction Settlement Date	
	Status	
	Status Update Date Time	
	Document Required	
	Type	
	Description	
	Partial Chargeback	

OBJECT	FIELD	FIELD-LEVEL SECURITY
	Card Brand	
	Refund Received	
	Chargeback Reference Number	
	Document Status	
	Reject Reason	
	Dispute Reason	
	Chargeback Amount	
	Chargeback Created Date	
	Chargeback Amount Currency	
DisputeReason	Reason Code	For the profiles using Transaction Dispute Management, select **Visible** and deselect **Read-Only**.
	Reason Code Name	
	Reason Subcode	
	Reason Subcode Name	
	Description	
	Payment Network	
	Card Type	
	Active	
	Reason Code Type	
	Reason Code Subtype	
	Reason Code Valid From Date	
	Reason Code Valid To Date	
	Document Required	
DisputeQueueJobRun	Start Date Time	For the profiles using Transaction Dispute Management, select **Visible** and deselect **Read-Only**.
	End Date Time	
	Retrieved Claim Count	
	Retrieved Page Count	
	Queue Name	
	Status	
	Flow Interview	
	Job Run Information	

OBJECT	FIELD	FIELD-LEVEL SECURITY
DisputeItemQueueResponse	Dispute Queue Job Run	For the profiles using Transaction Dispute Management, select **Visible** and deselect **Read-Only**.
	Dispute Item	
	Queue Name	
	Queue Response	
	Response Processing Status	
DisputeItemArbitration	Amount	For the profiles using Transaction Dispute Management, select **Visible** and deselect **Read-Only**.
	Description	
	Dispute Item	
	Dispute Reason	
	Document Upload Status	
	External Case Identifier	
	Escalted	
	Reason Code Updated	
	Memo	
	Reason Code Update Reason	
	Role	
	Status	
	Type	

3. Assign object permissions.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Click the profile that you're editing, and click **Edit**.
   c. Under Standard Object Permissions, locate these objects and assign the Read, Create, Edit, and View All permissions.

OBJECT
Cases
Disputes
Dispute Items
Dispute Item Merchant Alerts
Dispute Item Chargebacks
Dispute Reasons

OBJECT
Dispute Queue Job Runs
Dispute Item Queue Responses
Service Catalog Requests
Service Catalog Item Dependencies
Service Catalog Request Related Items
Document Checklist Items
Assessments
Assessment Questions
Assessment Question Responses
Dispute Item Arbitrations

d. Save your changes.

e. Repeat these steps for other profiles that are relevant for dispute intake or fulfillment.

Connect to MuleSoft and Enable Integration

To get financial transactions from a core banking system in the dispute intake form, connect your Salesforce and MuleSoft instances and enable integration between Salesforce and the core banking system.

Before you connect to MuleSoft and enable integration, turn on the setting to retrieve real-time financial account and transaction information from your external core banking system. When this setting is off, account information is retrieved from Salesforce. For more information, see Enable Real-Time Financial Account Information.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To turn on MuleSoft Integration:

- Customize Application

1. Connect your Salesforce and MuleSoft instances.
   a. From Setup, in the Quick Find box, enter `Integrations Setup`, and then select **Integrations Setup**.
   b. In Financial Services Cloud Integrations, click **I accept the terms and conditions**.
   c. Turn on **Financial Services Cloud Integrations**.
   d. Click **Connect to MuleSoft Instance**.
   e. Select a service and click **Next**.
   f. Enter your MuleSoft username and password and sign in.
   g. Grant access to your MuleSoft account.
      It takes a few minutes for Salesforce to connect to MuleSoft.
      Your Salesforce and MuleSoft instances are now connected. You can view connection details and available integrations.
2. Enable Integration between Salesforce and the core banking system.

a. On the Integrations Setup page, in the Available Integrations area, from the list of available integrations, go to the integration to enable, and then click **Enable**.

b. Select a business group for which you want to enable the integration.

c. Select the environment where you want to enable the integration.

d. Enter the app name.

   Ensure that the app name is unique for your MuleSoft instance.

e. Click **Next**.

f. To connect to the core banking system, select the authentication protocol for the integration and its dependent apps, and then enter the relevant details.

g. Enable the integration and wait for the process to complete.
   A named credential is created for the enabled integration.

h. From Setup, in the Quick Find box, enter `Named Credential`, and then select **Named Credential**.

i. Verify that a named credential was added for the connected MuleSoft instance.

j. From the quick actions menu of the named credential, select **Edit**.

k. For Label, enter `FSC_fsc_integrations_V1_0_0`.

l. Save your changes.

SEE ALSO:

Enable Real-Time Financial Account Information

Set Up MuleSoft for Integration

Create an Integration Definition

Transaction Dispute Management uses fscserviceprocess.TransactionServiceIntegrationProvider integration definition. It calls the API to get the client's financial transactions from the core banking system.

Before you connect to MuleSoft and enable integration, turn on the setting to retrieve real-time financial account and transaction information from your external core banking system. When this setting is off, account information is retrieved from Salesforce. For more information, see Enable Real-Time Financial Account Information.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create Apex Defined integration definitions:
- Customize Application

1. From Setup, in the Quick Find box, enter `Integrations Definitions`, and then select **Integrations Definitions**.
2. Click **+ New**.
3. Create an Integration Definition with these settings.

   a. For Type, select **Apex Defined**.

   b. For Name and Developer name, enter `FSC_GetTransaction`.

   c. Click **Next**.

   d. Search for and select the **fscserviceprocess.TransactionServiceIntegrationProvider** Apex class.

   e. Confirm that the Attribute Value is **FSC_fsc_integrations_V1_0_0**.

      The Attribute Name and Attribute Value fields are auto-populated. To point to a different named credential, enter an attribute name and attribute value.

f. Save and activate the definition.

SEE ALSO:

Enable Real-Time Financial Account Information

Create an Integration Definition

Customize the Page Layouts with Source System ID

Add the Source System ID field to the Financial Account and Account page layouts. This field shows the ID of the record in the core banking system. The ID determines which account to pull data from in the core banking system.

The Financial Services Cloud managed package must be installed in Salesforce before you can complete these steps.

1. Update the page layouts.
   a. In Setup, go to **Object Manager**.
   b. In the Quick Find box, enter `Financial Account`, then select **Financial Account**.
   c. In Page Layouts, click **Financial Account (Banking) Layout**.
   d. In the Quick Find box, enter `Source System ID`.
   e. Drag the Source System ID field to the Information pane.
   f. Save your changes.
   g. Complete steps b through f for other Account and Financial Account page layouts.
2. Update the Source System ID field.
   a. From the App Launcher, find and select **Retail Banking**.
   b. From the Retail Banking app menu, click **Financial Accounts**.
   c. Update the Source System ID field for the financial accounts with your core banking system ID.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create and edit page layouts:
- Customize Application

Add the Picklist Values Required for a Dispute Request

To indicate the type, subtype, and status of a dispute request, activate the picklist values.

1. In Setup, go to **Object Manager**.
2. Locate each of the objects listed in this task and click **Fields & Relationships**.
3. For each object and field, add these picklist values.

Object	Field	Picklist Value
Case	Status	In Review
		Submitted
		Resolved

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To activate the picklist values:
- Customize Application

Object	Field	Picklist Value
Dispute	DisputeType	Fraud
		Processing Error
		Consumer Dispute

Object	Field	Picklist Value
Dispute	DisputeSubtype	Undelivered Product or Service
		Failed Transaction
		Refund Not Processed
		Products or Services Not as Described
		Defective Product
		Charged Multiple Times
		Outstanding Charge on Original Payment Method
		Overcharged
		Account Debited but No Cash Dispensed by ATM
		Fraudulent Transaction
		Disclosed OTP, Card, or Account Details
		Lost or Stolen Card

Object	Field	Picklist Value
Dispute Item	Status	Submitted
		Chargeback Initiated
		Second Presentment Received
		Second Presentment Accepted
		Prepare for Pre-Arbitration
		Initiate Pre-Arbitration
		Initiate Arbitration
		Fetch Pre-Arbitration Claim Details
		Review Pre-Arbitration
		Escalate to Arbitration

Object	Field	Picklist Value
		Pre-Arbitration Accepted
		Settled
		Invalid
		In Review
		Closed
		Rejected
		Resolved
		No longer disputed

Make sure that Submitted is set as the default picklist value for the Status field.

Object	Field	Picklist Value
Dispute Item	Validation Outcome	Automatic write-off
		Eligible
		Invalid

Object	Field	Picklist Value
Dispute Item	Fund Flow Direction	INFLOW
		OUTFLOW

Object	Field	Picklist Value
Dispute Item Merchant Alert	Type	Confirmed Fraud
		Consumer Dispute

Object	Field	Picklist Value
Dispute Item Merchant Alert	Refund Status	Yes
		No
		Not Settled

Object	Field	Picklist Value
Dispute Item Merchant Alert	Outcome	Resolved
		Previously Refunded
		Unresolved
		Not Found
		Other

Object	Field	Picklist Value
Dispute Item Merchant Alert	Disputed Transactions Batch Status	IN PROGRESS
		PROCESSED

Object	Field	Picklist Value
Dispute Item Merchant Alert	Alert Delivery Status	Delivered
		Undelivered
		Failed
		Ignored
		Updated

Add Related Lists to the Page Layout

When a dispute request is submitted, case, dispute, dispute items, document checklist items, and assessment records are created. To track and monitor disputes, add these records as related lists to the page layouts.

1. In Setup, go to **Object Manager**.
2. Select the **Case** object.
3. In Page Layouts, click **Case Layout**.
4. From the Case Layout menu, select **Related Lists**.
5. Drag **Disputes**, **Assessments**, and **Document Checklist Items** to the related lists section of the page.
6. Save your changes.
7. Similarly, in the page layout for the Dispute object, add **Dispute Items** to the related lists section.
8. Similarly, in the page layout for the Dispute Item object, add **Dispute Item Merchant Alerts**, **Dispute Item Chargebacks**, **Dispute Item Arbitrations**, and **Assessments** to the related lists section.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create and edit page layouts:
- Customize Application

Add the Case Details Lightning Component to the Case Record Page

To show your agents all the data attributes associated with a service process request for a case, add the Case Details Lightning component to the case record page.

SEE ALSO:

Add the Case Details Lightning Component to the Case Record Page

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Create a Transaction Dispute Service Process Definition with the Default Template

Create a unique version of the Transaction Dispute service process and enter the details.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and then click **Service Process Studio**.
2. Click **New Service Process** and then click **Create from Template**.
3. Select **Transaction Dispute** and click **Save & Launch**.
4. Enter a process name and unique API name.

   Make a note of the API Name. Use it to update the dispute intake OmniScript.
5. Under Data Attributes, in the Financial Information section, create a new base-type data attribute with these details.
   a. For Attribute Name, enter `financial account id`.
   b. For API Name, enter `financial_account_id`.
   c. For Attribute Type, select **Base**.
   d. For Base Object, select **Dispute**.
   e. For Field Identifier, select **Financial Account**.
   f. Click **Add**.
6. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create a transaction dispute service process:

- Industry Service Excellence

Add Assessment Questions in the Dispute Intake OmniScript

Help your agents collect accurate data and additional details from customers regarding their disputed financial transactions through a pre-built discovery framework sample questionnaire. The sample questionnaire contains assessment questions and an OmniScript that can be embedded into the FSC/TransactionDisputeManagement OmniScript.

- Enable the OmniStudio Metadata setting. For more information, see Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. For more information, see Disable Managed Package Runtime.

1. Deploy the Discovery Framework Sample Template for Transaction Dispute Management.
   a. From Setup, in the Quick Find box, enter `Discovery Framework`, and then under Discovery Framework, select **General Settings**.
   b. Enable **Discovery Framework**, **Import or Export**, and **Sample Templates**.
   c. From Setup, in the Quick Find box, enter `Discovery Framework Sample Templates`, and then select **Discovery Framework Sample Templates**.
   d. To see a list of the assessment questions, OmniScripts, Omnistudio Data Mappers, and Integration Procedures that are included in the template, next to **FSC_DM**, click **View Details**.
   e. Deploy the **FSC_DM** template.

      Wait for the deployment process to complete.

2. Embed the FSC/TransactionDisputeManagementAssessmentQuestionnaire OmniScript in the FSC/TransactionDisputeManagement OmniScript.
   a. From the App Launcher, find and select **OmniStudio**.
   b. In the OmniStudio app, from the navigation bar, select **OmniScripts**.

      It can take a little time for the OmniScripts app to open.
   c. Select **FSC/TransactionDisputeManagementAssessmentQuestionnaire** and open the highest version of the OmniScript.
   d. Click **Setup**, and ensure the **Reusable** checkbox is selected.
   e. Activate the OmniScript.
   f. Navigate to the FSC/TransactionDisputeManagement OmniScript and open the highest version.
   g. Create a clone of the OmniScript.
   h. In the cloned version, locate the Provide Additional Details step.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To enable Discovery Framework:
- Customize Application

To embed an OmniScript in another OmniScript:
- OmniStudio Admin

i. In the OmniScript's Build panel, expand the OmniScripts section.

j. Drag the TransactionDisputeManagementAssessmentQuestionnaire OmniScript to the canvas above the Provide Additional Details step.

k. Remove the Provide Additional Details step from the OmniScript.

l. To test the OmniScript behavior, preview your OmniScript.

Update the Dispute Intake OmniScript

Update the name of the Service Process in the cloned version of the FSC/TransactionDisputeManagement OmniScript to your Service Process Definition API Name.

- Enable the OmniStudio Metadata setting. For more information, see Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. For more information, see Disable Managed Package Runtime.

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniScripts**.
3. Select the **FSC/TransactionDisputeManagement** OmniScript and open the highest version.
4. If the OmniScript is active, deactivate it to make any changes.
5. Click **CallConnectApiFromApex** Remote Action.
   a. Under Properties, expand **Remote Properties**.
   b. In Extra Payload, update the svcCatalogItemDefApiName value to your Service Process Definition API Name.
6. Activate the OmniScript.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To update the dispute intake OmniScript:

- OmniStudio Admin

  AND

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Transaction Enrichment

Facilitate the resolution of transaction disputes by enhancing the details of financial transactions through transaction enrichment. Enrichment provides additional information related to a transaction, such as merchant name, logo, and URL. By showing additional information during dispute intake, you can help your customers recall the details about the transactions they're disputing. If the enrichment providers publish an API, you can set up transaction enrichment in Transaction Dispute Management through dispute intake OmniScript, business rules, and integration with any enrichment provider.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Transaction Enrichment with Ethoca Consumer Clarity™

Transaction Dispute Management integrates with Ethoca Consumer Clarity™ to enrich transactions with merchant-related details.

Define a Decision Matrix and Set Up an Expression Set

Use the Business Rules Engine to automate the decision-making process when identifying the transaction enrichment providers. Use a decision matrix to define the specific types of transactions eligible for enrichment and an expression set to determine the corresponding enrichment provider.

Set Up Transaction Enrichment with Ethoca Consumer Clarity™

Transaction Dispute Management integrates with Ethoca Consumer Clarity™ to enrich transactions with merchant-related details.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure the Endpoint for Ethoca Consumer Clarity™

Create external credentials and named credentials with details of how Salesforce authenticates to these enrichment providers.

Before you begin, ensure that you enabled user access to the User External Credentials object. See Enable User Access to User External Credentials Object.

USER PERMISSIONS

To view external credentials:

- View Setup and Configuration

To create, edit, or delete external credentials:

- Manage Named Credentials or Customize Applications

1. To specify the URL of the Ethoca Consumer Clarity enrichment provider endpoint, create a custom authentication external credential.
   a. From Setup, in the Quick Find box, enter `Named Credentials`, and then select **Named Credentials**.
   b. To create an external credential, go to External Credentials and then click **New**.
   c. Enter a label and a name for the external credential.
   d. From the Authentication Protocol dropdown list, select **Custom**.
   e. Save your changes.
   f. To create a named credential to reference the external credential you created, go to Named Credentials and then click **New**.
   g. Enter a label and a name for the named credential.

      Make a note of the named credential name. Use it to update the integration definition.

h. In the URL field, enter the URL of the callout endpoint.

i. From the External Credential dropdown list, select the external credential that you created.

j. Save your changes.

You're taken to the Named Credentials screen.

2. Create a principal for the custom authentication external credential.

After you've created an external credential that uses custom authentication, create a principal for it. You can then map this principal to profiles of users who need access.

a. On the Named Credentials page, go to **External Credentials**.

b. Select the custom external credential you created.

c. Scroll to the Principals section.

d. To create a principal for this external credential, click **New**.

e. Enter a parameter name and a sequence number.

f. From the Identity Type dropdown list, select **Named Principal**.

g. Enter a username and a password.

h. Save your changes.

3. Enable the external credential principal for users.

To make callouts to the external Ethoca enrichment provider, give profiles access to the principal of the external credential that you created. For more information, see Enable External Credential Principals.

4. Store the private keys of Ethoca Consumer Clarity as a certificate in Salesforce.

The consumer key and the private keys establish a secure connection between Salesforce and the external enrichment provider.

a. Convert the P12 keystore containing the private keys of Consumer Clarity into a Salesforce-compatible JavaKeystore (JKS) format using this command.

```
keytool -importkeystore -srckeystore [MY_FILE.p12] -srcstoretype pkcs12 -srcalias
[ALIAS_SRC] -destkeystore [MY_KEYSTORE.jks] -deststoretype jks -deststorepass
[PASSWORD_JKS] -destalias [ALIAS_DEST]
```

For more information, see Generate a salesforce compatible JKS from PFX or P12.

b. From Setup, in the Quick Find box, enter *Certificate*, and then select **Certificate and Key Management**.

c. Click **Import from Keystore**.

d. Upload the keystore file that you converted.

e. Enter the keystore password.

f. Save your changes.

SEE ALSO:

Create and Edit a Custom Authentication External Credential

Certificates and Keys

Create an Integration Definition for Ethoca Consumer Clarity™

Transaction Dispute Management uses an integration definition to specify the details of how Salesforce communicates with the Ethoca Consumer Clarity™ transaction enrichment provider. The integration definition calls the API to get the merchant-related information for transactions in the dispute intake OmniScript.

Before you begin, ensure that you created the needed named credentials and external credentials. See Configure the Endpoint for Ethoca Consumer Clarity™.

USER PERMISSIONS

To create Apex-defined integration definitions:
- Customize Application

1. From Setup, in the Quick Find box, enter `Integrations Definitions`, and then select **Integrations Definitions**.
2. Click **+ New**.
3. For Type, select **Apex Defined**.
4. Enter a name and a developer name for the integration definition.
5. Enter a name and a developer name for the integration definition.

   Make a note of the developer name of the integration definition. Use it to update the FSCTransactionDisputeManagement/ThirdPartyEthocaEnrichment Integration Procedure.
6. Click **Next**.
7. Search for and select **ThirdPartyConsumerClarityEnrchIntegPrvd** Apex class.
8. For the Enrichment Provider Named Credential attribute value, enter the name of the named credential that you created for Consumer Clarity.
9. For the Get Ethoca Consumer Key attribute value, enter the consumer key that you obtained from Consumer Clarity for enrichment.
10. For the Get Ethoca Secret Certificate Name attribute value, enter the name of the certificate containing the private keys of Consumer Clarity that you uploaded to Salesforce.
11. Save and activate the integration definition.

Update the Integration Procedure with the Integration Definition Name

Add the developer name of the integration definition you created for the enrichment service provider in the FSCTransactionDisputeManagement/ThirdPartyEthocaEnrichment integration procedure.

USER PERMISSIONS

To update Integration Procedures:
- OmniStudio Admin

To run Integration Procedures:
- OmniStudio User

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **Integration Procedures**.
3. Select the FSCTransactionDisputeManagement/ThirdPartyPlaidEnrichment Integration Procedure and open the highest version.
4. Create a version of the Integration Procedure.
5. Click **CallEthocaEnrichmentApi** remote action.
6. In the Additional Input section, for **IntegrationDefinition**, enter the developer name of the integration definition you created for the Consumer Clarity enrichment provider.
7. Save and activate the Integration Procedure.

Define a Decision Matrix and Set Up an Expression Set

Use the Business Rules Engine to automate the decision-making process when identifying the transaction enrichment providers. Use a decision matrix to define the specific types of transactions eligible for enrichment and an expression set to determine the corresponding enrichment provider.

Before you begin:

- Configure the endpoints of enrichment providers. See Configure the Endpoint for Ethoca Consumer Clarity™.
- Create integration definitions for enrichment providers. SeeCreate an Integration Definition for Ethoca Consumer Clarity™.

Decision matrices and expression sets are key components in the Business Rules Engine. Decision matrices are lookup tables that contain user-defined input and output columns. The engine takes in inputs and then looks up the appropriate outputs. When an expression set calls a decision matrix, the engine locates the table row that matches the input values and returns the output value for that row.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To save an expression set template as an expression set version:
- Rules Engine Designer

To use decision tables in Business Rules Engine and to run expression sets:
- Rules Engine Runtime

To update integration procedures
- OmniStudio Admin

To run integration procedures
- OmniStudio User

1. Define a decision matrix to determine which provider enriches transactions based on a given transaction code.
   a. From the App Launcher, find and select **Business Rules Engine**.
   b. From the app navigation menu, select **Lookup Tables**.
   c. Click **New**.
   d. Select **Decision Matrix** and click **Next**.
   e. For Name, enter `EnrichmentProviderMapping`, and for Type, select **Standard**.
   f. Save your changes.
   g. On the record page of your new decision matrix, on the Related tab, click version 1 of the matrix.
   h. Add columns to define your input and output data.

      The input data includes financial account type and transaction code. The output data includes the enrichment provider name for each transaction code, card type, and payment network. Here's a sample decision matrix for mapping a transaction code to an enrichment provider name:

INPUT DATA		OUTPUT DATA		
FinancialAccountType(Text)	**TransactionCode (Text)**	**ProviderNames (Text Range)**	**CardType(Text)**	**PaymentNetwork(Text)**
Credit Card	1300	EnrichmentProvider1, ConsumerClarity	Credit Card	Mastercard
Credit Card	1400	EnrichmentProvider1	Credit Card	Mastercard
Credit card	1500	ConsumerClarity	Credit Card	Mastercard

   i. Save and activate your decision matrix.

      After you create the decision matrix, reference it from the Identify Enrichment Provider expression set template.

2. Set up an expression set to map the corresponding enrichment provider for each transaction code.
   a. From the App Launcher, find and select **Business Rules Engine**.
   b. From the app navigation menu, select **Expression Set Templates**.
   c. From the expression set templates list view, click **Identify Enrichment Provider**.
   d. Click **Save As**.
      The template is cloned and saved as an expression set. You can find the expression set in the expression set list.
   e. Open the expression set properties.
   f. In the Rank field, enter a rank number.
      When more than one enabled version matches an expression set call, and the date-time periods overlap, the version with the highest rank is chosen. For example, if two enabled versions have rank values set to 1 and 2, the version with rank 2 is chosen.
   g. Activate the expression set.
      After you activate the expression set, reference it in the FSC/TransactionDisputeEnrichment Integration Procedure.
3. Update the Integration Procedure with the expression set name.
   a. From the App Launcher, find and select **OmniStudio**.
   b. In the OmniStudio app, from the navigation bar, select **Integration Procedures**.
   c. Select the FSC/TransactionDisputeEnrichment Integration Procedure and open the highest version.
   d. Create a version of the Integration Procedure.
   e. Click **EnrichmentExpressionSetAction** expression set action.
   f. In the Configuration Name field, enter the name of the expression set.
   g. Save and activate the Integration Procedure.

Configure Dispute Intake without Transaction Enrichment

Transaction Enrichment is an optional feature in Transaction Dispute Management. If you don't want to enrich the financial transactions with merchant information, deactivate the enrichment-related components in the dispute intake OmniScript.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To update an OmniScript:
- OmniStudio Admin

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **OmniScripts**.
3. Select the FSC/TransactionDisputeManagement OmniScript and open version 1 of the OmniScript.
4. Create a version of the OmniScript.
5. In the new version of the OmniScript, locate and select the **FSCTransactionDisputeManagement_TransactionsEnrichment** integration procedure component.
6. In the component's properties, click the **Active** toggle button to deactivate the component.
7. Similarly, locate each of these components in the OmniScript and deactivate them.

COMPONENT NAME	COMPONENT TYPE
SegregateTransactions	Remote Action

COMPONENT NAME	COMPONENT TYPE
CallConsumerClarityEnrichmentApi	Integration Procedure
CallPlaidEnrichmentApi	Integration Procedure

8. Activate the OmniScript.

Enable Merchant Alerts for Disputed Transactions

Transaction Dispute Management integrates with Ethoca Merchant Alerts™ to notify merchants about disputed transactions through alerts. With this integration, you can communicate with the merchants involved in disputed transactions and reduce the likelihood of chargebacks. The alert statuses and outcomes are stored in Salesforce. Your dispute processing team can use the alert status and outcome to monitor the dispute resolution workflow and facilitate faster dispute resolutions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure the Endpoint of Merchant Alerts Provider

Transaction Dispute Management integrates with Ethoca Merchant Alerts™ to raise merchant alerts for disputed transactions. Create an external credential with the details of how Salesforce authenticates to the merchant alert provider.

Before you begin, ensure that you enabled user access to the User External Credentials object. See Enable User Access to User External Credentials Object.

USER PERMISSIONS

To view external credentials:

- View Setup and Configuration

To create, edit, or delete external credentials:

- Manage Named Credentials or Customize Applications

1. From Setup, in the Quick Find box, enter `Named Credentials`, and then select **Named Credentials**.
2. To create an external credential, go to External Credentials, and then click **New**.
3. Enter a label and a name for the external credential.
4. From the Authentication Protocol dropdown list, select **Basic Authentication**.
5. Save your changes.
6. From the external credentials list view, select the external credential you created.
7. To create a principal for this external credential, click **New**.
8. Enter a parameter name and a sequence number.
9. From the Identity Type dropdown list, select **Named Principal**.
10. Enter a username and a password.
11. Save your changes.
12. Enable the external credential principal for users.

    To make callouts to the external merchant alert provider, give profiles access to the principal of the external credential that you created. For more information, see Enable External Credential Principals.
13. To create a named credential to reference the external credential you created, go to Named Credentials and then click **New**.
14. Enter a label and a name for the named credential.

Make a note of the named credential name. Use it to update the integration definition.

15. In the **URL** field, enter the URL of the callout endpoint.
16. From the External Credential dropdown list, select the external credential that you created.
17. Save your changes.

SEE ALSO:

Create and Edit a Named Credential

Create and Edit an External Credential

Create Integration Definitions for Merchant Alerts Provider

Transaction Dispute Management uses integration definitions to specify the details of how Salesforce communicates with Ethoca Merchant Alerts™ to raise alerts for disputed transactions.

Before you begin, ensure that you created the needed external credentials. See Configure the Endpoint of Merchant Alerts Provider .

USER PERMISSIONS

To create Apex-defined integration definitions:

- Customize Application

1. From Setup, in the Quick Find box, enter `Integrations Definitions`, and then select **Integration Definitions**.
2. Click + New.
3. For Type, select Apex Defined.
4. Enter a name and a developer name for the integration definition.

   Make a note of the developer name of the integration definition. Use it to update the Process Disputed Transactions flow orchestrator.
5. Click **Next**.
6. Search for and select the disputemanagement.FSCSubmitTrxnAlertIntegrationProvider Apex class.

   The integration definition uses this Apex class to submit valid disputed transactions to the merchant alert provider.
7. For Attribute Value, enter the name of the named credential that you created earlier for the merchant alerts provider.
8. Save and activate the integration definition.
9. To check the alert status and outcome of the submitted disputed transactions, create another integration definition with these details.

APEX CLASS	ATTRIBUTE NAME	ATTRIBUTE VALUE
disputemanagement.FSCRefreshAlertStatusIntegrationProvider	Named Credential	For Attribute Value, enter the name of the named credential that you created earlier for the merchant alerts provider.

   Make a note of the developer name of the integration definition. Use it to update the FSCTransactionDisputeManagement/GetAlertStatus integration procedure.
10. Save and activate the integration definition.
11. To retry the action of submitting the disputed transactions to the merchant alert provider, create another integration definition with these details.

APEX CLASS	ATTRIBUTE NAME	ATTRIBUTE VALUE
disputemanagement.FSCRetrySubmitTxnAlertIntegrationProvider	Named Credential	For Attribute Value, enter the name of the named credential that you created earlier for the merchant alerts provider.

Make a note of the developer name of the integration definition. Use it to update the FSCTransactionDisputeManagement/GetAlertStatus integration procedure.

12. Save and activate the integration definition.

Update the Integration Procedure with Integration Definition Names

Add the developer names of the integration definitions used for checking the alert status and outcome of disputed transactions, and for retrying the action of submitting the disputed transactions in the FSCTransactionDisputeManagement/GetAlertStatus Integration Procedure.

USER PERMISSIONS

To update Integration Procedures:
- OmniStudio Admin

To run Integration Procedures:
- OmniStudio User

1. From the App Launcher, find and select **OmniStudio**.
2. In the OmniStudio app, from the navigation bar, select **Integration Procedures**.
3. Select the **FSCTransactionDisputeManagement/GetAlertStatus** Integration Procedure and open the highest version.
4. Create a version of the Integration Procedure.
5. Click **CheckStatusIntegrationProvider** remote action.
6. In the Additional Input section, for **IntegrationDefinition**, enter the developer name of the integration definition you created earlier for checking the alert status and outcome of disputed transactions.
7. Click **RetryFetchStatus** remote action.
8. In the Additional Input section, for **IntegrationDefinition**, enter the developer name of the integration definition you created earlier for retrying the action of submitting the disputed transactions.
9. Save and activate the Integration Procedure.

Update the Process Disputed Transactions Flow Orchestrator

When a service catalog request record is created for a transaction dispute service process request, the Process Disputed Transactions flow orchestrator calls an action to submit all the valid transactions in the dispute request to a merchant alert provider to raise merchant alerts. Update the flow orchestrator with the service catalog definition ID and Integration definition name to establish a secured connection with the merchant alert provider.

USER PERMISSIONS

To open, edit, or create an orchestration in Flow Builder:
- Manage Flow

1. In Setup, in the Quick Find box, enter `Flow`, and then click **Flows**.
2. Click **New Flow**.
3. Click **All + Templates** and select **Flow Orchestration**.
4. Select **Process Disputed Transactions** and click **Create**.
5. Save the flow orchestrator.
6. Enter an orchestration label and an API name.
7. Save your changes.

8. On the **Process Disputed Transactions** flow orchestrator screen, click the **Record-Triggered Orchestration Start** element.
9. Under **Set Entry Conditions**, update the value of the **SVcCatalogItemDefinitionId** field with the ID of the active transaction dispute service process definition.

   To find the SVcCatalogItemDefinitionIdID, in Service Process Studio, open the service process definition that you created for the transaction dispute service process. In the address bar of your browser, the value shown for the serviceProcessDefinitionId parameter is the value for SVcCatalogItemDefinitionIdID.
10. On the **Process Disputed Transactions** flow orchestrator screen, select the **Submit Disputed Transactions** background step.
11. Under **Set Input Values for the Selected Action**, update the value of the **IntegrtationDefinitionName** variable with the name of the integration definition that you created for submitting valid disputed transactions to the merchant alerts provider.
12. Save and activate the flow orchestrator.

View Merchant Alert Status and Outcome

When a service catalog request record is created for a transaction dispute service process request, the Process Disputed Transactions flow orchestrator calls an action to submit all the valid transactions in the dispute request to Ethoca Merchant Alerts™ to raise alerts. To show your dispute case owners the alert status and outcome of the submitted disputed transactions, add the FSCTransactionDisputeManagementShowAlertStatus FlexCard to the case record page.

USER PERMISSIONS

To create and save Lightning pages in the Lightning App Builder:
- Customize Application

To view Lightning pages in the Lightning App Builder
- View Setup and Configuration

1. In Setup, go to **Object Manager**.
2. In the Quick Find box, enter `Case`, and then select **Case**.
3. Click **Lightning Record Pages**, and then select **Case Record Page**.
4. Click **Edit**.
5. In the Lightning App Builder, from the list of Standard components, locate and drag the **Flexcard** component onto the canvas.
6. On the FlexCard properties pane, in the **Flexcard Name** field, search for and select **FSCTransactionDisputeManagementShowAlertStatus**.
7. Save your changes, and then activate the page, if necessary.

   The FSCTransactionDisputeManagementShowAlertStatus FlexCard shows the transactions for which alerts were raised and their corresponding merchant name, alert delivery status, and alert outcome.

Enable User Access to User External Credentials Object

User external credential objects store encrypted tokens used by named credentials. You must enable user external credentials to use named credentials.

Named credentials reference external credentials, which specify authentication protocols and authorization information. In turn, external credentials use user external credentials to store encrypted authentication tokens. Any user performing an authenticated callout needs profile- or permission set-based access to user external credentials.

1. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
2. Click the profile for whom you want to enable user external credentials.
3. Scroll to Standard Object Permissions and find **User External Credentials**.
4. Select the box for **Read** permission.
5. Save your changes.

SEE ALSO:

Enable User External Credentials

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view external credentials:

- View Setup and Configuration

To create, edit, or delete external credentials:

- Manage Named Credentials or Customize Applications

Set Up Deflection for Disputed Transactions

Transaction deflection helps you redirect the disputed transactions based on predefined business rules and criteria. The deflection feature in Transaction Dispute Management gives you the flexibility of defining certain thresholds for transactions using an expression set. During a dispute request intake, when transactions don't satisfy the thresholds, they can be resolved without requiring further investigations.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Build an Expression Set for Transaction Deflection

Set up an expression set to determine the deflection status of disputed transactions based on validation outcomes.

Configure Thresholds for Disputed Transactions

Define a date threshold and a disputed amount threshold for transactions. When a disputed transaction is older than the date threshold, it can be marked invalid, or if the amount disputed in a transaction is less than the disputed amount threshold, it can be cleared for automatic write-off. If a transaction is cleared for automatic write-off, the disputed amount can be credited to the customer without further investigation.

Build an Expression Set for Transaction Deflection

Set up an expression set to determine the deflection status of disputed transactions based on validation outcomes.

USER PERMISSIONS

To save an expression set template as an expression set version:
- Rule Engine Designer

To run expression sets:
- Rules Engine Runtime

To update Integration Procedures:
- OmniStudio Admin

To run Integration Procedures:
- OmniStudio User

1. Clone the expression set template.
   a. From the App Launcher, find and select **Business Rules Engine**.
   b. From the app navigation menu, select **Expression Set Templates**.
   c. From the expression set templates list view, click **Determine Deflection Status**.
   d. Click **Save As**.

      The template is cloned and saved as an expression set. You can find the expression set in the expression set list.
   e. Open the expression set properties.
   f. In the Rank field, enter a rank number.

      When more than one enabled version matches an expression set call, and the date-time periods overlap, the version with the highest rank is chosen. For example, if two enabled versions have rank values set to 1 and 2, the version with rank 2 is chosen.
   g. Activate the expression set.

      After you activate the expression set, reference it in the FSC/DisputeManagementCaseDeflection Integration Procedure.
2. Update the Integration Procedure with the expression set name.
   a. From the App Launcher, find and select **OmniStudio**.
   b. In the OmniStudio app, from the navigation bar, select **Integration Procedures**.
   c. Select the FSC/DisputeManagementCaseDeflection Integration Procedure and open the highest version.
   d. Create a version of the Integration Procedure.
   e. Click **CaseDeflectionExpressionSetAction** expression set action.
   f. In the **Configuration Name** field, enter the name of the expression set.
   g. Save and activate the Integration Procedure.

Configure Thresholds for Disputed Transactions

Define a date threshold and a disputed amount threshold for transactions. When a disputed transaction is older than the date threshold, it can be marked invalid, or if the amount disputed in a transaction is less than the disputed amount threshold, it can be cleared for automatic write-off. If a transaction is cleared for automatic write-off, the disputed amount can be credited to the customer without further investigation.

USER PERMISSIONS

To create, update, and delete expression sets:
- Rule Engine Designer

1. Open the expression set and view expression set resources.
   a. From the App Launcher, find and select Business Rules Engine.
   b. From the app navigation menu, select Expression Sets.
   c. Select the expression set that you cloned from the expression set template.
   d. On the Details page of your expression set, click the version of the expression set to update.
   e. To see the expression set resources, open the Resource Manager.

2. Configure the date threshold.
   a. Under **Constants**, edit each of these variables to update the date threshold.

VARIABLE	DESCRIPTION	CURRENT DEFAULT VALUE
CAAgeLimit	Represents the value of the date threshold for transactions made through a checking account.	60
CAAgeLimitText		
CCAgeLimit	Represents the value of the date threshold for transactions made through a credit card.	90
CCAgeLimitText		
DefaultAgeLimit	Represents the value of the date threshold for transactions made through any other account except current account and credit card.	180
DefaultAgeLimitText		

   b. Update the current default values to new values that suit your business needs. If a transaction is older than the number of days specified in the default value field, then the transaction is marked invalid and it's not eligible for dispute.

3. Configure the disputed amount threshold.
   a. Under **Constants**, edit each of these variables to update the disputed amount threshold.

VARIABLE	DESCRIPTION	CURRENT DEFAULT VALUE
CAAmountLimit	Represents the value of the disputed amount threshold for transactions made through a checking account.	50
CAAmountLimitText		
CCAmountLimit	Represents the value of the disputed amount threshold for transactions made through a credit card.	100
CCAmountLimitText		
DefaultAmountLimit	Represents the value of the disputed amount threshold for transactions made through any other account except current account and credit card.	200
DefaultAmountLimitText		

   b. Update the current default values to new values that suit your business needs. If the amount disputed in a transaction is less than the amount specified in the default value field, then the transaction is cleared for automatic write-off.

4. After you configure the new thresholds, save and activate the expression set.

Associate the Dispute Intake OmniScript to an Action Launcher Deployment

The FSC/TransactionDisputeManagement OmniScript guides users in capturing a customer dispute request. Agents can launch this Omniscript from the record details page of a person account to capture a dispute request.

- Enable the OmniStudio Metadata setting. For more information, see Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. For more information, see Disable Managed Package Runtime.

1. Configure an action launcher deployment for the OmniScript.

   Give your users quick access to the dispute intake form (OmniScript). If you have an existing action launcher deployment, add the dispute intake form to it.

   a. From Setup, in the Quick Find box, enter `Action Launcher`, and select **Action Launcher**.
   b. Click **New Deployment** and give it a name.
   c. In Guidance to Show, select **OmniScripts**.
   d. In the Available Objects list, move **Account** to Selected Objects.

      The selected objects determine the objects where you can show the dispute intake form.
   e. In Select actions to add, select **/FSC/TransactionDisputeManagement/English**.
   f. Next to the OmniScript, click the add icon.
   g. Save your changes.

2. Add the OmniScript to the Person Account page.

   a. In Setup, go to Object Manager.
   b. In the Quick Find box, enter `Account`, and then select **Account**.
   c. Click **Lightning Record Pages** and select **Account Record Page**.
   d. Click **Edit**.
   e. In the Lightning App Builder, drag the **Action Launcher** component onto the record page.
   f. In the properties pane, select the action launcher deployment that contains the dispute intake OmniScript.
   g. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To associate the dispute intake OmniScript to an action launcher deployment:

- OmniStudio Admin

  AND

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Activate the Transaction Dispute Service Process

Associate the dispute intake OmniScript and the integration definition with the service process definition and activate the transaction dispute service process.

- Enable the OmniStudio Metadata setting. For more information, see Enable OmniStudio Metadata API Support.
- Disable the OmniStudio Managed Package Runtime setting. For more information, see Disable Managed Package Runtime.

1. From Setup, in the Quick Find box, enter `Service Process Studio`, and select **Service Process Studio**.
2. In the service processes list view, locate the service process you created for handling transaction disputes and from its quick action menu, click **Edit**.
3. Click **Request Form** and add the dispute intake OmniScript.
4. Save your changes.
5. Click **Integration Definition** and add the integration definition you created earlier.
6. Save your changes.
7. Activate the Service Process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To activate the service process definition in Service Process Studio:

- Industry Service Excellence

Chargeback for Transaction Disputes

A chargeback process provides a way for your customers to reverse the amount of a disputed transaction if they experience issues, such as receiving damaged goods, incorrect billing, or unauthorized charges. By integrating Transaction Dispute Management with Mastercom®, you can streamline the chargeback process to facilitate a reliable and transparent dispute resolution. Use prebuilt flows, Omniscripts, integration definitions, and Stage Management to create the end-to-end chargeback process.

A typical chargeback process for a credit card transaction can include these stages:

Transaction Initiated

A cardholder makes a purchase by using a credit card. The transaction is processed and completed and involves the cardholder, merchant, acquirer (merchant's bank), and issuer (cardholder's bank).

Dispute Intake

The cardholder identifies a problem in the transaction and contacts their issuer to dispute the transaction. At times, certain systems used by the issuer can also proactively detect issues with a transaction, especially if it's a case of potential fraud.

Raise Merchant Alerts

The issuer raises an alert for the disputed transaction and collaborates with a merchant alert provider, like Ethoca Merchant Alerts™ to resolve the dispute without any chargeback. If the merchant rejects the alert or doesn't respond to the alert within a specified time, the issuer can initiate a chargeback.

Initiate Chargeback

In most cases, the issuer initiates the chargeback by reversing the transaction on a provisional basis. It debits the transaction amount from the acquirer and credits it to the cardholder's account.

Merchant Response

When the merchant receives the chargeback, they can either accept the chargeback or provide evidence to dispute the chargeback. If the merchant agrees with the dispute, the chargeback process ends. If the merchant believes the chargeback is invalid, they can dispute the chargeback by providing evidence to prove the credibility of the original transaction.

Second Presentment

If the merchant disputes the chargeback, the transaction is presented again to the issuer with additional information. This stage of the dispute resolution is known as the second presentment.

Issuer Review of Second Presentment

The issuer reviews the evidence provided by the merchant, and can decide to either accept or reject the second presentment. If the issuer considers the evidence as insufficient, the issuer must respond by rejecting the second presentment with supporting evidence. This response initiates the arbitration process between the issuer and the merchant. If the evidence is satisfactory, the chargeback is reversed, and the funds are returned to the merchant's account.

Pre-arbitration

If the issuer rejects the second presentment, the dispute enters the pre-arbitration phase. During the pre-arbitration phase, the issuer and the merchant have an opportunity to negotiate and present additional evidence to resolve the dispute without escalating it to arbitration. Pre-arbitration phase aims to reach a mutual agreement and avoid the need for a binding decision by an external party. If the parties can resolve the dispute during pre-arbitration, the chargeback process concludes. If not, the dispute proceeds to arbitration.

Arbitration

When pre-arbitration doesn't settle the dispute, the process moves to arbitration. In the arbitration phase, a third party, often a card network, reviews all the evidence and arguments presented by both the issuer and the merchant. The arbitrator makes a binding decision based on the merits of the case. This decision determines the outcome of the dispute, ensuring a fair resolution for both parties involved.

Configure the Endpoint for Mastercom®

Create external credentials and named credentials with details of how Salesforce is authenticated with Mastercom.

Set Up Integrations with Mastercom® for Chargebacks

Use integration definitions to specify the details of how Salesforce integrates with Mastercom to initiate chargebacks for transaction disputes. Create integration definitions to call the Mastercom APIs.

Set Up Integrations with Mastercom® for Second Presentment

Transaction Dispute Management uses integration definitions to specify the details of how Salesforce integrates with Mastercom to address the second presentment received in response to a chargeback. Create integration definitions to call the Mastercom APIs.

Set Up Integrations with Mastercom® for Pre-Arbitration and Arbitration

Transaction Dispute Management uses integration definitions to specify the details of how Salesforce integrates with Mastercom to initiate pre-arbitration and arbitration processes in response to a second presentment. Create integration definitions to call the Mastercom APIs.

Flows for Initiating Chargeback and Reviewing Second Presentment

To streamline and automate the process of initiating chargebacks and reviewing the second presentment, use prebuilt record-triggered flows and screen flows.

Update Omniscript to Collect Chargeback Details

Give your dispute case owners a guided process to review the details of a disputed transaction and decide whether to proceed with a chargeback. Update the Omniscript and use it in the Stage Management Plan for initiating a chargeback.

Collect Pre-Arbitration and Arbitration Details

Give your dispute case owners a guided process to collect the details required for initiating pre-arbitration or arbitration for a disputed transaction that wasn't resolved during the second presentment. With the guided process, dispute case owners can update the reason code and reason subcode if the ones assigned during the chargeback are no longer appropriate.

Review Pre-Arbitration and Arbitration Details

Give your dispute case owners a guided process to review the details collected for initiating pre-arbitration. With the guided process, dispute case owners can either accept pre-arbitration and close the dispute or escalate the case to arbitration.

Set Up a Decision Matrix to Identify Reason Codes for Pre-Arbitration

When a disputed transaction isn't resolved during the second presentment, you can initiate pre-arbitration or arbitration based on the reason code that's associated with the transaction. Mastercom mandates that disputed transactions with specific reason codes must undergo pre-arbitration before they can proceed to arbitration. For example, pre-arbitration is required where the dispute is associated with reason codes, such as 4808, 4837, and 4853.

Configure Dispute Reason Codes and Reason Subcodes

When an agent captures a transaction dispute request, they must select an appropriate reason code and reason subcode that best describe the issue in the disputed transaction. To make sure that these codes are available during the dispute intake process, add them as picklist values, and create dispute reason records.

Stage Management Plan for Transaction Dispute Management

Use Stage Management to set up a smooth and efficient process for resolving transaction disputes in each stage of the dispute lifecycle.

Add the Record Stage Overview Lightning Component to the Dispute Item Record Page

Give your dispute case owners a comprehensive view of the stages and the steps to be performed in the chargeback and second presentment processes.

Add the Integration Execution Status Lightning Component to the Dispute Item Record Page

Show your dispute case owners the execution status of integration callouts. These callouts are added in the stage management plan to initiate chargeback and to review second presentment.

Configure the Endpoint for Mastercom®

Create external credentials and named credentials with details of how Salesforce is authenticated with Mastercom.

Before you begin, make sure that you enabled user access to the User External Credentials object. See Enable User Access to User External Credentials Object.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view named credentials and external credentials:

- View Setup and Configuration

To create, edit, or delete named credentials and external credentials:

- Manage Named Credentials

  OR

  Customize Applications

1. To specify the URL of the Mastercom endpoint, create a custom authentication external credential.
   a. From Setup, in the Quick Find box, enter `Named Credentials`, and then select **Named Credentials.**
   b. Go to External Credentials, and then click **New**.
   c. Enter a label and a name for the external credential.
   d. Select **Custom** as the authentication protocol.
   e. Save your changes.
   f. To create a named credential to reference the external credential that you created, go to Named Credentials, and then click **New**.
   g. Enter a label and a name for the named credential.

      Tip: Copy the named credential name. Use it to update the integration definitions used for authenticating Salesforce with Mastercom for chargebacks and second presentment.

   h. Enter the base URL or hostname of the callout endpoint.

      An example of the base URL of the Mastercard callout endpoint can be in a format `https://sandbox.api.mastercard.com`.

   i. Select the external credential that you created.
   j. Save your changes.

      The Named Credentials page opens.

2. Create a principal for the custom authentication external credential.

   Important: After you create an external credential that uses custom authentication, create a principal for it. Principals link an external credential to permission sets or user profiles so that users can make callouts using the named credential. At run time, Salesforce ensures that the user has the permission set before accessing the external system.

   a. On the Named Credentials page, go to External Credentials.
   b. Select the external credential that you created.
   c. Scroll to Principals.
   d. To create a principal for the external credential, click **New**.
   e. Enter a parameter name and a sequence number.

      The parameter name is the name of the principal, such as `Admin` or `Dispute Team`. A sequence number specifies the order of principals to apply when a user participates in more than one principal. For example, a user could be part of multiple permission sets that are applicable for a credential provider. Priority is from lower to higher numbers.

   f. Select **Named Principal** as the identity type.
   g. Enter a username and a password.

h. Save your changes.

3. Enable the external credential principal for users.

Note: To make callouts to Mastercom®, give profiles access to the principal of the external credential that you created. See Enable External Credential Principals.

Set Up Integrations with Mastercom® for Chargebacks

Use integration definitions to specify the details of how Salesforce integrates with Mastercom to initiate chargebacks for transaction disputes. Create integration definitions to call the Mastercom APIs.

Integrate with Mastercom APIs to ensure that chargebacks are initiated and processed promptly, which is essential for meeting regulatory and card scheme guidelines. This integration reduces any swivel chair typically associated with the chargeback process. The APIs provide real-time access to transaction and dispute data so that issuers and acquirers can receive instant notifications about chargeback statuses and required actions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:

- Customize Application

  AND

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

1. To search for and retrieve the information about a disputed transaction from the Mastercom system, create an integration definition.
   a. Select **Apex Defined** as the type.
   b. Enter a name and developer name for the integration definition.

      Note the developer name and use it when you create a stage management plan for initiating chargeback.
   c. Search for and select **disputemanagement.ThirdPartyMastercomSearchTransaction_V1** as the apex class.
   d. Enter the name of the named credential that you created for Mastercom.
   e. Enter the Mastercom consumer key.

      You can retrieve the Mastercom consumer key from the Mastercard developer portal.
   f. Enter the certificate name containing the Mastercom consumer secret.
   g. Search for and select **FSCTxnDisputeMgmt_ThirdPartyMastercomTrxnSearchInputProcessor** as the input integration procedure name.
   h. Search for and select **FSCTxnDisputeMgmt_ThirdPartyMastercomTrxnSearchOutputProcessor** as the output integration procedure name.
   i. Enter comma-separated dispute item status values.

      For example, `Closed,Aborted`. If the status of the dispute item is either Closed or Aborted, this integration definition prevents the API call to Mastercom.

Here's a sample integration definition to search and retrieve the information about a disputed transaction from the Mastercom system.

2. To create a claim for the disputed transaction, create another integration definition.
   a. Select **Apex Defined** as the type.
   b. Enter a name and developer name for the integration definition.

      Note the developer name and use it when you create a stage management plan for initiating chargeback.
   c. Search for and select **disputemanagement.ThirdPartyMastercomCreateClaim_V1** as the apex class.
   d. Enter the name of the named credential that you created for Mastercom.
   e. Enter the Mastercom consumer key.

      You can retrieve the Mastercom consumer key from the Mastercard developer portal.
   f. Enter the certificate name containing the Mastercom consumer secret.
   g. Search for and select **FSCTxnDisputeMgmt_ThirdPartyMastercomCreateClaimInputProcessor** as the input integration procedure name.
   h. Enter comma-separated dispute item status values.

      For example, `Closed,Aborted`. If the status of the dispute item is either Closed or Aborted, this integration definition prevents the API call to Mastercom.

Here's a sample integration definition to create a claim for the disputed transaction.

3. To retrieve the clearing details of the disputed transaction that's associated with the claim, create another integration definition.
   a. Select **Apex Defined** as the type.
   b. Enter a name and developer name for the integration definition.

      Note the developer name and use it when you create a stage management plan for initiating chargeback.

c. Search for and select **disputemanagement.ThirdPartyMastercomTrxnClearing_V1** as the apex class.

d. Enter the name of the named credential that you created for Mastercom.

e. Enter the Mastercom consumer key.

   You can retrieve the Mastercom consumer key from the Mastercard developer portal.

f. Enter the certificate name containing the Mastercom consumer secret.

g. Search for and select **FSCTxnDisputeMgmt_ThirdPartyMastercomTrxnClearingOutputProcessor** as the output integration procedure name.

h. Enter comma-separated dispute item status values.

   For example, `Closed,Aborted`. If the status of the dispute item is either Closed or Aborted, this integration definition prevents the API call to Mastercom.

Here's a sample integration definition to retrieve the clearing details of the disputed transaction that's associated with the claim.

4. To retrieve the authorization details of the disputed transaction that's associated with the claim, create another integration definition.

   a. Select **Apex Defined** as the type.

   b. Enter a name and developer name for the integration definition.

      Note the developer name and use it when you create a stage management plan for initiating chargeback.

   c. Search for and select **disputemanagement.ThirdPartyMastercomTrxnAuthorization_V1** as the apex class.

   d. Enter the name of the named credential that you created for Mastercom.

   e. Enter the Mastercom consumer key.

      You can retrieve the Mastercom consumer key from the Mastercard developer portal.

   f. Enter the certificate name containing the Mastercom consumer secret.

   g. Search for and select **FSCTxnDisputeMgmt_ThirdPartyMastercomTrxnAuthOutputProcessor** as the output integration procedure name.

   h. Enter comma-separated dispute item status values.

      For example, `Closed,Aborted`. If the status of the dispute item is either Closed or Aborted, this integration definition prevents the API call to Mastercom.

Here's a sample integration definition to retrieve the authorization details of the disputed transaction that's associated with the claim.

5. To create a chargeback for the disputed transaction that's associated with the claim, create another integration definition with these details.
   a. Select **Apex Defined** as the type.
   b. Enter a name and developer name for the integration definition.

      Note the developer name and use it when you create a stage management plan for initiating chargeback.
   c. Search for and select **disputemanagement.ThirdPartyMastercomCreateChargeback_V1** as the apex class.
   d. Enter the name of the named credential that you created for Mastercom.
   e. Enter the Mastercom consumer key.

      You can retrieve the Mastercom consumer key from the Mastercard developer portal.
   f. Enter the certificate name containing the Mastercom consumer secret.
   g. Search for and select **FSCTxnDisputeMgmt_ThirdPartyMastercomCreateChargebackInputProcessor** as the input integration procedure name.
   h. Enter comma-separated dispute item status values.

      For example, `Closed,Aborted`. If the status of the dispute item is either Closed or Aborted, this integration definition prevents the API call to Mastercom.

   Here's a sample integration definition to create a chargeback for the disputed transaction that's associated with the claim.

6. Save your changes and activate the integration definitions.

Set Up Integrations with Mastercom® for Second Presentment

Transaction Dispute Management uses integration definitions to specify the details of how Salesforce integrates with Mastercom to address the second presentment received in response to a chargeback. Create integration definitions to call the Mastercom APIs.

Integration with Mastercom APIs helps acquirers dispute a chargeback by providing detailed evidence.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:

- Customize Application

  AND

  Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Service

1. To retrieve a list of claims from a queue within a date interval, create an integration definition.
   a. Select **Java Defined** as the type.
   b. Enter a name and developer name for the integration definition.

      Note the developer name and use it when you create a stage management plan for initiating chargeback.
   c. Search for and select **disputemanagement.ThirdPartyMastercomQueue_V1** as the java class.
   d. Enter the name of the named credential that you created for Mastercom.
   e. Enter the Mastercom consumer key.

      You can retrieve the Mastercom consumer key from the Mastercard developer portal.
   f. Enter the certificate name containing the Mastercom consumer secret.
   g. For the Dispute Item Second Presentment Status Value attribute, enter `Second Presentment Received` as the attribute value.
   h. For the Dispute Item Closed Status Value attribute, enter `Closed` as the attribute value.
   i. For the Dispute Item Rejected Status Value attribute, enter `Rejected` as the attribute value.
   j. For the Dispute Item Sender Case Filing Status Value attribute, enter `Review Pre-Arbitration` as the attribute value.
   k. For the Dispute Item Pending Documentation Status Value attribute, enter `Submitted` as the attribute value.

   Here's a sample integration definition to retrieve a list of claims from a queue within a date interval.

2. Create a Mastercom queue polling job.

   Mastercom pushes the updates related to chargeback and second presentment to multiple queues. Poll the concerned queues to retrieve the information and take appropriate actions. The job runs at scheduled intervals and uses an integration definition to poll the Mastercom queues to retrieve a list of claims from a particular queue.
   a. From Setup, in the Quick Find box, enter `transaction dispute management`, and then select **Transaction Dispute Management Job Schedule.**

   b. Click **Schedule a Job.**

   c. Select how frequently you want this job to poll the Mastercom queues.

   d. Select a start date and start time for the job.

   e. Enter the developer name of the integration definition that you created to retrieve a list of claims from a Mastercom queue.

   f. Click **Schedule.**

3. To retrieve the details of a claim, create another integration definition.

   a. Select **Apex Defined** as the type.

   b. Enter a name and developer name for the integration definition.

   Note the developer name and use it when you create a stage management plan for initiating chargeback.

   c. Search for and select **disputemanagement.ThirdPartyMastercomGetClaim_V1** as the apex class.

   d. Enter the name of the named credential that you created for Mastercom.

   e. Enter the Mastercom consumer key.

   You can retrieve the Mastercom consumer key from the Mastercard developer portal.

   f. Enter the certificate name containing the Mastercom consumer secret.

   Here's a sample integration definition to retrieve the details of a claim.

4. To retrieve the documents that are associated with any type of chargeback, create another integration definition.

   a. Select **Apex Defined** as the type.

   b. Enter a name and developer name for the integration definition.

   Note the developer name and use it when you create a stage management plan for initiating chargeback.

   c. Search for and select **disputemanagement.ThirdPartyMastercomGetChargebackDoc_V1** as the apex class.

   d. Enter the name of the named credential that you created for Mastercom.

   e. Enter the Mastercom consumer key.

   You can retrieve the Mastercom consumer key from the Mastercard developer portal.

   f. Enter the certificate name containing the Mastercom consumer secret.

Here's a sample integration definition to retrieve the documents that are associated with any type of chargeback.

5. To acknowledge the second presentment raised by an acquirer for a chargeback, create another integration definition.

   When a second presentment is acknowledged, the claim moves from the IssuerRepresentmentUnworked queue to the IssuerWorked queue.

   a. Select **Apex Defined** as the type.
   b. Enter a name and developer name for the integration definition.

      Note the developer name and use it when you create a stage management plan for initiating chargeback.
   c. Search for and select **disputemanagement.ThirdPartyMastercomAcknowledgeChgbk_V1** as the apex class.
   d. Enter the name of the named credential that you created for Mastercom.
   e. Enter the Mastercom consumer key.

      You can retrieve the Mastercom consumer key from the Mastercard developer portal.
   f. Enter the certificate name containing the Mastercom consumer secret.

   Here's a sample integration definition to acknowledge the second presentment raised by an acquirer for a chargeback.

6. Activate the integration definitions.

Set Up Integrations with Mastercom® for Pre-Arbitration and Arbitration

Transaction Dispute Management uses integration definitions to specify the details of how Salesforce integrates with Mastercom to initiate pre-arbitration and arbitration processes in response to a second presentment. Create integration definitions to call the Mastercom APIs.

Before you begin:

- Configure the endpoint for Mastercom. on page 1095
- Set up integrations with Mastercom for chargebacks. on page 1096
- Set up integrations with Mastercom for second presentment. on page 1100

Integration with Mastercom APIs help issuers to create pre-arbitration and arbitration for disputed transactions in these scenarios.

- When the issuer changes the reason code for the disputed transaction.
- When the issuer chooses to create a pre-arbitration.
- When pre-arbitration is mandatory based on predefined business rules.

1. To integrate with Mastercom to file a pre-arbitration case for a disputed transaction, create an integration definition.
   a. From Setup, in the Quick Find box, enter `Integration Definitions`, and then select **Integration Definitions**.
   b. Click **+ New**.
   c. Select **Apex Defined** as the type.
   d. Enter a name and developer name for the integration definition.

      Note the developer name and use it when you create a stage management plan for initiating pre-arbitration.
   e. Search for and select **disputemanagement.ThirdPartyMastercomCreateArbitrationCases_V1** as the apex class.
   f. For the Mastercom Named Credential attribute value, enter the name of the named credential that you created for Mastercom.
   g. For the Mastercom Consumer Key attribute value, enter the Mastercom consumer key that you obtained from Mastercom.

      You can retrieve the consumer key from the Mastercom Developer Portal.
   h. For the Mastercom Secret Certificate Name attribute value, enter the name of the certificate containing the private keys of Mastercom that you uploaded to Salesforce. See Configure the Endpoint for Mastercom®. on page 1095
   i. Search for and select **FSCTransactionDisputeManagement_ThirdPartyMastercomCreateCase** as the input integration procedure name.
   j. For the Get Case Type attribute value, enter `Pre-Arbitration`.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create integration definitions:

- Customize Application

  AND

  Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Service

Here's a sample integration definition to integrate with Mastercom to file a pre-arbitration case for a disputed transaction.

k. Save your changes and activate the integration definition.

2. To integrate with Mastercom to file an arbitration case for a disputed transaction, create another integration definition.
   a. Select **Apex Defined** as the type.
   b. Enter a name and developer name for the integration definition.

      Note the developer name and use it when you create a stage management plan for initiating arbitration.
   c. Search for and select **disputemanagement.ThirdPartyMastercomCreateArbitrationCases_V1** as the apex class.
   d. For the Mastercom Named Credential attribute value, enter the name of the named credential that you created for Mastercom.
   e. For the Mastercom Consumer Key attribute value, enter the Mastercom consumer key that you obtained from Mastercom.

      You can retrieve the consumer key from the Mastercom Developer Portal.
   f. For the Mastercom Secret Certificate Name attribute value, enter the name of the certificate containing the private keys of Mastercom that you uploaded to Salesforce. See Configure the Endpoint for Mastercom®. on page 1095
   g. Search for and select **FSCTransactionDisputeManagement_ThirdPartyMastercomCreateCase** as the input integration procedure name.
   h. For the Get Case Type attribute value, enter `Arbitration`.

Here's a sample integration definition to integrate with Mastercom to file a pre-arbitration case for a disputed transaction.

i. Save your changes and activate the integration definition.

3. To integrate with Mastercom to retrieve the details for an existing claim, including any pre-arbitration or arbitration cases with which the claim is associated, create another integration definition.
   a. Select **Apex Defined** as the type.
   b. Enter a name and developer name for the integration definition.
   c. Search for and select **disputemanagement.ThirdPartyMastercomGetClaimOutcome_V1** as the apex class.
   d. For the Mastercom Named Credential attribute value, enter the name of the named credential that you created for Mastercom.
   e. For the Mastercom Consumer Key attribute value, enter the Mastercom consumer key that you obtained from Mastercom.

      You can retrieve the consumer key from the Mastercom Developer Portal.
   f. For the Mastercom Secret Certificate Name attribute value, enter the name of the certificate containing the private keys of Mastercom that you uploaded to Salesforce. See Configure the Endpoint for Mastercom®. on page 1095
   g. Search for and select **FSCTxnDisputeMgmt_ThirdPartyMastercomGetClaimOutputProcessor** as the output integration procedure name.

      Here's a sample integration definition to integrate with Mastercom to retrieve the details for an existing claim, including any pre-arbitration or arbitration cases with which the claim is associated.

h. Save your changes and activate the integration definition.

4. To integrate with Mastercom to retrieve all the documents associated with a pre-arbitration or arbitration case, in a desired format, create another integration definition.
   a. Select **Apex Defined** as the type.
   b. Enter a name and developer name for the integration definition.
   c. Search for and select **disputemanagement.ThirdPartyMastercomGetPreArbitrationCaseDoc_V1** as the apex class.
   d. For the Mastercom Named Credential attribute value, enter the name of the named credential that you created for Mastercom.
   e. For the Mastercom Consumer Key attribute value, enter the Mastercom consumer key that you obtained from Mastercom.

      You can retrieve the consumer key from the Mastercom Developer Portal.
   f. For the Mastercom Secret Certificate Name attribute value, enter the name of the certificate containing the private keys of Mastercom that you uploaded to Salesforce. See Configure the Endpoint for Mastercom®. on page 1095
   g. Enter `ORIGINAL`as the attribute value for the Get File Format Name attribute.

      Here's a sample integration definition to integrate with Mastercom to retrieve all the documents associated with a pre-arbitration or arbitration case, in a desired format.

   h. Save your changes and activate the integration definition.

5. To integrate with Mastercom to retrieve the status of documents associated with a specific list of cases, create another integration definition.
   a. Select **Apex Defined** as the type.
   b. Enter a name and developer name for the integration definition.
   c. Search for and select **disputemanagement.ThirdPartyMastercomGetPreArbtDocUploadStatus_V1** as the apex class.
   d. For the Mastercom Named Credential attribute value, enter the name of the named credential that you created for Mastercom.
   e. For the Mastercom Consumer Key attribute value, enter the Mastercom consumer key that you obtained from Mastercom.

      You can retrieve the consumer key from the Mastercom Developer Portal.
   f. For the Mastercom Secret Certificate Name attribute value, enter the name of the certificate containing the private keys of Mastercom that you uploaded to Salesforce. See Configure the Endpoint for Mastercom®. on page 1095
   g. For the Get Case Type attribute value, enter `Pre-Arbitration`.

Here's a sample integration definition to integrate with Mastercom to search for the status of documents associated with a specifidistofcases.

h. Save your changes and activate the integration definition.

6. To integrate with Mastercom to act on a case filing, for example, to escalate a pre-arbitration case to arbitration, create another integration definition.

a. Select **Apex Defined** as the type.

b. Enter a name and developer name for the integration definition.

Note the developer name and use it when you create a stage management plan for initiating pre-arbitration or arbitration.

c. Search for and select **disputemanagement.ThirdPartyMastercomEscalatePreArbitrationCase_V1** as the apex class.

d. For the Mastercom Named Credential attribute value, enter the name of the named credential that you created for Mastercom.

e. For the Mastercom Consumer Key attribute value, enter the Mastercom consumer key that you obtained from Mastercom.

You can retrieve the consumer key from the Mastercom Developer Portal.

f. For the Mastercom Secret Certificate Name attribute value, enter the name of the certificate containing the private keys of Mastercom that you uploaded to Salesforce. See Configure the Endpoint for Mastercom®. on page 1095

g. Search for and select**FSCTransactionDisputeManagement_ThirdPartyMastercomEscalateCase**as the input integration procedure name.

Here's a sample integration definition to integrate with Mastercom to act on a case filing, for example, to escalate a pre-arbitration casetoarbitration.

h. Save your changes and activate the integration definition.

Flows for Initiating Chargeback and Reviewing Second Presentment

To streamline and automate the process of initiating chargebacks and reviewing the second presentment, use prebuilt record-triggered flows and screen flows.

When a merchant is notified about a disputed transaction through an alert, you can initiate the chargeback process by cloning and activating the prebuilt record-triggered flows based on the alert outcome set by the merchant and the time taken by them to respond to the alert.

This table lists the flows provided to initiate the chargeback process and review the second presentment for disputed transactions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Flow Label	Description	Default Status
Dispute Management: Initiate Chargeback for Unresolved Merchant Response	When the merchant sets the outcome of an alert that's raised for a disputed transaction to Unresolved, this record-triggered flow initiates the chargeback process by updating the status of the dispute item record to Chargeback Initiated.	Inactive
Dispute Management: Initiate Scheduled Chargeback	When the merchant doesn't respond to the alert that's raised for a disputed transaction within seventy-two hours, this record-triggered flow initiates the chargeback process by updating the status of the dispute item record to Chargeback Initiated.	Inactive
Dispute Management: Review Disputed Transactions and Create Claim	When the status of a dispute item record is Chargeback Initiated, this screen flow allows a dispute case owner to review the details of the disputed transaction, and confirms if the dispute case owner wants to proceed with the claim creation.	Active
Dispute Management: Review Second Presentment	When the status of the dispute item record is Review Second Presentment, this screen flow allows a dispute case owner to review the chargeback details and claim details associated with the disputed transaction. The flow then allows the case	Active

Flow Label	Description	Default Status
	owner to either accept or reject the second presentment.	

Update Omniscript to Collect Chargeback Details

Give your dispute case owners a guided process to review the details of a disputed transaction and decide whether to proceed with a chargeback. Update the Omniscript and use it in the Stage Management Plan for initiating a chargeback.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To configure an Omniscript:

- OmniStudio Admin

  AND

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Before you begin:

- Enable the Omnistudio Metadata setting. See Enable Omnistudio Metadata API Support.
  - Disable the Omnistudio Managed Package Runtime setting. See Disable Managed Package Runtime.
  - Deploy the Discovery Framework Sample Template for Transaction Dispute Management. See Add Assessment Questions in the Dispute Intake Omniscript and follow the instructions for deploying the template.

1. From the App Launcher, find and select **OmniStudio.**
2. In the Omnistudio app, from the navigation bar, select **OmniScripts.**
3. In the OmniScripts list view, find and select **FSCTransactionDisputeManagement/CaptureInfoToCreateDisputeItmChgbk.**
4. Open version 1 of the Omniscript.
5. Create a clone of the Omniscript.
6. In the cloned version, locate the Provide Additional Details step.
7. In the Omniscript's Build panel, expand the OmniScripts section.
8. Drag the FSC/TransactionDisputeManagementAssessmentQuestionnaire Omniscript to the canvas above the Provide Additional Details step.

   Important: Make sure that version 2 of the FSC/TransactionDisputeManagementAssessmentQuestionnaire Omniscript is active.

9. Remove the Provide Additional Details step from the Omniscript.
10. Select the TransactionDisputeManagementAssessmentQuestionnaire step.
11. In the Omniscript's Properties panel, expand the Conditional View section.
12. Select **Show Element if True** as the condition type.
13. In the View Condition box, select **Show Element if True**.
14. Select **All Conditions Are Met**.
15. Enter `ChangeReasonCode` as the field, select **Equal To** as the operator, and enter `Yes` as the value.

    Note: If the reason code or reason subcode was updated during chargeback creation, then when you set this condition, it shows an assessment questionnaire to dispute case owners.

16. Save your changes.
17. To test the Omniscript behavior, preview your Omniscript.

18. Activate the Omniscript.

Collect Pre-Arbitration and Arbitration Details

Give your dispute case owners a guided process to collect the details required for initiating pre-arbitration or arbitration for a disputed transaction that wasn't resolved during the second presentment. With the guided process, dispute case owners can update the reason code and reason subcode if the ones assigned during the chargeback are no longer appropriate.

Before you begin:

- Enable the Omnistudio Metadata setting. See Enable OmniStudio Metadata API Support.
- Disable the Omnistudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From the App Launcher, find and select **Omnistudio**.
2. In the Omnistudio app, from the navigation bar, select **Omniscripts**.
3. In the Omniscripts list view, find and select **FSCTransactionDisputeManagement/CaptureInfoToCreateDisputeItmArbtCase**.
4. Open version 1 of the Omniscript.
5. To create a clone of the Omniscript, click **New Version**.
6. In the cloned version of the Omniscript, find and select the **IsPreArbMandatoryForReasonCode** decision matrix element.
7. In the Properties panel, expand **Remote Properties**, and select the name of the decision matrix that you created to identify the reason codes for which pre-arbitration is mandatory. See Set Up a Decision Matrix to Identify Reason Codes for Pre-Arbitration. on page 1111
8. Activate the Omniscript.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To configure Omniscripts

- Omnistudio admin

  AND

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Review Pre-Arbitration and Arbitration Details

Give your dispute case owners a guided process to review the details collected for initiating pre-arbitration. With the guided process, dispute case owners can either accept pre-arbitration and close the dispute or escalate the case to arbitration.

Before you begin:

- Enable the Omnistudio Metadata setting. See Enable Omnistudio Metadata API Support.
- Disable the Omnistudio Managed Package Runtime setting. See Disable Managed Package Runtime.

1. From the App Launcher, find and select **Omnistudio**.
2. In the Omnistudio app, from the navigation bar, select **Omniscripts**.
3. In the Omniscripts list view, find and select **FSCTransactionDisputeManagement/ReviewPreArbitrationDetails**.
4. Open version 1 of the Omniscript.
5. To create a clone of the Omniscript, click **New Version**.
6. Activate the Omniscript.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To configure Omniscripts
- Omnistudio admin

  AND

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Set Up a Decision Matrix to Identify Reason Codes for Pre-Arbitration

When a disputed transaction isn't resolved during the second presentment, you can initiate pre-arbitration or arbitration based on the reason code that's associated with the transaction. Mastercom mandates that disputed transactions with specific reason codes must undergo pre-arbitration before they can proceed to arbitration. For example, pre-arbitration is required where the dispute is associated with reason codes, such as 4808, 4837, and 4853.

1. Create a standard decision matrix named Is Pre-Arbitration Required For Reason Code. See Create a Standard Decision Matrix Manually.

   This matrix determines if disputed transactions must undergo pre-arbitration based on a combination of their reason code and reason code description.

2. Create three columns with these settings.

Column Header	Header Type	Data Type
ReasonCode	Input	Text
ReasonCodeDescription	Input	Text
IsPreArbRequired	Output	Boolean

3. Add these sample rows and values.

ReasonCode	ReasonCodeDescription	IsPreArbRequired
4808	Authorization-Related Chargebacks	Not checked

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create, update, and delete decision matrices and matrix versions:
- Rule Engine Designer

To use decision matrices in Business Rules Engine:
- Rule Engine Designer

ReasonCode	ReasonCodeDescription	IsPreArbRequired
4834	ATM Disputes	Not checked
4837	No Cardholder Authorization	Checked
4853	Cardholder Disputes	Checked
4870	Chip Liability Shift	Not checked

4. Save your changes.
5. Activate the decision matrix version.

   After creating the decision matrix, reference it from the FSCTransactionDisputeManagementomniscriptCaptureInfoToCreateDisputeItmArbtCase Omniscript that's used to collect the details required for initiating pre-arbitration. See Update Omniscript to Collect Pre-Arbitration and Arbitration Details on page 1110.

Configure Dispute Reason Codes and Reason Subcodes

When an agent captures a transaction dispute request, they must select an appropriate reason code and reason subcode that best describe the issue in the disputed transaction. To make sure that these codes are available during the dispute intake process, add them as picklist values, and create dispute reason records.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To add picklist values in Status Field in Dispute Item Object:

- Customize Application

  AND

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

1. Add picklist values.
   a. From the object management settings for Dispute Reason, go to Fields & Relationships.
   b. For the Reason Code field, add the Mastercom-regulated reason codes as picklist values.

      For a sample list of reason codes, see Sample Dispute Reason Codes and Subcodes.
   c. For the Reason Subcode field, add the subcodes that are mapped to a reason code.

      For a sample list of reason subcodes, see Sample Dispute Reason Codes and Subcodes.

      For the Card Type field, the picklist values are pre-populated. The Card Type field specifies the type of card used in the disputed transaction, for example, credit card.

      For the Payment Network field, the picklist values are pre-populated. The Payment Network field specifies the payment network that facilitates the exchange of funds between the involved parties. For example, Mastercard.
   d. Save your changes.
2. Create dispute reason records with reason codes and reason subcodes.
   a. From the App Launcher, find and select **Dispute Reasons.**
   b. Click **New**.
   c. Enter the reason code name, reason subcode name, payment network, reason code, reason subcode, Reason code valid from date, Reason code valid to date, and card type.

      For each reason code and subcode combination, create a unique dispute reason record.

      For example, create a dispute reason record with these details.

Reason Code	4853

Reason Subcode	3
Reason Code Name	Authorization-Related Chargebacks
Reason Subcode Name	Required Authorization Not Obtained
Payment Network	Mastercard
Card Type	Credit Card
Reason Code Valid From Date	9/4/2024
Reason Code Valid To Date	9/4/2099

Make sure that the **Is Active** checkbox is selected for the dispute reason record.

Create another dispute reason record with these details.

Reason Code	4853
Reason Subcode	4
Reason Code Name	Authorization-Related Chargebacks
Reason Subcode Name	Expired Chargeback Protection Period
Payment Network	Mastercard
Card Type	Credit Card
Reason Code Valid From Date	9/4/2024
Reason Code Valid To Date	9/4/2099

Make sure that the **Is Active** checkbox is selected for the dispute reason record.

d. Save your changes.

Sample Dispute Reason Codes and Subcodes

Reason codes and subcodes are essential for managing transaction disputes effectively throughout the various phases of a dispute, such as dispute intake, chargeback, and second presentment. Use these codes to categorize disputes, streamline the initial capture process, guide the chargeback process, and ensure consistency and clarity for all stakeholders involved in dispute resolution.

Sample Dispute Reason Codes and Subcodes

Reason codes and subcodes are essential for managing transaction disputes effectively throughout the various phases of a dispute, such as dispute intake, chargeback, and second presentment. Use these codes to categorize disputes, streamline the initial capture process, guide the chargeback process, and ensure consistency and clarity for all stakeholders involved in dispute resolution.

Transaction Dispute Management uses reason codes that are standardized and regulated by Mastercom®. Mastercom provides reason codes that categorize transaction disputes. For example, the reason code 4808 covers transaction disputes related to authorization-related chargebacks. The reason code 4853 covers transaction disputes related to cardholder disputes. Each reason code contains multiple code

labels that provide detailed categorization. For example, the reason code 4853 covers cardholder disputes and includes specific code labels, such as Goods or Services Not Provided and Goods or Services not as Described or Defective.

The code labels in a Mastercom reason code are represented as reason subcodes in Transaction Dispute Management. Here's an example of how reason codes and code labels of Mastercom are mapped in Transaction Dispute Management.

Note: The reason codes and code labels in this table are only for reference and can be outdated. For a list of the latest reason codes and code labels, see the official Mastercom documentation.

Reason Code	Reason Code Name	Reason Subcode	Reason Subcode Name
4808	Authorization-Related Chargebacks	1	Warning Bulletin File
		2	Account Number Not on File
		3	Required Authorization Not Obtained
		4	Expired Chargeback Protection Period
		5	Multiple Authorization Requests
		6	Cardholder-Activated Terminal (CAT) 3
4853	Cardholder Disputes	1	Cardholder Dispute of a Recurring Transaction
		2	Goods or Services Not Provided
		3	No-Show Hotel Charge
		4	Addendum Dispute
		5	Credit Not Processed
		6	Goods/Services Not as Described or Defective
		7	Digital Goods $25 or Less
		8	Counterfeit Goods
		9	Transaction Did Not Complete
		10	Credit Posted as a Purchase

Stage Management Plan for Transaction Dispute Management

Use Stage Management to set up a smooth and efficient process for resolving transaction disputes in each stage of the dispute lifecycle.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Example: Stage Management Plan for Dispute Resolution

Managing the lifecycle of a chargeback process can be complex without a structured system to track the progress and status changes. Use Stage Management to define the stages in a chargeback process. Then, define the transition criteria for the chargeback process to move from one stage to another, and add the steps to be performed when the chargeback process moves to a particular stage.

Example: Stage Management Plan for Dispute Resolution

Managing the lifecycle of a chargeback process can be complex without a structured system to track the progress and status changes. Use Stage Management to define the stages in a chargeback process. Then, define the transition criteria for the chargeback process to move from one stage to another, and add the steps to be performed when the chargeback process moves to a particular stage.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Object Stage Definitions

Define the stages for the objects involved in the chargeback process. In Transaction Dispute Management, the chargeback process is orchestrated around the Dispute Item object. In this example, we use Dispute Item as the reference object and the Status field as the reference object field to create a stage definition.

Dispute Item Stage	Description
Submitted	The transaction dispute request is captured and submitted.
Chargeback Initiated	The chargeback initiation process begins.
Second Presentment Received	The acquirer disputes the chargeback raised by the issuer.
Second Presentment Accepted	The issuer accepts the second presentment raised by the acquirer.
Prepare for Pre-Arbitration	The issuer rejects the second presentment and the dispute enters the pre-arbitration phase.
Initiate Pre-Arbitration	The pre-arbitration initiation process begins.
Fetch Pre-Arbitration Claim Details	The details of an existing claim, along with any related pre-arbitration or arbitration cases, are retrieved.
Review Pre-Arbitration	The issuer reviews the details collected for initiating pre-arbitration. The issuer can either accept pre-arbitration and close the dispute or escalate the case to arbitration.
Escalate To Arbitration	The dispute wasn't resolved during pre-arbitration, and the issuer escalates the case to arbitration.
Closed	The issuer accepts financial responsibility and closes the dispute during pre-arbitration.

Dispute Item Stage	Description
Pre-Arbitration Accepted	The issuer accepts financial responsibility for the dispute.
Initiate Arbitration	The arbitration initiation process begins.

Object Stage Transitions

Set the transition criteria for the dispute item record to move from one chargeback stage to another. This table shows some transition plans that you can run at each stage of the chargeback process. During the chargeback process, the dispute item record moves from one stage to the next only if the transition criteria are met and all steps in the stage are completed.

From Stage	To Stage	Transition Criteria	Step Definition	Step Type
Submitted	Chargeback Initiated	No transition criteria	Search for and retrieve the information about a disputed transaction from the Mastercom system.	Integration Definition Auto
			Review the details of the disputed transaction, and confirm if the dispute case owner wants to proceed with the claim creation. If the case owner rejects the claim, the dispute item record is moved to the Closed stage.	Screen Flow
			Create a claim for the disputed transaction.	Integration Definition Auto
			Retrieve the clearing details for the disputed transaction that's associated with the claim.	Integration Definition Auto
			Retrieve the authorization details for the disputed transaction that's associated with the claim.	Integration Definition Auto
			Review the chargeback details and the associated reason codes and subcodes.	Omniscript
			Create a chargeback for the disputed transaction	Integration Definition Auto

From Stage	To Stage	Transition Criteria	Step Definition	Step Type
			that's associated with the claim.	
Submitted	Resolved	No transition criteria	No transition plan	-
Submitted	Invalid	No transition criteria	No transition plan	-
Chargeback Initiated	Second Presentment Received	No transition criteria	Retrieve the claim details that are associated with the disputed transaction.	Integration Definition Auto
			Retrieve the documents that are associated with any type of chargeback.	Integration Definition Auto
			Acknowledge the second presentment raised by an acquirer for a chargeback.	Integration Definition Auto
			Review the claim details and accept or reject the second presentment.	Screen Flow
Chargeback Initiated	Submitted	No transition criteria	No transition plan	-
Chargeback Initiated	Closed	No transition criteria	No transition plan	-
Second Presentment Received	Second Presentment Accepted	No transition criteria	No transition plan	
Second Presentment Received	Prepare for Pre-Arbitration	No transition criteria	Collect the details required for initiating pre-arbitration for a disputed transaction that wasn't resolved during the second presentment.	Omniscript
Prepare for Pre-Arbitration	Initiate Pre-Arbitration	No transition criteria	File a pre-arbitration case for the disputed transaction.	Integration Definition Auto
		No transition criteria	Retrieve the status of documents associated with the pre-arbitration case.	Integration Definition Auto
Prepare for Pre-Arbitration	Initiate Arbitration	No transition criteria	File an arbitration case for the disputed transaction.	Integration Definition Manual
Initiate Pre-Arbitration	Fetch pre-arbitration claim details	No transition criteria	Retrieve the details for an existing claim, including any pre-arbitration or arbitration cases with	Integration Definition - Auto

From Stage	To Stage	Transition Criteria	Step Definition	Step Type
			which the claim is associated.	
Fetch pre-arbitration claim details	Review Pre-Arbitration	No transition criteria	Retrieve all the documents associated with a pre-arbitration case, in a desired format.	Integration Definition - Auto
		No transition criteria	Review the details collected for initiating pre-arbitration.	Omniscript
Fetch pre-arbitration claim details	Pre-Arbitration Accepted	No transition criteria	No transition criteria	-
Review Pre-Arbitration	Escalate to Arbitration	No transition criteria	Act on a case filing, for example, to escalate a pre-arbitration case to arbitration.	Integration Definition - Auto
Review Pre-Arbitration	Closed	No transition criteria	No transition criteria	-

Create a Stage Management Plan to Initiate Chargeback

Use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to manage chargebacks for disputed transactions.

Create a Stage Management Plan to Review Second Presentment

Use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to review a second presentment raised for a disputed chargeback.

Create a Stage Management Plan to Initiate Pre-Arbitration and Arbitration

Learn how you can use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to initiate and review pre-arbitration and arbitration cases for disputed transactions that weren't resolved during the second presentment.

Create a Stage Management Plan to Initiate Chargeback

USER PERMISSIONS

To create a stage management plan for initiating chargeback:	Stage Management Design User AND Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Service
To clone and activate flows:	Manage Flow
To clone and update Omniscripts:	OmniStudio Admin

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

To add picklist values for the Status field in the Dispute Item object:	Customize Application AND Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Service

Use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to manage chargebacks for disputed transactions.

Before you begin:

- Set up the integration definitions.
- Clone and activate the record-triggered flows and screen flows to initiate the chargeback process.
- Configure Omniscript to collect chargeback details.
- Turn on Stage Management in your Salesforce instance.
- Add the picklist values needed for the Status Field in the Dispute Item object.
- Assign the required permission sets, object permissions, and field-level security to your users.

1. Create a stage definition.
   a. From Setup, in the Quick Find box, enter `Stage Management`, and then select **Stage Management**.
   b. To create a stage definition, Click **New**.
   c. Enter a name for the stage definition.
   d. Select **Dispute Item** as the reference object.
   e. Select **Status** as the reference object field.
   f. Save your changes.
2. Set up stage transitions.
   a. Select the stage definition that you created.
   b. Under the Submitted stage, click **+ Add Transition Stage**.
   c. Select **Chargeback Initiated** as the Transition To stage.
   d. Click **Add**.
   e. Click **Add Stage Transition Rules**.
   f. Select **Add Step Definitions**, and click **Add**.
   g. In the Add Step Definitions section, click **Add**.
3. To add a step to search for transaction details in the Mastercom system, add a step definition.
   a. Enter `Search Transaction` as the fulfillment step definition name.
   b. Select **Integration Definition - Auto** as the step type.
   c. Enter the name of the integration definition that you created to search for transaction information in the Mastercom system.
4. To add a step to review the details of the disputed transaction and decide whether to proceed with the claim creation, add another step definition.

   a. Enter `Review Claim Details` as the fulfillment step definition name.
   b. Select **Screen Flow** as the step type.
   c. Enter the developer name of the screen flow with the label Dispute Management: Review Disputed Transactions and Create Claim as the flow definition name.
   d. Enter the user or group who performs this step in the chargeback process.
   e. Add the Search Transaction step definition as a dependency.

      The Review Claim Details step is performed only after the Search transaction step is completed.

5. To add a step to create a claim for the disputed transaction in the Mastercom system, add another step definition.
   a. Enter `Create Claim` as the fulfillment step definition name.
   b. Select **Integration Definition - Auto** as the step type.
   c. Enter the name of the integration definition that you created to create a claim for a dispute transaction in the Mastercom system.
   d. Add the Review Claim step definition as a dependency.

      The Create Claim step is performed only after the Review Claim Details step is completed.

6. To add a step to retrieve the authorization details of a disputed transaction that's associated with a claim, add another step definition.
   a. Enter `Get Authorization Details` as the fulfillment step definition name.
   b. Select **Integration Definition - Auto** as the step type.
   c. Enter the name of the integration definition that you created to retrieve the authorization details of a disputed transaction that's associated with a claim.
   d. Add the Create Claim step definition as a dependency.

      The Get Authorization Details step is performed only after the Create Claim step is completed.

7. To add a step to retrieve the clearing details of a disputed transaction that's associated with a claim, add another step definition.
   a. Enter `Get Clearing Details` as the fulfillment step definition name.
   b. Select **Integration Definition - Auto** as the step type.
   c. Enter the name of the integration definition that you created to retrieve the clearing details of a disputed transaction that's associated with a claim.
   d. Add the Get Authorization Details step definition as a dependency.

      The Get Clearing Details step is performed only after the Get Authorization Details step is completed.

8. To add a step to review and update the chargeback details, add another step definition with these details.
   a. Enter `Review Chargeback Details` as the fulfillment step definition name.
   b. Select **OmniScript** as the step type.
   c. Enter the name of the Omniscript that you updated for reviewing the chargeback details.

      Make sure that the name of the Omniscript is in the Type_SubType_Language format.
   d. Enter the user or group who performs this step in the chargeback process.
   e. Add the Get Clearing Details step definition as a dependency.

      The Review Chargeback Details step is performed only after the Get Clearing Details step is completed.

9. To add a step to create a chargeback for the disputed transaction that's associated with the claim, add another step definition.

a. Enter `Create Chargeback` as the fulfillment step definition name.

b. Select **Integration Definition - Auto** as the step type.

c. Enter the name of the integration definition that you created to create a chargeback for a disputed transaction that's associated with a claim.

d. Add the Review Chargeback Details step definition as a dependency.

The Create Chargeback step is performed only after the Review Chargeback Details step is completed.

10. Save your changes and activate the stage definition.

Create a Stage Management Plan to Review Second Presentment

USER PERMISSIONS	
To create a stage management plan for initiating chargeback:	Stage Management Design User AND Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Service
To clone and activate flows:	Manage Flow
To clone and update OmniScripts	OmniStudio Admin
To add picklist values for the Status field in the Dispute Item object:	Customize Application AND Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Service

EDITIONS
Available in: Lightning Experience
Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to review a second presentment raised for a disputed chargeback.

Before you begin:

- Set up the integration definitions on page 1100.
- Create a stage management plan for chargeback on page 1118.

1. Select the stage definition that you created for initiating the chargeback process.
2. Under the Chargeback Initiated stage, click **+ Add Transition Stage.**.
3. Select **Second Presentment Received** as the Transition To stage.
4. Click **Add.**
5. Click **Add Stage Transition Rules**.
6. Select **Add Step Definitions**, and click **Add**.

7. In the Add Step Definitions section, click **Add**.
8. To add a step to retrieve the details of a claim, add a step definition.
   a. Enter `Get Claim Details` as the fulfillment step definition name.
   b. Select **Integration Definition - Auto** as the step type.
   c. Enter the name of the integration definition that you created to retrieve a list of claims from a Mastercom queue.
9. To add a step to retrieve the documents that are associated with a chargeback, add a step definition.
   a. Enter `Get Chargeback-Related Documents` as the fulfillment step definition name.
   b. Select **Integration Definition - Auto** as the step type.
   c. Enter the name of the integration definition that you created to retrieve the documents that's associated with a chargeback.
   d. Add the Get Claim Details step definition as a dependency.

      The Get Chargeback-Related Documents step is performed only after the Get Claim Details step is completed.
10. To add a step to acknowledge the second presentment raised by an acquirer for a chargeback, add a step definition.
    a. Enter `Acknowledge Second Presentment` as the fulfillment step definition name.
    b. Select **Integration Definition - Auto** as the step type.
    c. Enter the name of the integration definition that you created to acknowledge the second presentment raised by an acquirer for a chargeback.
    d. Add the Get Chargeback-Related Documents step definition as a dependency.

       The Acknowledge Second Presentment step is performed only after the Get Chargeback-Related Documents step is completed.
11. To add a step for a dispute case owner to review the second presentment details and to accept or reject the second presentment, add a step definition.
    a. Enter `Acknowledge Second Presentment` as the fulfillment step definition name.
    b. Select **Screen Flow** as the step type.
    c. Enter the user or group who performs this step in the second presentment process.
    d. Add the Acknowledge Second Presentment step definition as a dependency.

       The Review Second Presentment step is performed only after the Acknowledge Second Presentment step is completed.
12. Under the Second Presentment Received stage, click **+ Add Transition Stage**.
13. Select **Second Presentment** as the Transition To stage.
14. Click **Add**.
15. Save your changes and activate the stage definition.

Create a Stage Management Plan to Initiate Pre-Arbitration and Arbitration

Learn how you can use integration definitions, prebuilt flows, Omniscripts, and Stage Management to set up an efficient process to initiate and review pre-arbitration and arbitration cases for disputed transactions that weren't resolved during the second presentment.

Before you begin:

- Set up integrations with Mastercom for pre-arbitration and arbitration. on page 1103
- Update Omniscript to collect pre-arbitration and arbitration details. on page 1110
- Clone and activate Omniscript to review pre-arbitration and arbitration details. on page 1111
- Set up a decision matrix to identify reason codes for pre-arbitration. on page 1111
- Turn on Stage management in your Salesforce instance.
- Create a stage management plan for the chargeback process. on page 1118
- Create a stage management plan for the second presentment process. on page 1121

1. Select the stage definition that you created for initiating the chargeback process.
2. If the stage definition is active, deactivate it.
3. Under the Second Presentment Received stage, click **+ Add Stage Transition**.
4. Select **Prepare for Pre-Arbitration** as the Transition To stage.
5. Click **Add**.
6. Click **Add Stage Transition Rules**.
7. Select **Add Step Definitions** and click **Add**.
8. In the Add Step Definitions section, click **Add**.
9. To add a step to collect the details required for initiating pre-arbitration or arbitration for a disputed transaction, add a step definition.
   a. Enter `Prepare for Pre-Arbitration` as the step name.
   b. Select OmniScript as the step type.
   c. Search for and select **FSCTransactionDisputeManagement_CaptureInfoToCreateDisputeItmArbtCase** as the Omniscript name.
   d. Enter the user or queue who performs this step in the dispute resolution process.
   e. Click Add.
10. Under Stages, click **Prepare for Pre-Arbitration**.
11. Select **Initiate Pre-Arbitration** as the Transition To stage.
12. Click **Add**.
13. Click **Add Stage Transition Rules**.
14. Select **Add Step Definitions** and click **Add**.
15. In the Add Step Definitions section, click **Add**.
16. To file a pre-arbitration case for the disputed transaction, add a step definition.
    a. Enter `Create Pre-Arbitration` as the step name.
    b. Select **Integration Definition - Auto** as the step type.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To create a stage management plan to initiate and review pre-arbitration and arbitration:

- Stage Management Design User

  AND

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension or FSC Service

To clone and update OmniScripts

- Omnistudio admin

To add picklist values for the Status field in the Dispute Item object:

- Customize Application

  AND

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension or FSC Service

   c. Enter the name of the integration definition that you created to file a pre-arbitration case for a disputed transaction.
   d. Click **Add**.

17. To retrieve the status of documents associated with a specific list of cases, add a step definition.
   a. Enter Verify Document Status as the step name.
   b. Select **Integration Definition - Auto** as the step type.
   c. Enter the name of the integration definition that you created to retrieve the status of documents associated with a specific list of cases, such as pre-arbitration and arbitration.
   d. Add the Create Pre-Arbitration step definition as a dependency.
      The Verify Document Status step is performed only after the Create Pre-Arbitration step is completed.
   e. Click **Add**.
18. Under Stages, click **Prepare for Pre-Arbitration**.
19. Select **Initiate Arbitration** as the Transition To stage.
20. Click **Add**.
21. Click **Add Stage Transition Rules**.
22. Select **Add Step Definitions** and click **Add**.
23. In the Add Step Definitions section, click **Add**.
24. To file an arbitration case for the disputed transaction, add a step definition.
   a. Enter `Create Arbitration` as the step name.
   b. Select **Integration Definition - Auto** as the step type.
   c. Enter the name of the integration definition that you created to file a pre-arbitration case for a disputed transaction.
   d. Click **Add**.
25. Under Stages, click **Initiate Pre-Arbitration**.
26. Select **Fetch pre-arbitration claim details** as the Transition To stage.
27. Click **Add**.
28. Click **Add Stage Transition Rules**.
29. Select **Add Step Definitions** and click **Add**.
30. In the Add Step Definitions section, click **Add**.
31. To retrieve the details for an existing claim, including any pre-arbitration or arbitration cases with which the claim is associated, add a step definition.
   a. Enter `Fetch Claim Details` as the step name.
   b. Select **Integration Definition - Auto** as the step type.
   c. Enter the name of the integration definition that you create for fetching the details of an existing claim.
   d. Click **Add**.
32. Under Stages, click **Fetch pre-arbitration claim details**.
33. Select **Review Pre-Arbitration** as the Transition To stage.
34. Click **Add**.

35. Click **Add Stage Transition Rules**.
36. Select **Add Step Definitions** and click **Add**.
37. In the Add Step Definitions section, click **Add**.
38. To retrieve all the documents associated with a pre-arbitration or arbitration case, add a step definition.
    a. Enter `Get Pre-Arb Documents` as the step name.
    b. Select **Integration Definition - Auto** as the step type.
    c. Enter the name of the integration definition that you create to retrieve all the documents associated with a pre-arbitration case.
    d. Click **Add**.
39. To review the details collected for initiating pre-arbitration, add a step definition.
    a. Enter `Review Pre-Arbitration` as the step name.
    b. Select **OmniScript** as the step type.
    c. Search for and select **FSCTransactionDisputeManagement_ReviewPreArbitrationDetails** as the Omniscript name.
    d. Enter the user or queue who performs this step in the dispute resolution process.
    e. Add the Get Pre-Arb Documents step definition as a dependency.
       The Review Pre-Arbitration step is performed only after the Get Pre-Arb Documents step is completed.
    f. Click Add.
40. Under Stages, click **Review Pre-Arbitration**.
41. Select **Escalate to Arbitration** as the Transition To stage.
42. Click **Add**.
43. Click **Add Stage Transition Rules**.
44. Select Add Step Definitions and click **Add**.
45. In the Add Step Definitions section, click **Add**.
46. To escalate a pre-arbitration case to arbitration, add a step definition.
    a. Enter `Escalate to Arbitration` as the step name.
    b. Select **Integration Definition - Auto** as the step type.
    c. Enter the name of the integration definition that you create to a pre-arbitration case to arbitration.
    d. Click **Add**.
47. Save your changes and activate the stage definition.

Add the Record Stage Overview Lightning Component to the Dispute Item Record Page

Give your dispute case owners a comprehensive view of the stages and the steps to be performed in the chargeback and second presentment processes.

1. From the object management settings for Dispute Item, go to Lightning Record Pages.
2. Select **Dispute Item Record Page**.
3. Click **Edit**.
4. On the Components tab, locate the Record Stage Overview component and drag it onto the record page canvas.
5. Save your changes, and then activate the page, if necessary.

   The Record Stage Overview component shows a kanban view of the stages and the steps to be performed at each stage of the chargeback process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Record Stage Overview lightning component in the Lightning App Builder, and to add the lightning component to the dispute item record page:

- Customize Application AND View Setup and Configuration

  AND

  Stage Management Design User

  AND

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

To access the Record Stage Overview lightning component on the dispute item record page:

- Stage Management User

  AND

  Financial Services Cloud Standard

  OR

  Financial Services Cloud Extension OR FSC Service

Add the Integration Execution Status Lightning Component to the Dispute Item Record Page

Show your dispute case owners the execution status of integration callouts. These callouts are added in the stage management plan to initiate chargeback and to review second presentment.

1. From the object management settings for Dispute Item, go to Lightning Record Pages.
2. Select **Dispute Item Record Page**.
3. Click **Edit**.
4. On the Components tab, locate the Integration Execution Status component and drag it onto the record page canvas.
5. Save your changes, and then activate the page, if necessary.

   The Integration Execution Status component shows the status of each integration callout that's defined in the chargeback process.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To view the Integration Execution Status lightning component in the Lightning App Builder, and to add the lightning component to the dispute item record page:

- Customize Application

  AND

  View Setup and Configuration

  AND

  Stage Management Design User

  AND

  Financial Services Cloud Standard OR FSC Service

To access the Integration Execution Status lightning component on the dispute item record page:

- Stage Management User

  AND

  Financial Services Cloud Standard OR FSC Service

Einstein Generative AI to Compose and Send Emails for Transaction Dispute Requests

Give your dispute case owners access to AI-powered prebuilt email prompt templates. Dispute case owners can use the prompt templates to compose and send emails to customers to acknowledge the submission of a dispute request and to convey the closure of a disputed transaction. The prebuilt email templates use flows to retrieve the required dispute-related data from Salesforce. The retrieved data and the context is passed to a Large Language Model (LLM) to generate more accurate and relevant responses based on the stage that the dispute is in in the resolution process. Use these templates as they're or customize them to suit your business needs.

EDITIONS

Available in: Lightning Experience

Available in: **Unlimited** Edition where Financial Services Cloud is enabled

Important: This tool uses generative AI, which is known to include inaccurate or harmful responses. Before sharing externally, review the output for accuracy and safety. You assume responsibility for the output when sharing.

Considerations for Setting Up Dispute-Related Emails
There are certain points to consider before you set up dispute-related emails by using Einstein Generative AI.

Enable Transaction Dispute AI
Give users access to AI-powered service features, such as prompt templates. Dispute case owners use the Financial Services email prompt templates to create and send customized emails for transaction dispute requests.

Flows to Compose and Send Dispute-Related Emails
When a dispute record is created or a dispute item record is updated, the record-triggered flows associated with the records aren't in the active state. For your dispute case owners to compose and send emails, you must activate the flows. The flows provided to compose and send dispute-related emails to customers are in the disputemanagement namespace.

Email Prompt Templates to Generate Responses with Einstein Generative AI
The Transaction Dispute Request Acknowledgment Email and Transaction Dispute Request Closure Email prompt templates give you a headstart when you dispute-related communications. You can infuse relevant context and the data the prompt templates need from various dispute-related records and a prompt flow.

Set Up Dispute-Related Emails with Einstein Generative AI
Configure email communications with prebuilt email prompt templates. Increase the productivity of dispute case owners when they draft emails to acknowledge a dispute request or to provide an update on the outcome of a disputed transaction.

Dispute-Related Emails
Dispute case owners compose and send emails to customers to acknowledge a dispute request and to confirm the outcome of a disputed transaction associated with a dispute request.

Considerations for Setting Up Dispute-Related Emails

There are certain points to consider before you set up dispute-related emails by using Einstein Generative AI.

EDITIONS

Available in: Lightning Experience

Available in: **Unlimited** Edition where Financial Services Cloud is enabled

Here the considerations to set up dispute-related emails by using Einstein Generative AI.

- Turn on the Transaction Dispute AI setting in Salesforce. See Enable Transaction Dispute AI.
- The prebuilt email prompt templates used to compose and send dispute-related emails are created based on the Financial Services Email prompt template type.
- The prebuilt email prompt templates give you a headstart on setting up Transaction Dispute Management to generate efficient and personalized dispute-related emails. Use the prompt templates as they're or customize them to suit other dispute scenarios. There are two standard prebuilt email prompt templates—Transaction Dispute Request Acknowledgment Email and Transaction Dispute Request Closure Email.
- If you customize the prebuilt email prompt templates, then the email composer shows the customized templates under the Custom section, when users click **Draft with Einstein**.
- To use Einstein Generative AI, Prompt Builder, and the Financial Services Email prompt templates, enable the EinsteinGPTPlatformAddOn, EinsteinGPTPromptBuilderAddon, and FSCServiceAIAddOn licenses in your Salesforce instance.
- Enable Einstein Generative AI in Salesforce. See Enable Einstein Generative AI.
- Enable Prompt Builder in Salesforce. You can create and manage the prebuilt email prompt templates in Prompt Builder. See Enable Prompt Builder.

- The record-triggered flows to compose and send dispute-related emails retrieve the email addresses of the recipients from Person Accounts and fills the To field in the email composer. See Enable Person Accounts.

SEE ALSO:

About Einstein Generative AI

Einstein Trust Layer

Prompt Builder

Enable Transaction Dispute AI

Give users access to AI-powered service features, such as prompt templates. Dispute case owners use the Financial Services email prompt templates to create and send customized emails for transaction dispute requests.

1. From Setup, in the Quick Find box, enter `Financial Services AI Settings`, and then select **Financial Services AI Settings**.
2. Turn on **Transaction Dispute AI**.

EDITIONS

Available in: Lightning Experience

Available in: Unlimited Edition where Financial Services Cloud is enabled

USER PERMISSIONS

To enable the Transaction Dispute AI setting

- Transaction Dispute Management AI

  AND

  Financial Services Cloud Extension OR FSC Service

Flows to Compose and Send Dispute-Related Emails

When a dispute record is created or a dispute item record is updated, the record-triggered flows associated with the records aren't in the active state. For your dispute case owners to compose and send emails, you must activate the flows. The flows provided to compose and send dispute-related emails to customers are in the disputemanagement namespace.

This table lists the flows provided to compose and send dispute-related emails using Einstein Generative AI.

FLOW LABEL	DESCRIPTION	DEFAULT STATUS
Send Dispute Acknowledgement Email	When a dispute record is created, this flow orchestration creates a work item for the dispute case owner on the dispute record page. The dispute case owner reviews the dispute details and uses email	Inactive

EDITIONS

Available in: Lightning Experience

Available in: **Unlimited** Edition where Financial Services Cloud is enabled

FLOW LABEL	DESCRIPTION	DEFAULT STATUS
	composer to send an acknowledgment email to the customer who raised the dispute request.	
Send Dispute Item Closure Email	When a dispute item record status is set to Settled, this flow orchestration creates a work item for the dispute case owner on the dispute item record page. The dispute case owner reviews the dispute item details and uses email composer to send a dispute item closure email to the customer who raised the dispute request.	Inactive
Compose and Send Email	When a dispute record is created or when a dispute item's status is changed to Settled, this screen flow allows a dispute case owner to open an email composer and use the prebuilt email prompt templates to compose and send emails.	Active
Get Dispute and Dispute Item Details	This prompt flow retrieves the details of the dispute item records related to a dispute record and returns those details, along with the dispute record details, to the associated email prompt template as prompt instructions.	Active

Email Prompt Templates to Generate Responses with Einstein Generative AI

The Transaction Dispute Request Acknowledgment Email and Transaction Dispute Request Closure Email prompt templates give you a headstart when you dispute-related communications. You can infuse relevant context and the data the prompt templates need from various dispute-related records and a prompt flow.

The Transaction Dispute Request Acknowledegment Email prompt template uses the Get Dispute and Dispute Item Details prompt flow to pull the dispute-related data from Salesforce.

The Transaction Dispute Request Closure Email prompt template uses fields from the dispute item record to retrieve the dispute-related data from Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Unlimited** Edition where Financial Services Cloud is enabled

You can manage and customize the email prompt templates in Prompt Builder.

SEE ALSO:

Prompt Builder

Create a Prompt Template

Set Up Dispute-Related Emails with Einstein Generative AI

Configure email communications with prebuilt email prompt templates. Increase the productivity of dispute case owners when they draft emails to acknowledge a dispute request or to provide an update on the outcome of a disputed transaction.

EDITIONS

Available in: Lightning Experience

Available in: **Unlimited** Edition where Financial Services Cloud is enabled

1. Assign permissions to users.

   To access and run the prebuilt email prompt templates, assign the required permission sets to your users. See Authorize Users to Compose and Send Dispute-Related Emails.

2. Create and activate flows.

   Record-triggered flow orchestrations create a work item for the dispute case owner when a dispute request is submitted or when a dispute item status is updated to Settled. Within these records, the dispute case owners can open the email composer and draft emails to customers by using prebuilt email templates and Einstein Generative AI. See Create Flow Orchestrators Used to Send Dispute-Related Emails.

3. Add the work guide component.

   For dispute case owners to access their work item in the context of dispute workflow, add the work guide component to the required record pages. See Add the Work Guide Component to Dispute and Dispute Item Record Pages.

Important: This tool uses generative AI, which is known to include inaccurate or harmful responses. Before sharing externally, review the output for accuracy and safety. You assume responsibility for the output when sharing.

Authorize Users to Compose and Send Dispute-Related Emails

To access and run the prebuilt email prompt templates in the email composer, assign the appropriate permission sets to your users.

Create Flow Orchestrators Used to Send Dispute-Related Emails

The Send Dispute Acknowledgement Email and Send Dispute Item Closure Email record-triggered flow orchestrations create work items for dispute case owners when a dispute request is submitted and when a dispute item's status is updated to Settled. Within these records, dispute case owners can open the email composer and draft emails to customers by using the prebuilt email templates and Einstein Generative AI.

Add the Work Guide Component to Dispute and Dispute Item Record Pages

To help dispute case owners access their work items, add the flow orchestration work guide component to the dispute and dispute item record pages.

Authorize Users to Compose and Send Dispute-Related Emails

To access and run the prebuilt email prompt templates in the email composer, assign the appropriate permission sets to your users.

Users need these permissions sets:

- To access the prompt templates in Prompt Builder: Prompt Template User
- To access the prebuilt email prompt templates of type Financial Services Email: Transaction Dispute Management AI and Financial Services Cloud Extension

1. From Setup, in the Quick Find box, enter `permission sets`, and then select **Permissions Sets**.
2. From the Permission Sets list view, click **Prompt Template User**.
3. From the Prompt Template User detail page, click **Manage Assignments**.
4. Click **Add Assignments**.
5. Select the checkboxes next to the users that you want to assign the permission set to, and click **Assign**.
6. Similarly, assign the **Transaction Dispute Management AI** and **Financial Services Cloud Extension** permission sets to the users who need access to run the prebuilt email prompt templates.

EDITIONS

Available in: Lightning Experience

Available in: **Unlimited** Edition where Financial Services Cloud is enabled

USER PERMISSIONS

To assign permission sets:

- Assign Permission Sets

  AND

  View Setup and Configuration

Create Flow Orchestrators Used to Send Dispute-Related Emails

The Send Dispute Acknowledgement Email and Send Dispute Item Closure Email record-triggered flow orchestrations create work items for dispute case owners when a dispute request is submitted and when a dispute item's status is updated to Settled. Within these records, dispute case owners can open the email composer and draft emails to customers by using the prebuilt email templates and Einstein Generative AI.

1. In Setup, in the Quick Find box, enter `Flow`, and then click **Flows**.
2. Click **New Flow**.
3. Click **All + Templates**, and select **Flow Orchestration**.
4. Select **Send Dispute Acknowledgement Email**, and then click **Create**.
5. Save the flow orchestrator.
6. Enter an API name for the flow orchestrator, and then save your changes.
7. Activate the flow orchestrator.
8. Similarly, create the Send Dispute Item Closure Email flow orchestrator.

EDITIONS

Available in: Lightning Experience

Available in: **Unlimited** Edition where Financial Services Cloud is enabled

USER PERMISSIONS

To open, edit, or create a flow orchestration in Flow Builder:

- Manage Flow

Add the Work Guide Component to Dispute and Dispute Item Record Pages

To help dispute case owners access their work items, add the flow orchestration work guide component to the dispute and dispute item record pages.

1. In Setup, open the Object Manager.
2. In the Quick Find box, enter `dispute`, and then select **Dispute**.
3. Click **Lightning Record Pages**, and then select **Dispute Record Page**.
4. Click **Edit**.
5. In the Lightning App Builder, from the list of Standard components, drag **Flow Orchestration Work Guide** on to the page layout.
6. Save your changes, and then activate the page, if necessary.
7. Similarly, add the work guide component to the dispute item record page layout.

EDITIONS

Available in: Lightning Experience

Available in: **Unlimited** Edition where Financial Services Cloud is enabled

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Dispute-Related Emails

Dispute case owners compose and send emails to customers to acknowledge a dispute request and to confirm the outcome of a disputed transaction associated with a dispute request.

Important: This tool uses generative AI, which is known to include inaccurate or harmful responses. Before sharing externally, review the output for accuracy and safety. You assume responsibility for the output when sharing.

EDITIONS

Available in: Lightning Experience

Available in: **Unlimited** Edition where Financial Services Cloud is enabled

Compose and Send a Dispute Acknowledgment Email

When a dispute request is submitted, a work item is created on the dispute record page. The dispute case owner can act on the work item and complete the work.

Compose and Send a Dispute Item Closure Email

When the status of a disputed transaction is changed to Settled, a work item is created on the dispute item record page. The dispute case owner can act on the work item and complete the work.

Compose and Send a Dispute Acknowledgment Email

When a dispute request is submitted, a work item is created on the dispute record page. The dispute case owner can act on the work item and complete the work.

1. Go to the record page of the dispute request that you want to acknowledge.
2. In the work guide component, click **Open Email Composer**.

   The To field is automatically populated with the name of the customer who submitted the dispute request. The Related To field is automatically populated with the ID of the dispute record that the dispute request was submitted for.

3. Click **Draft with Einstein**, and then select the dispute-related prompt template.

   If you use a prebuilt email prompt template, then under Standard, select **Transaction Dispute Request Acknowledgment Email**. If you use a customized template, then under Custom, select the customized prompt template.

   The request is sent to a Large Language Model (LLM). Wait for the LLM to generate the draft response.

4. Review the generated email subject and body, and if necessary, edit the response before you send the email.
5. Send the email.
6. To close the work item, click **Finish**.

Important: This tool uses generative AI, which is known to include inaccurate or harmful responses. Before sharing externally, review the output for accuracy and safety. You assume responsibility for the output when sharing.

EDITIONS

Available in: Lightning Experience

Available in: **Unlimited** Edition where Financial Services Cloud is enabled

USER PERMISSIONS

To send a dispute acknowledgment email:

- Prompt Template User

  AND

  Transaction Dispute Management AI

  AND

  Financial Services Cloud Extension OR FSC Service

Compose and Send a Dispute Item Closure Email

When the status of a disputed transaction is changed to Settled, a work item is created on the dispute item record page. The dispute case owner can act on the work item and complete the work.

EDITIONS

Available in: Lightning Experience

Available in: **Unlimited** Edition where Financial Services Cloud is enabled

USER PERMISSIONS

To send a dispute item closure email:

- Prompt Template User

  AND

  Transaction Dispute Management AI

  AND

  Financial Services Cloud Extension OR FSC Service

1. Go to the record page of the dispute item whose status is updated to Settled.
2. In the work guide component, click **Open Email Composer**.

   The To field is automatically populated with the name of the customer who submitted the dispute request. The Related To field is automatically populated with the ID of the dispute record that the dispute request was submitted for.
3. Click **Draft with Einstein**, and then select the dispute-related prompt template.

   If you use a prebuilt email prompt template, then under Standard, select **Transaction Dispute Request Closure Email**. If you use a customized template, then under Custom, select the customized prompt template.

   The request is sent to a Large Language Model (LLM). Wait for the LLM to generate the draft response.
4. Review the generated email subject and body, and if necessary, edit the response before you send the email.
5. Send the email.
6. To close the work item, click **Finish**.

Important: This tool uses generative AI, which is known to include inaccurate or harmful responses. Before sharing externally, review the output for accuracy and safety. You assume responsibility for the output when sharing.

Dispute Intake OmniScript Components

You can customize the dispute intake OmniScript to suit your business needs.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Component Name	Component Type	What It Does	What It Calls
SetAccountContext	Integration procedure action	Retrieves the user's Account Id from Salesforce when the user logs in to a self-service portal and launches the Transaction Dispute Management service process. It also retrieves the portal's	SelfService_SetAccountContext integration procedure

Component Name	Component Type	What It Does	What It Calls
		URL extension and stores it in the CommunityBasePath variable.	
FSC_TransactionDisputeManagementFetchFinancialAccounts	Integration procedure action	Retrieves Financial Accounts associated with a Person Account.	FSC_GetFeeReversalFinancialAccounts integration procedure
FSC_TransactionDisputeManagementGetCustomerInformation	Omnistudio Data Mapper extract action	Retrieves the Person Account details.	FSCTransactionDisputeManagementGetCustomerInfo Data Mapper
SelectFinancialAccount	Step	Displays a selectable list of accounts.	FSCTransactionDisputeManagementShowCustomerInformation and FSCTransactionDisputeManagementShowFinancialAccounts flex cards
CheckIfFinancialAccountSelected	Set values	Sets the value if the financial account has been selected in the SelectFinancialAccount step.	None
SetFinancialAccountSelectionError	Set errors	Displays an error message if no financial account is selected.	None
SetSelectedFinancialAccount	Set values	Assembles information about the selected financial account.	None
SSIDError	Set errors	Shows an error in case there's no SSID present in the selected financial account record.	None
GenerateRequestGuid	Remote action	Creates a unique GUID for each dispute request.	disputemanagementDisputeManagementHelper class, generateRequestGuid method
SelectTransactions	Step	Displays a selectable list of transactions.	FSCTransactionDisputeManagementShowCustomerInformation and FSCTransactionDisputeManagementShowTransactions flex cards
CheckIfTransactionSelected	Set values	Sets the value if at least one transaction was selected in the SelectTransaction step	None
SetTransactionSelectionError	Set errors	Displays an error message if no transaction is selected.	None
SetDisputedTransactionsBeforeEnrichment	Set values	Sets up Transaction Dispute Management for dispute intake with or without transaction enrichment enabled.	None

Component Name	Component Type	What It Does	What It Calls
FSC_TransactionDisputeManagement_TransactionEnrichment	Integration procedure action	Calls the expression set and decision matrix to append the enrichment provider information to the transactions.	FSC_TransactionDisputeManagement_AppendEnrichment integration procedure
SegregateTransactions	Remote action	Separates transactions according to the enrichment provider.	disputemanagement.DisputeManagementHelper class, segregateTransactions method
SetBREConfigurationError	Set errors	Shows an error message if the expression set that's set up to deflect transactions is configured incorrectly.	None
SetTransactionsCountForProviders	Set values	Sets the count for the total number of transactions going to each enrichment provider.	None
CallConsumerClarityEnrichmentAPI	Integration procedure action	Calls the Ethoca Consumer Clarity™ enrichment API for enriching the transactions.	FSC_TransactionDisputeManagement_ThirdPartyEthocaEnrichment integration procedure
SetErrorOnConsumerClarityApiFailure	Set errors	Shows an error if the Ethoca Consumer Clarity enrichment is configured incorrectly.	None
SetSelectedTransactions	Remote action	Assembles information about the selected transactions.	disputemanagement.DisputeManagementHelper class, setTransactions method
FSC_TransactionDisputeManagementGetCardTransactionCodes	Data Mapper extract action	Retrieves the unique code that identifies the type of transaction.	FSC_TransactionDisputeManagementGetCardTrxCodes Data Mapper
ContainsCardTransactionsAction	Remote action	Returns True if one of the selected transactions is a card-type transaction, otherwise returns False.	disputemanagement.DisputeManagementHelper class, containsCardTransactions method
ReviewTransactionsinformation	Step	Shows the list of transactions selected in the SelectTransactions step with enriched merchant information	FSC_TransactionDisputeManagement_ShowCustomerInfo, FSC_TransactionDisputeManagement_ShowEnrichedTransactionsList, FSC_TransactionDisputeManagement_ShowTransactionRecognizedText Lightning Web Components
SetResolvedTransactions	Set values	Sets the transactions that were marked recognized in the ReviewTransactionsinformation screen.	None
UpdateDisputedTransactionsAfterEnrichment	Remote action	Updates the list of disputed transactions after enrichment provider data is added.	disputemanagement.DisputeManagementHelper class, updateDisputedTransactionsAfterEnrichment method

Component Name	Component Type	What It Does	What It Calls
ValidateDisputedTransactions	Remote action	Checks the disputed amounts in each transaction for errors.	disputemanagementDisputeManagementHelper class, validateDisputedTransactions method
DisputedAmountError	Set errors	Shows an error message if the disputed amount entered is greater than the transaction amount or the disputed amount is a negative number.	None
RunCaseDeflectionRules	Integration procedure action	Runs deflection rules for each unrecognized transaction and updates transactions with outcome.	FSC_DisputeManagementCaseDeflection integration procedure
FilterTransactions	Remote action	Returns HasValidTransactions, HasInvalidTransactions, and HasClearForWriteOffTransaction boolean values based on deflection outcomes. It also returns three lists of transactions based on deflection outcomes.	disputemanagementDisputeManagementHelper class,filterTransactions method
EnterDisputeDetails	Step	Shows the deflection scope messages, and prompts the user to select a dispute reason.	FSCTransactionDisputeManagementShowCustomInformation, FSCTransactionDisputeManagementShowDeflectionScopeMessage, FSCTransactionDisputeManagementShowAutoWriteOffScopeMessage, FSCTransactionDisputeManagementShowInvalidTransactionScopeMessage, FSCTransactionDisputeManagementAutoWriteOffInvalidScopeMessage flex cards
ConvertUploadedDocs	Remote action	Converts the uploaded documents in a format needed to be displayed in the Review Summary step.	disputemanagementDisputeManagementHelper class, convertUploadedDocuments method
SetDisputedTransactions	Remote action	Sets the disputed amount for the transactions.	disputemanagementDisputeManagementHelper class, validateDisputedTransactions method
FSC_TransactionDisputeManagementGetDisputeType	Data Mapper extract action	Retrieves Dispute Type of the transaction based on the Dispute Subtype.	FSCTransactionDisputeManagementGetDisputeType Data Mapper
ProvideAdditionalDetails	Step	A placeholder step. Replace this step with the FSC/DisputeDetails OmniScript to add a questionnaire for assessing disputed transactions.	None

Component Name	Component Type	What It Does	What It Calls
ReviewSummary	Step	Displays the transactions to be disputed, lists the dispute reason and dispute details, and presents a Submit button for the user to confirm the dispute request.	FSCTransactionDisputeManagementShowCustomInformation, FSCTransactionDisputeManagementShowSelectedTransactions flex cards
SubmitAssessment	Remote action	Submits the assessment question responses.	devopsimpkg13.StoreResponses class, invoke method
CallConnectApiFromApex	Remote action	Creates a case for the transaction dispute request.	disputemanagementDisputeManagementHelper class, raiseDispute method
SetConnectApiResponse	Set values	Sets values based on the case.	None
DeleteAssessment	Remote action	Conditional step for deleting the assessment if the connect API fails.	disputemanagementDisputeManagementHelper class, deleteAssessmentResponses method
SetCaseUrl	Set values	Sets the case URL for the submitted disputed request.	None
ViewConfirmation	Step	Displays dispute request status and presents a case URL for the user if the dispute request was submitted.	None
SetDisputeClosed	Set values	Sets the value of DisputeClosed to true if all the disputed transactions are recognized, or cleared for automatic write-off, or invalid.	None
CaseCloseConfirmation	Step	Displays a confirmation message indicating that the dispute request is closed because all the disputed transactions were recognized, or cleared for automatic write-off, or invalid.	FSCTransactionDisputeManagementShowCustomInformation FlexCard

Submit a Transaction Dispute Request

Your service agents can capture and submit a transaction dispute request through the dispute intake OmniScript. A case is then created in Salesforce.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To submit a transaction dispute request:

- OmniStudio User

  AND

  Industry Service Excellence

  AND

  Read and View All permissions for Omni Processes object

  AND

  Financial Services Cloud Standard OR Financial Services Cloud Extension OR FSC Service

1. On the customer's Person Account record page, in the action launcher, click **Raise Transaction Dispute**.
2. Select a financial account.
3. Select the transactions to be disputed.

   A maximum of 100 recent transactions are shown. You can use filters to narrow down the results or find the transactions that aren't shown in the list.
4. Review the selected transactions, edit the disputed amount, if necessary, and identify the transactions that your customers can recognize.

   If transaction enrichment is configured, then the selected transactions are enriched with additional merchant-related information, such as merchant name, logo, and URL. You can use this information to help your customers recall the details of the transactions they're disputing. See Transaction Enrichment.
5. Select the transactions that your customers can recognize.

   If all the transactions are marked as recognized, you can close the dispute request.
6. If any of the transactions weren't marked as recognized in the previous step, and if transaction deflection is configured, then based on pre-defined thresholds, the transactions can be eligible for dispute, or cleared for automatic write-off, or marked as invalid. See Set Up Deflection for Disputed Transactions.
7. Select a reason code and a reason subcode for the transactions that are eligible for dispute and cleared for automatic write-off.
   Transactions are grouped based on the reason codes and subcodes.
8. Fill out an assessment for each group of transactions.

   Only the questions associated with the dispute are shown. Additionally, if any of the selected transactions were made using a debit or credit card, specific card-related questions are shown.
9. Submit the assessments.
   An assessment record is automatically created for every transaction in the group. Your users can update each transaction's assessment separately after intake.
10. Review the details of the transaction dispute request and submit.

    A case is created in Salesforce for the submitted transaction dispute request. Additionally, Dispute, Dispute Item, Dispute Item Merchant Alert, Assessment, and Document Checklist Items records are created to store the details captured during the intake. The Dispute processing team can use these records to monitor the dispute workflow.

Transaction Dispute Management as a Self-Service Process

Capture customer requests for transaction disputes through a self-service channel.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Set Up Transaction Dispute Management as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to raise disputes related to their financial transactions.

Set Up Transaction Dispute Management as a Self-Service Process

Configure a self-service portal using the Financial Services Client Portal template to give your customers a self-guided process to raise disputes related to their financial transactions.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Before you begin, ensure you've set up the Transaction Dispute Management service process. See Set Up Transaction Dispute Management.

1. Configure the Transaction Dispute Management service process for self-service on the Financial Services Client Portal. Complete all the steps in Configure Self-Service for Retail Banking Service Processes.
2. Assign user permissions to access Named Credentials and External Credentials needed for secured access to transaction enrichment providers.
   a. From Setup, in the Quick Find box, enter `Profiles`, and then select **Profiles**.
   b. Edit the cloned community user profile.
   c. Scroll down to locate the **Administrative Permissions** section and then select **Allows users to modify Named Credentials and External Credentials**.
   d. Save your changes.

Add-Ons for Financial Services Cloud

Set up and manage products that you can add on to Financial Services Cloud.

To get any of these add-ons, talk to your Salesforce Account Executive.

Financial Services Cloud Experience Cloud Sites

Provide partners and customers with access to Financial Services Cloud through Experience Cloud licenses for external users. With Experience Cloud, you can give access to a client's profile, including account details, financial accounts, and more. An advisor, client, or customer can access client account information in a site.

Deploy CRM Analytics for Financial Services

CRM Analytics for Financial Services gives financial advisors and personal bankers a comprehensive customer intelligence solution based on the CRM Analytics platform. It includes Einstein Discovery, which lets you create automated AI models on any dataset without writing code.

Data Cloud for Financial Services Cloud

Data Cloud for Financial Services Cloud connects and integrates client data to give financial institutions a unified view of their client. It provides you with a number of capabilities to unify and activate data across channels, such as interaction, behavioral, and transactional data.

Revenue Intelligence for Financial Services

Get predictions about Retail Management and Wealth Management customers who are likely to churn and reduce their likelihood to churn by analyzing their churn scores. Identify Wealth Management customers are likely to add more assets in a specific period, pursue such customers by pitching products for sale to increase your assets under management. Get predictions about recommended products that you can pitch to customers who are likely to buy the products in a certain period. Maximize your revenue by persuading the customers to buy the recommended products.

Salesforce Scheduler

With Lightning Scheduler, you can provide personalized experiences to your customers or prospects by precision-scheduling appointments—in person or by phone or video—with the right person at the right place and time. You can easily embed appointment scheduling into standard Salesforce workflows, such as leads and referrals, opportunities, and accounts.

Securing Your Data with Salesforce Shield

Salesforce Shield—a set of security tools that helps you protect data at rest, monitor usage, and prevent malicious activity—is fully supported. If you implement Shield, remember these considerations when securing your confidential client data using Platform Encryption, event monitoring, and Field Audit Trail.

Connect to Customers with Account Engagement in Financial Services Cloud

Access Marketing Cloud Account Engagement (Pardot), a full suite of marketing tools, in Financial Services Cloud.

Intelligent Document Automation for Financial Services Cloud

Simplify the document management process, reduce manual data entry, and get customer-submitted information such as W2 forms, tax returns, or other financial documents faster using the Intelligent Form Reader.

Intelligent Form Reader for Financial Services Cloud

Intelligent Form Reader provides optical character recognition to automatically extract data from financial documents. You specify the data's source form, then map the fields in the form to the equivalent fields in Salesforce. Use the extracted information to create or update record fields or to verify existing data. For example, check a birthdate in Salesforce against the birthdate in a scanned passport.

Intelligent Document Reader for Financial Services Cloud

Use optical character recognition to automatically extract data with Amazon Textract using your AWS account. Specify the document type that can be associated with the form, upload the form, and map the form's fields to a Salesforce object's fields. For example, you can specify that a customer's asset amount in a bank statement must be stored in the Amount field of the account's AssetsAndLiabilities record. The extracted information can be used to create or update record fields, or to verify data that's already in the org. For example, you can check a person's birth date against the birth date in their scanned passport.

Einstein Bots

Provide customers with intelligent, self-service bots. With Einstein Bots, you can launch a fully featured bot that integrates with your Salesforce data in a few clicks! Bots can automate your company's frequent tasks, increasing your deflection rate and freeing up agents for more complicated requests.

Financial Services Cloud Experience Cloud Sites

Provide partners and customers with access to Financial Services Cloud through Experience Cloud licenses for external users. With Experience Cloud, you can give access to a client's profile, including account details, financial accounts, and more. An advisor, client, or customer can access client account information in a site.

Note: To set up Financial Services Cloud Experience Cloud sites, make sure that you have user licenses for Financial Services Cloud and Experience Cloud. Community user licenses and profiles are used in Experience Cloud sites.

Important: All the Financial Services Cloud for Experience Cloud licenses have a corresponding permission set license for each version so that new capabilities can be added to each license as appropriate. The new licenses are:

- Financial Services For Customer Community
- Financial Services For Customer Community Login
- Financial Services For Customer Community Plus
- Financial Services For Customer Community Plus Login
- Financial Services For Partner Community
- Financial Services For Partner Community Login

These licensing changes don't impact existing capabilities. Relevant permissions are carried over to the new permission set licenses. New Financial Services Cloud capabilities are added only to the new permission set licenses so make the updates to access new features. Note that the old permission sets can no longer be assigned to users.

Reassign the new permission set licenses to your users.

Assign the new permission set licenses to your users. Next, unassign the **Financial Services Community** and **Financial Services Community Extension** permission sets. Then, unassign the **Financial Services Community** and **Financial Services Community Extension** permission set licenses.

Note: You can perform this operation in Setup or by using Data Loader for bulk assignment. For information on using Data Loader to bulk assign permissions, see Bulk-Assign Permission Set Licenses. The context for this procedure is Health Cloud but the process is the same for Financial Services Cloud.

Important: If you have custom code that automatically manages the assignment of permission set licenses for Experience Cloud users, update the custom code to use the new permission set licenses.

Configure a partner site, a customer site, or both, depending on your users' needs.

If you configure a single site and provide access to partner and customer site users, create page variations for each user profile. Members of this site use the same URL, but partner and customer users see different home pages, each tailored with the Financial Services Cloud components relevant to their needs.

Configure a Partner Experience Cloud Site

The Financial Services Cloud managed package includes an Advisor Partner Community profile and permission set to let you expose account details and financial accounts information to your independent advisors. You can then create custom pages for your Experience Cloud site with Experience Builder so that independent advisors can access Financial Services Cloud information.

Create a Self-Service Financial Services Client Portal

Work with a Financial Services Client Portal Experience Builder template to create a self-guided loan application and financial account experience for your customers. Perform initial setup and branding, configure components, and then deploy a working portal to your sandbox in about 30 minutes.

Financial Services Cloud Experience Cloud Permission Sets

Give Experience Cloud users access to Financial Services Cloud features by assigning Financial Services Cloud Experience Cloud permission sets.

Create an Advisor Partner Site User Profile

Create a profile for independent advisors by cloning the Partner Community User profile. This cloned profile becomes the baseline that grants independent advisors access to Financial Services Cloud features.

Enable Advisor Partner Community Permissions

Enable required permissions and field-level security settings for the Advisor Partner Community User profile so independent advisors can access Financial Services Cloud features.

Create an Advisor Partner User

Configure a contact as an advisor partner user so that the contact can access the Financial Services Cloud Experience Cloud site.

Set Up a Customer Experience Cloud Site

Empower customers with Financial Services Cloud Experience Cloud sites.

Configure a Customer Experience Cloud Site

The Financial Services Cloud managed package includes Customer Community profiles and a permission set to let you expose account details and financial accounts information to Experience Cloud site users. You can then create custom pages for your site with Experience Builder, so that site users can access Financial Services Cloud information.

Create a Customer Community User Profile

Create a profile for site users by cloning a community user profile. This cloned profile becomes the baseline that grants site users access to Financial Services Cloud features.

Enable Customer Community Permissions

Enable the Customer Community Read Only permission set to provide the permissions and field-level security settings that customer site users need to access Financial Services Cloud.

Create a Customer User

Create a customer user and assign the required permissions to enable access to Financial Services Cloud in Experience Cloud customer sites.

SEE ALSO:

Salesforce Help: Experience Cloud User Licenses

Configure a Partner Experience Cloud Site

The Financial Services Cloud managed package includes an Advisor Partner Community profile and permission set to let you expose account details and financial accounts information to your independent advisors. You can then create custom pages for your Experience Cloud site with Experience Builder so that independent advisors can access Financial Services Cloud information.

Before you begin, make sure that you have a site to configure for Financial Services Cloud. Follow these steps to activate the Advisor Partner Community profile and the relevant permission set.

Note: Partner Community profiles are used in Experience Cloud sites.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, enter `Digital Experiences` in the Quick Find box, then select **All Sites**.
2. Next to your site name, click **Workspaces**.
3. From Experience Workspaces, click **Administration** and then click **Members**.
4. From Search, select **Portal**.
5. From the Available Profiles list, select one of the following based on your Experience Cloud user license:
   - **Advisor Partner Community**

     For Partner Community user license
   - **Advisor Partner Community Login**

For Partner Community Login user license

- Your custom Partner Community profile

6. Click **Add**.
7. From the Available Permission Sets list, select **Advisor Partner Community** and then click **Add**.
8. Save your changes.
9. Click **Settings** and then click **Activate**.

SEE ALSO:

Salesforce Help: Experience Cloud

Create a Self-Service Financial Services Client Portal

Work with a Financial Services Client Portal Experience Builder template to create a self-guided loan application and financial account experience for your customers. Perform initial setup and branding, configure components, and then deploy a working portal to your sandbox in about 30 minutes.

From the Financial Services Client Portal site template, configure prebuilt flow components that allow customers to:

- Start a loan application and upload required documents.
- Display application summaries and drill down to update records
- Browse articles and FAQs to guide their journey and use Chatter to contact their relationship manager or loan officer.
- Launch a self-service flow to request help, including a forbearance modification, for any loan application, bank account, or generic customer issue.

Customers can launch any of these flows from the portal home page.

Note: The Financial Services Client Portal follows standard Experience Workspaces conventions:

- Use Experience Builder to configure, brand, and otherwise customize the Home page and the prebuilt flow components.
- Optionally use Flow Builder to modify the flows.
- Use Content Management and Moderation to set up the Knowledge Base.
- Take advantage of prebuilt analytics using Dashboards.

FSC Portal Experience Cloud Site Setup Checklist

The Financial Services Client Portal Experience Builder template is anchored by a home page that provides flow components. The prebuilt components wrap each flow and allow customers to launch the flow. Use this checklist as a guide to perform Experience Cloud site setup tasks, to brand the home page and flows, and to update component properties.

Work with the FSC Portal Home Page

The Financial Services Client Portal home page and tiles are ready to brand and personalize for your Experience Cloud site.

Experience Builder Components Provided in Financial Services Cloud

Work with Experience Builder to configure the existing components and optionally add components to pages. The prebuilt components wrap flows that customers use to start or modify a loan application, upload supporting documents, browse FAQs and other Salesforce knowledge features, or request help.

FSC Portal Experience Cloud Site Setup Checklist

The Financial Services Client Portal Experience Builder template is anchored by a home page that provides flow components. The prebuilt components wrap each flow and allow customers to launch the flow. Use this checklist as a guide to perform Experience Cloud site setup tasks, to brand the home page and flows, and to update component properties.

Before You Begin

Gather your branding assets

High-resolution image of your company logo

Color scheme (or an image to upload to automatically generate one)

Image to use as a compact header

Thumbnail images (385x385 pixels), if you're using Featured Topics in Salesforce Knowledge.

Configure the internal Salesforce org

Create a domain for the Financial Services Client Portal. To setup the domain, see Enable Digital Experiences.

Choose a unique URL that works for your business, because you can't change it after it's been set.

Obtain a license for and enable Salesforce Knowledge.

Launch the Financial Services Client Portal Template

Under All Sites, click **New** and select **Financial Services Client Portal**.

On the Financial Services Client Portal page, click **Get Started**.

On the Enter a Name page, enter a name for your portal and click **Create**. If you're creating multiple sites, differentiate the beginning of the site name. Site are truncated in the global header dropdown menu. Users can see up to 32 characters of the name, and names include the status. Make sure that the visible part of the name allows users to distinguish between multiple sites.

Enter a URL for your site and click **Create**. This name is appended to the domain that you created when you enabled digital experiences for this org. For example, if your site domain name is `UniversalTelco.my.site.com` and you're creating a customer site, you can enter *`customers`* to create the unique URL `UniversalTelco.my.site.com/customers`.

Specify object-level permissions. For example, add Read access to Accounts, Contacts, Cases, Documents, Problems, and Goals.

Create site users

Create users. When you create site users manually, assign a community user profile to them and clear the `Salesforce 1` checkbox.

☐ Set Shared Settings to Public Read Only. In Setup for your site, enter Shared Settings and in the Organization-Wide Defaults table make sure that the User object is set to Public Read Only for both Default Internal Access and Default External Access.

Update the CommunityProfileName custom setting with the value `Financial Services Client Portal - Community`. This value is the name of your site profile. From Setup, enter `Custom` in the `Quick Find` box, then select **Custom Settings**. Click **Manage** next to CommunityProfileName, and then click **New** to add the name and the value for the site.

Perform General Configuration Steps in Setup

Perform the following setup tasks from the Digital Experiences node in Setup.

Manage contributors. Create roles, as needed, for the contributors who create, edit, review, and publish your site. Assign role-based access appropriate to each contributor's purview.

Assign user permissions. Use permission sets to assign your users licenses to the mortgage feature and document checklist items and to establish borrower access to the site.

Assign loan officer permissions. Create a permission set to give loan officers access to mortgage and document checklist features.

Configure field level security. Assign security to control access to sensitive data in the site. Field permissions specify the access (view or edit) level for each field in a record.

Configure login preferences. Configure the default login, log out, password management, and self-registration options for your site.

Enable Change Data Capture to receive notification of changes to mortgage records. Prompt notification of changes to financial records can help speed approval of loan applications and support a responsive customer relationship culture. In Setup for your site, enter `change data capture`, select and shuttle mortgage objects from the Available Entities to the Selected Entities panel, and click **Save**. Then subscribe to change notifications.

Perform Configuration Steps in Experience Builder

From Setup, enter `Digital Experiences` in the `Quick Find` box, then select **All Sites**. Click **Builder** to work with your Financial Services Portal Client site.

Brand your site. Add your logo and use Experience Builder tools to efficiently apply color and style to your landing page, its menus, and component flow tiles.

Edit Experience Builder pages. Remove unwanted default pages from the template and create more pages, as needed. To allow access the new pages you create, be sure to update the navigation menu.

Update component properties. Review and update the properties for the Mortgage Flow Launcher , the Open Loan Application, the Section Summary View, the Loan Officer Information and any other components that you add or use.

Work with CMS Workspaces to author and configure Salesforce Knowledge topics. The self-guided customer journeys include Salesforce Ask a Question flow, the Create a Case flow, and searchable, sortable FAQs, discussions, and articles.

Work with Moderation Workspaces to manage pre-configured moderation rules, to enable site members to flag inappropriate contributors and content, and to track and manage flagged site discussions.

Preview, test, and publish your site. Look at your site in a desktop browser window and on mobile devices. When you're happy with your changes, click **Publish** in the toolbar.

Work with the FSC Portal Home Page

The Financial Services Client Portal home page and tiles are ready to brand and personalize for your Experience Cloud site.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Using Experience Builder, you can:

- Add your own logo, colors, font, and copyright so that the Client Portal site matches your company's branding and is instantly recognizable to your site members.
- Add and apply branding sets and optionally select audiences for specific branding sets.
- Edit page menus, navigation links, and component placement.

Note: The FSC Portal components, menus, navigation, and linked pages allow thorough thematic branding and layout modification but require minimal flow configuration. The prebuilt components, navigation, and flows support self-guided loan application and financial account customer journeys.

Example: From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**. On the All Sites page, click **Builder** next to your Client Portal site.

1. Drag additional Lightning components as needed onto your page. The three portal tiles contain prebuilt, self-guided flows that are customer-ready.
2. Theme the site to match your organization's brand and style. Upload and manage branding sets and optionally assign audiences to each set.
3. View all the components on the current page. To brand or change a component's properties, select the component.
4. Edit site settings and accept updates to your site's template.
5. Use the Experience menu to:
   - Navigate to the currently live version of your site.
   - Open Experience Workspaces or Experience Management to manage site analytics, login, registration, reputation, topics, and other settings.
   - Return to Setup.

6. Navigate to the site page that you want to edit using the Pages menu and Page Variation menu. Customize the Hero, Header, and Footer elements and menus. Manage, create, delete, and set the visibility of pages in Page Properties for each page.
7. Refresh the current page.
8. Preview your site on different devices.
9. Publish your changes to make your updates available to everyone in your site.
10. Preview the site in a new browser window.

Experience Builder Components Provided in Financial Services Cloud

Work with Experience Builder to configure the existing components and optionally add components to pages. The prebuilt components wrap flows that customers use to start or modify a loan application, upload supporting documents, browse FAQs and other Salesforce knowledge features, or request help.

Mortgage Flow Launcher

The Mortgage Flow Launcher is preconfigured as a self-guided help request flow. Optionally configure it to add useful flows to Experience Builder pages.

Open Loan Application

The Open Loan Application component summarizes each non-closed application in a tile on the borrower's Profile page. Configure this component to display the Start New Application flow when the borrower has no applications in process.

Section Summary View

The Section Summary View component displays borrower loan information on the Summary tab of the Residential Loan Application page. The information is displayed in expandable sections that correspond to the United Residential Loan Application. Configure which sections to display and customer permissions to view, and edit loan information.

Loan Officer Information

The Loan Officer Information component displays useful contact information to customers. Optionally configure the contact information or add the tile to other Experience Builder pages.

Mortgage Flow Launcher

The Mortgage Flow Launcher is preconfigured as a self-guided help request flow. Optionally configure it to add useful flows to Experience Builder pages.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

The Mortgage Flow Launcher's prebuilt Create a Case flow takes the customer through a self-guided help request journey.

- After launching the flow, the customer selects the financial account or loan application they need help with. The flow passes the record ID of the selected account or application to the next screen.

Note: If the customer has no registered accounts or loan applications, the flow skips the account selection step. The customer can then create a case that isn't linked to an account or application record ID.

- The flow prompts the customer to enter details about the help request.

- The customer optionally uploads supporting documentation.

- The flow affirms the case is created and presents a link to the case summary page. There, customers can update case details, and use Chatter to reach a customer relationship manager or loan officer.

The underlying customer-guiding flow of the Mortgage Flow Launcher is suitable for a variety of journeys. You can quickly configure it to run other customer flows.

Example: **Add an Assets and Liabilities Flow**

From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**. On the All Sites page, click **Builder** next to your Client Portal site.

1. In the Home>Residential Loan Application dropdown menu, click **Residential Loan Application Detail**.
2. From the Components panel, drag the Mortgage Flow Launcher to an editable space on the Residential Loan Application Detail page.
3. In the Flow dropdown of the Mortgage Flow Launcher panel, click **Assets and Liabilities**.

   Note: To see or modify the Assets and Liabilities component flow, click **Edit in Flow Builder**.

4. In the Title field, enter the title for the repurposed tile.
5. In the Subtitle field, enter a subtitle.
6. In the Button Label field, enter a button label that customers click to launch the flow.
7. To brand the tile, edit component properties and upload branded assets.

Example: **Add a Co-Borrower Information Flow**

From Setup, in the Quick Find box, enter `Digitial Experiences`, and then select **All Sites**. On the All Sites page, click **Builder** next to your Client Portal site.

1. In the Home>Residential Loan Application dropdown menu, click **Residential Loan Application Detail.**
2. From the Components panel, drag the Mortgage Flow Launcher to an editable space on the Residential Loan Application Detail page.
3. In the Flow dropdown of the Mortgage Flow Launcher panel, click **Borrower Information**.

   Note: To see or modify the Borrower Information component flow, click **Edit in Flow Builder**.

4. In the Title field, enter the title for the repurposed tile.
5. In the Subtitle field, enter a subtitle.
6. In the Button Label field, enter a button label that customers click to launch the flow.
7. To brand the tile, edit component properties and upload branded assets.

Open Loan Application

The Open Loan Application component summarizes each non-closed application in a tile on the borrower's Profile page. Configure this component to display the Start New Application flow when the borrower has no applications in process.

The Open Loan Application component displays all non-closed loan applications as tiles on the borrower's profile page. Each tile displays application details including:

- The name of the loan (hyperlinked to the Applications page).
- The amortization type.
- The amortization term in months.
- The interest rate.
- The address of the property.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

It's helpful to configure the Open Loan Application component to display the Start New Application flow tile when the borrower has no open applications. Borrowers without open loan applications can then launch the new application flow from their Profile page.

Example: **Configure a Start New Application Flow**

From Setup, in the Quick Find box, enter `Digital Experiences`, and then select All Sites. On the All Sites page, click **Builder** next to your Client Portal site.

1. Launch the Financial Services Client Portal in Experience Builder.
2. Click **Preview**.
3. From the top menu of the Pages>User menu on the Home page, click **User Profile.**
4. On the Profile page, click **Back to Builder**.
5. Hover over and click the Open Loan Application component.

6. In the User Loan Application configuration panel, click the **Show Start New Application** checkbox.

   The enables the Start New Application flow tile to display when the borrower has no non-closed applications.
7. Optionally enter a title in the Open Application Title field
8. Optionally enter a label in the Start New Application label field.
9. Optionally enter a label in the Link Label field.

   The link is to the Residential Loan Application page, where borrowers can create a loan application.
10. Use the Color, Image, Image Layout, and Image Position controls to brand and customize the tile.
11. To display the Start New Application tile, click **Preview**.

Section Summary View

The Section Summary View component displays borrower loan information on the Summary tab of the Residential Loan Application page. The information is displayed in expandable sections that correspond to the United Residential Loan Application. Configure which sections to display and customer permissions to view, and edit loan information.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Borrowers interact with the portal to enter application information and upload required documents. The Summary View presents these inputs as sections that borrowers and loan officers can display and update.

Select the sections you want to display and where to display them in the Section Summary View. Set borrower and other user permissions to view or edit application details.

Example: **Configure Summary Sections**

From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**. On the All Sites page, click `Builder` next to your Client Portal site.

1. In the Home>Residential Loan Application dropdown menu, click **Residential Loan Application Detail**.
2. On the Residential Loan Application Detail page, click the **Summary** tab.
3. Hover over the **Section Summary View** panel and click.
4. To configure borrower permission to read or edit summary details, click the **Mode** dropdown and choose from the selections.
5. To remove or rearrange the summary sections, click **Select**.
6. To choose which sections to display, in the Sections to Display panel, drag summary items from the Available column to the Selected column.
7. To change the order in which the Summary View tile displays summary sections, drag sections up or down in the Selected column.
8. To update the label for a section, in the side panel enter a name, or leave it blank to use the default value.
9. Click **OK**.
10. To display your configuration, click **Preview**.

Loan Officer Information

The Loan Officer Information component displays useful contact information to customers. Optionally configure the contact information or add the tile to other Experience Builder pages.

The Loan Officer Information component displays contact information for borrowers on the Residential Loan Application Detail and Summary pages. You can relocate it on theses page, drag it to other portal pages, and configure the contact fields.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Example: **Configure Contact Fields**

From Setup, in the Quick Find box, enter `Digital Experiences`, and then select **All Sites**. On the All Sites page, click **Builder** next to your Client Portal site.

1. From the top menu, click **Applications**.
2. On the Applications page, click the **Loan Officer Information** tile.
3. To display the Fields to Display panel, click **Select**.
4. In the Fields to Display panel, choose contact details to display for the Loan Officer Information tile. Drag Selected detail boxes up and down to arrange the display of these fields. Click **OK**.

5. In the Loan Officer Information panel, optionally enter a title in the Title field.
6. In the Record ID field, enter the Account ID of the loan officer.

Example: **Add a Loan Officer Information Tile**

Note: You can drag the Loan Officer Component onto other pages. Navigate to the page and click the **Components** icon to display the dropdown panel. Under Mortgage, drag the Loan Office Information component to an editable region on the page canvas. Then configure the component's display fields. The Components menu lists only components that are compatible with the selected page.

Financial Services Cloud Experience Cloud Permission Sets

Give Experience Cloud users access to Financial Services Cloud features by assigning Financial Services Cloud Experience Cloud permission sets.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

Experience Cloud Permission Sets

Permission Set License	Description
Customer Community for Financial Services	Allows the customer community user to access Financial Services Cloud features.
Customer Community for Financial Services - Login	Allows the login-based customer community user to access Financial Services Cloud features.
Customer Community Plus for Financial Services	Allows the customer community plus user to access Financial Services Cloud features.
Customer Community Plus for Financial Services - Login	Allows the login-based customer community plus user to access Financial Services Cloud features.
External Apps for Financial Services	Allows the external apps user to access Financial Services Cloud features.

Permission Set License	Description
External Apps for Financial Services - Login	Allows the login based external apps user to access Financial Services Cloud features.

Note: When assigning a Financial Services Cloud Experience Cloud License to a user, select the license that matches the user's Experience Cloud License. For example, if a user has a Customer Community Plus permission set, assign the user Customer Community Plus for Financial Services permission set.

SEE ALSO:

Salesforce Help: Experience Cloud User Licenses

Create an Advisor Partner Site User Profile

Create a profile for independent advisors by cloning the Partner Community User profile. This cloned profile becomes the baseline that grants independent advisors access to Financial Services Cloud features.

Note: Community user licenses and profiles are used in Experience Cloud sites.

1. From Setup, enter `Profiles` in the Quick Find box, then select **Profiles**.
2. Next to the Partner Community User profile or Partner Community Login User profile, click **Clone**.

   The user profile is based on your community user license.
3. Give it a name, such as `Advisor Partner Community User` or `Advisor Partner Community Login User`.
4. Save your changes.

Enable Advisor Partner Community Permissions

Enable required permissions and field-level security settings for the Advisor Partner Community User profile so independent advisors can access Financial Services Cloud features.

Financial Services Cloud provides an Advisor Partner Community permission set. Make sure to assign both the Advisor Partner Community User profile and the Advisor Partner Community permission set to your independent advisors.

Note: Community user profiles are used in Experience Cloud sites.

Tip: To access permission sets, from Setup, enter `Permission Sets` in the Quick Find box, then select **Permission Sets**. Later, when you're ready to assign the permission set to your advisor partners, select **Manage Assignments**.

You can edit the Advisor Partner Community User profile because you created it. You can't edit the Advisor Partner Community permission set. If you want to add permissions to the Advisor Partner Community permission set, create another permission set for the extra permissions. Keeping them separate helps ensure that future upgrades to the Advisor Partner Community permission set don't affect your additions.

1. From Setup, enter `Profiles` in Quick Find, then select **Profiles**.
2. Click **Advisor Partner Community User** or **Advisor Partner Community Login User**.
3. Enable these permissions.
   - Import Leads
   - Manage Leads

- Transfer Cases
- Transfer Leads

4. Save your changes.
5. Set field permissions for the `Type` field in the Task object. Depending on which interface you're using, do one of the following:
   - Permission sets or enhanced profile user interface—In Find Settings..., enter *`Task`* and select **Tasks** from the list. Edit the task and enable Read and Edit for the `Type` field.
   - Original profile user interface—In the Field-Level Security section, select **View** next to Task. Edit the task and enable Read and Edit for the `Type` field.
6. Verify the record type settings for these objects.
   - Events include and default to *`Advisor Event`*
   - Leads include General and Retirement Planning and defaults to *`Retirement Planning`*
   - Opportunities include General, Retirement Planning, and Opportunity (Wallet Share) and defaults to *`Opportunity (Wallet Share)`*
   - Tasks include and defaults to *`Advisor Task`*

Create an Advisor Partner User

Configure a contact as an advisor partner user so that the contact can access the Financial Services Cloud Experience Cloud site.

Before you can configure a contact as an advisor partner user, the owner of the contact record must have a role assigned.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: Complete these steps in Salesforce Classic.

1. Assign a role to the owner of the contact record.
   a. From Setup, enter *`user`* in Quick Find, then select **Users** > **Users**.
   b. Next to the owner of the contact record, click **Edit**.
   c. From the General Information section, select a role, such as CEO.
   d. Save your changes.
2. Enable the contact and the contact's related account as external partner users.

   Note: The contact must have a standard related account.

   a. From the contact record page, click the account name in Related Accounts.
   b. Select **Manage External User** > **Enable Partner User**.
   c. From the New User page, in the General Information section, select the **Partner Community** user license and **Advisor Partner Community** profile.

      Note: Community user licenses and profiles are used in Experience Cloud sites.

   d. Save your changes.
   e. From the contact record page, select **Manage External User** > **Enable Partner User**.

f. From the New User page, in the General Information section, select the **Partner Community** user license and **Advisor Partner Community** profile.

Note: Community user licenses and profiles are used in Experience Cloud sites.

g. Save your changes.

3. Assign a permission set.
   a. From the contact's user page, click **Permission Set Assignments** and then click **Edit Assignments**.
   b. From Available Permission Sets, select **Advisor Partner Community** then click **Add**.
   c. Save your changes.
   If the site is activated, an email is sent to the advisor partner user with site access information.

Next, you can configure Financial Services Cloud Lightning components in your site with Experience Builder.

SEE ALSO:

Create Custom Pages with Experience Builder

How to Provision Salesforce Communities Users

Set Up a Customer Experience Cloud Site

Empower customers with Financial Services Cloud Experience Cloud sites.

To set up a customer site, create a new user and assign it a user profile, a permission set license, and the Customer Community Read Only permission set. The four out-of-the-box customer community profiles map to the customer community licenses: Client Customer Community, Client Customer Community Plus, Client Customer Community Login, and Client Customer Community Plus Login.

Note: Community user licenses and profiles are used in Experience Cloud sites.

Configure a Customer Experience Cloud Site

The Financial Services Cloud managed package includes Customer Community profiles and a permission set to let you expose account details and financial accounts information to Experience Cloud site users. You can then create custom pages for your site with Experience Builder, so that site users can access Financial Services Cloud information.

Note: Customer Community user licenses and profiles are used in Experience Cloud sites.

Note: The Leads and Opportunities components aren't available in Customer Community user licenses.

Before you begin, make sure that you have an Experience Cloud site to configure for Financial Services Cloud. Follow these steps to activate Community profiles and the Customer Community Read Only permission set.

1. From Setup, enter `Digital Experiences` in Quick Find, then select **All Sites**.
2. Next to your site name, click **Workspaces**.
3. From Experience Workspaces, click **Administration**, and then click **Members**.
4. From Search, select **Portal**.
5. From the Available Profiles list, select one of the following based on your community user license:
   - Client Customer Community

- Client Customer Community Plus
- Client Customer Community Login
- Client Customer Community Plus Login

For Customer Community user license:

- Customer Community
- Customer Community Plus

For Customer Community Login user license:

- Customer Community Login
- Customer Community Plus Login

6. Click **Add**.
7. From the Available Permission Sets list, select **Customer Community Read Only**, and then click **Add**.
8. Save your changes.
9. Click **Settings**, and then click **Activate**.

Create a Customer Community User Profile

Create a profile for site users by cloning a community user profile. This cloned profile becomes the baseline that grants site users access to Financial Services Cloud features.

Note: Community user licenses and profiles are used in Experience Cloud sites.

1. From Setup, enter `Profiles` in Quick Find, then select **Profiles**.
2. Next to the user profile that maps to your customer communities license, click **Clone**
3. Give it a name, such as `Banking Customer Community User`.
4. Save your changes.

Enable Customer Community Permissions

Enable the Customer Community Read Only permission set to provide the permissions and field-level security settings that customer site users need to access Financial Services Cloud.

Note: Community user profiles are used in Experience Cloud sites.

Follow these steps to enable the Customer Community Read Only permission set:

1. From Setup, enter `Manage Users` in Quick Find, then select **Users**.
2. Select a user name.
3. Select the **Permission Set Assignments** related list.
4. Click **Edit Assignments**.
5. Select **Customer Community Read Only** in Available Permission Sets and add it to Enabled Permission Sets.
6. Save your changes.

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Tip: To assign permission sets to multiple users, from Setup, enter Permission Sets in Quick Find, then select Permission Sets and then select the relevant permission set. When you're ready to assign the permission set to customer site users, select Manage Assignments.

Note: You can't edit the Customer Community Read Only permission set. If you want to grant additional permissions, create a new permission set and use it with the Customer Community Read Only permission set; any future upgrades to the out-of-the box permission set is applied. If you want to remove permissions, clone the Customer Community Read Only permission set and then make the required changes.

Create a Customer User

Create a customer user and assign the required permissions to enable access to Financial Services Cloud in Experience Cloud customer sites.

Before you can create a customer user, the owner of the contact record must have a role assigned.

Note: Complete these steps in Salesforce Classic:

1. Assign a role to the owner of the contact record.
   a. From Setup, enter `user` in Quick Find, then select **Users > Users**.
   b. Next to the owner of the contact record, click **Edit**.
   c. From the General Information section, select a role, such as **CEO**.
   d. Save your changes.
2. Enable the contact and the contact's related account as external partner users.

   Note: The contact must have a standard related account.

   a. From the contact record page, click the account name in Related Accounts.
   b. Select **Manage External User > Enable User**
   c. From the New User page, in the General Information section, select the following:

      User License

      - Client Customer Community
      - Client Customer Community Plus
      - Client Customer Community Login
      - Client Customer Community Plus Login

      Profile

      - Client Customer Community
      - Client Customer Community Plus
      - Client Customer Community Login
      - Client Customer Community Plus Login

      Note: Community user licenses and profiles are used in Experience Cloud sites.

   d. Save your changes.
   e. From the contact record page, select **Manage External User > Enable User**
   f. From the New User page, in the General Information section, select the following:

User License

- Client Customer Community
- Client Customer Community Plus
- Client Customer Community Login
- Client Customer Community Plus Login

Profile

- Client Customer Community
- Client Customer Community Plus
- Client Customer Community Login
- Client Customer Community Plus Login

Note: Community user licenses and profiles are used in Experience Cloud sites.

g. Save your changes

3. Assign a permission set:

a. From the contact's user page, click **Permission Set Assignments** and then click **Edit Assignments**.

b. From Available Permission Sets, select **Customer Community Read Only** and then click **Add**.

c. Save your changes.

If the site is activated, an email is sent to the customer user with site access information.

Next, you can configure Financial Services Cloud Lightning components in your site with Experience Builder.

Deploy CRM Analytics for Financial Services

CRM Analytics for Financial Services gives financial advisors and personal bankers a comprehensive customer intelligence solution based on the CRM Analytics platform. It includes Einstein Discovery, which lets you create automated AI models on any dataset without writing code.

Note: Analytics for Financial Services is available at an additional cost for customers with Financial Services Cloud Basic or Standard licenses and the FSCAnalyticsPlus (Analytics for Financial Services) license. It requires that you've deployed the Financial Services data model.

The Analytics for Financial Services suite provides a range of solutions that enable the full capabilities of CRM Analytics. With advanced, curated visualizations that highlight key performance indicators (KPIs), advisors, and personal bankers can stay on top of client goals and satisfaction, leads, and referrals. And managers can quickly review and evaluate individual and regional performance.

- Analytics for Wealth Management is a comprehensive analytics solution. Its extensive sets of dashboards apply the power of CRM Analytics to all significant data and KPIs from the Financial Services Cloud. Unique collections of dashboards—one set for advisors and personal bankers, another for managers and executives—provide everyone on the team with necessary insights for business growth.
- Predict Client Churn Risk for Wealth Management Analytics allows advisors to intelligently predict customer churn. Using the power of Einstein Discovery, the app prescribes corrective actions to help minimize occurrences of churn.
- Predict Likelihood to Add Assets for Wealth Management Analytics intelligently predicts the likelihood of advisors adding assets to accounts. Using the power of Einstein Discovery, the app prescribes actions on how to increase the chances to grow your account assets.

- Analytics for Insurance powers agents with practical insights on their sales performance and enables them to be more efficient in sales execution. App visualizations segment the customer base and provide insights on upsell/cross-sell opportunities so agents can grow their written premiums. Managers get insights on their team's performance and what makes the top performers different so that they can coach their team members.
- Einstein Discovery for Insurance Analytics gives you predictions on the likelihood of policy renewals.
- Insurance Claims and Policy Analytics enables claim handlers and producers to effectively manage their tasks, claims, quotes, and policies.
- Consumer Banking Starter Analytics also gives you a quick start on your analytics journey.
- Wealth Starter Analytics gets you quickly started with its My Book of Business dashboard. Advisors can use it to help deepen client relationships and increase assets under management (AUM).
- Analytics for Mortgage enables loan officers and managers to drive increased mortgage sales by helping prioritize the customer leads and mortgage applications to focus on. Measure and monitor your loan application volume, loan amounts, and loan application completion rate to quickly identify bottlenecks concerning opportunities, missing documents, and financial accounts. Analyze your loan applications to quickly process them through the loan pipeline and drive customer satisfaction by prioritizing applications. Gain visibility into who is processing loans faster, who has the highest volume loans, and who has more pending applications.

To learn which one is right for you, see Use Financial Services Cloud CRM Analytics Solutions.

Tip: Follow the steps in the sequence shown to deploy CRM Analytics for Financial Services. If you haven't used CRM Analytics before, learn about it from CRM Analytics help.

Enable CRM Analytics in Financial Services Cloud

Before creating CRM Analytics for Financial Services or the Consumer Banking Starter Analytics or Wealth Starter Analytics apps, enable Tableau CRM in your Salesforce org.

Assign CRM Analytics for Financial Services Administrator Permissions

Enable administrators to create and manage CRM Analytics for Financial Services by assigning the relevant administrator permissions. You can assign administrator permissions using Permission Sets or Permission Set Group.

Grant Permission to the Analytics Integration User

If you use Analytics for Insurance, assign the FSC Analytics Integration permission set to the Analytics Integration User.

Assign CRM Analytics for Financial Services User Permissions

Enable users to view CRM Analytics for Financial Services by assigning the relevant user permissions. You can assign the permissions using Permission Sets or Permission Set Group.

Assign Installed Package License for Insurance Claims and Policy Analytics

Assign the integration user with the Vlocity Insurance license to allow them access to all the fields used in the Insurance Claims and Policy Analytics app.

Get Your Data Ready to Create CRM Analytics for Financial Services Apps

Data in your org has to meet specific requirements before you can create Analytics for Wealth Management, Analytics for Insurance, and Wealth Starter Analytics. Creating Consumer Banking Starter Analytics doesn't require any additional data settings.

Set Field-Level Security to Enable Creation of CRM Analytics for Financial Services Apps

Before creating Analytics for Wealth Management, Analytics for Insurance, Consumer Banking Starter Analytics, or Wealth Starter Analytics, make sure the Analytics Integration User has access to all fields used in the app.

Create and Share CRM Analytics for Financial Services Apps

Follow these general steps to create and share the apps included in CRM Analytics for Financial Services. These include Analytics for Wealth Management, Predict Client Churn Risk for Wealth Management Analytics, Predict Likelihood to Add Assets for Wealth Management Analytics, Analytics for Insurance, Analytics for Retail Banking, Wealth Starter Analytics, Analytics for Mortgage, or Consumer Banking Starter Analytics.

Embed Analytics for Wealth Management Dashboards in Lightning Pages

Analytics for Wealth Management includes dashboards intended for embedding and access in Lightning Experience pages.

Embed Analytics for Insurance Dashboards in Lightning Pages

Analytics for Insurance includes dashboards intended for embedding and access in Lightning Experience pages.

Embed Insurance Claims and Policy Analytics Dashboards

The Analytics for Insurance Claims and Policy Analytics app includes dashboards that you can embed and access in Lightning Experience pages.

Embed Likelihood of Renew Policy Dashboard in Lightning Pages

The Policy Renewal Prediction app includes the Likelihood of Renew Policy dashboard that you can embed and access in Lightning Experience pages.

Schedule the Data Sync and Dataflow for CRM Analytics for Financial Services Apps

When you create CRM Analytics for Financial Services apps, the creation process includes a data sync and dataflows that make data available to dashboards. Schedule the app to refresh daily so dashboards show the latest data.

Delete Records from Analytics for Insurance Datasets

General Data Protection Regulation (GDPR) requires you to delete customers' personal data when customers request it, or when it's no longer necessary to keep. You can remove customers' data from the Analytics for Insurance app by deleting the records from trending or snapshot datasets.

Revenue Management

Give financial advisors, bankers, and branch managers access to analytics that provide a comprehensive view of their business performance. By using a guided setup, quickly set up Revenue Management for Financial Services Cloud.

Understand CRM Analytics for Financial Services Limitations

CRM Analytics for Financial Services provides access to CRM Analytics capabilities and features.

SEE ALSO:

Use Financial Services Cloud CRM Analytics Solutions

Deploy CRM Analytics Industry Apps and Prebuilt Apps

Explore Data and Take Action with CRM Analytics

Enable CRM Analytics in Financial Services Cloud

Before creating CRM Analytics for Financial Services or the Consumer Banking Starter Analytics or Wealth Starter Analytics apps, enable Tableau CRM in your Salesforce org.

1. Note: If you see a blue **Launch CRM Analytics** button in the upper right corner, CRM Analytics is already enabled and you can skip to "Assign CRM Analytics for Financial Services App Administrator Permissions."
2. From Setup, enter `Getting Started` in the Quick Find box, and then select **Getting Started**.
3. Click **Enable CRM Analytics**.

SEE ALSO:

Assign CRM Analytics for Financial Services Administrator Permissions

Assign CRM Analytics for Financial Services Administrator Permissions

Enable administrators to create and manage CRM Analytics for Financial Services by assigning the relevant administrator permissions. You can assign administrator permissions using Permission Sets or Permission Set Group.

Follow these steps to assign the administrators the **Permission Set** to add the relevant permissions set licenses.

1. From Setup, enter `Users` in the Quick Find box, and then select **Users**.
2. Click the username with the System Administrator profile.
3. Click **Permission Set Assignments**, and then click **Edit Assignments**.
4. Select *both* the CRM Analytics Plus Admin *and* FSC Analytics Admin permission sets.
5. Click **Add**, then click **Save**.
6. Repeat these steps for all users who need to create and manage CRM Analytics for Financial Services.

Follow these steps to assign the administrators the **Permission Set Group** for Financial Service Cloud Analytics to add the relevant permissions set licenses as a single bundle.

1. From Setup, enter `Users` in the Quick Find box, and then select **Users**.
2. Click the name of the user to whom you want to assign permissions.
3. Click **Permission Set Group Assignments**, and then click **Edit Assignments**.
4. To assign the admin permissions, select **FinanacialServicesAnalytics_Admin_PSG**.
5. Click **Add**, then click **Save**.

Once you assign the permission set group, the following permissions set licenses are added to the user profile:

- CRM Analytics Plus
- Customer Experience Analytics
- Loyalty Analytics
- Financial Service Cloud Analytics

Note: Salesforce recommends using permission set group to assign permissions as it provides role-based access control for managing user entitlements in Salesforce orgs.

Grant Permission to the Analytics Integration User

If you use Analytics for Insurance, assign the FSC Analytics Integration permission set to the Analytics Integration User.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Select the Analytics Integration User.
3. Go to Permission Set Assignments and then click **Edit Assignments**.
4. Select the **FSC Analytics Integration** permission set.
5. Click **Add**.
6. Save your changes.

   Note: When using the standard Financial Account and related objects, manually enable access to all fields. Some fields remain restricted due to field-level security, even after you assign the FSC Analytics Integration permission set.

Assign CRM Analytics for Financial Services User Permissions

Enable users to view CRM Analytics for Financial Services by assigning the relevant user permissions. You can assign the permissions using Permission Sets or Permission Set Group.

Follow these steps to assign the users the **Permission Set** to add the relevant permissions set licenses.

1. From Setup, enter `Users` in the Quick Find box, and then select **Users**.
2. Click the name of the user to whom you want to assign permissions.
3. Click **Permission Set Assignments**, and then click **Edit Assignments**.
4. Select *both* the CRM Analytics Plus User *and* FSC Analytics User permission sets.
5. Click **Add**, then click **Save**.
6. Repeat these steps for all users who need to view CRM Analytics for Financial Services.

Follow these steps to assign the users the **Permission Set Group** for Financial Service Cloud Analytics to add the relevant permissions set licenses as a single bundle.

1. From Setup, enter `Users` in the Quick Find box, and then select **Users**.
2. Click the name of the user to whom you want to assign permissions.
3. Click **Permission Set Group Assignments**, and then click **Edit Assignments**.
4. To assign the user permissions, select **FinanacialServicesAnalytics_User_PSG**.
5. Click **Add**, then click **Save**.

Once you assign the permission set group, the following permissions set licenses are added to the user profile:

- CRM Analytics Plus
- Customer Experience Analytics
- Loyalty Analytics
- Financial Service Cloud Analytics

Note: Salesforce recommends using permission set group to assign permissions as it provides role-based access control for managing user entitlements in Salesforce orgs.

Warning: Users with the CRM Analytics Plus User permission set and Editor or Manager access to CRM Analytics apps can create, edit, and delete app assets.

Assign Installed Package License for Insurance Claims and Policy Analytics

Assign the integration user with the Vlocity Insurance license to allow them access to all the fields used in the Insurance Claims and Policy Analytics app.

1. From Setup, enter `Installed Packages` in the Quick Find box, and then click **Installed Packages**.
2. Look for the Vlocity Insurance package, and click **Manage Licenses**.
3. Click **Add Users**.
4. Select the Integration User, then click **Add**.
5. Save your changes.

EDITIONS

Available for an additional cost in: **Enterprise**, **Performance**, and **Unlimited** Editions that have Financial Services Cloud for Insurance enabled

USER PERMISSIONS

To assign permissions to an integration user

- CRM Analytics Plus Admin and FSC Analytics Admin

Get Your Data Ready to Create CRM Analytics for Financial Services Apps

Data in your org has to meet specific requirements before you can create Analytics for Wealth Management, Analytics for Insurance, and Wealth Starter Analytics. Creating Consumer Banking Starter Analytics doesn't require any additional data settings.

CRM Analytics checks your org's data to be sure it meets minimum requirements before creating an app from a template. If it doesn't, you see a message describing what to fix. Here's the data required in your org to be sure you can create an app from the template you want to use.

Analytics for Wealth Management Data Requirements

Your org must have at least one record in each of the following objects to create Analytics for Wealth Management:

- Account
- Campaign
- Event
- FinancialAccount
- FinancialAccountTransaction
- FinancialGoal
- Lead
- LeadHistory
- Opportunity
- OpportunityHistory
- Task

The configuration wizard gives you the option of including lead history in dashboards. If you want to be able to do that, enable lead history in the Lead object.

For earnings and fees metrics to appear in relevant dashboards, you have to import data from an external source. See Import Earnings and Fees Data to CRM Analytics for Financial Services Apps. For quotas metrics to appear in relevant dashboards, you also have to import data from an external source. See Import Quotas Data to the Analytics for Wealth Management App

Analytics for Insurance Data Requirements

Your org must have at least one record in each of these objects.

- Insurance Policy
- Insurance Policy Coverage
- Account
- Event
- Lead
- Producer
- Opportunity
- Product
- Task

In addition, for earnings and fees metrics to appear in relevant dashboards, you have to import data from an external source. See Import Earnings and Fees Data to CRM Analytics for Financial Services Apps.

For orgs with Experience Cloud only:

- Data about agencies is stored on the Accounts object with a record type Business Account.
- Data about agents is stored in the Contacts field on the Business Account object. Enable agents as Partner Users so they can access Analytics for Insurance through Communities.
- Data about agent managers is stored in the Contacts on the Business Account object. Enable agent managers as Partner Users and assign them the Partner User Manager user role so they can access Analytics for Insurance through Communities.
- Data about sales managers is stored on the User object and make sales managers owners for the Business Accounts (agencies) object.
- The Producer object must include a Contact Lookup field with information about agents and an Account Lookup field with information about agents' agency. Leaderboards in the app's sales manager dashboards consume data from these fields.

Optionally, enable CRM Analytics for Communities if you want to give partners access to Analytics for Insurance:

- Assign users the Insurance Community User permission set. See Grant Users Access to the Portal.
- Enable CRM Analytics for Communities. See Enable CRM Analytics for Communities.

Wealth Starter Analytics Data Requirements

To create an app from the Wealth Starter Analytics template, the User object in your org must include a custom field of type `Text`, with the following attributes:

- Field Label: `FSC_WavePermissions`
- Field Name: `FSC_WavePermissions`
- API name: `FSC_WavePermissions__c`

In addition, to access app datasets, set your org's data security as follows:

- Make sure that you own the records you want to access. For example, for data in the Campaign Member dataset, you must own a campaign to see its campaign members.
- Set the value of the User object FSC_WavePermissions__c field to `View All`. Be sure to capitalize *View All*. Log out of CRM Analytics and log back in to enable the setting.

Import Earnings and Fees Data to CRM Analytics for Financial Services Apps

Follow these steps to add data about earnings and fees from an external source to the Analytics for Wealth Management and Analytics for Insurance apps.

Analytics for Wealth Management Example Earnings and Fees .CSV File

Here's an example of the .CSV file you create to update the Analytics for Wealth Management and Analytics for Insurance earnings and fees datasets.

Import Quotas Data to the Analytics for Wealth Management App

Follow these steps to add quotas data from an external source to the Analytics for Wealth Management app.

Analytics for Wealth Management Example Quota .CSV File

Here's an example of the .CSV file you create to update the Analytics for Wealth Management quotas dataset.

SEE ALSO:

Consumer Banking Starter Analytics Template

Import Earnings and Fees Data to CRM Analytics for Financial Services Apps

Follow these steps to add data about earnings and fees from an external source to the Analytics for Wealth Management and Analytics for Insurance apps.

1. Create a .CSV file with these columns (field names), in this order, with these exact names. Column names are case-sensitive:

Name	Contents
`product`	Names of your financial products, such as Annuity, ETF,and Mutual Fund.
`id`	A number that's used to identify the fee/earning record.
`date`	Date of the record in *mm-dd-yy* format.
`fees`	Amount of the fee for the record.
`revenue`	Amount of the revenue for the record.
`commission`	Amount of the commission for the record.
`aum`	Amount of assets under management (aum) for the record.

For an example, see Analytics for Wealth Management Example Earnings and Fees .CSV File.

Important: Create and open .CSV files using only a UTF-8-compliant text editor. Opening them in Microsoft Excel or other spreadsheet software reformats .CSV files and makes them unusable in CRM Analytics.

2. Save the .CSV file to a location you can easily remember.
3. Create the app according to the instructions provided in Create and Share the Analytics for Wealth Management App or Create and Share the Analytics for Insurance App.
4. Open the app, click Datasets, and locate the earnings and fees dataset.
5. Click the triangle on the far-right side of the screen, and select **Edit**.
6. At the top of the next screen, locate the Replace Data icon, next to the gear, and click it.

7. Click **Select a file or drag it here**, locate the .CSV file you created, select it, and click Open.
8. On the next two screens, click **Next**. Then, click **Upload File** and **Replace**.

The next time the dataflow for your app runs, CRM Analytics adds fees and earnings metrics to relevant dashboards.

Analytics for Wealth Management Example Earnings and Fees .CSV File

Here's an example of the .CSV file you create to update the Analytics for Wealth Management and Analytics for Insurance earnings and fees datasets.

```
product,id,date,fees,revenue,commissions,aum
Annuity,1,2018-04-08,471.47,1266.59,142.1,688051.4
Annuity,2,2018-04-03,333.22,1779.32,634.29,1101404.38
ETF,3,2018-04-29,419.49,766.86,113.81,1150628.79
Life Insurance,4,2018-04-26,498.2,822.17,927.73,462348.11
Life Insurance,5,2018-02-17,450.12,1454.37,63.2,1110180.51
Life Insurance,6,2018-06-10,664.98,1908.04,659.39,1157066.6
Annuity,7,2018-04-12,0,667.34,0,1177799.88
ETF,8,2018-03-09,556.04,1052.64,922.76,919275.15
Mutual Fund,9,2018-06-27,170.19,1878.01,751.38,1140515.99
Mutual Fund,10,2018-02-23,0,1203.79,0,922238.4
Life Insurance,11,2018-01-18,268.01,556.91,392.37,841724.49
Mutual Fund,12,2018-02-04,689.72,1604.4,708.29,1094500.71
ETF,13,2018-02-09,282.24,1565.3,13.46,491790.29
Life Insurance,14,2018-07-12,755.09,809.98,992,598137.15
Life Insurance,15,2018-07-28,503.85,1178.26,177.14,573037.08
Annuity,16,2018-01-03,269.3,816.47,684.57,595944.41
ETF,17,2018-05-21,522.49,1645.45,764.25,440486.76
Annuity,18,2018-04-02,825.27,681.24,802.86,558388.76
Annuity,19,2018-03-12,213.86,1065.97,951.93,550783.13
Savings,20,2018-05-30,487.02,1123.16,508.36,454734.57
Annuity,21,2018-02-09,794.99,1885.09,668.64,606486.9
Life Insurance,22,2018-07-14,297.03,1422.7,49.78,801082.51
ETF,23,2018-05-05,969.78,1033.94,681.32,706809.66
Annuity,24,2018-05-24,172.19,1334.47,475.32,551905.53
ETF,25,2018-03-22,462.21,1793.9,64.15,1171338.12
Life Insurance,26,2018-04-18,772.53,783.78,974.62,1063116.75
Mutual Fund,27,2018-01-28,902.16,924.42,613.41,908242.05
ETF,28,2018-04-10,793.34,914,728.2,660987.47
```

Import Quotas Data to the Analytics for Wealth Management App

Follow these steps to add quotas data from an external source to the Analytics for Wealth Management app.

1. Create a .CSV file with these fields, in this order, with exactly these names. Field names are case-sensitive:
   a. StartDate (in yyyy-mm-dd format)
   b. QuotaAmount

c. OwnerName

d. Username

For an example, see Analytics for Wealth Management Example Quota .CSV File.

Important: Create and open .CSV files using only a UTF-8-compliant text editor. Opening them in Microsoft Excel or other spreadsheet software reformats .CSV files and makes them unusable in CRM Analytics.

2. Save the .CSV file to a location you can easily remember.
3. Create the app according to the instructions provided in Create and Share the Analytics for Wealth Management App.
4. Open the app, click Datasets, and locate the quotas dataset.
5. Click the triangle on the far-right side of the screen, and select **Edit**.
6. At the top of the next screen, locate the Replace Data icon, next to the gear, and click it.

7. Click **Select a file or drag it here**, locate the .CSV file you created, select it, and click Open.
8. On the next two screens, click **Next**. Then, click **Upload File** and **Replace**.

The next time the dataflow for your app runs, CRM Analytics adds fees and earnings metrics to relevant dashboards.

Analytics for Wealth Management Example Quota .CSV File

Here's an example of the .CSV file you create to update the Analytics for Wealth Management quotas dataset.

Note: This file is for example purposes only. Create a unique .CSV file with quota data for members of your team including the following fields:

- QuotaAmount
- StartDate
- OwnerName
- Username

Save the .CSV file in UTF-8 format. Field names are case-sensitive and must appear in your file exactly as shown here.

Important: Do not open the .CSV file with Microsoft Excel or another spreadsheet application, which can corrupt the file format.

Example:

```
QuotaAmount,StartDate,OwnerName,Username
150000,2016-01-01,Chris Riley,trailhead9.ub20k5i9t8ou@example.com
150000,2016-02-01,Chris Riley,trailhead9.ub20k5i9t8ou@example.com
150000,2016-03-01,Chris Riley,trailhead9.ub20k5i9t8ou@example.com
150000,2016-01-01,Harold Campbell,trailhead14.jibpbwvuy67t@example.com
150000,2016-02-01,Harold Campbell,trailhead14.jibpbwvuy67t@example.com
150000,2016-03-01,Harold Campbell,trailhead14.jibpbwvuy67t@example.com
150000,2016-01-01,Jessica Nichols,trailhead19.d1fxj2goytkp@example.com
150000,2016-02-01,Jessica Nichols,trailhead19.d1fxj2goytkp@example.com
```

```
150000,2016-03-01,Jessica Nichols,trailhead19.d1fxj2goytkp@example.com
150000,2016-01-01,Catherine Brown,trailhead16.kojyepokybge@example.com
150000,2016-02-01,Catherine Brown,trailhead16.kojyepokybge@example.com
150000,2016-03-01,Catherine Brown,trailhead16.kojyepokybge@example.com
150000,2016-01-01,Kelly Frazier,trailhead7.zdcsy4ax10mr@example.com
150000,2016-02-01,Kelly Frazier,trailhead7.zdcsy4ax10mr@example.com
150000,2016-03-01,Kelly Frazier,trailhead7.zdcsy4ax10mr@example.com
150000,2016-01-01,Dennis Howard,trailhead4.wfokpckfroxp@example.com
150000,2016-02-01,Dennis Howard,trailhead4.wfokpckfroxp@example.com
150000,2016-03-01,Dennis Howard,trailhead4.wfokpckfroxp@example.com
```

Set Field-Level Security to Enable Creation of CRM Analytics for Financial Services Apps

Before creating Analytics for Wealth Management, Analytics for Insurance, Consumer Banking Starter Analytics, or Wealth Starter Analytics, make sure the Analytics Integration User has access to all fields used in the app.

If users don't have proper field-level security permissions when they run a dataflow, the dataflow can fail. Here's how to set Salesforce field-level security to enable the Analytics Integration User to see all fields used in the app.

Follow these steps in Lightning Experience.

1. In Setup, enter `object` in the Quick Find box, and click **Enter**.
2. Select **Object Manager**.
3. Enter the name of the object whose field-level security you need to edit in the Quick Find box, and click **Enter**.
4. Select the object you need to edit, then select **Fields & Relationships**.
5. Select the field you need to edit, then select **Set Field-Level Security**.
6. Look for the Analytics Cloud Integration User, check the boxes for the required fields under Visible, and click **Save**.
7. Repeat steps 5 and 6 for all fields you want to use.
8. Refresh your browser cache.

Follow these steps in Salesforce Classic.

1. In Setup, enter the name of the object whose field-level security you need to edit in the Quick Find box and click **Enter**.
2. Click the name of the object.
3. The next window shows all the fields for the object. Go to the one(s) where you need to edit field-level security.
4. Look for the Analytics Cloud Integration User, check the boxes for the required fields under Visible, and click **Save**.
5. Repeat steps 2 through 5 for all objects with fields you want to use.Refresh your browser cache.

Create and Share CRM Analytics for Financial Services Apps

Follow these general steps to create and share the apps included in CRM Analytics for Financial Services. These include Analytics for Wealth Management, Predict Client Churn Risk for Wealth Management Analytics, Predict Likelihood to Add Assets for Wealth Management Analytics, Analytics for Insurance, Analytics for Retail Banking, Wealth Starter Analytics, Analytics for Mortgage, or Consumer Banking Starter Analytics.

1. Navigate to **Analytics Studio**.
2. Click **Create**, then select **App**.
3. Select the template for the app you want to create:

Note: The configuration wizard for some CRM Analytics for Financial Services templates let you customize your app by answering one or more questions. See the links below for details.

- **Analytics for Wealth Management**. To create and share this app, see Create and Share the Analytics for Wealth Management App.
- **Predict Client Churn Risk for Wealth Management Analytics**. To create and share this app, see Create and Share the Predict Client Churn Risk for Wealth Management Analytics App.
- **Predict Likelihood to Add Assets for Wealth Management Analytics**. To create and share this app, see Create and Share the Predict Client Churn Risk for Wealth Management Analytics App.
- **Analytics for Insurance**. To create and share this app, see Create and Share the Analytics for Insurance App.
- **Einstein Discovery for Insurance Analytics**. To create and share this app, see Create and Share the Einstein Discovery for Insurance Analytics App
- **Analytics for Retail Banking**
- **Wealth Starter Analytics**
- **Analytics for Mortgage**
- **Consumer Banking Starter Analytics**

Then click **Continue**.

Note: Analytics for Wealth Management was called CRM Analytics for Financial Services until the Winter '20 Salesforce release.

4. Have a quick look at the template preview page, then click **Continue** to open the configuration wizard.
5. CRM Analytics performs a compatibility check of your org's data. If it uncovers any issues, you see error messages with instructions about how to address them. Fix the issues and try app creation again If it completes successfully, click **Looks good, next**.

   Important: The Analytics for Mortgage and Consumer Banking Starter Analytics templates include a wizard with a single question. It asks if you'd like to enable Salesforce data security settings so app users can view only records they own. It's recommended that you leave the default answer — **No** — so that all users can view all records. If you'd prefer to limit users to viewing only the data from records they own, select **Yes**.

6. Name your app something you and users can easily remember and click **Create**.

   Note: We recommend using the template name—for example, *Wealth Management*—in your app name to make it easier to find.

7. View the status of app creation on the next page. The process takes a minute or two. Once it's complete, refresh the page to see your app.

   Note: You may see an error saying the Analytics Integration User does not have access to selected fields. If so, edit Salesforce field-level security so the Integration User has the required access.

Now that you've created the app, share it with users in your organization. You can share it only with users assigned the admin or user permission sets for CRM Analytics for Financial Services.

1. Open your app if it's not already open. If you've navigated away from CRM Analytics Studio, go back to it, select **All Items**, find your app, and click it.
2. Click the Share icon at upper right.
3. In the next screen, use the search field under **Invite others:** to find other users in your org.
4. Select whether you want to make the selected user a Viewer, Editor, or Manager of the app.

Important: Users with the "Use Analytics Templated Apps" permission and Editor or Manager access to the app can create, edit, and delete assets in the app.

5. Click **Add**, then click **Save**.

Create and Share the Analytics for Insurance App
Create an app from the Analytics for Insurance template and share it with your users.

Create and Share the Policy Renewal Prediction App
Perform these steps to create and share an app using the Policy Renewal Prediction template.

Create and Share the FSC Insurance Analytics Fast Start App
Create an app from the FSC Insurance Analytics Fast Start template and then share the app with your users.

Create and Share the Einstein Discovery for Insurance Analytics App
Create an app from the Einstein Discovery for Insurance Analytics template and share it with your users.

Create and Share the Insurance Claims and Policy Analytics App
Create an app from the Insurance Claims and Policy Analytics template and share it with your users.

Create and Share the Analytics for Wealth Management App
Follow these steps to create and share an app from the Analytics for Wealth Management template.

Create and Share the Predict Client Churn Risk for Wealth Management Analytics App
Follow these steps to create and share an app from the Predict Client Churn Risk for Wealth Management Analytics template.

Create and Share the Predict Likelihood to Add Assets for Wealth Management Analytics App
Follow these steps to create and share an app from the Predict Likelihood to Add Assets for Wealth Management Analytics template.

SEE ALSO:

Set Field-Level Security to Enable Creation of CRM Analytics for Financial Services Apps

Create and Share the Analytics for Insurance App

Create an app from the Analytics for Insurance template and share it with your users.

Note: Before you create the app, make sure that person accounts are enabled in your org. If they're not enabled, direct your admin to Configure Person Accounts in Financial Services Cloud.

1. Navigate to **CRM Analytics Studio**.
2. Click **Create**, then select **App**.
3. Select **Analytics for Insurance**, then click **Continue**.
4. Take a quick look at the preview page, then click **Continue** to open the configuration wizard.
5. To create an app or use settings from an existing app, make a selection, and click **Continue**.
6. CRM Analytics performs a compatibility check of your Salesforce org's data. If it uncovers any issues, you see error messages with instructions about how to address them. Fix the issues and try app creation again. If it completes the check successfully, click **Looks good, next**.
7. The next page of the wizard asks you to make three selections.
   a. The first wizard question asks how you want CRM Analytics to store data in app datasets. To capture all data from the Insurance Policy object one time each week, select **Snapshot**.

EDITIONS

Available for an extra charge in **Professional**, **Performance**, and **Unlimited** editions that have Financial Services Cloud for Insurance enabled.

USER PERMISSIONS

To create the Analytics for Insurance app
- CRM Analytics Plus Admin and FSC Analytics Admin

The snapshot option results in better performance but consumes more data storage space. It also shows data starting from the weekly snapshot date and not from policy effective dates. To capture only changes made to the Insurance Policy object, select **Incremental**. The incremental option results in optimal use of data storage space, and dashboards show data starting from the policy effective date. But overall performance can be slower.

b. Next, the wizard asks you to select a security predicate to apply to the data. To make data visible to a user based on their hierarchical role and the policies they sold, select **User Role Hierarchy**. To let a user view data that belongs to users below them in the hierarchy and the policies they sold, select **User Manager Hierarchy**. To make all data visible to anyone viewing the app, select **None**.

c. The next wizard question asks if you want to include lead history data in your dashboards. To include it, you must enable field history tracking for the following Lead object fields: Lead Status, Name, Lead Owner, Lead Source, and Product Interest.

8. The next page of the wizard asks you to make these selections.

   a. The first wizard question asks if you want to include household data in your app. To include household data in your app, select **Yes**.

   b. Next, the wizard asks if you want to calculate loss ratio based on financial account transactions instead of policy claims. To see insights based on loss ratio, select **Yes**.

   Note: If there's no data in the Financial Account Transaction object, you see insights based on Claims to Gross Written Premium (GWP) instead of Loss Ratio in your dashboards.

   c. Next, the wizard asks if you want to filter activities by date. To see data of tasks and events that occurred on or after a particular date, select **Yes**. To see data of all tasks and events, select **No**.

   Note: If you're not filtering activities by date, skip to Step 9.

   d. Next, select the date for filtering activities.

9. Click **Looks good, next**.

10. Name your app, then click **Create**.

View the status of the app creation on the next page. The process takes a minute or two. After it's complete, refresh the page to see your app.

Note: If you see an error message that the Analytics Integration User doesn't have access to selected fields, edit Salesforce field-level security .

Share the app with your users. You can share it only with users assigned the admin or user permission sets for CRM Analytics for Financial Services.

1. Open your app if it's not already open. If you've navigated away from CRM Analytics Studio, go back to it, select **All Items**, find your app, and click it.

2. Click the Share icon at upper right.

3. In the next screen, use the search field under **Invite others:** to find other users in your org.

4. Select whether you want to make the selected user a Viewer, Editor, or Manager of the app.

   Important: Users with the "Use Analytics Templated Apps" permission and Editor or Manager access to the app can create, edit, and delete assets in the app.

5. Click **Add**, then click **Save**.

Note: You can delete customers' data from the Analytics for Insurance app by deleting records from the trending and snapshot datasets. See Delete Records from Analytics for Insurance Datasets on page 1184.

Create and Share the Policy Renewal Prediction App

Perform these steps to create and share an app using the Policy Renewal Prediction template.

Available in: **Enterprise**, **Performance**, and **Unlimited** Editions where Financial Services Cloud for Insurance is enabled and Vlocity Insurance is installed

USER PERMISSIONS

To create the Policy Renewal Prediction app

- CRM Analytics Plus Admin and FSC Analytics Admin

1. Go to Analytics Studio.
2. Click **Create**, and then select **App**.
3. Select **Policy Renewal Prediction**, and then click **Continue**.
4. Take a quick look at the template preview page, and then click **Continue**.

   CRM Analytics performs a compatibility check of your org's data and, if any errors are found, shows error messages with instructions on how to fix them.
5. If issues are found, fix the issues, and then try to create the app again.
6. If the data check is completed without any issues, click **Looks good, next**.
7. Select the period of Einstein Discovery to aggregate data and train the predictive model, and then click **Looks good, next**.
8. Select the fields with data that can improve the prediction, and then click **Looks good, next**.

   By default, Analytics selects commonly used fields.
9. Name your app, and then click **Create**.
10. To see the status of app creation, go to the next page.

    The process takes a minute or two.
11. After the app is created, to see your app, refresh the page.

    Note: If you see an error that the Analytics Integration User doesn't have access to selected fields, edit Salesforce field-level security to give the Integration User the required access.

Now that you've created the app, share the app with users in your company.

You can share the app only with Vlocity users who are assigned the admin or user permission sets for CRM Analytics for Financial Services.

1. If you navigated away from CRM Analytics Studio, return to it, select **All Items**, and then find your app.
2. Open your app.
3. Click the **Share** icon.
4. Find other users in your org by using the search field under **Invite others:**.
5. Select a role for the selected user: Viewer, Editor, or Manager.
6. Click **Add**, and then save your changes.

Create and Share the FSC Insurance Analytics Fast Start App

Create an app from the FSC Insurance Analytics Fast Start template and then share the app with your users.

Note: To create FSC Insurance Analytics Fast Start, you don't need additional data settings. FSC Insurance Analytics Fast Start app template is automatically installed in Salesforce instances via managed packages. For more information, see Auto-Installed Apps.

Before you create the app, make sure that person accounts are enabled in Salesforce. If not enabled, get your admin to Configure Person Accounts in Financial Services Cloud.

1. To create the app, go to **CRM Analytics Studio**.
2. Click **Create**, and then select **App**.
3. Select **FSC Insurance Analytics Fast Start**, and then click **Continue**.
4. Review the preview page, and then, to open the configuration setup flow, click **Continue**.
5. Choose whether to create an app or use settings from an existing app, and then click **Continue**.

   CRM Analytics performs a compatibility check of your instance's data.
6. Perform an action:
   - If the instance's compatibility check fails, perform the instructions in the error message to fix the issues, and then create the app again.
   - If the instance's compatibility check succeeds, click **Looks good, next**.
7. Select a security level for the data.
   - To make the data visible to a user based on the user's hierarchical role and the policies that the user sold, select **User Role Hierarchy**.
   - To let a user view the data that belongs to users below them in the hierarchy and the policies the user sold, select **User Manager Hierarchy**.
   - To make all data visible to anyone viewing the app, select **None**.
8. Click **Looks good, next**.
9. Enter a name for your app, and then click **Create**.

   You can see the status of the app creation on the next page. The process takes a minute or two.
10. After the process is completed, to see your app, refresh the page.

    If you see an error message that the Analytics Integration User doesn't have access to selected fields, edit Salesforce field-level security.
11. To share the app with your users, in CRM Analytics Studio, open your app.

    You can share the app only with users who have the relevant admin or user permission set.
12. Click the Share icon.
13. To find other users in your instance, search under Invite others: by using the search field.
14. Select a role for the selected user: Viewer, Editor, or Manager.

    Note: Users with the Use Analytics Templated Apps permissions and the Editor or Manager access can create, edit, and delete assets in the app.
15. Click **Add**, and then save your changes.

EDITIONS

Available for an extra charge in **Professional**, **Performance**, and **Unlimited** Editions that have Financial Services Cloud for Insurance enabled.

USER PERMISSIONS

To create the FSC Insurance Analytics Fast Start app:

- CRM Analytics Plus Admin and FSC Analytics Admin

Create and Share the Einstein Discovery for Insurance Analytics App

Create an app from the Einstein Discovery for Insurance Analytics template and share it with your users.

Important: You can create the Einstein Discovery for Insurance Analytics App only if the Financial Services Cloud managed package is installed in your Salesforce org.

Note: \To successfully create the Einstein Discovery for Insurance Analytics app, make sure that the Insurance Policy object meets these requirements.

- At least 25 records with a renewal date in the past, and either the Date Renewed field or the Previous Renewal Date field contains a value.
- At least 25 records with a renewal date in the past, and both Date Renewed and Previous Renewal Date fields are empty.

1. Navigate to CRM Analytics Studio.
2. Click **Create**, then select **App**.
3. Select **Einstein Discovery for Insurance Analytics**, then click **Continue**.
4. Take a quick look at the preview page, then click **Continue** to open the configuration wizard.
5. CRM Analytics performs a compatibility check of your Salesforce org's data. If it uncovers any issues, you see error messages with instructions about how to address them. Fix the issues and try app creation again. If it completes successfully, click **Looks good, next**.
6. Select the fields that you want to add to your app. Select at least two fields with data that can improve the predictions.

   Note: Fields such as Age Group, State, or Gender can introduce bias into the analysis. We don't recommend selecting them.

7. Click **Looks good, next**.
8. Name your app, then click **Create**.

   View the status of the app creation on the next screen. The process takes a minute or two. After it's complete, refresh the page to see your app.

   Note: If you see an error that the Analytics Integration User doesn't have access to selected fields, edit Salesforce field-level security.

Share the app with your users. You can share it only with users assigned the admin or user permission sets for CRM Analytics for Financial Services.

1. Open your app if it's not already open. If you've navigated away from CRM Analytics Studio, go back to it, select **All Items**, find your app, and click it.
2. Click the Share icon at upper right.
3. In the next screen, use the search field under **Invite others:** to find other users in your org.
4. Select whether you want to make the selected user a Viewer, Editor, or Manager of the app.

   Important: Users with the "Use Analytics Templated Apps" permission and Editor or Manager access to the app can create, edit, and delete assets in the app.

5. Click **Add**, then click **Save**.

Apply Security Predicates to Your Datasets
If you want to restrict users' access to data based on their hierarchical role or Manager Id, apply security predicates to the relevant datasets.

Retrain Your Predictive Model
To retrain a predictive scoring model, update and run the dataflow, refresh the story, and deploy the model.

Apply Security Predicates to Your Datasets

If you want to restrict users' access to data based on their hierarchical role or Manager Id, apply security predicates to the relevant datasets.

EDITIONS

Available for an extra charge in **Professional**, **Performance**, and **Unlimited** editions that have Financial Services Cloud for Insurance enabled.

1. In CRM Analytics Studio, click and select **Data Manager**.
2. Select **Data**.
3. Under Datasets, look for the dataset you want to apply predicates to, and click .
4. Select **Edit Dataset**.
5. Under Security Predicate, click
6. In the text box, enter either of these strings:
   - To apply User Role Hierarchy to the dataset, enter

     ```
     'OwnerId' == "$User.Id" || 'Owner.Role.Roles' == "$User.UserRoleId"
     ```

   - To apply User Manager Hierarchy to the dataset, enter

     ```
     'Owner.Managers' == "$User.Id"
     ```

If you want to retrain the predictive scoring model, remove the security predicates, update your story, and deploy your new model. If you retrain your model without removing the security predicates, the model is trained only with the data the user can access.

Retrain Your Predictive Model

To retrain a predictive scoring model, update and run the dataflow, refresh the story, and deploy the model.

EDITIONS

Available for an extra charge in **Professional**, **Performance**, and **Unlimited** editions that have Financial Services Cloud for Insurance enabled.

1. From CRM Analytics Studio, click and select **Data Manager**.
2. Select **Dataflows & Recipes**.
3. Under DATAFLOWS, look for the dataflow you want to edit, and click
4. Select **Edit**.
5. In the dataflow editor, replace the scoring filter node with your training filter node. Use the `RenewedFlag=="True"` SAQL filter as your training dataset filter node attribute. To learn more about adding filters to a dataset, see Filter Transformation.
6. Run the dataflow.
7. After the dataflow is completed, refresh the Analytics home page and select the Stories subtab.
8. Click the story you want to open.
9. Einstein Discovery asks whether you want to refresh your story with the latest data. Click **Refresh field options from latest version**.

10. After the story is updated, open it.
11. From the Edit Story dropdown menu, select **Deploy Model**.

Create and Share the Insurance Claims and Policy Analytics App

Create an app from the Insurance Claims and Policy Analytics template and share it with your users.

EDITIONS

Available for an additional cost in: **Enterprise**, **Performance**, and **Unlimited** Editions that have Financial Services Cloud for Insurance enabled

USER PERMISSIONS

To create the Insurance Claims and Policy Analytics app
- CRM Analytics Plus Admin and FSC Analytics Admin

1. In CRM Analytics Studio, click **Create** and then select **App**.
2. Select the **Insurance Claims and Policy Analytics** template, and then click **Continue**.
3. Review the preview page, and then click **Continue**.
4. To create an app or use settings from an existing app, make a selection, and click **Continue**. Analytics runs a compatibility check of the data in your Salesforce org.
5. If the compatibility check uncovers any issues, follow the instructions in the error message to resolve them. Then, try to create the app again. When the compatibility check completes successfully, click **Looks good, next**.
6. Select the type of data that you want to include in your app:
   - To add claims management data, select **Claims Management**.
   - To add policy administration data, select **Policy Administration**.
7. Select the security predicate that you'd like to apply to your app:
   - To make data visible to a user based on their hierarchical role, select **User Role Hierarchy**.
   - To let a user view data that belongs to users below them in the hierarchy, select **User Manager Hierarchy**.
   - To make all data visible to anyone viewing the app, select **None**.
8. Select a currency for your app. By default, your Salesforce org's currency is selected.
9. Click **Looks good, next**.
10. Name your app, then click **Create**.
    The process takes a few minutes. When it completes, refresh the page.

Note: If you see an error saying the Analytics Integration User doesn't have access to selected fields, update the field-level security for the app. See Set Field-Level Security to Enable Creation of CRM Analytics for Financial Services Apps on page 1170. For more information about FLS, see Field-Level Security in Salesforce Help.

Now, share the app with your users. You can share it only with users who are assigned the admin or user permission sets for CRM Analytics for Financial Services.

1. In CRM Analytics Studio, open your app and click .
2. On the Give Access tab of the share window, under Invite others, add the names of users in your org.
3. For every user you add, select their level of access: Viewer, Editor, or Manager.
4. Save your changes.

Create and Share the Analytics for Wealth Management App

Follow these steps to create and share an app from the Analytics for Wealth Management template.

1. Navigate to **Analytics Studio**.

2. Click **Create**, then select **App**.
3. Select **Analytics for Wealth Management**. Then click **Continue**.
4. Have a quick look at the template preview page, then click **Looks good, next** to open the configuration wizard.
5. If you've already created an app, the wizard asks if you want to create a new app or reuse answers from an existing app. Make your selection, and click **Continue**.
6. CRM Analytics performs a compatibility check of your org's data. If it uncovers any issues, you see error messages with instructions about how to address them. Fix the issues and try app creation again. If it completes successfully, click **Looks good, next**.
7. The next page of the wizard (labeled *Step 2 of 3*) asks you to make three selections. After you're done, click **Looks good, next**.
   a. **Would you like to add a security predicate to datasets?** If you answer **Yes**, only a record's owner or by someone in a role with permission to view the record can view the data. If you answer **No**, everyone viewing app dashboards can see all data.
   b. **Would you like the app to include trending data and visualizations?** If you select **Yes**, CRM Analytics adds snapshot datasets and shows trending visualizations in dashboards. If you select **No**, dashboards won't show trending. If you have large numbers of records in objects, the number of rows in the snapshot datasets can grow quickly. Those rows count against your data limit. See Understand CRM Analytics for Financial Services Limitations
   c. **Choose the record types used to determine household accounts as well as person or individual accounts.** Your app datasets and dashboard include only accounts with the record types you select. CRM Analytics recommends record types to use. Add others or take away types you don't want to use.
8. The next page (labeled *Step 3 of 3*) asks you to make four more selections. After you're done, click **Looks good, next**.
   a. **Would you like to include commissions and fees charts in dashboards?** If you answer **Yes**, you have to upload commissions and fees data from an external source to populate dashboard charts. See Import Earnings and Fees Data to CRM Analytics for Financial Services Apps on page 1167.
   b. **Would you like to include quotas charts in dashboards?** If you answer **Yes**, you have to upload quotas data from an external source to populate dashboard charts. See Import Quotas Data to the Analytics for Wealth Management App on page 1168.
   c. **Would you like to include lead history charts in dashboards?** If you answer **Yes**, be sure you've enabled lead history in the Leads object.
   d. **Would you like to include financial account transactions charts in dashboards?** If you answer **Yes**, you must have already uploaded financial account transaction data from an external source to populate the charts.
9. Name your app and click **Create**.
10. View the status of app creation on the next page. The process takes a minute or two. Once it's complete, refresh the page to see your app.

    Note: You may see an error saying the Analytics Integration User does not have access to selected fields. If so, edit Salesforce field-level security so the Integration User has the required access.

Now that you've created the app, share it with users in your organization. You can share it only with users assigned the admin or user permission sets for CRM Analytics for Financial Services.

1. Open your app if it's not already open. If you've navigated away from CRM Analytics Studio, go back to it, select **All Items**, find your app, and click it.
2. Click the Share icon at upper right.
3. In the next screen, use the search field under **Invite others:** to find other users in your org.
4. Select whether you want to make the selected user a Viewer, Editor, or Manager of the app.

Important: Users with the "Use Analytics Templated Apps" permission and Editor or Manager access to the app can create, edit, and delete assets in the app.

5. Click **Add**, then click **Save**.

Create and Share the Predict Client Churn Risk for Wealth Management Analytics App

Follow these steps to create and share an app from the Predict Client Churn Risk for Wealth Management Analytics template.

Note: To create the Predict Client Churn Risk for Wealth Management Analytics app, ensure the dataset meets these requirements.

- At least 400 records are available in the dataset.
- At least 50 records are in the "Is_churn" field, with true or false values, and there are at least 25 records in each category (True and False).

1. Navigate to **Analytics Studio**.
2. Click **Create**, then select **App**.
3. Select **Predict Client Churn Risk for Wealth Management Analytics**. Then click **Continue**.
4. Have a quick look at the template preview page, then click **Looks good, next** to open the configuration wizard.
5. If you've already created an app, the wizard asks if you want to create a new app or reuse answers from an existing app. Make your selection, and click **Continue**.
6. CRM Analytics performs a compatibility check of your org's data. If it uncovers any issues, you see error messages with instructions about how to address them. Fix the issues and try app creation again. If it completes successfully, click **Looks good, next**.
7. The next page of the wizard (labeled *Step 2 of 2*) asks you to make three selections. After you're done, click **Looks good, next**.
   a. **Choose the record types used to determine household accounts as well as person or individual accounts.** Your app datasets and dashboard include only accounts with the record types you select. CRM Analytics recommends record types to use. Add others or take away types you don't want to use.
   b. **Choose the record types of financial accounts to include.** Your app datasets and dashboard include only financial accounts with the record types you select. Analytics recommends record types to use. Add others or take away types you don't want to use.
   c. **Would you like to include financial account transactions in the app?** If you select **Yes**, CRM Analytics adds financial account transactions in the dataset and as part of the Einstein Discovery story. You must have already uploaded financial account transaction data from an external source to be used by Einstein Discovery. If you select **No**, financial account transactions aren't used.
8. Name your app and click **Create**.
9. View the status of app creation on the next page. The process takes a minute or two. Once it's complete, refresh the page to see your app.

Note: You may see an error saying the Analytics Integration User does not have access to fields. If so, edit Salesforce field-level security so the Integration User has the required access.

Now that you've created the app, share it with users in your organization. You can share it only with users assigned the admin or user permission sets for CRM Analytics for Financial Services.

1. Open your app if it's not already open. If you've navigated away from CRM Analytics Studio, go back to it, select **All Items**, find your app, and click it.
2. Click the Share icon at upper right.

3. In the next screen, use the search field under **Invite others:** to find other users in your org.
4. Select whether you want to make the selected user a Viewer, Editor, or Manager of the app.

   Important: Users with the "Use Analytics Templated Apps" permission and Editor or Manager access to the app can create, edit, and delete assets in the app.

5. Click **Add**, then click **Save**.

Create and Share the Predict Likelihood to Add Assets for Wealth Management Analytics App

Follow these steps to create and share an app from the Predict Likelihood to Add Assets for Wealth Management Analytics template.

Note: To create the Predict Likelihood to Add Assets for Wealth Management Analytics app, ensure the dataset meets these requirements.

- At least 400 records are available in the dataset.
- At least 50 records are in the Assets Addition field with true or false values, and there are at least 25 records in each category (True and False).

1. Navigate to **Analytics Studio**.
2. Click **Create**, then select **App**.
3. Select **Predict Likelihood to Add Assets for Wealth Management Analytics**. Then click **Continue**.
4. Have a quick look at the template preview page, then click **Looks good, next** to open the configuration wizard.
5. If you've already created an app, the wizard asks if you want to create a new app or reuse answers from an existing app. Make your selection, and click **Continue**.
6. Select a version of the Analytics for Wealth Management app you want to use to populate your data for this app. If you have not created an Analytics for Wealth Management yet, see Create and Share the Analytics for Wealth Management App and then try app creation again. Select the Analytics for Wealth Management app you want and click **Looks good, next**.
7. CRM Analytics performs a compatibility check of your org's data. If it uncovers any issues, you see error messages with instructions about how to address them. Fix the issues and try app creation again. If it completes successfully, click **Looks good, next**.
8. The next page of the wizard (labeled *Step 3 of 3*) asks you to make one selection. After you're done, click **Looks good, next**.
   a. **Enter threshold for AUM Change calculation for Assets addition flag.** Enter a numeric value between 1–10000000 to set the threshold of AUM change for the Einstein Discovery story model. The default value is 10000.
9. Name your app and click **Create**.
10. View the status of app creation on the next page. The process takes a minute or two. Once it's complete, refresh the page to see your app.

Note: You may see an error saying the Analytics Integration User does not have access to selected fields. If so, edit Salesforce field-level security so the Integration User has the required access.

Now that you've created the app, share it with users in your organization. You can share it only with users assigned the admin or user permission sets for CRM Analytics for Financial Services.

1. Open your app if it's not already open. If you've navigated away from CRM Analytics Studio, go back to it, select **All Items**, find your app, and click it.
2. Click the Share icon at upper right.
3. In the next screen, use the search field under **Invite others:** to find other users in your org.

4. Select whether you want to make the selected user a Viewer, Editor, or Manager of the app.

   Important: Users with the "Use Analytics Templated Apps" permission and Editor or Manager access to the app can create, edit, and delete assets in the app.

5. Click **Add**, then click **Save**.

Embed Analytics for Wealth Management Dashboards in Lightning Pages

Analytics for Wealth Management includes dashboards intended for embedding and access in Lightning Experience pages.

For general instructions, see Embed Dashboards in Lightning Pages in Salesforce Help. Here are examples using dashboards from the Analytics for Wealth Management app, including the code for the filter attribute set in Step 4 of Embed Dashboards in Lightning Pages.

Financial Advisor Home. Intended for access through your Financial Services Cloud home page, but can be embedded anywhere you want to show data insights.

Financial Account. Embed in a financial accounts record page. Set the Filter attribute with the following:

```
{'datasets':{'FSC_FinancialAccount':[{'fields':['Id'], 'filter':{'operator': 'in',
'values':['$Id']}}]}}
```

Goal. Embed in a financial goals record page. Set the Filter attribute with the following:

```
{'datasets':{'FSC_FinancialGoal':[{'fields':['Id'], 'filter':{'operator': 'in',
'values':['$Id']}}]}}
```

Lead & Referral. Embed in a lead or referral record page. Set the Filter attribute with the following:

```
{'datasets':{'FSC_Lead':[{'fields':['Id'], 'filter':{'operator': 'in', 'values':['$Id']}}]}}
```

Opportunity. Embed in a product record page. Set the Filter attribute with the following:

```
{'datasets':{'FSC_Opportunity':[{'fields':['Id'], 'filter':{'operator': 'in',
'values':['$Id']}}]}}
```

Embed Analytics for Insurance Dashboards in Lightning Pages

Analytics for Insurance includes dashboards intended for embedding and access in Lightning Experience pages.

For general instructions, see Embed Dashboards in Lightning Pages in Salesforce Help. Here are examples using dashboards from the Analytics for Insurance app, including the code for the filter attribute set in Step 4 of Embed Dashboards in Lightning Pages.

Book of Business. Embed in Account or Contact record page layouts. Set the Filter attribute with the following:

```
{"datasets": {"FinancialAccountTransaction": [{"fields": ["Producer.Account.Id"],"filter":
 {"operator": "in","values": ["$Id"]}}],"Insurance_Policies": [{"fields":
["Producer.Account.Id"],"filter": {"operator": "in","values": ["$Id"]}}],"Claims":
[{"fields": ["Producer.Account.Id"],"filter": {"operator": "in","values": ["$Id"]}}]}}
```

Customer: Embed in an Account record page layout. Set the Filter attribute with the following:

```
{"datasets": {"Insurance_Policies": [{"fields": ["PolicyOwner.Id"],"filter": {"operator":
 "in","values": ["$Id"]}}]}}
```

Distributor Book of Business. Intended for access through your sales manager home page, but can be embedded anywhere you want to show data insights. No filter required.

Distributor Sales Performance. Embed in Account or Contact record page layouts. Set the Filter attribute with the following:

```
{"datasets": {"FinancialAccountTransaction": [{"fields": ["Producer.Account.Id"],"filter":
 {"operator": "in","values": ["$Id"]}}],"Insurance_Policies": [{"fields":
["Producer.Account.Id"],"filter": {"operator": "in","values": ["$Id"]}}],"Claims":
[{"fields": ["Producer.Account.Id"],"filter": {"operator": "in","values":
["$Id"]}}],"AllActivities1": [{"fields": ["Account.Id"],"filter": {"operator": "in","values":
 ["$Id"]}}]}}
```

Key Distributors. Intended for access through your sales manager home page, but can be embedded anywhere you want to show data insights. No filter required

Lead. Embed in a Lead record page layout. Set the Filter attribute with the following:

```
{"datasets": {"AllLeads": [{"fields": ["Id"],"filter": {"operator": "in","values":
["$Id"]}}]}}
```

Opportunity. Embed in an Opportunity record page layout. Set the Filter attribute with the following:

```
{"datasets": {"Opportunity": [{"fields": ["Id"],"filter": {"operator": "in","values":
["$Id"]}}]}}
```

Likelihood to Renew Policy. Embed in an Account page layout. Set the Filter attribute with the following:

```
{"datasets":{"ED_LikelihoodToRenewPolicy":[{"fields":["NameInsuredId"],"filter":{"operator":"in","values":["$Id"]},"locked":null,"hidden":null}]}}
```

Household. Embed in an Account page layout. Set the Filter attribute with the following:

```
{"datasets":{"Account_Financials":[{"fields":["Id"],"filter":{"operator":"in","values":["$Id"]},"locked":null,"hidden":null}]}}
```

Embed Insurance Claims and Policy Analytics Dashboards

The Analytics for Insurance Claims and Policy Analytics app includes dashboards that you can embed and access in Lightning Experience pages.

Dashboard	String
Distributor Sales Performance	{"datasets":{"Claims":[{"fields":["Producer.Account.Id"],"filter":{"operator":"in","values":["$Id"]},"locked":null,"hidden":null}]}}
Distributor Book of Business	{"datasets":{"Claims":[{"fields":["Producer.Account.Id"],"filter":{"operator":"in","values":["$Id"]},"locked":null,"hidden":null}]}}

EDITIONS

Available in **Enterprise**, **Performance**, and **Unlimited** Editions where Financial Services Cloud for Insurance is enabled and Vlocity Insurance is installed.

For detailed instructions for embedding dashboards, see Embed Dashboards in Lightning Pages in Salesforce Help.

Embed Likelihood of Renew Policy Dashboard in Lightning Pages

The Policy Renewal Prediction app includes the Likelihood of Renew Policy dashboard that you can embed and access in Lightning Experience pages.

Give users quick access to the Likelihood of Renew Policy dashboard by embedding it on Lightning pages in your org.

Table 28: Embed the Dashboard

Dashboard	String
Likelihood of Renew Policy	[illegible]

EDITIONS

Available for an additional cost in: **Enterprise**, **Performance**, and **Unlimited** Editions where Financial Services Cloud for Insurance is enabled and Vlocity Insurance is installed

For detailed instructions for embedding dashboards, see Embed Dashboards in Lightning Pages in Salesforce Help.

Schedule the Data Sync and Dataflow for CRM Analytics for Financial Services Apps

When you create CRM Analytics for Financial Services apps, the creation process includes a data sync and dataflows that make data available to dashboards. Schedule the app to refresh daily so dashboards show the latest data.

To schedule your app, see Schedule Data Refresh for a CRM Analytics App. Select a time outside normal work hours so the data refresh doesn't interrupt business activities.

The app refresh runs the sync and dataflows for your app every day at the time you set.

Delete Records from Analytics for Insurance Datasets

General Data Protection Regulation (GDPR) requires you to delete customers' personal data when customers request it, or when it's no longer necessary to keep. You can remove customers' data from the Analytics for Insurance app by deleting the records from trending or snapshot datasets.

Note: Before you delete records, make sure your app's data is synced and it has the latest data.

Delete Records from a Trending Dataset

You can delete a user, contact, or an account from the Analytics for Insurance trending datasets.

Delete Records from a Snapshot Dataset

You can delete a user, contact, or an account from the Analytics for Insurance Snapshot datasets.

Delete Records from a Trending Dataset

You can delete a user, contact, or an account from the Analytics for Insurance trending datasets.

1. In CRM Analytics Studio, click and then select **Data Manager**.
2. Select **Dataflows & Recipes**.
3. Under Dataflows, look for FS_INS_GDPR_Compliance_Dataflow and then click .
4. Select **Edit**.
5. Select the filter node and edit the SAQL filter.
6. To delete a user,
   a. Select the **Filter:DeletedUsersTrending** node.
   b. In the SAQL filter string, replace NA with the username of the record you want to delete.

EDITIONS

Available for an extra charge in **Professional**, **Performance**, and **Unlimited** editions that have Financial Services Cloud for Insurance enabled.

USER PERMISSIONS

To delete records from datasets

- CRM Analytics Plus Admin and FSC Analytics Admin

   c. Save your changes.

7. To delete an account,

   a. Select the **Filter:DeletedAccountsTrending** node.

   b. In the SAQL filter string, replace NA with the ID of the account you want to delete.

c. Save your changes.

8. To delete a contact,
   a. Select the **Filter:DeletedContactsTrending** node.
   b. In the SAQL filter string, replace NA with the ID of the contact you want to delete.

c. Save your changes.

9. Click **Run Dataflow**.

After the dataflow run completes, open the FS(INS) - Insurance Policy Trending and FS(INS) - Account Trending datasets and verify if the records are deleted.

Delete Records from a Snapshot Dataset

You can delete a user, contact, or an account from the Analytics for Insurance Snapshot datasets.

1. In CRM Analytics Studio, click and then select **Data Manager.**
2. Select **Dataflows & Recipes**.
3. Under Dataflows, look for FS_INS_GDPR_Compliance_Dataflow and then click
4. Select **Edit**.
5. Select the filter node and edit the SAQL filter.
6. To delete a user,
   a. Select the **Filter:DeletedUsersSnapshot** node.
   b. In the SAQL filter string, replace NA with the username of the record you want to delete.

EDITIONS

Available for an extra charge in **Professional**, **Performance**, and **Unlimited** editions that have Financial Services Cloud for Insurance enabled.

USER PERMISSIONS

To delete records from datasets

- CRM Analytics Plus Admin and FSC Analytics Admin

c. Save your changes.

7. To delete an account,

   a. Select the **Filter:DeletedAccountsSnapshot** node.

   b. In the SAQL filter string, replace NA with the ID of the account you want to delete.

c. Save your changes.

8. To delete a contact,

   a. Select the **Filter:DeletedContactsSnapshot** node.

   b. In the SAQL filter string, replace NA with the ID of the contact you want to delete.

c. Save your changes.

9. Click **Run Dataflow**.

After the dataflow run completes, open the FS(INS) - Insurance Policy - Snapshot and FS(INS) - Account Snapshot datasets and verify if the records are deleted.

Revenue Management

Give financial advisors, bankers, and branch managers access to analytics that provide a comprehensive view of their business performance. By using a guided setup, quickly set up Revenue Management for Financial Services Cloud.

Set Up Revenue Management for Financial Services Cloud
By using a guided setup, you can initiate the request to create a CRM Analytics app for Revenue Management more easily. Follow clear steps to set up permissions, configure the objects and fields that track revenue performance, and initiate a request to create an app with a dashboard for a configuration. Your business users can get valuable insights on revenue by viewing the prebuilt dashboard in the app.

Set Up Revenue Management for Financial Services Cloud

By using a guided setup, you can initiate the request to create a CRM Analytics app for Revenue Management more easily. Follow clear steps to set up permissions, configure the objects and fields that track revenue performance, and initiate a request to create an app with a dashboard for a configuration. Your business users can get valuable insights on revenue by viewing the prebuilt dashboard in the app.

Considerations for Setting Up Revenue Management for Financial Services Cloud
Keep in mind these considerations when setting up Revenue Management for Financial Services Cloud.

Before You Begin
Before you set up Revenue Management for Financial Services Cloud, follow these steps.

Set Up Revenue Source Objects and Fields for Analytics
Select the objects and fields that store opportunity and product-related information. Then initiate a request to create a CRM Analytics app for the configuration.

Create Categories for a Revenue Source Metric
By creating categories for a revenue metric, you can measure and track the performance of the metric. When creating categories, you can select the fields that store opportunity-related stage information.

Initiate App Creation
After you set up the objects and fields and create at least one active category, you can initiate the request to create a CRM Analytics app for the configuration. You can also preview the app or check the status of the app—all without leaving the guided setup.

Considerations for Setting Up Revenue Management for Financial Services Cloud

Keep in mind these considerations when setting up Revenue Management for Financial Services Cloud.

- Give Analytics Integration users access to all the fields that are used in the app. When you're setting up objects and fields or creating categories, you can see only those fields that the Analytics Integration users have access to.
- To create a CRM Analytics app from the guided setup, the Financial Services Cloud managed package must be installed in your org.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions where Financial Services Cloud is enabled.

Before You Begin

Before you set up Revenue Management for Financial Services Cloud, follow these steps.

1. From Setup, in the Quick Find box, enter `Revenue Management`, and then select **Revenue Management Setup**.
2. Complete the prerequisites.

   Assign appropriate permissions to users and enable the CRM Analytics setting in your Salesforce org.

   a. To assign permissions, click **Assign Permissions** and assign the necessary permissions to admins.

      To access the Revenue Management Setup page or to create and edit the Revenue Management dashboard, you need the RI for Fins Admin permission set. To view the Revenue Management Dashboards app, you need the RI for Fins Admin or RI for Fins User permission set.

   b. To enable CRM Analytics, click **Enable CRM Analytics Setting**, and then click **Enable CRM Analytics**.

      Note: On the Revenue Management Setup page, you can see the instructions to complete the prerequisites only if you haven't already completed them.

3. To verify the levels of access users have to your Salesforce data, click **Review Role Hierarchy**.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions where Financial Services Cloud is enabled.

USER PERMISSIONS

To set up revenue management:

- Financial Services Cloud Standard

  AND

  RI for Fins Admin

Set Up Revenue Source Objects and Fields for Analytics

Select the objects and fields that store opportunity and product-related information. Then initiate a request to create a CRM Analytics app for the configuration.

1. On the Revenue Management Setup page, from the Configure Objects and Categories step, click **Set Up Objects**.
2. From the Revenue Data Source list, find and select the standard or custom object that stores opportunity information.
3. Provide account and user details.

   a. From the Account Reference list, find and select the field that's a reference (lookup) to the account information.

      If there are multiple accounts, select a field that's a reference to the primary account.

   b. From the User Reference list, find and select the field that's a reference (lookup) to the user ID information of the account owner.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions where Financial Services Cloud is enabled.

USER PERMISSIONS

To set up objects and fields:

- RI for Fins Admin

4. To provide the product-related information from the Revenue Data Source selected in step 2, follow these steps:

   a. For Product Source, select **From Revenue Data Source**.

   b. From the Product list, find and select the field from Revenue Data Source that's either a reference (lookup) to the product or the value that represents the product name.

   c. If the Product selected is a reference (lookup) to the product, from the Product Name list, find and select the field that stores the product name.

5. To provide the product-related information from an object other than the Revenue Data Source selected in step 2, follow these steps:

a. For Product Source, select **From Other Objects**.

b. From the Product Data Source list, find and select the object that stores both Opportunity and Product details. For example, OpportunityProduct.

c. From the Revenue Data Source Reference list, find and select the field from the Product Source object that has a reference (lookup) to the Revenue Data Source object.

d. From the Product list, find and select the field from Revenue Data Source that's either a reference (lookup) to the product or the value that represents the product name.

e. If the Product selected is a reference (lookup) to the product, from the Product Name list, find and select the field that stores the product name information.

6. Save your changes.

Create Categories for a Revenue Source Metric

By creating categories for a revenue metric, you can measure and track the performance of the metric. When creating categories, you can select the fields that store opportunity-related stage information.

You must set up objects and fields before you create categories.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions where Financial Services Cloud is enabled.

USER PERMISSIONS

To create categories:
- RI for Fins Admin

1. On the Revenue Management Setup page, from the Configure Objects and Categories step, click **Create Categories**.
2. Enter a name for the category.
3. From the Stage Name list, find and select the field from the Revenue Data Source that you selected in the Set Up Objects and Fields step.
4. From the Closed Won Values list, find and select the picklist values that represent the Closed Won stage.
5. From the Closed Lost Values list, find and select the picklist values that represent the Closed Lost stage.
6. From the Close Date list, find and select the field from Revenue Data Source that stores the opportunity close date.
7. From the Revenue list, find and select the field from the Revenue Data Source object that stores the revenue details as either amount or quantity.

   In the CRM Analytics app, revenue is aggregated to provide visibility into opportunity performance.
8. To activate and access the category from the analytics dashboard, from the top-right corner of the window, turn on the **Status** toggle.

Initiate App Creation

After you set up the objects and fields and create at least one active category, you can initiate the request to create a CRM Analytics app for the configuration. You can also preview the app or check the status of the app—all without leaving the guided setup.

EDITIONS

Available in: Lightning Experience in **Enterprise** and **Unlimited** Editions where Financial Services Cloud is enabled.

USER PERMISSIONS

To initiate the app creation and to preview the app:

- RI for Fins Admin

1. On the Revenue Management Setup page, click **Create App**.

   The app creation takes a while to complete. To get the latest app status, refresh the page.

2. To monitor the app, from Setup, in the Quick Find box, enter `Auto-Installed Apps`, and then select **Auto-Installed Apps**.
3. If an app already exists, and if you want to create an app with new configurations, first delete the existing app.
   a. Set up the objects and fields and create at least one active category.

      Note: After you set up objects and fields and create categories, if you modify the Revenue Data Source object in the Set Up Objects and Fields step, the category configuration is cleared.

   b. On the Revenue Management Setup page, from the Delete the Existing App step, click **Delete Existing App**.
   c. To initiate the request to create an app for the new configurations, click **Create App**.

      Note: You can delete the app only if you created at least one active category. Deletie can't be undone.

4. After the app is created, to preview the prebuilt dashboard, click **Preview Dashboard.**
5. To launch the app from the App Launcher, find and select **Revenue Management Dashboards**.

Understand CRM Analytics for Financial Services Limitations

CRM Analytics for Financial Services provides access to CRM Analytics capabilities and features.

CRM Analytics for Financial Services gives you the same access to CRM Analytics capabilities as the CRM Analytics Growth and Plus licenses. Consult this chart to see any limitations.

Table 29: CRM Analytics for Financial Services Limitations

Capability	CRM Analytics Growth or Plus; CRM Analytics for Financial Services
Data sources	Salesforce and external data
Object support	Standard and custom objects
Data volume	• CRM Analytics Plus: 10 billion rows • CRM Analytics Growth: 100 million rows
Can customize existing dashboards?	Yes
Can create dashboards?	Yes
Can customize existing datasets?	Yes
Can create datasets?	Yes
Can create custom CRM Analytics apps?	Yes
Supports Einstein Discovery and Community Cloud integration?	Yes
Supports bulk actions and APEX steps?	Yes
Supports Sales Cloud Einstein artificial intelligence?	No
Supports Salesforce Inbox?	No

Data Cloud for Financial Services Cloud

Data Cloud for Financial Services Cloud connects and integrates client data to give financial institutions a unified view of their client. It provides you with a number of capabilities to unify and activate data across channels, such as interaction, behavioral, and transactional data.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

Note: Before you start, confirm that the Financial Services Cloud (FSC) package is installed and person accounts are configured.

To use Data Cloud for Financial Services Cloud components (financial data model, data mappings, data streams, calculated insights, FSCDataCloudShowIncomeExpenses FlexCard, and FSCDataCloudCashFlowByCategory FlexCard), you must have the FSC Intelligence SKU. Contact your Salesforce account manager for more information.

When you are ingesting data from more than one source, avoid key conflicts with your ingested data in Data Cloud by using Fully Qualified Keys (FQK).

To help you get started, these features enhance the Data Cloud experience:

- Financial Services Cloud data model
- Prebuilt data mappings and data streams from Financial Services Cloud to Data Cloud.
- Calculated insights to learn more about your customers calculate multidimensional metrics such as total monthly expenses and financial account balance net worth.

- Visualized insights show data in FlexCards to understand client income, expenditures, and net worth. The data is based on calculated insights and trends from Data Cloud. Salesforce and Data Cloud must be on the same org to display data on the FlexCards.

Set Up Data Cloud for Financial Services Cloud

Set up and configure Data Cloud for Financial Services Cloud.

Install and Deploy the Financial Services Cloud Data Kit

Publish your data kit from Data Cloud with Package Manager in your Salesforce org.

Connect an External Data Source to Salesforce Data Cloud

To ingest transactional data into Data Cloud, connect your external data source to Data Cloud.

Set Up the Financial Services Cloud Data Kit

Set up and configure the components of the data kit.

Calculate Customer Insights by Using Data Cloud

Use a calculated insight to define and calculate multidimensional metrics on your entire digital state in Data Cloud. You can create metrics at the profile, segment, and population levels.

View Visualized Insights in Salesforce

View calculated insights data in Salesforce using FlexCards. View client transaction data in pre-configured FlexCards that contain clickable actions that change according to the context in which they appear and based on the information that they contain. To display data on the FlexCards, Salesforce and Data Cloud must be on the same org.

Data Cloud for Financial Services Cloud FlexCards and Related Components

The Data Cloud for Financial Services Cloud OmniStudio components display calculated insights data in Salesforce. They let users view client transaction data in pre-configured FlexCards. These components consist of FlexCards and Integration Procedures.

Set Up Data Cloud for Financial Services Cloud

Set up and configure Data Cloud for Financial Services Cloud.

To set up Data Cloud for Financial Services cloud, review and complete these steps in the Salesforce Data Cloud documentation:

1. Get Started.
2. Plan your Data Cloud Strategy.
3. Set Up a Data Cloud Admin User.
4. Turn On Data Cloud.
5. Manage Data Cloud Users.
6. Manage Access with Data Cloud Permission Sets.
7. Data Space Permission Sets.
8. Set Up the Salesforce CRM Connector.
9. Verify the Financial Services Cloud SSOT Version.
10. Connect Data Cloud to Your Salesforce Org.
11. Enable Object and Field Permissions for Financial Services Cloud Objects.

SEE ALSO:

Data Cloud Features

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud org: Data Cloud Admin

Verify the Financial Services Cloud SSOT Version

Confirm that the Salesforce Standard Data Model SSOT is version 1.29 or above.

1. In Salesforce, in Setup, in the Quick Find box, enter `Installed Packages`, then select **Installed Packages**.
2. Verify that the Salesforce Standard Data Model SSOT is version 1.29 or above.

If the version is less than 1.29, contact your Salesforce account representative.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud org: Data Cloud Admin

Connect Data Cloud to Your Salesforce Org

Connect Data Cloud to your Salesforce CRM org.

1. In Data Cloud, click **Data Cloud Setup**.
2. In the Quick Find box, enter `Salesforce CRM`, then click **Salesforce CRM**.
3. Click **New**.
4. Click **Connect** to connect to the Salesforce org that has Data Cloud provisioned.
5. After you connect your Salesforce org, review the connection details. Your Salesforce org is now connected as a data source and data action target.

SEE ALSO:

Set Up a Salesforce Connection in Data Cloud

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud org: Data Cloud Admin

Enable Object and Field Permissions for Financial Services Cloud Objects

In your Salesforce org, add the View All and Read permissions to your Data Cloud Salesforce Connector permission set to ingest Financial Services Cloud objects and fields into Data Cloud.

1. Log in to the Salesforce org that contains the objects and fields that you want to ingest into Data Cloud.
2. From Salesforce Setup, in the Quick Find box, enter `Permission`, and then select **Permission Sets**.
3. Select the **Data Cloud Salesforce Connector** permission set.
4. Update the system permissions for Person Life Event object.
   a. From Apps, select **System Permissions**.
   b. Click **Edit**.
   c. Select **Access Insurance Objects** and save your changes.
5. Update the system permissions for the Party Income and Party Expense object.
   a. From Apps, select **System Permissions**.
   b. Click **Edit**.
   c. Select **Plans and Goals User** and save your changes.
6. Update the Object Settings for the listed objects.
   a. In Permissions Sets, select **Data Cloud Salesforce Connector**.
   b. From Apps, select **Object Settings**.
   c. To ingest the data into Data Cloud, click the **Account** object.
   d. To change object permissions, click **Edit**.
   e. In Object Permissions, enable **Read** and **View All** permissions.
   f. In Field Permissions, enable **Read Access** for each field.
   g. Click **Save**.

- Alert
- Assets And Liabilities
- Card
- Contact
- Financial Account
- Financial Account Role
- Financial Goal
- Financial Goal Party
- Financial Holding
- Securities

SEE ALSO:

Enable Object and Field Permissions to Access Salesforce CRM in Data Cloud

EDITIONS

Available in: Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud org: Data Cloud Admin

Install and Deploy the Financial Services Cloud Data Kit

Publish your data kit from Data Cloud with Package Manager in your Salesforce org.

Install the Financial Services Cloud Data Kit

For access to the Financial Services Cloud DMO Mappings, Data Streams, and Calculated Insights in Data Cloud, install the Data Cloud for Financial Services Cloud.

Deploy Financial Services Cloud Data Streams

Create a data stream to connect your Salesforce org to Data Cloud.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

Install the Financial Services Cloud Data Kit

For access to the Financial Services Cloud DMO Mappings, Data Streams, and Calculated Insights in Data Cloud, install the Data Cloud for Financial Services Cloud.

Log in to the Salesforce org where you want to install the Data Cloud for Financial Services Cloud package.

1. Enter the URL for the package into your browser navigation bar, and press **Enter**.

   URL: https://login.salesforce.com/packaging/installPackage.apexp?p0=04t4W000002njjd

2. Enter your Salesforce credentials.
3. Select the audience for the installation.
4. Click **Install**.

   To verify that the package is installed, go to Installed Packages in Setup, and look for the name of the package.

SEE ALSO:

Data Kits

EDITIONS

Available in: Lightning Experience

Available in: **Enterprise** and **Unlimited** Editions

USER PERMISSIONS

To install the data kit:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud org: Data Cloud Admin

Deploy Financial Services Cloud Data Streams

Create a data stream to connect your Salesforce org to Data Cloud.

1. In Data Cloud, click the **Data Streams** tab.
2. Click **New**.
3. Select **Salesforce CRM**, then click **Next**.
4. In Salesforce Org, select **Salesforce.com**.
5. In the Custom Data Bundles, select **Financial_Services_Cloud_Data_Bundle**.
6. Click **Next**.
7. Select a data space.

   By default, all fields from a data kit are deployed. A data kit requires fields with mappings, formula fields, and their source fields to be deployed. To deploy the data kit successfully, add fields to your org.

   Financial Account and Financial Account Role have the same name on the next screen. Note the sequence that the two Data Lake Objects display in this list.
8. Click **Next**.
9. In the **Name** column, update the name of each data stream to the Stream Name in the table.
10. Click **Deploy**.

Stream Name	Stream Source Object Name	Category
Account Data Stream	Account	Profile
Alert Data Stream	Alert	Profile
Assets and Liabilities Data Stream	AssetsAndLiabilities	Profile
Card Data Stream	Card	Profile
Contact Data Stream	Contact	Profile
Financial Account Data Stream	FinancialAccount	Profile
Financial Account Role Data Stream	FinancialAccountRole	Profile
Financial Goal Data Stream	FinancialGoal	Profile
Financial Goal Party Data Stream	FinancialGoalParty	Profile
Financial Holding Data Stream	FinancialHolding	Profile
Party Expense Data Stream	PartyIncome	Profile
Party Income Data Stream	PartyExpense	Profile
Person Life Event Data Stream	PersonLifeEvent	Profile

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud org: Data Cloud Admin

Stream Name	Stream Source Object Name	Category
Securities Data Stream	Securities	Profile
Topic Data Stream	Topic	Profile

SEE ALSO:

Data Streams in Data Cloud

Deploy a Data Stream from a Data Kit

Edit a Data Stream

Connect an External Data Source to Salesforce Data Cloud

To ingest transactional data into Data Cloud, connect your external data source to Data Cloud.

Ingest client transaction data from your core banking system into Data Cloud. The data model supports raw transaction data from your core banking system, or enriched transaction data from partner MX Technologies.

Depending on the data source there are various prebuilt connectors to bring external data into Data Cloud. Review the Data Cloud documentation and complete the steps to set up and ingest data for transactions.

- Ingestion API
- Data Source Configuration in Data Cloud
- Connect and Ingest Data in Data Cloud
- MuleSoft Anypoint Connector for Salesforce Data Cloud

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

Map the Financial Account Transaction Data Lake Objects to Data Model Objects

After you connect your external data source to Data Cloud, create connections to map the Financial Account Transaction Data Lake Object (DLOs) and the Financial Account Transaction data model object (DMOs).

Map the Financial Account Transaction Data Lake Objects to Data Model Objects

After you connect your external data source to Data Cloud, create connections to map the Financial Account Transaction Data Lake Object (DLOs) and the Financial Account Transaction data model object (DMOs).

Before you map a data object to a data space, review Data Mapping to understand the requirements and DMO relationships.

Map the Data Lake Objects (DLOs) attributes to the Data Model Objects (DMOs) attributes.

1. In Data Cloud, click the **Data Lake Objects** tab.
2. Click **Financial Account Transaction DLO**.
3. Click **Start** in the mappings section.
4. Select **Financial Account Transaction** on the right side of the screen.
5. Map the fields for each data lake object based on the table.
6. Save your changes.

Data Lake Object Mappings

DLO Name	DLO Attribute	DMO Name	DMO Attribute
Financial Account Transaction DLO	Acquiring Bank Name	Financial Account Transaction	Acquiring Bank Name
Financial Account Transaction DLO	Authorization Record Text	Financial Account Transaction	Authorization Record Text
Financial Account Transaction DLO	Card Scheme Name	Financial Account Transaction	Card Scheme Name
Financial Account Transaction DLO	Cash Flow Type	Financial Account Transaction	Cash Flow Type
Financial Account Transaction DLO	Currency	Financial Account Transaction	Currency
Financial Account Transaction DLO	Description	Financial Account Transaction	Description
Financial Account Transaction DLO	Financial Account ID	Financial Account Transaction	Financial Account ID
Financial Account Transaction DLO	Financial Account Transaction Status	Financial Account Transaction	Financial Account Transaction Status
Financial Account Transaction DLO	Financial Account Transaction Type	Financial Account Transaction	Financial Account Transaction Type
Financial Account Transaction DLO	Forex Conversion Charge Amount	Financial Account Transaction	Forex Conversion Charge Amount
Financial Account Transaction DLO	Id	Financial Account Transaction	Id

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud org: Data Cloud Admin

DLO Name	DLO Attribute	DMO Name	DMO Attribute
Financial Account Transaction DLO	Issuing Bank Name	Financial Account Transaction	Issuing Bank Name
Financial Account Transaction DLO	Merchant Category Code	Financial Account Transaction	Merchant Category Code
Financial Account Transaction DLO	Merchant Name	Financial Account Transaction	Merchant Name
Financial Account Transaction DLO	Name	Financial Account Transaction	Name
Financial Account Transaction DLO	Running Balance Amount	Financial Account Transaction	Running Balance Amount
Financial Account Transaction DLO	Secret Key Identifier	Financial Account Transaction	Secret Key Identifier
Financial Account Transaction DLO	Source System Identifier	Financial Account Transaction	Source System Identifier
Financial Account Transaction DLO	Source Transaction Identifier	Financial Account Transaction	Source Transaction Identifier
Financial Account Transaction DLO	Source Transaction Type Code	Financial Account Transaction	Source Transaction Type Code
Financial Account Transaction DLO	Target Account Identifier	Financial Account Transaction	Target Account Identifier
Financial Account Transaction DLO	Transaction Amount	Financial Account Transaction	Transaction Amount
Financial Account Transaction DLO	Transaction Date	Financial Account Transaction	Transaction Date
Financial Account Transaction DLO	Transaction Location Name	Financial Account Transaction	Transaction Location Name
Financial Account Transaction DLO	Transaction Posted Date	Financial Account Transaction	Transaction Posted Date
Financial Transaction Category	Financial Transaction Category	Financial Account Transaction	Financial Transaction Category

Set Up the Financial Services Cloud Data Kit

Set up and configure the components of the data kit.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

Edit Data Lake Objects

Edit data lake objects (DLOs) that store transformed data and then map them to data model objects (DMOs). A data lake object is a container for the data brought into Data Cloud.

Create Data Transforms for the Data Lake Objects

A streaming data transform reads one record in a source data lake object, reshapes the record data, and writes one or more records to a target data lake object. The source and target objects must be different objects. A streaming data transform runs continuously as a streaming process, picking up new or changed data.

Activate the Financial Services Cloud Calculated Insights

Create a calculated insight from an installed Salesforce package in Data Cloud.

Edit Data Lake Objects

Edit data lake objects (DLOs) that store transformed data and then map them to data model objects (DMOs). A data lake object is a container for the data brought into Data Cloud.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud org: Data Cloud Admin

1. In Data Cloud, click the **Data Lake Objects** tab.
2. Click **New**, click **Choose From Data Kits**, and click **Next**.
3. Select a data space.
4. In the Name column, select a data lake object and click **Next**.
5. In the Data Lake Object Name and API Name fields, remove the word `copy`. The name and API name must match the table.
6. In Category, select **Profile**.
7. Click **Save**.
8. Repeat these steps for the remaining data lake objects.

Data Lake Object Name	Data Lake Object API Name	Category
Financial Account Balance DLO	Financial_Account_Balance_DLO	Profile
Financial Account Limit DLO	Financial_Account_Limit_DLO	Profile
Party Financial Asset DLO	Party_Financial_Asset_DLO	Profile
Party Financial Liability DLO	Party_Financial_Liability_DLO	Profile
Contact B2B DLO	Contact_B2B_DLO	Profile
Account B2B DLO	Account_B2B_DLO	Profile
Account B2C DLO	Account_B2C_DLO	Profile

Create Data Transforms for the Data Lake Objects

A streaming data transform reads one record in a source data lake object, reshapes the record data, and writes one or more records to a target data lake object. The source and target objects must be different objects. A streaming data transform runs continuously as a streaming process, picking up new or changed data.

Use a streaming data transform to clean ingested data. Then, map the improved data to the data model. Transformed data is stored in data lake objects (DLOs) and then mapped to data model objects (DMOs).

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud org: Data Cloud Admin

1. In Data Cloud, click the **Data Transforms** tab.
2. Click **New**.
3. Select **Create from Data Kit** and click **Next**.
4. Select a Data Transform and click **Next**.
5. Enter the Data Transform Label and Data Transform API Name.
6. Select the Target Data Lake Object.
7. Enter the description.
8. Click **Next**.
9. In the Expression, replace `<table>` with the Data Stream Name.
10. Verify your SQL statement's syntax by clicking **Check Syntax**.

    If a streaming data transform contains syntax errors or validation errors, such as incorrect API names for the source DLO and target DLOs, you can't save it. These errors appear on the left side. Fix them before saving.
11. Save the transformation. Streaming data transforms are activated immediately when saved.

    You can't change a streaming data transform after saving it. If you must change a streaming data transform, delete it and create another one.
12. Complete these steps to create the data transforms in the table.

Important: The record type ID for Assets and Liabilities is unique to your Salesforce org. In 2 of the data transforms, you must update the record type ID to match the record type ID in your Salesforce org.

- On the Party Financial Asset Data Transform SQL Query, update the Record Type ID: 012RN000000HEwSYAW to the Record Type Id for Assets from your Salesforce org.
- On the Party Financial Liability Data Transform SQL Query, update the Record Type ID: 012RN000000HEwSYAW to the Record Type Id for Liability from your Salesforce org.

Data Transform Label	Data Transform API Name	Description	Target DLO	Data Stream Name
Financial Account Balance Data Transform Part1	Financial_Account_Balance_Data_Transform_Part1	Transform balance fields into Financial Account Balance DLO	Financial Account Balance DLO	Financial_Account_Data_Stream__dll
Financial Account Balance Data Transform Part2	Financial_Account_Balance_Data_Transform_Part2	Transform balance fields into Financial Account Balance DLO	Financial Account Balance DLO	Financial_Account_Data_Stream__dll

Data Transform Label	Data Transform API Name	Description	Target DLO	Data Stream Name
Financial Account Limit Data Transform	Financial_Account_Limit_Data_Transform	Transform Financial Account limit fields into Financial Account Limit DLO	Financial Account Limit DLO	Financial_Account_Data_Stream__dll
Party Financial Asset Data Transform	Party_Financial_Asset_Data_Transform	Transform to segregate Asset from Assets and Liabilities	Party Financial Asset DLO	Assets_and_Liabilities_Data_Stream__dll
Party Financial Liability Data Transform	Party_Financial_Liability_Data_Transform	Transform to segregate Liability from Assets and Liabilities	Party Financial Liability DLO	Assets_and_Liabilities_Data_Stream__dll
Account B2B Data Transform	Account_B2B_Data_Transform	Transform to segregate B2B Accounts from the rest	Account B2B DLO	Account_Data_Stream__dll
Account B2C Data Transform	Account_B2C_Data_Transform	Transform to segregate B2C Accounts from the rest	Account B2C DLO	Account_Data_Stream__dll
Contact B2B Data Transform	Contact_B2B_Data_Transform	Transform to segregate B2B Contacts from the rest	Contact B2B DLO	Contact_Data_Stream__dll

SEE ALSO:

Streaming Data Transforms

Activate the Financial Services Cloud Calculated Insights

Create a calculated insight from an installed Salesforce package in Data Cloud.

1. In Data Cloud, click the **Calculated Insights** tab.
2. Click **Next**.
3. Click **Create from a Data Kit**, then click **Next**.
4. Select the **Credit Card Use Ratio** calculated insight.
5. Click **Next**.
6. Click **Check Syntax**.
7. Click **Activate**.
8. In Schedule, select a time frame to publish the calculated insight.
9. Click **Enable**.
10. Complete the steps for these calculated insights:

- Total Outstanding Credit
- Percentage of Assets to Liabilities
- Managed Financial Account Balance
- Held Away Financial Account Balance
- Financial Account Balance Wallet Share
- Financial Account Balance Net Worth
- Average Monthly Expenditure Cover
- Total Monthly Expenses
- Monthly Expenses by Category
- Expenses for 3 Months
- Expenses for 6 Months
- Expenses for 1 Year
- Large Expense
- Percentage of Cash Inflow Spent
- Total Monthly Deposits
- Monthly Deposits by Category
- Deposits for 3 Months
- Deposits for 6 Months
- Deposits for 1 Year
- Large Deposit
- Total Number of Accounts
- Total Annual Expenses
- Total Expenses by Month Last 12 Months

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud org: Data Cloud Admin

- Total Deposits by Month Last 12 Months

SEE ALSO:

Create a Calculated Insight from a Package

Calculated Insights

Calculate Customer Insights by Using Data Cloud

Use a calculated insight to define and calculate multidimensional metrics on your entire digital state in Data Cloud. You can create metrics at the profile, segment, and population levels.

Use these Financial Services Cloud calculated insights to learn more about your clients and identify trends.

Name	Description
Deposits for 3 Months	Total/average deposits for the past 3 months, starting from the last day of the previous month.
Deposits for 6 Months	Total/average deposits for the past 6 months, starting from the last day of the previous month.
Deposits for 1 year	Total/average deposits for the past 1 year, starting from the last day of the previous month.
Expenses for 3 Months	Total/average expenses for the past 3 months, starting from the last day of the previous month.
Expenses for 6 Months	Total/average expenses for the past 6 months, starting from the last day of the previous month.
Expenses for 1 Year	Total/average expenses for the past 1 year, starting from the last day of the previous month.
Average Monthly Expenditure Cover	Number of months that expenses can be paid from available balances.
Credit Card Use Ratio	Ratio of credit used to credit available across all cards.
Financial Account Balance Net Worth	Sum of financial account balances including both managed and held away, less the total outstanding credit.
Financial Account Balance Wallet Share	Ratio of Managed Financial Account Balance to Held Away Financial Account Balance.
Goal Status	The status of the user's financial goal.
Held Away Financial Account Balance	Sum of all Financial Account balances of type General, Investment, Savings, and Checking that are held away.
Large Deposit	Deposit that is 2 standard deviations larger than an average deposit.
Large Expense	Expense that is 2 standard deviations larger than an average expense.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Name	Description
Managed Financial Account Balance	Sum of all Financial Account balances of type General, Investment, Savings, and Checking under management.
Monthly Expenses by Category	Sum of all debit transactions broken down by category for the calendar month.
Monthly Inflow Transactions	The sum of all monthly inflow transactions.
Monthly Deposits by Category	The sum of all monthly inflow transactions sorted by merchant category code.
Percentage of Assets to Liabilities	Total assets divided by total liabilities.
Percentage of Cash Inflow Spent	The total monthly cash inflow divided by the total cash outflow.
Total Annual Expenses	The sum of all outgoing transactions year to date.
Total Monthly Deposits	The sum of all monthly deposits.
Total Monthly Expenses	The sum of all monthly outgoing transactions.
Total Number of Accounts	Number of financial accounts held by the customer.
Total Outstanding Credit	Total of all credit and lending product balances.
Total Expenses by Month Last 12 Months	The total of each financial account's outgoing transactions by month for the last 12 months.
Total Deposits by Month Last 12 Months	The total of all financial accounts inflow transactions by month for the last 12 months.

View Calculated Insight Data in Data Cloud

In Data Explorer, view the data from your data lake objects (DLOs), data models objects (DMOs), and calculated insight objects (CIOs). Customize your view by editing the columns and use filters to show only the most relevant data for the selected object.

SEE ALSO:

Data Explorer

View Calculated Insight Data in Data Cloud

In Data Explorer, view the data from your data lake objects (DLOs), data models objects (DMOs), and calculated insight objects (CIOs). Customize your view by editing the columns and use filters to show only the most relevant data for the selected object.

1. In Data Cloud, click the **Data Explorer** tab.
2. In Data Space, select **Default**.
3. In Object, select **Calculated Insights**.
4. To view data, select a calculated insight.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud org: Data Cloud Admin

View Visualized Insights in Salesforce

View calculated insights data in Salesforce using FlexCards. View client transaction data in pre-configured FlexCards that contain clickable actions that change according to the context in which they appear and based on the information that they contain. To display data on the FlexCards, Salesforce and Data Cloud must be on the same org.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

Assign Permissions to View FlexCards

Give users access to OmniStudio so that they can create and run OmniScripts, Data Mapper, FlexCards, and Integration Procedures when viewing and interacting with FlexCards.

Customize Lightning Pages to View Client Transactions

Stay on top of your client's transaction trends by adding the FSCDataCloudCashFlowByCategory and FSCDataCloudShowIncomeExpenses FlexCards to the person and household account record pages.

View Client Income and Expenses

The FSCDataCloudShowIncomeExpenses FlexCard shows a client or household cash flow trends over a selected time frame. The FlexCard focuses on incoming and outgoing transactions to highlight periods of cash flow surplus and deficit. Select a time frame to show an aggregated cash flow across all of the client's financial accounts over the last 3, 6, or 12 months. View financial data for a specific financial account or member. Review the metrics that show your client's total income, total expenses, total surplus, average monthly income, average monthly expenses, and average monthly surplus. A double bar or line graph shows a month-by-month breakdown of your client's total income and expenses. Hover over a bar to view client financial income, surplus, and deficit data.

View Client Cash Flow by Category

The FSCDataCloudCashFlowByCategory FlexCard shows the client or household income and expenses for the previous month grouped by category. The FlexCard categorizes and shows a client's sources of income and expenses to identify where your client's money is coming from and going to. In the time frame picklist, select one month from the past 12 months to view cash flow data. A pie chart and list show a breakdown of your client's top five outgoing or incoming transaction categories for the previous calendar month, with the remaining categories grouped as Other.

SEE ALSO:

FlexCards

Assign Permissions to View FlexCards

Give users access to OmniStudio so that they can create and run OmniScripts, Data Mapper, FlexCards, and Integration Procedures when viewing and interacting with FlexCards.

1. From Setup, in the Quick Find box, enter `Users`, and then select **Users**.
2. Confirm that the OmniStudio Admin or OmniStudio User, and Data Cloud for Financial Services Cloud User or Data Cloud for Financial Services Cloud Admin User permission set is assigned to the users.
3. If a permission set isn't assigned to the users, follow these steps:
   a. In the Permission Set Assignments related list, click **Edit Assignments**.
   b. Add the OmniStudio Admin or OmniStudio User permission set to Enabled Permission Sets.
   c. Add the Data Cloud for Financial Services Cloud User or Data Cloud for Financial Services Cloud Admin User permission set to Enabled Permission Sets.
   d. Save your changes.

SEE ALSO:

OmniStudio

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud for Financial Services Cloud Admin User

  OR

  Data Cloud for Financial Services Cloud User

  AND

  Data Cloud org: Data Cloud Admin

Customize Lightning Pages to View Client Transactions

Stay on top of your client's transaction trends by adding the FSCDataCloudCashFlowByCategory and FSCDataCloudShowIncomeExpenses FlexCards to the person and household account record pages.

1. Add the FSCDataCloudCashFlowByCategory FlexCard to the person and household account record pages.
   a. On the person account record page, go to Lightning App Builder.
   b. Drag the FlexCard component from the Components panel to the Lightning page canvas location where you want to position the component on the record page.
   c. In the Properties pane, in FlexCard Name, select the **FSCDataCloudCashFlowByCategory** FlexCard component.
   d. Save your changes.
   e. If your page is new, activate the page.
   f. Similarly, add the FSCDataCloudCashFlowByCategory FlexCard to the household account record page.
2. Add the FSCDataCloudShowIncomeExpenses FlexCard to the person and household account record pages.
   a. On the person account record page, go to Lightning App Builder.
   b. Drag the FlexCard component from the Components panel to the Lightning page canvas location where you want to position the component on the record page.
   c. In the Properties pane, in FlexCard Name, select the **FSCDataCloudShowIncomeExpenses** FlexCard component.
   d. Save your changes.
   e. If your page is new, activate the page.
   f. Similarly, add the FSCDataCloudShowIncomeExpenses FlexCard to the household account record page.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

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  AND

  Data Cloud for Financial Services Cloud Admin User

  OR

  Data Cloud for Financial Services Cloud User

  AND

  Data Cloud org: Data Cloud Admin

SEE ALSO:

Create and Configure Lightning Experience Record Pages

View Client Income and Expenses

The FSCDataCloudShowIncomeExpenses FlexCard shows a client or household cash flow trends over a selected time frame. The FlexCard focuses on incoming and outgoing transactions to highlight periods of cash flow surplus and deficit. Select a time frame to show an aggregated cash flow across all of the client's financial accounts over the last 3, 6, or 12 months. View financial data for a specific financial account or member. Review the metrics that show your client's total income, total expenses, total surplus, average monthly income, average monthly expenses, and average monthly surplus. A double bar or line graph shows a month-by-month breakdown of your client's total income and expenses. Hover over a bar to view client financial income, surplus, and deficit data.

1. Click a person or household account record.
2. On the Cash Flow Summary FlexCard, view these details:
   - Total income: Total deposits for the selected time frame.
   - Total expenses: Total expenses for the selected time frame.
   - Total surplus: A calculation of total income less total expenses for the selected time frame.
   - Average monthly income: The average monthly deposits for the selected time frame.
   - Average monthly expenses: The average monthly expenses for the selected time frame.
   - Average monthly surplus: A calculation of average monthly income less average monthly expenses for the selected time frame.
3. To update the FlexCard data, select a Time Frame of Last 3 Months, Last 6 Months, or Last 12 Months.
   - To view data for a specific financial account, in Financial Account, select the financial account name.
   - To view data for a specific member, in Member, select their name.
4. The double bar or line graph shows monthly income and expenses so you can identify your client's months of cash flow surplus and deficit.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

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USER PERMISSIONS

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- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud for Financial Services Cloud Admin User

  OR

  Data Cloud for Financial Services Cloud User

  AND

  Data Cloud org: Data Cloud Admin

View Client Cash Flow by Category

The FSCDataCloudCashFlowByCategory FlexCard shows the client or household income and expenses for the previous month grouped by category. The FlexCard categorizes and shows a client's sources of income and expenses to identify where your client's money is coming from and going to. In the time frame picklist, select one month from the past 12 months to view cash flow data. A pie chart and list show a breakdown of your client's top five outgoing or incoming transaction categories for the previous calendar month, with the remaining categories grouped as Other.

1. Click a person or household account record.
2. On the Cash Flow by Category FlexCard, view these details:
   - A pie chart of your client's top five outgoing or incoming transaction categories for the previous calendar month.
   - A list of your client's top five outgoing or incoming transaction categories for the previous calendar month.
   - Total income or expenses for the previous calendar month.
3. To view your client's expenses for the previous calendar month, select **Income**.
   - To view data for a specific financial account, in Financial Account, select the financial account name.
   - To view data for a specific member, in Member, select their name.
4. To view your client's income for the previous calendar month, select **Expenses**.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To use Data Cloud for Financial Services Cloud:

- Salesforce org: Financial Services Cloud Extension OR FSC Sales OR FSC Service

  AND

  Data Cloud for Financial Services Cloud Admin User

  OR

  Data Cloud for Financial Services Cloud User

  AND

  Data Cloud org: Data Cloud Admin

Data Cloud for Financial Services Cloud FlexCards and Related Components

The Data Cloud for Financial Services Cloud OmniStudio components display calculated insights data in Salesforce. They let users view client transaction data in pre-configured FlexCards. These components consist of FlexCards and Integration Procedures.

For detailed steps on how to version, clone, edit, and activate OmniStudio components, see the OmniStudio documentation.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Client Income and Expenses FlexCards

Data Cloud for Financial Services Cloud FlexCard.

Client Cash Flow by Category FlexCards

Data Cloud for Financial Services Cloud FlexCard.

Integration Procedures for Data Cloud for Financial Services Cloud FlexCards

The Data Cloud for Financial Services Cloud FlexCards depend on these Integration Procedures.

Omnistudio Data Mapper for Data Cloud for Financial Services Cloud FlexCards

The Data Cloud for Financial Services Cloud FlexCards depend on these Data Mappers.

Client Income and Expenses FlexCards

Data Cloud for Financial Services Cloud FlexCard.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCDataCloudShowIncomeExpenses FlexCard

Show monthly income and expenses for the selected time frame and a summary of the income and expenses for the selected time frame. This is the top-level FlexCard, which can be added to a Person Account record page.

Data Source: FSCDataCloud_RetrieveIncomeExpenseData Integration Procedure

Child FlexCard: FSCDataCloudIncomeExpenseGraph

Calls: FSCDataCloud_RetrieveIncomeExpenseData Integration Procedure

FSCDataCloudIncomeExpenseGraph FlexCard

Show monthly income and expenses in a bar graph for the selected time frame.

Data Source: Same as parent.

Parent FlexCard: FSCDataCloudShowIncomeExpenses

FSCDataCloudIncomeExpenseCards FlexCard

Show income and expense cards for the selected timeframe. .

Data Source: Same as parent.

Parent FlexCard: FSCDataCloudShowIncomeExpenses

Client Cash Flow by Category FlexCards

Data Cloud for Financial Services Cloud FlexCard.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCDataCloudCashFlowByCategory FlexCard

Shows the client's income and expenses for the last month grouped by category. This is the top-level FlexCard, which can be added to a Person Account record page.

Data Source: FSCDataCloud_RetrieveCashFlowByCategoryData Integration Procedure

Child FlexCard: FSCDataCloudCashFlowByCategoryPicChart

Calls: FSCDataCloud_RetrieveCashFlowByCategoryData Integration Procedure

FSCDataCloudCashFlowByCategoryPieChart FlexCard

Shows the client's income and expenses for the last month grouped by category. This is the top-level FlexCard, which can be added to a Person Account record page.

Data Source: Same as parent.

Parent FlexCard: FSCDataCloudCashFlowByCategoryPieChart

Integration Procedures for Data Cloud for Financial Services Cloud FlexCards

The Data Cloud for Financial Services Cloud FlexCards depend on these Integration Procedures.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCDataCloud_RetrieveIncomeExpenseData Integration Procedure

Retrieve calculated insight data to show on the FSCDataCloudShowIncomeExpenses FlexCard.

Called By: FSCDataCloudShowIncomeExpenses FlexCard

Calls:

- industriespersonalizedfinance.CDPQuery Apex class, hasRecordAccess method
- industriespersonalizedfinance.CDPQuery Apex class, hasPersonAccount method
- industriespersonalizedfinance.CDPQuery Apex class, getCalculatedInsight
- FSCDataCloudTransformIncomeExpenseData Data Mapper Transform
- FSCDataCloudRetrieveHouseholdMemberDetails Data Mapper Extract
- FSCDataCloudRetrieveFinancialAccounts Data Mapper Extract
- FSCDataCloud_RetrieveCashFlowSummaryForAllMembers Integration Procedure
- FSCDataCloud_RetrieveCashFlowSummaryForPersonAccount Integration Procedure

FSCDataCloud_RetrieveCashFlowByCategoryData Integration Procedure

Retrieve calculated insight data to show on the FSCDataCloudCashFlowByCategory FlexCard.

Called By: FSCDataCloudCashFlowByCategory FlexCard

Calls:

- industriespersonalizedfinance.CDPQuery Apex class, hasRecordAccess method
- industriespersonalizedfinance.FSCPersonalizedFinanceUtil Apex Class, getIncomeExpenseCategories method
- getCalculatedInsight.CDPQuery Apex Class, hasPersonAccount method
- FSCDataCloud_RetrieveCashFlowByCategoryDataForAllMembers Integration Procedure
- FSCDataCloud_RetrieveCashFlowByCategoryDataForPersonAccount Integration Procedure

FSCDataCloud_RetrieveCashFlowByCategoryDataForAllMembers Integration Procedure

Retrieve calculated insight data to show cash flow by category for all members of a household account.

Called By: FSCDataCloudRetrieveCashFlowByCategoryData Integration Procedure

Calls:

- industriespersonalizedfinance.CDPQuery Apex class, getCalculatedInsightForAllFAsinMonth method
- industriespersonalizedfinance.FSCPersonalizedFinanceUtil Apex class, getIncomeExpenseCategories method

FSCDataCloud_RetrieveCashFlowByCategoryDataForPersonAccount Integration Procedure

Retrieve calculated insight data to show cash flow by category for a person account.

Called By: FSCDataCloudRetrieveCashFlowByCategoryData Integration Procedure

Calls:

- industriespersonalizedfinance.CDPQuery Apex class, getCalculatedInsight method

- industriespersonalizedfinance.FSCPersonalizedFinanceUtil Apex class, getIncomeExpenseCategories method

FSCDataCloud_RetrieveCashFlowSummaryForPersonAccount Integration Procedure

Retrieve Data Cloud cash flow summary data for a person account.

Called By: FSCDataCloud_RetrieveIncomeExpenseData Integration Procedure

Calls:

- industriespersonalizedfinance.CDPQuery Apex class, getCalculatedInsight method
- industriespersonalizedfinance.FSCPersonalizedFinanceUtil Apex class, computeIncomeForAllMembers method
- industriespersonalizedfinance.FSCPersonalizedFinanceUtil Apex class, computeExpenseForAllMembers method
- FSCDataCloudTransformIncomeExpenseData Data Mapper
- industriespersonalizedfinance.FSCPersonalizedFinanceUtil Apex class, processMonthlyIncomeExpense method

FSCDataCloud_RetrieveCashFlowSummaryForAllMembers Integration Procedure

Retrieve Data Cloud cash flow summary data for all members of a household account.

Called By: FSCDataCloud_RetrieveIncomeExpenseData Integration Procedure

Calls:

- industriespersonalizedfinance.CDPQuery Apex class, getCalculatedInsightForAllFAs method
- industriespersonalizedfinance.FSCPersonalizedFinanceUtil Apex class, computeIncomeForAllMembers method
- industriespersonalizedfinance.FSCPersonalizedFinanceUtil Apex class, computeExpenseForAllMembers method
- FSCDataCloudTransformIncomeExpenseData Data Mapper
- industriespersonalizedfinance.FSCPersonalizedFinanceUtil Apex class, processMonthlyIncomeExpense method

Omnistudio Data Mapper for Data Cloud for Financial Services Cloud FlexCards

The Data Cloud for Financial Services Cloud FlexCards depend on these Data Mappers.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

FSCDataCloudTransformIncomeExpenseData Data Mapper Transform

Transform the calculated insight data to show on the FSCDataCloudShowIncomeExpenses FlexCard.

Called By:

- FSCDataCloud_RetrieveIncomeExpenseData Integration Procedure
- FSCDataCloud_RetrieveCashFlowSummaryForPersonAccount Integration Procedure
- FSCDataCloud_RetrieveCashFlowSummaryForAllMembers Integration Procedure

FSCDataCloudRetrieveFinancialAccounts DataRaptor Extract

Retrieve all financial accounts associated with an account.

Called By:

- FSCDataCloud_RetrieveIncomeExpenseData Integration Procedure

FSCDataCloudRetrieveHouseholdMemberDetails DataRaptor Extract

Retrieve all members and member details associated with a household account.

Called By:

- FSCDataCloud_RetrieveIncomeExpenseData Integration Procedure

Revenue Intelligence for Financial Services

Get predictions about Retail Management and Wealth Management customers who are likely to churn and reduce their likelihood to churn by analyzing their churn scores. Identify Wealth Management customers are likely to add more assets in a specific period, pursue such customers by pitching products for sale to increase your assets under management. Get predictions about recommended products that you can pitch to customers who are likely to buy the products in a certain period. Maximize your revenue by persuading the customers to buy the recommended products.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Churn Prediction for Retail Banking Customers

Get predictions about Retail Management customers who are likely to churn and reduce their likelihood to churn by analyzing their churn scores. Churn predictions are based on data from customers' accounts. You can also include Feedback Management and Sentiment Insights features from contacts associated with your customers' accounts.

Churn Prediction for Wealth Management Customers

Get predictions about Wealth Management customers who are likely to churn and reduce their likelihood to churn by analyzing their churn scores. Churn predictions are based on data from customers' accounts. You can also include Feedback Management and Sentiment Insights features from contacts associated with your customers' accounts.

Increase Your Assets Under Management from Wealth Management Customers

Identify wealth management customers are likely to add more assets in a specific period. Pursue such customers by pitching products for sale to increase your assets under management.

Maximize Your Revenue by Recommending the Right Products to Customers

Get predictions about recommended products that you can pitch to customers who are likely to buy the products in a certain period. Maximize your revenue by persuading the customers to buy the recommended products.

Scoring Framework Predictions

Pitch the right products to customers and boost your revenue by analyzing customers' likelihood of purchasing financial assets. Decrease customer attrition by taking steps based on the customer's likelihood of churning. Sell an asset to an interested customer based on predictions and increase your customer's assets under management. Get prediction scores based on the data of your accounts and contacts.

Scoring Framework Predictions on Actionable Lists

Create an actionable list of the customers to prioritize and show the relevant predictions that Scoring Framework generates on the list so that you can focus on the right customers.

Churn Prediction for Retail Banking Customers

Get predictions about Retail Management customers who are likely to churn and reduce their likelihood to churn by analyzing their churn scores. Churn predictions are based on data from customers' accounts. You can also include Feedback Management and Sentiment Insights features from contacts associated with your customers' accounts.

Important: The Churn Risk machine learning model uses several variables to generate predictions, including potentially sensitive personal information such as age and marital status. You can remove or adjust the use of these variables. For more information, see Explain, Predict, and Take Action with Einstein Discovery.

Enable CRM Analytics and Assign Permission Sets

Enable CRM Analytics, assign the required permission sets to your admins, users, and Analytics Cloud Integration users.

Data Requirements

The machine learning model requires features from some Salesforce objects and datasets.

Feedback Management and Sentiment Insight Features

To get customer churn predictions, you can optionally include Feedback Management and Sentiment Insights features for contacts associated with your customer's accounts.

Customer Churn Predictions

Get predictions about Retail Banking customers who are likely to churn by creating an app using the Customer Churn Risk for Retail Banking template.

Enable CRM Analytics and Assign Permission Sets

Enable CRM Analytics, assign the required permission sets to your admins, users, and Analytics Cloud Integration users.

1. Enable CRM Analytics.
2. Assign admins the required permission sets to create and manage a Financial Services Cloud Analytics app.
3. Assign users the required permission sets to view a Financial Services Cloud Analytics app.
4. Assign Analytics Cloud Integration users the required permission sets.

SEE ALSO:

Enable CRM Analytics in Financial Services Cloud

Assign CRM Analytics for Financial Services Administrator Permissions

Assign CRM Analytics for Financial Services User Permissions

Grant Permission to the Analytics Integration User

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

USER PERMISSIONS

To assign permission sets:

- Assign Permission Sets

Data Requirements

The machine learning model requires features from some Salesforce objects and datasets.

Before creating an app by using the Feedback Management & Sentiment Insights Features template, make sure that you sync these fields:

Object	Field
Account	Account ID
Account	Account Name
Account	Account Type
Account	Deleted
Account	Record Type ID
AI Sentiment Result	Deleted
AI Sentiment Result	Mixed Confidence Score
AI Sentiment Result	Name
AI Sentiment Result	Negative Confidence Score
AI Sentiment Result	Neutral Confidence Score
AI Sentiment Result	Overall Sentiment Score
AI Sentiment Result	Overall Sentiment Type
AI Sentiment Result	Owner ID
AI Sentiment Result	Positive Confidence Score
AI Sentiment Result	Sentiment Analysis Result ID
AI Sentiment Result	Source Object ID
AI Sentiment Result	Source Object Type
AI Sentiment Result	Source Text Field
AI Sentiment Result	Source Text Language
AI Sentiment Result	Status
Contact	Account ID
Contact	Contact ID
Contact	Deleted
Contact	First Name
Contact	Full Name
Contact	Last Name
Contact	Master Record ID

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Feedback Management features are available with the Feedback Management - Starter license or the Feedback Management - Growth license.

Sentiment Insights features are available with the Feedback Management - Starter license or the Feedback Management - Growth license, and the Sentiment Insights license.

Object	Field
Contact	Record Type ID
Contact	Salutation
Record Type	Name
Record Type	Record Type ID
Record Type	Record Type Name
Record Type	SObject Type Name
Survey	Deleted
Survey	Name
Survey	Number of Versions
Survey	Owner ID
Survey	Survey ID
Survey	Survey Version ID
Survey Invitation	Deleted
Survey Invitation	Name
Survey Invitation	Participant ID
Survey Invitation	Response Status
Survey Invitation	Survey ID
Survey Invitation	Survey Invitation ID
Survey Question	Question Name
Survey Question	Question Type
Survey Question	Survey Question ID
Survey Question	Survey Version ID
Survey Question Response	Created Date
Survey Question Response	Name
Survey Question Response	Response Value
Survey Question Response	Survey Invitation ID
Survey Question Response	Survey Question ID
Survey Question Response	Survey Question Response ID
Survey Question Response	Survey Response ID

Before creating an app by using the Customer Churn Risk for Retail Banking template, make sure that you sync these fields.

Note: Syncing fields of the Task object is optional.

Object	Field
Account	Account ID
Account	Branch Code
Account	Branch Name
Account	Total Bank Deposits
Account	Total Bank Deposits Joint Owner
Account	Total Bank Deposits Primary Owner
Account	Total Outstanding Credit -Joint Owner
Account	Total Outstanding Credit - Primary Owner
Account	Total Outstanding Credit
Branch Unit	Branch Unit ID
Branch Unit	Name
Branch Unit Customer	Account ID
Branch Unit Customer	Branch Unit ID
Branch Unit Customer	Branch Unit Customer ID
Case	Account ID
Case	Case ID
Case	Closed Date
Case	Created Date
Case	Escalated
FinServ__ChargesAndFees__c	Annual Account Charge
FinServ__ChargesAndFees__c	Annual Membership Fee
FinServ__ChargesAndFees__c	ATM Fee
FinServ__ChargesAndFees__c	Cash Advance Fee
FinServ__ChargesAndFees__c	Charges and fees ID
FinServ__ChargesAndFees__c	Charges And Fees Name
FinServ__ChargesAndFees__c	Foreign Transaction Fee
FinServ__ChargesAndFees__c	Insufficient Funds Fee
FinServ__ChargesAndFees__c	Late Payment Fee

Object	Field
FinServ__ChargesAndFees__c	Monthly Service Fee
FinServ__ChargesAndFees__c	Overdraft Fees
FinServ__ChargesAndFees__c	Owner ID
FinServ__ChargesAndFees__c	Record Type ID
FinServ__ChargesAndFees__c	Statement Fee
Task	Account ID
Task	Activity Date
Task	Closed
Task	Created Date
Task	Due Date Only
Task	High Priority

The app created by using the Customer Churn Risk for Retail Banking uses these columns from the CRM Analytics datasets.

Dataset	Field
Account Snapshot	Account ID
Account Snapshot	Account Name
Account Snapshot	Account Rating
Account Snapshot	AUM
Account Snapshot	Billing Zip/Postal Code
Account Snapshot	Category
Account Snapshot	Days Since Last Interaction
Account Snapshot	FinServ__PrimaryContact__c.FinServ__Age__c
Account Snapshot	FinServ__PrimaryContact__c.FinServ__Gender__c
Account Snapshot	Investment Experience
Account Snapshot	Investment Objectives
Account Snapshot	Last Interaction
Account Snapshot	Last Review
Account Snapshot	Marketing Segment
Account Snapshot	Record Type Name
Account Snapshot	Relationship Length

Dataset	Field
Account Snapshot	Review Frequency
Account Snapshot	Risk Tolerance
Account Snapshot	Snapshot Date
Account Snapshot	Snapshot Text Date
Account Snapshot	Status
Account Snapshot	Time Horizon
Account Snapshot	Wallet Share
Financial Account Snapshot	Account ID
Financial Account Snapshot	Asset Rebalance
Financial Account Snapshot	Available Credit
Financial Account Snapshot	Average Balance
Financial Account Snapshot	Balance
Financial Account Snapshot	Cash Balance
Financial Account Snapshot	Cash Limit
Financial Account Snapshot	Charges and Fees
Financial Account Snapshot	Daily Withdrawal Limit
Financial Account Snapshot	Incoming Volume
Financial Account Snapshot	Insured Amount
Financial Account Snapshot	Interest Rate
Financial Account Snapshot	Minimum Balance
Financial Account Snapshot	Minimum Payment
Financial Account Snapshot	Number of Holdings
Financial Account Snapshot	Outgoing Volume
Financial Account Snapshot	Pending Deposits
Financial Account Snapshot	Performance 1Yr
Financial Account Snapshot	Performance 3Yr
Financial Account Snapshot	Performance MTD
Financial Account Snapshot	Performance QTD
Financial Account Snapshot	Performance YTD
Financial Account Snapshot	Premium

Dataset	Field
Financial Account Snapshot	Principal Balance
Financial Account Snapshot	Rebalance Frequency
Financial Account Snapshot	Record Type
Financial Account Snapshot	Snapshot Date
Financial Account Snapshot	Snapshot Text Date
Financial Account Snapshot	Status
Financial Account Snapshot	Total Credit Limit
Feedback Management & Sentiment Insights Prediction Set	Average Mixed Confidence Score
Feedback Management & Sentiment Insights Prediction Set	Average Negative Confidence Score
Feedback Management & Sentiment Insights Prediction Set	Average Neutral Confidence Score
Feedback Management & Sentiment Insights Prediction Set	Average Overall Sentiment Score
Feedback Management & Sentiment Insights Prediction Set	Average Positive Confidence Score
Feedback Management & Sentiment Insights Prediction Set	Final Account ID
Feedback Management & Sentiment Insights Prediction Set	NPS Score
Feedback Management & Sentiment Insights Prediction Set	Sum of CSAT

SEE ALSO:

Add and Remove Local Salesforce Objects and Fields from Data Sync

Feedback Management and Sentiment Insight Features

To get customer churn predictions, you can optionally include Feedback Management and Sentiment Insights features for contacts associated with your customer's accounts.

Create an App to Generate Feedback Management and Sentiment Insight Features

Use the Feedback Management & Sentiment Insights Features template to create an app that runs recipes to generate example and prediction sets. The example and prediction sets are created based on your customers' account and contact data, their responses to customer satisfaction (CSAT) and Net Promoter Score (NPS) survey questions, and the sentiment behind their responses.

Feedback Management and Sentiment Insights Recipes and Datasets

The app created by using the Feedback Management & Sentiment Insights Features template runs two recipes to generate example and prediction sets.

Create an App to Generate Feedback Management and Sentiment Insight Features

Use the Feedback Management & Sentiment Insights Features template to create an app that runs recipes to generate example and prediction sets. The example and prediction sets are created based on your customers' account and contact data, their responses to customer satisfaction (CSAT) and Net Promoter Score (NPS) survey questions, and the sentiment behind their responses.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Feedback Management features are available with the Feedback Management - Starter license or the Feedback Management - Growth license.

Sentiment Insights features are available with the Feedback Management - Starter license or the Feedback Management - Growth license, and the Sentiment Insights license.

1. In Analytics Studio, click **Create**, and then select **App**.
2. Select the **Feedback Management & Sentiment Insights Features** template, and then click **Continue**.
3. Review the preview page, and then click **Continue**.
4. Choose to create an app or to use settings from an existing app, and then click **Continue**.

   Analytics runs a compatibility check of the data in Salesforce.
5. Review the compatibility check results.

   If the compatibility check fails, perform the instructions in the error message to resolve the issues, and then try to create the app again.

   If the compatibility check completes successfully, click **Looks good, next**.
6. Select the number of days for which you want to predict the likelihood of customer churn.
7. Enter a name for your app, and then click **Create**.

   The process takes a few minutes.
8. To view your app after the process is completed, refresh the page.
9. To view the generated dataset, open the app, and click **Datasets**.

The app runs preconfigured recipes to generate example and prediction sets containing Feedback Management and Sentiment Insights features.

Feedback Management and Sentiment Insights Recipes and Datasets

The app created by using the Feedback Management & Sentiment Insights Features template runs two recipes to generate example and prediction sets.

Table 30: Recipes and Datasets

Recipe	Description	Generated Dataset
Example Dataset	The recipe evaluates your customers' account and contact data, their survey responses to customer satisfaction (CSAT) and Net Promoter Score (NPS) survey questions, and the sentiment behind their responses to create an example set (training set) that Einstein learns from.	Example Dataset
Prediction Dataset	The recipe evaluates your customers' account and contact data, their survey responses to customer satisfaction (CSAT) and Net Promoter Score (NPS) survey questions, and the sentiment behind their responses to create a prediction set (scoring set) for which Einstein gets predictions.	Prediction Dataset

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Feedback Management features are available with the Feedback Management - Starter license or the Feedback Management - Growth license.

Sentiment Insights features are available with the Feedback Management - Starter license or the Feedback Management - Growth license, and the Sentiment Insights license.

You can modify the recipes in these scenarios:

- Your schema deviates from the Financial Services Cloud schema.
- A custom field of an existing entity changes.
- The use of feature data changes from an existing entity to a custom entity.
- The data doesn't load properly.
- The app stops working because of incorrect data values.

SEE ALSO:

Manage Recipes

Run Data Sync and Recipes to Create and Refresh Datasets

Einstein Discovery Capacities and Requirements

Customer Churn Predictions

Get predictions about Retail Banking customers who are likely to churn by creating an app using the Customer Churn Risk for Retail Banking template.

Create an App to Identify Retail Banking Customers Likely to Churn
By using the Customer Churn Risk for Retail Banking template, you can create an app that provides prediction scores about the likelihood of Retail Banking customers churning.

Recipes, Datasets, and Dashboards
The app created by using the Customer Churn Risk for Retail Banking template creates three customizable recipes, four datasets, and two dashboards.

Create an App to Identify Retail Banking Customers Likely to Churn

By using the Customer Churn Risk for Retail Banking template, you can create an app that provides prediction scores about the likelihood of Retail Banking customers churning.

Before you use the Customer Churn Risk for Retail Banking template, get the required snapshot datasets by creating an app using the Analytics for Retail Banking template. If you want to use Feedback Management & Sentiment Insights features for predicting customer churn, get the required datasets by creating an app using the Feedback Management & Sentiment Insights Features template.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Feedback Management features are available with the Feedback Management - Starter license or the Feedback Management - Growth license.

Sentiment Insights features are available with the Feedback Management - Starter license or the Feedback Management - Growth license, and the Sentiment Insights license.

EDITIONS

Important: You can create an app by using the Customer Churn Risk for Retail Banking template only when snapshot data is available for at least 30 days.

1. In Analytics Studio, click **Create**, and then select **App**.
2. Select the **Customer Churn Risk for Retail Banking** template, and then click **Continue**.
3. Review the preview page, and then click **Continue**.
4. Choose to create an app or to use settings from an existing app, and then click **Continue**.

   Analytics runs a compatibility check of the data in Salesforce.
5. Review the compatibility check results.
   - If the compatibility check fails, perform the instructions in the error message to resolve the issues, and then try to create the app again.
   - If the compatibility check completes successfully, click **Looks good, next**.
6. Configure these settings in the next screen:
   a. Select an account app with a snapshot dataset containing past trends.
   b. Select the account app's snapshot dataset for the model to use to determine patterns.
   c. Select a financial account app with a snapshot dataset containing past trends.
   d. Select the financial account app's snapshot dataset for the model to use to determine patterns.
   e. Click **Looks good, next**.

   Note: Select snapshot datasets generated by the app that's created by using the Analytics for Retail Banking template.
7. Configure these settings in the next screen.
   a. Select the number of days for which you want to predict the likelihood of customer churn.
   b. Select the record types of accounts for which you want to predict the likelihood of churn.
   c. Select the record types of financial accounts related to the accounts for which you want to predict the likelihood of churn.
   d. Click **Looks Good, Next**.

8. Configure these settings in the next screen.
   a. Select account statuses that indicate that the account is inactive.
   b. Select account statuses that indicate that the account is active.
   c. Click **Looks Good, Next**.
9. Specify if you want to include example and prediction sets with Feedback Management and Sentiment Insights features and click **Looks Good, Next**.
10. If you chose to include Feedback Management and Sentiment Insights features, configure these settings in the next screen. Otherwise, move to the next step.
    a. Select the example set generated by the app that's created by using the Feedback Management & Sentiment Insights Features template.
    b. Select the prediction set generated by the app that's created by using the Feedback Management & Sentiment Insights Features template.
11. Enter a name for your app, and then click **Create**.

    The process takes a few minutes.
12. To view your app after the process is completed, refresh the page.

The app now runs preconfigured recipes to generate example, historical, feature, and prediction datasets, and two dashboards.

Recipes, Datasets, and Dashboards

The app created by using the Customer Churn Risk for Retail Banking template creates three customizable recipes, four datasets, and two dashboards.

Recipes and Datasets

The app created by using the Customer Churn Risk for Retail Banking template creates three recipes. The recipes create example, historical, prediction, and predicted score datasets.

Churn Prediction for Retail Banking Customers Dashboard

Show interactive visualizations of predicted churn of Retail Banking customers by adding dashboards to Financial Service Cloud pages.

Recipes and Datasets

The app created by using the Customer Churn Risk for Retail Banking template creates three recipes. The recipes create example, historical, prediction, and predicted score datasets.

Table 31: Recipes and Datasets

Recipe	Description	Output
Retail Banking Churn Example Dataset	The recipe evaluates account snapshot data, financial account snapshot data, and data from configured objects to create an example dataset that Einstein learns from. If you chose to include Feedback Management and Sentiment Insights features when creating the app, the recipe also evaluates the example set containing these features.	Example dataset
Retail Banking Churn Feature Dataset	The recipe evaluates account snapshot data, financial account snapshot data, and data from configured objects to create a historical dataset with details of accounts that were previously likely to churn. The recipe also creates a prediction dataset based on which Retail Banking customers who are likely to churn are identified. If you chose to include Feedback Management and Sentiment Insights features when creating the app, the recipe also evaluates the prediction set containing these features.	• Historical dataset • Prediction dataset
Retail Banking Churn Prediction Dataset	Evaluates the prediction dataset to get the churn score of customers and the top three factors that possibly contribute to churn.	Predicted Score and Top Contributing Factor dataset

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Feedback Management features are available with the Feedback Management - Starter license or the Feedback Management - Growth license.

Sentiment Insights features are available with the Feedback Management - Starter license or the Feedback Management - Growth license, and the Sentiment Insights license.

You can modify the recipes in these scenarios:

- Your schema deviates from the Financial Services Cloud schema.
- A custom field of an existing entity changes.
- The use of feature data changes from an existing entity to a custom entity.
- The data doesn't load properly.

- The app stops working because of incorrect data values.

SEE ALSO:

Manage Recipes

Run Data Sync and Recipes to Create and Refresh Datasets

Einstein Discovery Capacities and Requirements

Churn Prediction for Retail Banking Customers Dashboard

Show interactive visualizations of predicted churn of Retail Banking customers by adding dashboards to Financial Service Cloud pages.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Churn Prediction for Retail Banking Customers Dashboard

Add this dashboard to the Home page to see predicted churn details for Retail Banking customers. You can filter the prediction data for each branch unit, account, account record type, marketing segment, and account category.

Churn Prediction for Retail Banking Customers (Embedded) Dashboard

Add this dashboard to any record page to see predicted churn details for a Retail Banking customer. You can filter the prediction data based on the account balance, outstanding credit, and churn score groups.

SEE ALSO:

Embed Dashboards in Lightning Pages

Use the Retail Banking Customer Churn Prediction Dashboards

Churn Prediction for Wealth Management Customers

Get predictions about Wealth Management customers who are likely to churn and reduce their likelihood to churn by analyzing their churn scores. Churn predictions are based on data from customers' accounts. You can also include Feedback Management and Sentiment Insights features from contacts associated with your customers' accounts.

Important: The Churn Risk machine learning model uses several variables to generate predictions, including potentially sensitive personal information such as age and marital status. You can remove or adjust the use of these variables. For more information, see Explain, Predict, and Take Action with Einstein Discovery.

Enable CRM Analytics and Assign Permission Sets

Enable CRM Analytics, assign the required permission sets to your admins, users, and Analytics Cloud Integration users.

Data Requirements

The machine learning model requires features from some Salesforce objects and datasets.

Feedback Management and Sentiment Insight Features

To get customer churn predictions, you can optionally include Feedback Management and Sentiment Insights features for contacts associated with your customer's accounts.

Customer Churn Predictions

Get predictions about Wealth Management customers who are likely to churn by creating an app using the Customer Churn Risk for Wealth Management template.

Enable CRM Analytics and Assign Permission Sets

Enable CRM Analytics, assign the required permission sets to your admins, users, and Analytics Cloud Integration users.

1. Enable CRM Analytics.
2. Assign admins the required permission sets to create and manage a Financial Services Cloud Analytics app.
3. Assign users the required permission sets to view a Financial Services Cloud Analytics app.
4. Assign Analytics Cloud Integration users the required permission sets.

SEE ALSO:

Enable CRM Analytics in Financial Services Cloud

Assign CRM Analytics for Financial Services Administrator Permissions

Assign CRM Analytics for Financial Services User Permissions

Grant Permission to the Analytics Integration User

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

USER PERMISSIONS

To assign permission sets:
- Assign Permission Sets

Data Requirements

The machine learning model requires features from some Salesforce objects and datasets.

Before creating an app by using the Feedback Management & Sentiment Insights Features template, make sure that you sync these fields:

Object	Field
Account	Account ID
Account	Account Name
Account	Account Type
Account	Deleted
Account	Record Type ID
AI Sentiment Result	Deleted
AI Sentiment Result	Mixed Confidence Score
AI Sentiment Result	Name
AI Sentiment Result	Negative Confidence Score
AI Sentiment Result	Neutral Confidence Score
AI Sentiment Result	Overall Sentiment Score
AI Sentiment Result	Overall Sentiment Type

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Feedback Management features are available with the Feedback Management - Starter license or the Feedback Management - Growth license.

Sentiment Insights features are available with the Feedback Management - Starter license or the Feedback Management - Growth license, and the Sentiment Insights license.

Object	Field
AI Sentiment Result	Owner ID
AI Sentiment Result	Positive Confidence Score
AI Sentiment Result	Sentiment Analysis Result ID
AI Sentiment Result	Source Object ID
AI Sentiment Result	Source Object Type
AI Sentiment Result	Source Text Field
AI Sentiment Result	Source Text Language
AI Sentiment Result	Status
Contact	Account ID
Contact	Contact ID
Contact	Deleted
Contact	First Name
Contact	Full Name
Contact	Last Name
Contact	Master Record ID
Contact	Record Type ID
Contact	Salutation
Record Type	Name
Record Type	Record Type ID
Record Type	Record Type Name
Record Type	SObject Type Name
Survey	Deleted
Survey	Name
Survey	Number of Versions
Survey	Owner ID
Survey	Survey ID
Survey	Survey Version ID
Survey Invitation	Deleted
Survey Invitation	Name
Survey Invitation	Participant ID

Object	Field
Survey Invitation	Response Status
Survey Invitation	Survey ID
Survey Invitation	Survey Invitation ID
Survey Question	Question Name
Survey Question	Question Type
Survey Question	Survey Question ID
Survey Question	Survey Version ID
Survey Question Response	Created Date
Survey Question Response	Name
Survey Question Response	Response Value
Survey Question Response	Survey Invitation ID
Survey Question Response	Survey Question ID
Survey Question Response	Survey Question Response ID
Survey Question Response	Survey Response ID

Before creating an app by using the Customer Churn Risk for Wealth Management template, make sure that you sync these fields.

Object	Field
Account	Account ID
Account	Branch Code
Account	Branch Name
Account	Total Bank Deposits
Account	Total Bank Deposits Joint Owner
Account	Total Bank Deposits Primary Owner
Account	Total Outstanding Credit -Joint Owner
Account	Total Outstanding Credit - Primary Owner
Account	Total Outstanding Credit
Branch Unit	Branch Unit ID
Branch Unit	Name
Branch Unit Customer	Account ID
Branch Unit Customer	Branch Unit ID

Object	Field
Branch Unit Customer	Branch Unit Customer ID
Case	Account ID
Case	Case ID
Case	Closed Date
Case	Created Date
Case	Escalated
FinServ__ChargesAndFees__c	Annual Account Charge
FinServ__ChargesAndFees__c	Annual Membership Fee
FinServ__ChargesAndFees__c	ATM Fee
FinServ__ChargesAndFees__c	Cash Advance Fee
FinServ__ChargesAndFees__c	Charges and fees ID
FinServ__ChargesAndFees__c	Charges And Fees Name
FinServ__ChargesAndFees__c	Foreign Transaction Fee
FinServ__ChargesAndFees__c	Insufficient Funds Fee
FinServ__ChargesAndFees__c	Late Payment Fee
FinServ__ChargesAndFees__c	Monthly Service Fee
FinServ__ChargesAndFees__c	Overdraft Fees
FinServ__ChargesAndFees__c	Owner ID
FinServ__ChargesAndFees__c	Record Type ID
FinServ__ChargesAndFees__c	Statement Fee
Task	Account ID
Task	Activity Date
Task	Closed
Task	Created Date
Task	Due Date Only
Task	High Priority

The app created by using the Customer Churn Risk for Wealth Management uses these columns from the CRM Analytics datasets.

Dataset	Field
Account Snapshot	Account ID

Dataset	Field
Account Snapshot	Account Name
Account Snapshot	Account Rating
Account Snapshot	AUM
Account Snapshot	Billing Zip/Postal Code
Account Snapshot	Category
Account Snapshot	Days Since Last Interaction
Account Snapshot	FinServ__PrimaryContact__c.FinServ__Age__c
Account Snapshot	FinServ__PrimaryContact__c.FinServ__Gender__c
Account Snapshot	Investment Experience
Account Snapshot	Investment Objectives
Account Snapshot	Last Interaction
Account Snapshot	Last Review
Account Snapshot	Marketing Segment
Account Snapshot	Record Type Name
Account Snapshot	Relationship Length
Account Snapshot	Review Frequency
Account Snapshot	Risk Tolerance
Account Snapshot	Snapshot Date
Account Snapshot	Snapshot Text Date
Account Snapshot	Status
Account Snapshot	Time Horizon
Account Snapshot	Wallet Share
Financial Account Snapshot	Account ID
Financial Account Snapshot	Asset Rebalance
Financial Account Snapshot	Available Credit
Financial Account Snapshot	Average Balance
Financial Account Snapshot	Balance
Financial Account Snapshot	Cash Balance
Financial Account Snapshot	Cash Limit
Financial Account Snapshot	Charges and Fees

Dataset	Field
Financial Account Snapshot	Daily Withdrawal Limit
Financial Account Snapshot	Incoming Volume
Financial Account Snapshot	Insured Amount
Financial Account Snapshot	Interest Rate
Financial Account Snapshot	Minimum Balance
Financial Account Snapshot	Minimum Payment
Financial Account Snapshot	Number of Holdings
Financial Account Snapshot	Outgoing Volume
Financial Account Snapshot	Pending Deposits
Financial Account Snapshot	Performance 1Yr
Financial Account Snapshot	Performance 3Yr
Financial Account Snapshot	Performance MTD
Financial Account Snapshot	Performance QTD
Financial Account Snapshot	Performance YTD
Financial Account Snapshot	Premium
Financial Account Snapshot	Principal Balance
Financial Account Snapshot	Rebalance Frequency
Financial Account Snapshot	Record Type
Financial Account Snapshot	Snapshot Date
Financial Account Snapshot	Snapshot Text Date
Financial Account Snapshot	Status
Financial Account Snapshot	Total Credit Limit
Feedback Management & Sentiment Insights Prediction Set	Average Mixed Confidence Score
Feedback Management & Sentiment Insights Prediction Set	Average Negative Confidence Score
Feedback Management & Sentiment Insights Prediction Set	Average Neutral Confidence Score
Feedback Management & Sentiment Insights Prediction Set	Average Overall Sentiment Score
Feedback Management & Sentiment Insights Prediction Set	Average Positive Confidence Score
Feedback Management & Sentiment Insights Prediction Set	Final Account ID
Feedback Management & Sentiment Insights Prediction Set	NPS Score

Dataset	Field
Feedback Management & Sentiment Insights Prediction Set	Sum of CSAT

SEE ALSO:

Add and Remove Local Salesforce Objects and Fields from Data Sync

Feedback Management and Sentiment Insight Features

To get customer churn predictions, you can optionally include Feedback Management and Sentiment Insights features for contacts associated with your customer's accounts.

Create an App to Generate Feedback Management and Sentiment Insight Features

Use the Feedback Management & Sentiment Insights Features template to create an app that runs recipes to generate example and prediction sets. The example and prediction sets are created based on your customers' account and contact data, their responses to customer satisfaction (CSAT) and Net Promoter Score (NPS) survey questions, and the sentiment behind their responses.

Feedback Management and Sentiment Insights Recipes and Datasets

The app created by using the Feedback Management & Sentiment Insights Features template runs two recipes to generate example and prediction sets.

Create an App to Generate Feedback Management and Sentiment Insight Features

Use the Feedback Management & Sentiment Insights Features template to create an app that runs recipes to generate example and prediction sets. The example and prediction sets are created based on your customers' account and contact data, their responses to customer satisfaction (CSAT) and Net Promoter Score (NPS) survey questions, and the sentiment behind their responses.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Feedback Management features are available with the Feedback Management - Starter license or the Feedback Management - Growth license.

Sentiment Insights features are available with the Feedback Management - Starter license or the Feedback Management - Growth license, and the Sentiment Insights license.

1. In Analytics Studio, click **Create**, and then select **App**.
2. Select the **Feedback Management & Sentiment Insights Features** template, and then click **Continue**.
3. Review the preview page, and then click **Continue**.
4. Choose to create an app or to use settings from an existing app, and then click **Continue**.

   Analytics runs a compatibility check of the data in Salesforce.
5. Review the compatibility check results

   If the compatibility check fails, perform the instructions in the error message to resolve the issues, and then try to create the app again.

   If the compatibility check completes successfully, click **Looks good, next**.
6. Select the number of days for which you want to predict the likelihood of customer churn.
7. Enter a name for your app, and then click **Create**.

   The process takes a few minutes.
8. To view your app after the process is completed, refresh the page.
9. To view the generated dataset, open the app, and click **Datasets**.

The app runs preconfigured recipes to generate example and prediction sets containing Feedback Management and Sentiment Insights features.

Feedback Management and Sentiment Insights Recipes and Datasets

The app created by using the Feedback Management & Sentiment Insights Features template runs two recipes to generate example and prediction sets.

Table 32: Recipes and Datasets

Recipe	Description	Generated Dataset
Example Dataset	The recipe evaluates your customers' account and contact data, their survey responses to customer satisfaction (CSAT) and Net Promoter Score (NPS) survey questions, and the sentiment behind their responses to create an example set (training set) that Einstein learns from.	Example Dataset
Prediction Dataset	The recipe evaluates your customers' account and contact data, their survey responses to customer satisfaction (CSAT) and Net Promoter Score (NPS) survey questions, and the sentiment behind their responses to create a prediction set (scoring set) for which Einstein gets predictions.	Prediction Dataset

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Feedback Management features are available with the Feedback Management - Starter license or the Feedback Management - Growth license.

Sentiment Insights features are available with the Feedback Management - Starter license or the Feedback Management - Growth license, and the Sentiment Insights license.

You can modify the recipes in these scenarios:

- Your schema deviates from the Financial Services Cloud schema.
- A custom field of an existing entity changes.
- The use of feature data changes from an existing entity to a custom entity.
- The data doesn't load properly.
- The app stops working because of incorrect data values.

SEE ALSO:

Manage Recipes

Run Data Sync and Recipes to Create and Refresh Datasets

Einstein Discovery Capacities and Requirements

Customer Churn Predictions

Get predictions about Wealth Management customers who are likely to churn by creating an app using the Customer Churn Risk for Wealth Management template.

Create an App to Identify Wealth Management Customers Likely to Churn
By using the Customer Churn Risk for Wealth Management template, you can create an app that provides prediction scores about the likelihood of Wealth Management customers churning.

Recipes, Datasets, and Dashboards
The app created by using the Customer Churn Risk for Wealth Management template creates three customizable recipes, four datasets, and two dashboards.

Create an App to Identify Wealth Management Customers Likely to Churn

By using the Customer Churn Risk for Wealth Management template, you can create an app that provides prediction scores about the likelihood of Wealth Management customers churning.

Before you use the Customer Churn Risk for Wealth Management template, get the required snapshot datasets by creating an app using the Analytics for Wealth Management template. If you want to use Feedback Management & Sentiment Insights features for predicting customer churn, get the required datasets by creating an app using the Feedback Management & Sentiment Insights Features template.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Feedback Management features are available with the Feedback Management - Starter license or the Feedback Management - Growth license.

Sentiment Insights features are available with the Feedback Management - Starter license or the Feedback Management - Growth license, and the Sentiment Insights license.

Important: You can create an app by using the Customer Churn Risk for Wealth Management template only when snapshot data is available for at least 30 days.

1. In Analytics Studio, click **Create**, and then select **App**.
2. Select the **Customer Churn Risk for Wealth Management** template, and then click **Continue**.
3. Review the preview page, and then click **Continue**.
4. Choose to create an app or to use settings from an existing app, and then click **Continue**.

   Note: Analytics runs a compatibility check of the data in Salesforce.

5. Review the compatibility check results.

   If the compatibility check fails, perform the instructions in the error message to resolve the issues, and then try to create the app again.

   If the compatibility check completes successfully, click **Looks good, next**.

6. Configure these settings in the next screen:
   a. Select an account app with a snapshot dataset containing past trends.
   b. Select the account app's snapshot dataset for the model to use to determine patterns.
   c. Select a financial account app with a snapshot dataset containing past trends.
   d. Select the financial account app's snapshot dataset for the model to use to determine patterns.
   e. Click **Looks good, next**.

   Note: Select snapshot datasets generated by the app that's created by using the Analytics for Wealth Management template.

7. Configure these settings in the next screen:
   a. Select the number of days for which you want to predict the likelihood of customer churn.
   b. Select the record types of accounts for which you want to predict the likelihood of churn.
   c. Select the record types of financial accounts related to the accounts for which you want to predict the likelihood of churn.
   d. Click **Looks good, next**.

8. Configure these settings in the next screen:
   a. Select account statuses that indicate that the account is inactive.
   b. Select account statuses that indicate that the account is active.
   c. Click **Looks good, next**.
9. Specify if you want to include example and prediction sets with Feedback Management and Sentiment Insights features and click **Looks Good, Next**.
10. If you chose to include Feedback Management and Sentiment Insights features, configure these settings in the next screen. Otherwise, move to the next step.
    a. Select the example set generated by the app that's created by using the Feedback Management & Sentiment Insights Features template.
    b. Select the prediction set generated by the app that's created by using the Feedback Management & Sentiment Insights Features template.
11. Enter a name for your app, and then click **Create**.

    Note: The process takes a few minutes.
12. To view your app after the process is completed, refresh the page.

The app now runs preconfigured recipes to generate example, historical, feature, and prediction datasets, and two dashboards.

Recipes, Datasets, and Dashboards

The app created by using the Customer Churn Risk for Wealth Management template creates three customizable recipes, four datasets, and two dashboards.

Recipes and Datasets

The app created by using the Customer Churn Risk for Wealth Management template creates three recipes. The recipes create example, historical, prediction, and predicted score datasets.

Churn Prediction for Wealth Management Customers Dashboard

Show interactive visualizations of predicted churn of Wealth Management customers by adding dashboards to Financial Service Cloud pages.

Recipes and Datasets

The app created by using the Customer Churn Risk for Wealth Management template creates three recipes. The recipes create example, historical, prediction, and predicted score datasets.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Table 33: Recipes and Datasets

Recipe	Description	Output
Wealth Management Churn Example Dataset	Evaluates account snapshot data, financial account snapshot data, and data from configured objects to create an example dataset that Einstein learns from. If you chose to include Feedback Management	Example dataset

Recipe	Description	Output
	and Sentiment Insights features when creating the app, the recipe also evaluates the example set containing these features.	
Wealth Management Churn Feature Dataset	Evaluates account snapshot data, financial account snapshot data, and data from configured objects to create a historical dataset with details of accounts that were previously likely to churn. The recipe also creates a prediction dataset based on which Wealth Management customers who are likely to churn are identified. If you chose to include Feedback Management and Sentiment Insights features when creating the app, the recipe also evaluates the prediction set containing these features.	• Historical dataset • Prediction dataset
Wealth Management Churn Prediction Dataset	Evaluates the prediction dataset to get the churn score of customers and the top three factors that possibly contribute to churn.	Predicted Score and Top Contributing Factor dataset

You can modify the recipes in these scenarios:

- Your schema deviates from the Financial Services Cloud schema.
- A custom field of an existing entity changes.
- The use of feature data changes from an existing entity to a custom entity.
- The data doesn't load properly.
- The app stops working because of incorrect data values.

SEE ALSO:

Manage Recipes

Run Data Sync and Recipes to Create and Refresh Datasets

Einstein Discovery Capacities and Requirements

Churn Prediction for Wealth Management Customers Dashboard

Show interactive visualizations of predicted churn of Wealth Management customers by adding dashboards to Financial Service Cloud pages.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Churn Prediction for Wealth Management Customers Dashboard

Add this dashboard to the Home page to see predicted churn details for Wealth Management customers. You can filter the prediction data for each branch unit, account, account record type, marketing segment, and account category.

Churn Prediction for Wealth Management Customers (Embedded) Dashboard

Add this dashboard to any record page to see predicted churn details for a Wealth Management customer. You can filter the prediction data based on the account balance, outstanding credit, and churn score groups.

SEE ALSO:

Embed Dashboards in Lightning Pages

Use Wealth Management Customer Churn Prediction Dashboards

Increase Your Assets Under Management from Wealth Management Customers

Identify wealth management customers are likely to add more assets in a specific period. Pursue such customers by pitching products for sale to increase your assets under management.

Important: The Likelihood to add assets machine learning model uses several variables to generate predictions, including potentially sensitive personal information such as age and marital status. You can remove or adjust the use of these variables. For more information, see Explain, Predict, and Take Action with Einstein Discovery.

Enable CRM Analytics and Assign Permission Sets

Enable CRM Analytics, assign the required permission sets to your admins, users, and Analytics Cloud Integration users.

Sync Your Local Data

The machine learning model requires features from some Salesforce objects.

Create an App to Identify Customers Likely to Add Assets

By using the Customer Likelihood of Adding Assets template, you can create an app that provides prediction scores about the likelihood of Wealth Management customers adding assets.

Recipes, Datasets, and Dashboards

The app created by using the Customer Likelihood of Adding Assets template creates three customizable recipes, three datasets, and a dashboard.

Enable CRM Analytics and Assign Permission Sets

Enable CRM Analytics, assign the required permission sets to your admins, users, and Analytics Cloud Integration users.

1. Enable CRM Analytics.
2. Assign admins the required permission sets to create and manage a Financial Services Cloud Analytics app.
3. Assign users the required permission sets to view a Financial Services Cloud Analytics app.
4. Assign Analytics Cloud Integration users the required permission sets.

SEE ALSO:

Enable CRM Analytics in Financial Services Cloud

Assign CRM Analytics for Financial Services Administrator Permissions

Assign CRM Analytics for Financial Services User Permissions

Grant Permission to the Analytics Integration User

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

USER PERMISSIONS

To assign permission sets:

- Assign Permission Sets

Sync Your Local Data

The machine learning model requires features from some Salesforce objects.

Add these objects to the data sync:

- Account
- Case
- Contact
- Financial Account
- Financial Account Transaction
- Task

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Note: Syncing the Financial Account Transaction and Task objects is optional.

Make sure that you sync these fields:

Object	Field
Account	Account Type
Account	Account Rating
Account	Account Record Type
Account	AUM
Account	Billing Zip/Postal Code
Account	Category
Account	Created Date
Account	Customer Segment
Account	ID
Account	Investment Experience
Account	Investment Objectives
Account	Last Interaction
Account	Last Review
Account	Lifetime Value
Account	Marketing Segment
Account	Name
Account	Primary Contact
Account	Record Type ID
Account	Relationship Length
Account	Relationship Start Date

Object	Field
Account	Review Frequency
Account	Risk Tolerance
Account	Status
Account	Time Horizon
Account	Total AUM Primary Owner
Account	Wallet Share
Branch Unit	Branch Unit ID
Branch Unit	Name
Branch Unit Customer	Account ID
Branch Unit Customer	Branch Unit ID
Branch Unit Customer	Branch Unit Customer ID
Case	Account ID
Case	Age
Case	Closed Date
Case	Created Date
Case	Escalated
Contact	ID
Contact	Annual Income
Contact	Age
Contact	Contact ID
Contact	First Name
Contact	Full Name
Contact	Gender
Contact	Last Name
Contact	Marital Status
Contact	Person Account
Financial Account	Asset Rebalance
Financial Account	Available Credit
Financial Account	Average Balance
Financial Account	Balance Last Statement

Object	Field
Financial Account	Balance
Financial Account	Created Date
Financial Account	Date Closed
Financial Account	Date Opened
Financial Account	Cash Limit
Financial Account	Charges And Fees
Financial Account	Daily Withdrawal Limit
Financial Account	Financial Account Name
Financial Account	FinServ__RecordTypeName__c
Financial Account	Incoming Volume
Financial Account	Insured Amount
Financial Account	Interest Rate
Financial Account	Joint Owner
Financial Account	Last Transaction Date
Financial Account	Loan Amount
Financial Account	Minimum Balance
Financial Account	Minimum Payment
Financial Account	Number of Holdings
Financial Account	Overdraft Allowed
Financial Account	Pending Deposits
Financial Account	Person Account
Financial Account	Premium
Financial Account	Primary Owner
Financial Account	Principal Balance
Financial Account	Product Name
Financial Account	Rebalance Frequency
Financial Account	Record ID
Financial Account	Record Type
Financial Account	Record Type ID
Financial Account	Status

Object	Field
Financial Account	Total Credit Limit
Financial Account	Type
Financial Account	Outgoing Volume
Financial Account	Performance QTD
Financial Account	Performance 1Yr
Financial Account	Performance MTD
Financial Account	Performance YTD
Financial Account	Performance 3Yr
FinServ__ChargesAndFees__c	Record ID
FinServ__ChargesAndFees__c	Annual Account Charge
FinServ__ChargesAndFees__c	Annual Membership Fee
FinServ__ChargesAndFees__c	ATM Fee
FinServ__ChargesAndFees__c	Cash Advance Fee
FinServ__ChargesAndFees__c	Charges And Fees Name
FinServ__ChargesAndFees__c	Foreign Transaction Fee
FinServ__ChargesAndFees__c	ID
FinServ__ChargesAndFees__c	Insufficient Funds Fee
FinServ__ChargesAndFees__c	Late Payment Fee
FinServ__ChargesAndFees__c	Monthly Service Fee
FinServ__ChargesAndFees__c	Overdraft Fees
FinServ__ChargesAndFees__c	Owner ID
FinServ__ChargesAndFees__c	Record ID
FinServ__ChargesAndFees__c	Statement Fee
Product	Active
Product	Product Family
Product	Product ID
Product	Product Name
Record Type	Active
Record Type	Description
Record Type	ID

Object	Field
Record Type	Name
Record Type	Namespace Prefix
Record Type	SObject Type Name
Task	Account ID
Task	Activity Date
Task	Closed
Task	Created Date
Task	High Priority
Task	ID

SEE ALSO:

Add and Remove Local Salesforce Objects and Fields from Data Sync

Create an App to Identify Customers Likely to Add Assets

By using the Customer Likelihood of Adding Assets template, you can create an app that provides prediction scores about the likelihood of Wealth Management customers adding assets.

Before you use the Customer Likelihood of Adding Assets template, get the required snapshot datasets by creating an app using the Analytics for Wealth Management template.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Important: You can create an app by using the Customer Likelihood of Adding Assets template only when snapshot data is available for at least 30 days.

1. In Analytics Studio, click **Create**, and then select **App**.
2. Select the **Customer Likelihood of Adding Assets** template, and then click **Continue**.
3. Review the preview page, and then click **Continue**.
4. Choose to create an app or to use settings from an existing app, and then click **Continue**.

   Analytics runs a compatibility check of the data in Salesforce.
5. Perform a step.

   If the compatibility check fails, perform the instructions in the error message to resolve the issues, and then try to create the app again.

   If the compatibility check completes successfully, click **Looks good, next**.
6. Configure these settings in the Apps and Snapshot Datasets section.
   a. Select an account app with a snapshot dataset containing past trends.
   b. Select the account app's snapshot dataset for the model to use to determine patterns.
   c. Select a financial account app with a snapshot dataset containing past trends.
   d. Select the financial account app's snapshot dataset for the model to use to determine patterns.

e. Click **Looks good, next**.

Note: Select snapshot datasets generated by the app that's created by using the Analytics for Wealth Management template.

7. Configure these settings in the Prediction Duration & Features section:
   a. Select the number of days for which you want to predict the customer likelihood of adding assets.
   b. Enter the amount the customer added to assets in the past. Customers who are likely to add more assets are identified based on the specified amount.
   c. Select the record types of accounts for which you want to predict the customer likelihood of adding assets.
   d. Click **Looks good, next**.
8. Enter a name for your app, and then click **Create**.

   The process takes a few minutes.
9. To view your app after the process is completed, refresh the page.

The app now runs preconfigured recipes to create example, prediction, and predicted score datasets, and a dashboard.

Recipes, Datasets, and Dashboards

The app created by using the Customer Likelihood of Adding Assets template creates three customizable recipes, three datasets, and a dashboard.

Recipes and Datasets

The app created by using the Customer Likelihood of Adding Assets template creates three recipes. The recipes create example, prediction, and predicted score datasets.

Add Customer Likelihood of Adding Assets Dashboard to the Home Page

Show predicted asset additions by Wealth Management customers by adding the Customer Likelihood of Adding Assets dashboard to the Home page. You can filter the shows prediction data by assets under management, marketing segment, and wallet share of the customer.

Recipes and Datasets

The app created by using the Customer Likelihood of Adding Assets template creates three recipes. The recipes create example, prediction, and predicted score datasets.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Table 34: Recipes and Datasets

Recipe	Description	Output
Example Dataset to Predict Added Assets	Evaluates account snapshot data, financial account snapshot data, and data from configured objects to create an example dataset that Einstein learns from.	Example dataset
Feature Dataset to Predict Added Assets	Evaluates account snapshot data, financial account snapshot data, and data from configured objects to create a prediction dataset	Prediction dataset

Recipe	Description	Output
	based on which Wealth Management customers who are likely to add assets are identified.	
Prediction Dataset to Predict Added Assets	Evaluates the prediction dataset to get the prediction score of customers likelihood to buy assets and the top three factors that possibly contribute to asset addition.	Predicted Score and Top Contributing Factor dataset

You can modify the recipes in these scenarios:

- Your schema deviates from the Financial Services Cloud schema.
- A custom field of an existing entity changes.
- The use of feature data changes from an existing entity to a custom entity.
- The data doesn't load properly.
- The app stops working because of incorrect data values.

SEE ALSO:

Manage Recipes

Run Data Sync and Recipes to Create and Refresh Datasets

Einstein Discovery Capacities and Requirements

Add Customer Likelihood of Adding Assets Dashboard to the Home Page

Show predicted asset additions by Wealth Management customers by adding the Customer Likelihood of Adding Assets dashboard to the Home page. You can filter the shows prediction data by assets under management, marketing segment, and wallet share of the customer.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

SEE ALSO:

Embed Dashboards in Lightning Pages

Use the Customer Likelihood of Adding Assets Dashboard

Maximize Your Revenue by Recommending the Right Products to Customers

Get predictions about recommended products that you can pitch to customers who are likely to buy the products in a certain period. Maximize your revenue by persuading the customers to buy the recommended products.

Important: Any product recommendations or other output information is not intended to provide specific financial or legal advice. A human being must make any final decision and take account of other factors beyond the product recommendations in making the final decision.

The Product Recommender machine learning model uses several variables to generate predictions, including potentially sensitive personal information such as age and marital status. You can remove or adjust the use of these variables. For more information, see Explain, Predict, and Take Action with Einstein Discovery.

Enable CRM Analytics and Assign Permission Sets

Enable CRM Analytics, assign the required permission sets to your admins, users, and Analytics Cloud Integration users.

Sync Your Local Data

The machine learning model requires features from some Salesforce objects.

Create an App to Recommend Products with Clustering Transformation

Use the Basic AI for Product Recommendations template to create a custom app that has fields and data that you want to use for developing your prediction model. This template uses clustering transformation and doesn't require snapshot data in Salesforce. It also creates account and financial account snapshot datasets.

Create an App to Recommend Products with Snapshot Data

Use the Advanced AI for Product Recommendations template to create a custom app that has fields and data that you want to use for developing your prediction model. This uses existing snapshot data in Salesforce.

Enable CRM Analytics and Assign Permission Sets

Enable CRM Analytics, assign the required permission sets to your admins, users, and Analytics Cloud Integration users.

1. Enable CRM Analytics.
2. Assign admins the required permission sets to create and manage a Financial Services Cloud Analytics app.
3. Assign users the required permission sets to view a Financial Services Cloud Analytics app.
4. Assign Analytics Cloud Integration users the required permission sets.

SEE ALSO:

Enable CRM Analytics in Financial Services Cloud

Assign CRM Analytics for Financial Services Administrator Permissions

Assign CRM Analytics for Financial Services User Permissions

Grant Permission to the Analytics Integration User

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

USER PERMISSIONS

To assign permission sets:
- Assign Permission Sets

Sync Your Local Data

The machine learning model requires features from some Salesforce objects.

Add these objects to the data sync:

- Account
- Case
- Contact
- Financial Account
- Financial Account Transaction
- Task

Note: Syncing the Financial Account Transaction and Task objects is optional.

Make sure that you sync these fields:

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Object	Field
Account	Account Type
Account	Account Rating
Account	Account Record Type
Account	AUM
Account	Billing Zip/Postal Code
Account	Category
Account	Created Date
Account	Customer Segment
Account	ID
Account	Investment Experience
Account	Investment Objectives
Account	Last Interaction
Account	Last Review
Account	Lifetime Value
Account	Marketing Segment
Account	Name
Account	Primary Contact
Account	Record Type ID
Account	Relationship Length
Account	Relationship Start Date
Account	Review Frequency
Account	Risk Tolerance
Account	Status
Account	Time Horizon
Account	Total AUM Primary Owner
Account	Wallet Share
Branch Unit	Branch Unit ID
Branch Unit	Name
Branch Unit Customer	Account ID
Branch Unit Customer	Branch Unit ID

Object	Field
Branch Unit Customer	Branch Unit Customer ID
Case	Account ID
Case	Age
Case	Closed Date
Case	Created Date
Case	Escalated
Contact	ID
Contact	Annual Income
Contact	Age
Contact	Contact ID
Contact	First Name
Contact	Full Name
Contact	Gender
Contact	Last Name
Contact	Marital Status
Contact	Person Account
Financial Account	Asset Rebalance
Financial Account	Available Credit
Financial Account	Average Balance
Financial Account	Balance Last Statement
Financial Account	Balance
Financial Account	Created Date
Financial Account	Date Closed
Financial Account	Date Opened
Financial Account	Cash Limit
Financial Account	Charges And Fees
Financial Account	Daily Withdrawal Limit
Financial Account	Financial Account Name
Financial Account	FinServ__RecordTypeName__c
Financial Account	Incoming Volume

Object	Field
Financial Account	Insured Amount
Financial Account	Interest Rate
Financial Account	Joint Owner
Financial Account	Last Transaction Date
Financial Account	Loan Amount
Financial Account	Minimum Balance
Financial Account	Minimum Payment
Financial Account	Number of Holdings
Financial Account	Overdraft Allowed
Financial Account	Pending Deposits
Financial Account	Person Account
Financial Account	Premium
Financial Account	Primary Owner
Financial Account	Principal Balance
Financial Account	Product Name
Financial Account	Rebalance Frequency
Financial Account	Record ID
Financial Account	Record Type
Financial Account	Record Type ID
Financial Account	Status
Financial Account	Total Credit Limit
Financial Account	Type
Financial Account	Outgoing Volume
Financial Account	Performance QTD
Financial Account	Performance 1Yr
Financial Account	Performance MTD
Financial Account	Performance YTD
Financial Account	Performance 3Yr
FinServ__ChargesAndFees__c	Record ID
FinServ__ChargesAndFees__c	Annual Account Charge

Object	Field
FinServ__ChargesAndFees__c	Annual Membership Fee
FinServ__ChargesAndFees__c	ATM Fee
FinServ__ChargesAndFees__c	Cash Advance Fee
FinServ__ChargesAndFees__c	Charges And Fees Name
FinServ__ChargesAndFees__c	Foreign Transaction Fee
FinServ__ChargesAndFees__c	ID
FinServ__ChargesAndFees__c	Insufficient Funds Fee
FinServ__ChargesAndFees__c	Late Payment Fee
FinServ__ChargesAndFees__c	Monthly Service Fee
FinServ__ChargesAndFees__c	Overdraft Fees
FinServ__ChargesAndFees__c	Owner ID
FinServ__ChargesAndFees__c	Record ID
FinServ__ChargesAndFees__c	Statement Fee
Product	Active
Product	Product Family
Product	Product ID
Product	Product Name
Record Type	Active
Record Type	Description
Record Type	ID
Record Type	Name
Record Type	Namespace Prefix
Record Type	SObject Type Name
Task	Account ID
Task	Activity Date
Task	Closed
Task	Created Date
Task	High Priority

Object	Field
Task	ID

SEE ALSO:

Add and Remove Local Salesforce Objects and Fields from Data Sync

Create an App to Recommend Products with Clustering Transformation

Use the Basic AI for Product Recommendations template to create a custom app that has fields and data that you want to use for developing your prediction model. This template uses clustering transformation and doesn't require snapshot data in Salesforce. It also creates account and financial account snapshot datasets.

Create an App With the Advanced AI for Product Recommendations Template

With the Advanced AI for Product Recommendations template, you can create an app that provides product purchases scores for customers.

Advanced AI Template Recipes, Datasets, and Dashboards

The app created by using the Advanced AI for Product Recommendation template creates four customizable recipes, four datasets, and three dashboards.

Create an App With the Advanced AI for Product Recommendations Template

With the Advanced AI for Product Recommendations template, you can create an app that provides product purchases scores for customers.

Before you use the Advanced AI for Product Recommendations template, get the required snapshot datasets by creating an app using the Analytics for Retail Banking template or the Basic AI for Product Recommendations template.

Important: You can create an app by using the Advanced AI for Product Recommendations template only when snapshot data is available for at least 30 days.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

1. In Analytics Studio, click **Create**, and then select **App**.
2. Select the **Advanced AI for Product Recommendations** template, and then click **Continue**.
3. Review the preview page, and then click **Continue**.
4. Choose to create an app or to use settings from an existing app, and then click **Continue**.

   Analytics runs a compatibility check of the data in Salesforce.
5. Perform a step.

   If the compatibility check fails, perform the instructions in the error message to resolve the issues, and then try to create the app again.

   If the compatibility check completes successfully, click **Looks good, next**.
6. Configure these settings in the next screen:
   a. Select an account app with a snapshot dataset containing past trends.
   b. Select the account app's snapshot dataset for the model to use to determine patterns.
   c. Select a financial account app with a snapshot dataset containing past trends.

   d. Select the financial account app's snapshot dataset for the model to use to determine patterns.
   e. Click **Looks good, next**.

   Note: Select snapshot datasets generated by the app that's created by using the Analytics for Retail Banking template or the Basic AI for Product Recommendations template.

7. Configure these settings in the next screen.
   a. Select the number of days for which you want the product recommendations.
   b. Select the record types of accounts for which you want the product recommendations.
   c. Select the record types of financial accounts related to the accounts for which you want the product recommendations.
   d. Click **Looks good, next**.
8. Configure these settings in the next screen:
   a. Select account statuses that indicate that the account is active.
   b. Select financial account statuses that indicate that the financial account is active.
   c. Click **Looks good, next**.
9. Enter a name for your app, and then click **Create**.

   The process takes a few minutes.
10. To view your app after the process is completed, refresh the page.

The app now runs preconfigured recipes to feature, example, prediction, and predicted score datasets, and three dashboards.

Advanced AI Template Recipes, Datasets, and Dashboards

The app created by using the Advanced AI for Product Recommendation template creates four customizable recipes, four datasets, and three dashboards.

Advanced AI Template Recipes and Datasets

The app created by using the Advanced AI for Product Recommendation template creates four recipes. The recipes create feature, example, prediction, and predicted score datasets.

Add the Advanced Product Recommendation Dashboards to Lightning Pages

Show interactive visualizations of recommended products predicted by using snapshot data in Salesforce by adding dashboards to Financial Service Cloud pages.

Advanced AI Template Recipes and Datasets

The app created by using the Advanced AI for Product Recommendation template creates four recipes. The recipes create feature, example, prediction, and predicted score datasets.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Table 35: Recipes and Datasets

Recipe	Description	Output
Account Record Type & Product Dataset	Evaluates account snapshot data, financial account snapshot data, and data from configured objects to create a dataset that combines	Account Record Type & Product dataset

Recipe	Description	Output
	financial account data and account data for specific record types and products.	
Example Dataset	Evaluates account snapshot data, financial account snapshot data, and data from configured objects to create an example dataset that Einstein learns from.	Example dataset
Prediction Dataset	Evaluates account snapshot data, financial account snapshot data, and data from configured objects to create a prediction dataset for which product recommendations are predicted.	Prediction dataset
Product Purchase Score & Predictors Dataset	Evaluates the prediction dataset to get product recommendation score and top predictors that encourage customers to purchase products.	Purchase Score & Predictors dataset

You can modify the recipes in these scenarios:

- Your schema deviates from the Financial Services Cloud schema.
- A custom field of an existing entity changes.
- The use of feature data changes from an existing entity to a custom entity.
- The data doesn't load properly.
- The app stops working because of incorrect data values.

SEE ALSO:

Manage Recipes

Run Data Sync and Recipes to Create and Refresh Datasets

Einstein Discovery Capacities and Requirements

Add the Advanced Product Recommendation Dashboards to Lightning Pages

Show interactive visualizations of recommended products predicted by using snapshot data in Salesforce by adding dashboards to Financial Service Cloud pages.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Product Recommendations for Top Customers (Advanced AI) Dashboard

Add this dashboard to the Home page. The dashboard shows recommended products for customers. You can filter the prediction data for each branch, account, account record type, account category, marketing segment, and measure.

Top Customer Recommendations (Advanced AI) Dashboard

Add this dashboard to the account record page on the product record pages. The dashboard shows customers who are likely to buy that product.

Top Product Recommendations (Advanced AI) Dashboard

Add this dashboard to the account record page on the account record pages. The dashboard shows recommended products for that account.

SEE ALSO:

Embed Dashboards in Lightning Pages

Use the Advanced Product Recommendation Dashboards

Create an App to Recommend Products with Snapshot Data

Use the Advanced AI for Product Recommendations template to create a custom app that has fields and data that you want to use for developing your prediction model. This uses existing snapshot data in Salesforce.

Create an App With the Basic AI for Product Recommendations Template

With the Basic AI for Product Recommendations template, you can create an app that provides product purchases scores for customers.

Basic AI Template Recipes, Datasets, and Dashboards

The app created by using the Basic AI for Product Recommendation template creates four customizable recipes, four datasets, and three dashboards.

Create an App With the Basic AI for Product Recommendations Template

With the Basic AI for Product Recommendations template, you can create an app that provides product purchases scores for customers.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

1. In Analytics Studio, click **Create**, and then select **App**.
2. Select the **Basic AI for Product Recommendations** template, and then click **Continue**.
3. Review the preview page, and then click **Continue**.
4. Choose to create an app or to use settings from an existing app, and then click **Continue**.

   Analytics runs a compatibility check of the data in Salesforce.
5. Perform a step.

   If the compatibility check fails, perform the instructions in the error message to resolve the issues, and then try to create the app again.

   If the compatibility check completes successfully, click **Looks good, next**.
6. Configure these settings in the next screen.
   a. Select the record types of accounts for which you want to predict the likelihood of churn.
   b. Select the record types of financial accounts related to the accounts for which you want to predict the likelihood of churn.
   c. Click **Looks good, next**.
7. Configure these settings in the next screen.
   a. Select account statuses that indicate that the account is active.
   b. Select financial account statuses that indicate that the financial account is active.
   c. Click **Looks good, next**.

8. Enter a name for your app, and then click **Create**.

   The process takes a few minutes.

9. To view your app after the process is completed, refresh the page.

This app runs preconfigured recipes to create feature, account snapshot, financial account snapshot, and predicted datasets, and three dashboards.

Basic AI Template Recipes, Datasets, and Dashboards

The app created by using the Basic AI for Product Recommendation template creates four customizable recipes, four datasets, and three dashboards.

Basic AI Template Recipes and Datasets

The app created by using the Basic AI for Product Recommendation template creates four recipes. The recipes create account, account snapshot, financial account snapshot, and predicted score datasets.

Add the Basic Product Recommendation Dashboards to Lightning Pages

Show interactive visualizations of recommended products predicted by using clustering transformation by adding dashboards to Financial Service Cloud pages.

Basic AI Template Recipes and Datasets

The app created by using the Basic AI for Product Recommendation template creates four recipes. The recipes create account, account snapshot, financial account snapshot, and predicted score datasets.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Table 36: Recipes and Datasets

Recipe	Description	Output
Clustered Account Dataset	Evaluates data from configured objects to create an account dataset by using the clustered transformation.	Clustered Account dataset
Account Snapshot Dataset	Evaluates data from configured objects to create an account snapshot dataset.	Account Snapshot dataset
Financial Account Snapshot Dataset	Evaluates account snapshot dataset and data from configured objects to create a financial account snapshot dataset.	Financial Account Snapshot dataset
Product Purchase Score & Predictors Dataset	Evaluates the clustered account dataset, financial account snapshot dataset, and data from configured objects to get product recommendation score and the top predictors that encourage customers to purchase products.	Purchase Score & Predictors dataset

You can modify the recipes in these scenarios:

- Your schema deviates from the Financial Services Cloud schema.
- A custom field of an existing entity changes.
- The usage of feature data changes from an existing entity to a custom entity.
- The data doesn't load properly.
- The app stops working because of incorrect data values.

SEE ALSO:

Manage Recipes

Run Data Sync and Recipes to Create and Refresh Datasets

Einstein Discovery Capacities and Requirements

Add the Basic Product Recommendation Dashboards to Lightning Pages

Show interactive visualizations of recommended products predicted by using clustering transformation by adding dashboards to Financial Service Cloud pages.

EDITIONS

Available in: **Professional**, **Enterprise**, and **Unlimited** editions with the Revenue Intelligence for Financial Services license

Product Recommendations for Top Customers (Basic AI) Dashboard

Add this dashboard to the Home page. The dashboard shows recommended products for customers. You can filter the prediction data for each branch, account, account record type, product, and marketing segment.

Top Customer Recommendations (Basic AI) Dashboard

Add this dashboard to the product record pages. The dashboard shows customers who are likely to buy that product. You can filter the prediction data for each measure.

Top Product Recommendations (Basic AI) Dashboard

Add this dashboard to the account record pages. The dashboard shows a list of recommended products for that account

SEE ALSO:

Embed Dashboards in Lightning Pages

Use the Basic AI Product Recommendations Dashboards

Scoring Framework Predictions

Pitch the right products to customers and boost your revenue by analyzing customers' likelihood of purchasing financial assets. Decrease customer attrition by taking steps based on the customer's likelihood of churning. Sell an asset to an interested customer based on predictions and increase your customer's assets under management. Get prediction scores based on the data of your accounts and contacts.

EDITIONS

Available in: **Enterprise**, **Performance**, and **Unlimited** Editions of Lightning Experience where Financial Services Cloud, CRM Analytics for Financial Services Cloud, AI Accelerator, and Scoring Framework are enabled

To get predictions about customers' likelihood of purchasing financial assets, likelihood of churning, or likelihood of adding assets, create a CRM Analytics template configuration in Scoring Framework with Prediction Scores (Financial Services Cloud) as the template configuration type.

- If you want to define a predefined target variable to get predictions about customers' likelihood of purchasing financial assets, select **Accounts Have Newly Purchased Financial Accounts (Likelihood to Purchase)** or **Accounts Have Associated Opportunities That Are Closed (Likelihood to Purchase)**.
- If you want to define a predefined target variable to get predictions about customers' likelihood of churning, select **Account Status Has Changed to Inactive (Likelihood to Churn)**.
- If you want to define a predefined target variable to get predictions about customers' likelihood of adding assets, select **Assets Under Management Have Increased for Accounts (Likelihood to Add Assets)**.

To get predictions based on the data of your accounts and contacts, create a CRM Analytics template configuration in Scoring Framework with Prediction Scores for Accounts or Contacts (Financial Services Cloud) as the template configuration type and define a custom target variable.

The apps created based on the template configuration contain these preconfigured recipes.

Recipe	Description	Output
Get Data to Generate Example Dataset	The recipe creates a dataset that's used to generate an example dataset by evaluating account snapshot data, financial account snapshot data, tasks, events, cases, and data from the object selected to train the model.	Example Dataset
Get Example Dataset	The recipe creates a dataset that Einstein learns from by evaluating account snapshot data, financial account snapshot data, the dataset created by the Get Data to Generate Example Dataset recipe, and data from the object selected to train the model.	Example Dataset
Prediction Dataset	The recipe creates a dataset based on which Einstein generates predictions by evaluating financial accounts, financial account charges and fees, leads, tasks, cases, and data from the object that you want to get predictions for.	Prediction Dataset
Get Financial Services Cloud Predictions	The recipe generates predictions and the top three factors that possibly impact the predictions by evaluating the prediction dataset.	Writes prediction details and the top three predictors to the writeback object's field that's selected when setting up the template configuration in Scoring Framework.

You can modify the recipes in these scenarios.

- Your schema deviates from the Financial Services Cloud schema.
- A custom field of an existing entity changes.
- The storage of feature data changes from an existing entity to a custom entity.
- The data doesn't load properly.
- The app stops working because of incorrect data values.

SEE ALSO:

Create and Set Up a CRM Analytics Template Configuration for Predictions

Manage Recipes

Scoring Framework Predictions on Actionable Lists

Create an actionable list of the customers to prioritize and show the relevant predictions that Scoring Framework generates on the list so that you can focus on the right customers.

When setting up the CRM Analytics template configuration for your use case in Scoring Framework, select an object and field to store the prediction score. Create an actionable list definition with the Data Processing Engine definition containing a data source node for the object and field that store the prediction score.

Example: A financial institution uses Scoring Framework to predict the likelihood of customers churning. The financial institution's Salesforce admin creates a CRM Analytics template configuration in Scoring Framework to get these predictions and store them in a custom field, Churn Score, on the Account object.

The admin then creates an actionable list definition to generate an actionable list for high-priority customers who are likely to churn. When setting up the related Data Processing Engine definition, the Salesforce admin makes sure that there's a data source node for the Account object and the Churn Score field. Now, the financial institution tries to decrease customer attrition by taking steps based on the customer's likelihood of churning.

SEE ALSO:

Set Up Actionable List Definitions

EDITIONS

Available in: **Enterprise**, **Performance**, and **Unlimited** Editions of Lightning Experience where Financial Services Cloud, CRM Analytics for Financial Services Cloud, AI Accelerator, Scoring Framework, and Actionable Segmentation are enabled

The Salesforce org must have the Industry Sales Excellence Add On with the Actionable Segmentation permission set, the Financial Services Cloud Growth license, and the Revenue Intelligence for Financial Services license.

Salesforce Scheduler

With Lightning Scheduler, you can provide personalized experiences to your customers or prospects by precision-scheduling appointments—in person or by phone or video—with the right person at the right place and time. You can easily embed appointment scheduling into standard Salesforce workflows, such as leads and referrals, opportunities, and accounts.

SEE ALSO:

Manage Appointments with Lightning Scheduler

EDITIONS

Lightning Scheduler is available for an extra cost in Lightning Experience.

Available in: **Enterprise**, **Performance**, and **Unlimited** Editions

Securing Your Data with Salesforce Shield

Salesforce Shield—a set of security tools that helps you protect data at rest, monitor usage, and prevent malicious activity—is fully supported. If you implement Shield, remember these considerations when securing your confidential client data using Platform Encryption, event monitoring, and Field Audit Trail.

We strongly recommend that you first review the Salesforce online help to understand how the Salesforce Shield security tools work. Use that information along with these important considerations when implementing security for Financial Services Cloud.

Note: Financial Services Cloud doesn't support Classic Encryption, for example, for data masking in components. To know more about the differences between Classic Encryption and Salesforce Shield, see What's the Difference Between Classic Encryption and Shield Platform Encryption?

Considerations for Shield Platform Encryption

Shield Platform Encryption gives your data a whole new layer of security while preserving critical platform functionality. The data you select is encrypted at rest, to help your firm confidently comply with privacy policies, regulatory requirements, and contractual obligations for handling private data. All Financial Services Cloud objects and fields are fully compliant with Shield Platform Encryption, excluding the restrictions in Financial Services Cloud Availability and Limitations.

Considerations for Monitoring User Activity with Event Log Files

Event log files contain the granular details of user activity. Information about these user activities, known as *events*, let you swiftly identify abnormal behavior and safeguard data. Refer to these considerations when retrieving event log files that are stored in the EventLogFile API object.

Considerations for Shield Platform Encryption

Shield Platform Encryption gives your data a whole new layer of security while preserving critical platform functionality. The data you select is encrypted at rest, to help your firm confidently comply with privacy policies, regulatory requirements, and contractual obligations for handling private data. All Financial Services Cloud objects and fields are fully compliant with Shield Platform Encryption, excluding the restrictions in Financial Services Cloud Availability and Limitations.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

SEE ALSO:

Strengthen Your Data's Security with Shield Platform Encryption

Financial Services Cloud Availability and Limitations

Considerations for Monitoring User Activity with Event Log Files

Event log files contain the granular details of user activity. Information about these user activities, known as *events*, let you swiftly identify abnormal behavior and safeguard data. Refer to these considerations when retrieving event log files that are stored in the EventLogFile API object.

Event Type	View Client	Create Client	Edit Client	Create Household
ViewClient (sObject type Account)	✓	✓	✓	
ViewClient (sObject type Contact)	✓	✓	✓	

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Event Type	View Client	Create Client	Edit Client	Create Household
ViewClientDetailsTab (sObject type Account)	✓	✓	✓	
CreateClient (sObject type Account)		✓		
CreateClient (sObject type Contact)		✓		
EditClient (sObject type Account)			✓	
EditClient (sObject type Contact)			✓	
ViewHousehold (sObject type Account)				✓
ViewHouseholdDetailsTab (sObject type Account)				✓

- Creating a household creates a standard account record.
- Creating a client from an account or contact list view creates a standard account or contact record, respectively. The corresponding account or contact part of the client that is typically created automatically is not tracked as a separate event.

All Financial Services Cloud activities are tracked as standard event types.

SEE ALSO:

Using Event Monitoring

Using Event Monitoring

Connect to Customers with Account Engagement in Financial Services Cloud

Access Marketing Cloud Account Engagement (Pardot), a full suite of marketing tools, in Financial Services Cloud.

Create groups and relationships in Financial Services Cloud to sync to Account Engagement as the underlying Account and Contact records. You can map Financial Services Cloud custom objects such as Financial Account to Account Engagement custom objects.

If you use person accounts in your org, there are no changes to the way you work in Account Engagement.

If you use the individual data model, send 1:1 Salesforce Engage emails via the Contact list view in Lightning Experience or through the Contact record. In the individual data model, you see Account Engagement Contact fields and Visualforce pages in the Contact section on the client profile, but contact-specific buttons such as Send Engage Email aren't visible.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions.

To learn how different tools help marketers create meaningful connections, generate more pipeline, and empower sales to close more deals, see Market to Your Customers with Account Engagement.

To learn how syncing with leads and person accounts works, and using person accounts without leads, see Person Account Syncing with Salesforce..

Intelligent Document Automation for Financial Services Cloud

Simplify the document management process, reduce manual data entry, and get customer-submitted information such as W2 forms, tax returns, or other financial documents faster using the Intelligent Form Reader.

When a user uploads a document, Financial Services Cloud creates a record for that document. And then it allows the user to extract data from the document using an optical character recognition (OCR) process that runs in the background. You can use action plan templates to automatically attach the scanned document to a document checklist item or trigger a flow.

To make Intelligent Document Automation available to your users, identify the kinds of documents they're working with and decide how to handle the data from those documents.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

USER PERMISSIONS

To use mortgage:
- Platform and Permset licenses

To work with documents:
- Document Checklist

How Document Management Works and Considerations

- The document management process begins when a user uploads a PDF, JPG or PNG file to Financial Services Cloud.

How Intelligent Form Reader Works and Considerations

- You can map form fields to a target object's record type fields from October 19, 2022. However, for Financial Services Cloud, we support only the "Default" record types to store the information extracted from each form.
- Any old mappings created before October 19, 2022 are automatically set to "Default Record type".
- Map Form fields to only one target object.
- The extracted data is mapped to Salesforce objects as defined by the admin.
- The OCR Document Scan Result object contains financial information, such as account details or employment history, extracted from documents used in the loan application. The `ExtractedValues` field in this object can be encrypted.
- In PDF files, optical character recognition doesn't extract data from Acrobat fillable fields. To extract this data, convert the PDF to a static or flat document by printing it as a new PDF.
- Resend the document if the OCR extraction fails.

To learn how intelligent documentation works, setup, document upload process, and how to use data from the uploaded document, see Intelligent Document Automation.

Intelligent Form Reader for Financial Services Cloud

Intelligent Form Reader provides optical character recognition to automatically extract data from financial documents. You specify the data's source form, then map the fields in the form to the equivalent fields in Salesforce. Use the extracted information to create or update record fields or to verify existing data. For example, check a birthdate in Salesforce against the birthdate in a scanned passport.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions where Financial Services Cloud is enabled

Note: To use Intelligent Form Reader features with your AWS account, use Intelligent Document Reader. For more information, see Intelligent Document Reader on page 1269.

Note: Amazon Textract Analyze ID is not compatible with Intelligent Form Reader and Intelligent Document Reader for Financial Services Cloud. If the setting is turned on, the data may not be extracted.

To learn how to enable intelligent form reader and configure settings, Create an external and named credential, Create aws account, and assign permission sets, see Intelligent Form Reader.

Intelligent Document Reader for Financial Services Cloud

Use optical character recognition to automatically extract data with Amazon Textract using your AWS account. Specify the document type that can be associated with the form, upload the form, and map the form's fields to a Salesforce object's fields. For example, you can specify that a customer's asset amount in a bank statement must be stored in the Amount field of the account's AssetsAndLiabilities record. The extracted information can be used to create or update record fields, or to verify data that's already in the org. For example, you can check a person's birth date against the birth date in their scanned passport.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: Amazon Textract Analyze ID is not compatible with Intelligent Form Reader and Intelligent Document Reader for Financial Services Cloud. If the setting is turned on, the data isn't extracted.

Watch this video to learn how to set up Intelligent Document Reader.

Watch a video

To learn how to enable intelligent document reader, Create an external and named credential, Create aws account, and assign permission sets, see Intelligent Document Reader.

Einstein Bots

Provide customers with intelligent, self-service bots. With Einstein Bots, you can launch a fully featured bot that integrates with your Salesforce data in a few clicks! Bots can automate your company's frequent tasks, increasing your deflection rate and freeing up agents for more complicated requests.

Deploy Einstein Bots for Financial Services Cloud

Einstein Bots for Financial Services Cloud help resolve top customer issues quickly, reducing call volume to save your company time and money. A chatbot is an application that conducts a conversation, either aloud or through text. They can complement the support-chat experience, greeting customers and directing them to get answers fast

Test-Drive Einstein Bots for Financial Services Cloud

Launch the sample Einstein Bots through Embedded Service to see how chatbots can work for your customers. You can then use the sample data included to test the use cases of a reported lost card and registering an international travel plan.

Deploy Einstein Bots for Financial Services Cloud

Einstein Bots for Financial Services Cloud help resolve top customer issues quickly, reducing call volume to save your company time and money. A chatbot is an application that conducts a conversation, either aloud or through text. They can complement the support-chat experience, greeting customers and directing them to get answers fast

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

Pre-Deployment Tasks for Einstein Bots for Financial Services Cloud

Complete the following tasks before deploying Einstein Bots for Financial Services Cloud.

Download and Deploy Einstein Bots for Financial Services Cloud

You can download and deploy the bot in two ways.

Post-Deployment Tasks for Einstein Bots for Financial Services Cloud

Configure the deployed package to get your bots up and running.

Considerations for Removing Einstein Bots for Financial Services Cloud

Before removing the Einstein Bots for Financial Services Cloud package, you must revoke the permission sets assigned to the bot. Also, you must undo the configuration that determines the name of the chat button in the landing page.

SEE ALSO:

Salesforce Help: Einstein Bots

Pre-Deployment Tasks for Einstein Bots for Financial Services Cloud

Complete the following tasks before deploying Einstein Bots for Financial Services Cloud.

1. Enable Chat

   Before you customize Chat, you must create the basic Chat implementation for your Salesforce org. After you complete the basic setup steps, you have a functioning Chat implementation that your agents can use to chat with customers.

   Note: If Chat is already enabled, you do not need to enable it again.

2. Enable Einstein Bots

   On the Einstein Bots setup page, enable bots, manage settings, and view and access your list of bots.

   Note: If Einstein Bots are already enabled, you do not need to enable them again.

SEE ALSO:

Salesforce Help: Chat with Customers on Your Website

Download and Deploy Einstein Bots for Financial Services Cloud

You can download and deploy the bot in two ways.

1. Use a direct URL to the package.

   To do this task, complete the instructions that follow in this topic.

2. Download the package from AppExchange.

   The URL for the AppExchange listing is https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000FK9UYUA1. Follow the instructions in Install a Package.

To download the bot package using a direct URL:

1. Paste `https://sf-industries.my.salesforce-sites.com/einsteinbotsforfinancialservicescloud` into your browser, and press **Enter**.
2. If you received a password from Salesforce, enter it.
3. Depending on your requirement, select either **Install for Admin Profiles** or **Install**.

   If the package installation fails, see Why did my installation or upgrade fail?

Confirm that the deployment is successful in your org's setup.

1. From Setup, enter Installed Packages in the Quick Find box, then select **Installed Packages**.
2. In the Installed Packages section, select **Einstein Bots for Financial Services Cloud**.

Post-Deployment Tasks for Einstein Bots for Financial Services Cloud

Configure the deployed package to get your bots up and running.

Set Up Test Data

Setting up test data involves:

- Setting up Chat
- Assigning permission sets to the bot
- Deploying test data to your Salesforce org

Important: These steps deploy test data to your Salesforce org. We recommend that you perform this operation only in a test environment.

Note: Before you begin, add your Salesforce org's URL to your remote site setting.

To set up test data for the bots:

1. In your Salesforce org, from the App Launcher ( ), find and open **FSC Einstein Bots Manager**.
2. On the Getting Started tab, in the Data Setup section, click **Chat Setup**, and follow the on-screen instructions.
3. In the Data Setup section, click **Assign Bot PermSet**, and follow the on-screen instructions.
4. In the Data Setup section, click **Create FscBot Test Data**, and follow the on-screen instructions.

Train Einstein Bots for Financial Services Cloud

The customer's reason for interacting with your bot, such as reporting a lost card or registering an international travel plan, is called an intent. You associate an intent with a dialog. You then train the bot to create a learning model that your bot can use to understand the intents.

If your customers interact with your bot by typing a message in the chat window, use intents to help your bot understand what they want. For example, a Report Lost Card dialog has an associated intent that trains the bot to understand the many ways that a customer could express the need to report a lost card.

1. From Setup, search for `Einstein Bots` in the Quick Find box, and click **Einstein Bots**.
2. In the My Bots section, select **Einstein Bots for Financial Services Cloud**.
3. From the Bot Builder menu in the top left, switch to the Overview page, and click **Edit**.
4. Click **Build Model**, and follow the on-screen instructions.

   The bot training could take a while. In the meantime, you can complete the other steps. Your bot is trained when the Status field shows Succeeded and the Complete % shows 100%.

Set Up Org-Wide Email Addresses and Salesforce Sites

You can define and manage org-wide and no-reply addresses for each user profile. When sending email from Salesforce, users with these profiles can select their own address or the org-wide address for the email's From address. Replies are delivered to the defined no-reply address. These configurations are required to send emails with verification codes to customers.

Salesforce Sites enables you to create public websites and apps that are directly integrated with your Salesforce org and don't require users to log in with a username and password.

1. Create an org-wide email address and verify it.
2. From Setup, search for *Custom Metadata Types* in the Quick Find box, and click **Custom Metadata Types**.
3. Select **FscBot_Settings**, and click **Manage Records**.
4. Find `BotOrgWideEmailAddress`, and update its value with the org-wide email address that you created.
5. Find `NoReplyEmailAddress`, and update its value with the no-reply email address for your org. If you don't have a no-reply email address, you can provide any valid email address.
6. If you don't have a Salesforce site, register for one.
7. To test the bot, add the FSCBot_Landing Visualforce page to your site.

Configure the Chat Button

Give the chat button that is displayed on the landing page a name.

Note: Perform these steps in Salesforce Classic.

1. From Setup, search for *Chat Buttons & Invitations* in the Quick Find box, and click **Chat Buttons & Invitations**.
2. Select **FSC Chat Button**, and click **Edit**.
3. In the Einstein Bots Settings section, set `Einstein Bots Configuration` to *Einstein Bots for FSC*.

Configure the Site Endpoint for Snap-Ins

Link your Salesforce site to a snap-in.

1. From Setup, search for *Snap-ins* in the Quick Find box, and click **Snap-ins**.
2. Click **New Deployment**.
3. Give the snap-in deployment a name.
4. In the Site Endpoint dropdown list, select your Financial Services Cloud site.
5. Save your changes.
6. In the Chat Settings section, click **Start**.
7. In the Chat Deployment dropdown list, select **Einstein Bots for Financial Services Cloud**.
8. In the Chat Button dropdown list, select **Chat Button for Einstein FSC Bots**.
9. Save your changes.

Configure the Landing Page with a Snap-In

Configure the landing page to embed the bot snap-in.

1. From Setup, search for *Snap-ins* in the Quick Find box, and click **Snap-ins**.
2. Select the snap-in that you created, and click **View**.
3. Click **Get Code**.
4. Copy the chat code snippet.
5. From Setup, search for *Visualforce Pages* in the Quick Find box, and click **Visualforce Pages**.
6. Select the **FscBot_Landing Visualforce** page, and click **Edit**.
7. In the Visualforce Markup tab, paste the code snippet just before the closing body tag (`</body>`).
8. Save your changes.

Activate and Launch Einstein Bots for Financial Services Cloud

Activate the bot before you can start chatting with it from the landing page.

Important: Before you begin, the bot training that you initiated must have completed successfully.

1. From Setup, search for `Einstein Bots` in the Quick Find box, and click **Einstein Bots**.
2. In the My Bots section, select **Einstein Bots for Financial Services Cloud**.
3. From the Bot Builder menu in the top left, switch to the Overview page.
4. Click **Activate**.
5. Go to <YOUR_SITE_URL>/FSCBot_Landing, and chat with your bot using snap-ins. <YOUR_SITE_URL> is the site that you created in Set Up Email and Salesforce Sites.

Considerations for Removing Einstein Bots for Financial Services Cloud

Before removing the Einstein Bots for Financial Services Cloud package, you must revoke the permission sets assigned to the bot. Also, you must undo the configuration that determines the name of the chat button in the landing page.

Important: Be sure to complete the steps described in this topic *before* removing the bot package.

To remove the bot package, follow the instructions in Uninstall a Managed Package.

1. In your Salesforce org, from the App Launcher ( ), find and open **FSC Einstein Bots Manager**.
2. On the Getting Started tab, in the Data Setup section, click **Revoke PermSet Assignment**, and follow the on-screen instructions.
3. In Salesforce Classic, from Setup, search for `Chat Buttons and Automated Invitations` in the Quick Find box, and click **Chat Buttons and Automated Invitations**.
4. Select **Chat Button for Einstein FSC Bots**, and click **Edit**.
5. In the Einstein Bots Settings section, clear the `Einstein Bots Configuration` field.
6. Save your changes.

Test-Drive Einstein Bots for Financial Services Cloud

Launch the sample Einstein Bots through Embedded Service to see how chatbots can work for your customers. You can then use the sample data included to test the use cases of a reported lost card and registering an international travel plan.

EDITIONS

Financial Services Cloud is available in Lightning Experience.

Available in: **Professional**, **Enterprise**, and **Unlimited** editions

Get Started

The test data to get started is located in the FSC Einstein Bots Manager.

Report a Lost Card

Use the provided test data to see how you can report a lost card to Einstein Bots for Financial Services Cloud. Block a card even if several cards are available for a customer. If an international travel plan has been registered, choose to have the replacement card delivered to the home address or one of the registered travel destinations.

Register an International Travel Plan

Use the provided test data to see how you can register an international travel plan with Einstein Bots for Financial Services Cloud.

Review Bot Activity

As an administrator, you can track and review all cases created by the bots in your Salesforce org.

Get Started

The test data to get started is located in the FSC Einstein Bots Manager.

Use the information provided in the following table to quickly test-drive the sample Einstein Bots.

Item	Where to Find This Information
Last six digits of the card you want to report as lost or register a travel plan for	**1.** In your Salesforce org, from the App Launcher ( ), find and open **FSC Einstein Bots Manager**. **2.** On the Financial Accounts tab, use the last six digits of any listed account number.
Email address associated with the card	**1.** Click the name of the primary owner of the card. The owner's email address is listed on the Details tab. **2.** If you want the verification code emailed to you, change the email address to yours.

Report a Lost Card

Use the provided test data to see how you can report a lost card to Einstein Bots for Financial Services Cloud. Block a card even if several cards are available for a customer. If an international travel plan has been registered, choose to have the replacement card delivered to the home address or one of the registered travel destinations.

1. Go to <YOUR_SITE_URL>/FSCBot_Landing.

   <YOUR_SITE_URL> is the site that you created in Set Up Email and Salesforce Sites.

2. In the chat window, select **Report Lost Card**.
3. For the card you want to report as lost, enter 875769 as the last six digits.

   In fact, you can use the last six digits of any card in the Financial Accounts tab in your Salesforce org. You accessed this information in Get Started on page 1274.

4. Provide the email address associated with this card. You accessed this information in Get Started.
5. Provide the verification code you received by email.

   The verification code is sent to the primary owner's email address.

6. Select the card you want to report as lost, and confirm your choice.
7. If you have a registered plan, confirm the destination address of the card.

The bot creates a case for this lost card and provides you with a case number that you can use to follow up with a human agent later.

Register an International Travel Plan

Use the provided test data to see how you can register an international travel plan with Einstein Bots for Financial Services Cloud.

1. Go to <YOUR_SITE_URL>/FSCBot_Landing.

   <YOUR_SITE_URL> is the site that you created in Set Up Email and Salesforce Sites.

2. In the chat window, select **Register Travel Plan**.

3. For the card against which you want to register a travel plan, provide 875769 as the last six digits

   In fact, you can use the last six digits of any card in the Financial Accounts tab in your Salesforce org. You accessed this information in Get Started on page 1274.

4. Provide the email address associated with this card. You accessed this information in Get Started.
5. Provide the verification code you received by email.

   The verification code is sent to the primary owner's email address.

6. Select the card for which you wish to register your travel plan.
7. Provide the name of the country you're traveling to, with trip start and end dates.

The bot creates a case for this travel plan registration and provides you with a case number that you can use to follow up with a human agent later.

Review Bot Activity

As an administrator, you can track and review all cases created by the bots in your Salesforce org.

1. In your Salesforce org, from the App Launcher ( ), find and open **FSC Einstein Bots Manager**.
2. On the Cases tab, click **Recently Viewed**, and select **All Cases**.
3. Click the case number you want to review.
4. In the Case Information section, click the Live Chat Transcript record number to open it.
5. On the Details tab, you can review the chat in the Transcript section.

   You can also filter the list to view specific case types. Use the Lost Cards, Travel Plans, and Verification Codes tabs to review each case type.

Extend Financial Services Cloud with Other Salesforce Products

Use other Salesforce products with Financial Services Cloud.

Flow Builder for Financial Services Cloud

For Financial Services Cloud, Salesforce provides different sets of pre-assembled flows that are tailored to meet specific business needs. These sets of flows include mortgage, insurance, and retail banking flows. With Financial Services Cloud, you get the mortgage flows, by default. However, to get the insurance and retail banking flows, you must install the Lightning Flow for Financial Services Cloud package. The flows are installed as standard flow templates. You can clone the templates to customize them according to your business processes.

Guidelines for Salesforce for Outlook

If your firm uses Salesforce for Outlook, consider these guidelines when syncing contacts, events, tasks, and email.

Financial Services Cloud in the Salesforce Mobile App

Boost user productivity by including Financial Services Cloud features in the Salesforce Mobile App.

Flow Builder for Financial Services Cloud

For Financial Services Cloud, Salesforce provides different sets of pre-assembled flows that are tailored to meet specific business needs. These sets of flows include mortgage, insurance, and retail banking flows. With Financial Services Cloud, you get the mortgage flows, by default. However, to get the insurance and retail banking flows, you must install the Lightning Flow for Financial Services Cloud package. The flows are installed as standard flow templates. You can clone the templates to customize them according to your business processes.

Flow Builder for Insurance and Retail Banking

The Lightning Flow for Financial Services Cloud package includes flows that are specific to retail banking and insurance. The flows help your service reps handle customer service requests better and more efficiently. The flows are installed as standard flow templates. You can also clone the templates to customize them according to your business processes.

Flow Builder for Mortgage

Financial Services Cloud includes standard flow templates that are specific to mortgage. These flows focus on collecting mortgage application information from loan officers and borrowers. The mortgage-type flows are standard flow templates; you can use them as-is or customize them according to your mortgage application needs.

Flow Screen Components Provided in Financial Services Cloud

Financial Services Cloud provides screen components that extend the types of input fields available in flow screens.

Flow Builder for Insurance and Retail Banking

The Lightning Flow for Financial Services Cloud package includes flows that are specific to retail banking and insurance. The flows help your service reps handle customer service requests better and more efficiently. The flows are installed as standard flow templates. You can also clone the templates to customize them according to your business processes.

The flows provide step-by-step guidance for common service requests, such as a change of address, nominee, or beneficiary, without the need to navigate to different screens.

Install Flow Builder for Financial Services Cloud

Install the Lightning Flow for Financial Services Cloud package from your preferred browser.

Configure Flow Builder for Financial Services Cloud

Before you can use the flow templates to create flows, create a support process and a case record type. You then link the case record type to the Create Service Request subflow. You can use an existing case record type or support process. However, we recommend that you create a separate support process and case record type dedicated to the flow-related cases.

Create and Manage Flows

You can customize the provided flows to meet your needs and add quick actions.

Install Flow Builder for Financial Services Cloud

Install the Lightning Flow for Financial Services Cloud package from your preferred browser.

Before you can install the Lightning Flow for Financial Services Cloud package, Person Accounts must be enabled for your org.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Copy and paste the following URL into your browser, and press **Enter**.

   `https://sf-industries.my.salesforce-sites.com/financialservicescloudflow`

2. Enter your username and password for the Salesforce org in which you want to install the package, and then click **Log In**.
3. Select **Install for Admins Only**, **Install for All Users**, or **Install for Specific Profiles**, and then click **Install**.

Note: If the package isn't installed, see Why did my installation or upgrade fail?

You can now complete the configuration steps to make the flows ready for use.

SEE ALSO:

Enable Person Accounts

Enable and Configure Person Accounts in Financial Services Cloud

Configure Flow Builder for Financial Services Cloud

Before you can use the flow templates to create flows, create a support process and a case record type. You then link the case record type to the Create Service Request subflow. You can use an existing case record type or support process. However, we recommend that you create a separate support process and case record type dedicated to the flow-related cases.

Create a Support Process

Create a support process for the types of cases that the flows create.

Create a Case Record Type

Create a case record type for the cases that the flows create.

Customize the Create Service Request Subflow

The Create Service Request subflow is installed as a standard flow template. Clone the template and link it to your case record type.

Create a Support Process

Create a support process for the types of cases that the flows create.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter *Support Processes*, and then select **Support Processes**.
2. Click **New**.
3. In the Existing Support Process list, select **Master**.
4. For Support Process Name, enter a descriptive name. For example, enter *Service Request*.

5. Optionally, enter a description for the support process. For example, enter `Process for logging customer service cases through flows`.
6. Click **Save**.
7. Leave the Case Status as is, and click **Save**.

Now create a case record type.

Create a Case Record Type

Create a case record type for the cases that the flows create.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager**.
2. In the Quick Find box, enter `Case`, and then select **Case**.
3. Click **Record Types**, and then click **New**.
4. In the Existing Record Type list, to copy all available picklist values, select **Master**. Or, select a specific record type to clone only its picklist values.
5. Enter a record type label that's unique within the object. For example, enter `Flow Service Request`.
6. In the Support Process list, select the support process that you created for the flows.
7. Optionally, enter a description for the record type. For example, enter `Record type for cases created by flows`.
8. To activate the record type, select **Active**.
9. Complete the remaining steps according to your requirements.
10. Save your changes, and then edit the values of the standard and custom picklists available for the record type.
11. In your browser, copy the ID of the record type. You need this ID for configuring the Create Service Request subflow.

Now link the case record type to the Create Service Request subflow.

Customize the Create Service Request Subflow

The Create Service Request subflow is installed as a standard flow template. Clone the template and link it to your case record type.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. In the list of flows, next to Subflow: Create Service Request, click **Open**.
3. Click **Save As**, and select **A New Flow**.
4. Enter a label for the flow, and click **Save**.
5. In the left pane, click the **Manager** tab.
6. Under Variables, click **CaseRecordTypeId**.
7. In the Edit Variable window's Default Value field, paste the case record type ID that you copied from the browser.
8. Click **Done**.

Create and Manage Flows

You can customize the provided flows to meet your needs and add quick actions.

Provided Flows

Several flows for common service requests in retail banking and insurance are included with the Lightning Flow for Financial Services Cloud package.

Customize a Prepackaged Flow

The flows in the package are installed as standard flow templates. You can clone a template and customize it to suit your business processes.

Create a Quick Action for a Flow

Give users easy access to a flow by creating a quick action. When you add the quick action to the Person Account page layout, users can launch the flow from person account record pages.

Add Quick Actions to the Person Account Page Layout

Add the quick actions to the Person Account page layout so that they appear in the action menu on the highlights panel on Person Account record pages.

View a Flow's Output

A flow's output is a case record and a JSON string. The JSON string contains the key pieces of information that are provided during the execution of the flow. If you have an integrated back-end system, you can use the JSON string to record the collected information into your back-end system. To view a flow's JSON output in Lightning Experience, create a report.

Restrict File Types to Upload in a Flow

Files uploaded during a flow are attached to the case record that the flow creates. By default, all file types can be uploaded. You can choose which file types you want to allow.

Set an Approval Limit for Disputed Transactions

For disputed transactions, you can set an approval limit for service reps. If a disputed transaction amount is within the approval limit, the Dispute Transactions flow marks the resulting case as Closed. Otherwise, the case status is marked as New.

Add Documents to the Send Documents Flow

The Send Documents flow has a list of a few commonly used documents. You can add more documents to the list.

Considerations for Working with Flows

Review these points to understand how the provided flows work.

Provided Flows

Several flows for common service requests in retail banking and insurance are included with the Lightning Flow for Financial Services Cloud package.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Table 37: Flows for Retail Banking

Flow	Purpose
Activate Card	Activate a new debit or credit card linked with a financial account.
Close Account	Close a financial account.
Dispute Transactions	Dispute one or more transactions for a financial account.

Flow	Purpose
Issue New Card	Issue a new card for a financial account and send it to the customer's billing or shipping address.
Order Checks	Send checks for a financial account to the customer's billing or shipping address.
Send Documents	Send various financial documents for an account to the customer's billing or shipping address.
Send Statement	Email an account statement or send it to the customer's billing or shipping address.
Update Address	Change the address associated with a financial account.
Update Billing Date and Frequency	Change the billing date and frequency for a financial account.
Update Card Limits	Update the daily withdrawal or credit limit for a card associated with a financial account.
Update Communication Preferences	Update a customer's communication preferences. The preferences include email, phone, marketing, and fax.
Waive Fees	Waive the fees levied on a financial account.

Table 38: Flows for Insurance

Flow	Purpose
Add Beneficiary to Policy	Add a beneficiary to a life or home insurance policy.
Add Driver to Auto Policy	Add a driver to an auto insurance policy.
Cancel Policy	Cancel an insurance policy.
Initiate FNOL	Initiate the first notification of loss for an insurance policy.
Initiate Loan Against Policy	Initiate a loan against a policy at the customer's request.
Send Documents	Send policy-related documents for an insurance policy to the customer's billing or shipping address.
Update Communication Preferences	Update a policyholder's communication preferences. The preferences include email, phone, marketing, and fax.
Update Customer Details	Update policyholder information, such as name, email address, and phone number.
Update Lienholder	Change the lienholder on a home or auto insurance policy.
Update Policy Beneficiary Details	Update a policy beneficiary's information, such as name, email address, phone number, and share percentage.
Update Premium Payment Date and Frequency	Change the premium payment date and frequency for an insurance policy.

Flow	Purpose
Update Premium Payment Method	Change the current method or add a method for paying the premium of an insurance policy.

Customize a Prepackaged Flow

The flows in the package are installed as standard flow templates. You can clone a template and customize it to suit your business processes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Before you begin, customize the Create Service Request subflow and link it to the case record type.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Click **New Flow**.
3. In the list of templates, select the template that you want to clone, and click **Create**.
4. Replace the original Create Service Request subflow with the customized subflow that you linked to the case record type.
   a. On the Elements tab, drag the Subflow element on the canvas.
   b. In the search box, enter the name of the new subflow, and then select it.
   c. Enter the required details, and set the input values as they are in the original Create Service Request subflow.
   d. Click **Done**.
   e. Delete the original Create Service Request subflow. Then connect your new subflow to the source and target elements that the original Create Service Request subflow was connected to.
5. Customize the flow according to your business requirements, and then save your changes.
6. Activate the flow.
   a. In the list of flows, click the name of the new flow.
   b. Under Flow Versions, next to the latest version of the flow, click **Activate**.

Now create a quick action for the flow.

Create a Quick Action for a Flow

Give users easy access to a flow by creating a quick action. When you add the quick action to the Person Account page layout, users can launch the flow from person account record pages.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, open **Object Manager**.
2. Click **Account**.
3. Click **Buttons, Links, and Actions**, and then click **New Action**.
4. In the Action Type list, select **Flow**.
5. In the Flow list, select the flow that you want to create the quick action for.
6. Leave the Standard Label Type field as is.
7. Enter a label for the action. Users see this label as the name of the action.
8. Save your changes.

Now add the quick action to the Person Account Page layout.

Add Quick Actions to the Person Account Page Layout

Add the quick actions to the Person Account page layout so that they appear in the action menu on the highlights panel on Person Account record pages.

1. From Setup, open **Object Manager**.
2. In the Quick Find box, enter `Person Account`, and then select **Person Account**.
3. Click **Page Layouts**, and then click **Person Account Layout**.
4. On the palette, select **Mobile & Lightning Actions**.
5. Drag the quick actions to the Salesforce Mobile and Lightning Experience Actions section.
6. Save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

View a Flow's Output

A flow's output is a case record and a JSON string. The JSON string contains the key pieces of information that are provided during the execution of the flow. If you have an integrated back-end system, you can use the JSON string to record the collected information into your back-end system. To view a flow's JSON output in Lightning Experience, create a report.

1. Create a custom report type.
   a. From Setup, in the Quick Find box, enter `Report Types`, and then select **Report Types**.
   b. Click **New Custom Report Type**.
   c. In the Primary Object list, select **Case Gateway Requests**.
   d. Enter a label for the report type. The label can be up to 50 characters long.
   e. Enter a description for the report type. The description can be up to 255 characters long.
   f. Select the category in which you want to store the custom report type.
   g. Click **Next**, and then click **Save**.
2. Create a report.
   a. In your org, on the Reports tab, click **New Report**.
   b. In the list of report types, select your report type, and then click **Next**.
   c. Add the Integration Payload field to the report.
   d. Click **Save & Run**.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Restrict File Types to Upload in a Flow

Files uploaded during a flow are attached to the case record that the flow creates. By default, all file types can be uploaded. You can choose which file types you want to allow.

1. Open the flow, and double-click the screen element that contains the File Upload component.
2. In the Edit Screen window, select the **File Upload** component.
3. In the right pane, in the Accepted Formats field, enter a comma-separated list of the file extensions that users can upload.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

4. Click **Done**, and then save your changes.

Set an Approval Limit for Disputed Transactions

For disputed transactions, you can set an approval limit for service reps. If a disputed transaction amount is within the approval limit, the Dispute Transactions flow marks the resulting case as Closed. Otherwise, the case status is marked as New.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From Setup, in the Quick Find box, enter `Custom Metadata Types`, and then select **Custom Metadata Types**.
2. In the list of custom metadata types, next to Transaction Dispute Approval Limit, click **Manage Records**.
3. Click **New**.
4. Enter a label for the approval limit.
5. In the Agent Approval Limit field, enter the approval limit amount.
6. Save your changes.

Add Documents to the Send Documents Flow

The Send Documents flow has a list of a few commonly used documents. You can add more documents to the list.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. Open the Send Documents flow, and then double-click the **Correspondence Selection** screen element.
2. In the Edit Screen window, select the **Documents** list.
3. In the right pane, under Select Choices, click **Add Choice** to add a document to the Documents list.
4. Click **Done**, and then save your changes.

Considerations for Working with Flows

Review these points to understand how the provided flows work.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

- Most of the provided flows don't add or update any records in your org. However, some flows add or update the corresponding record during execution because the subsequent steps in the flow need the new or updated record to proceed. For example, the Add Beneficiary to Policy flow adds the new beneficiary so that the beneficiary's share percentage can be specified in the subsequent step. These flows add or update records.
- – Add Beneficiary to Policy
  - Add Driver to Auto Policy
  - Dispute Transactions
  - Initiate FNOL
  - Update Billing Date and Frequency
  - Update Communication Preferences
  - Update Lienholder
  - Update Policy Beneficiary Details
  - Update Premium Payment Method
  - Waive Fees
- The Dispute Transactions flow creates a case and a case gateway request for each transaction selected during the flow. Having a separate case for each disputed transaction makes it easier to track each case against its own service-level agreement (SLA).
- To use a flow, a user must have access to the underlying object and its fields. For example, for the Update Communication Preferences flow, the user must have access to the Do Not Call, Email Opt Out, Fax Opt Out, and Marketing Opt-Out fields on the Contact object.

Flow Builder for Mortgage

Financial Services Cloud includes standard flow templates that are specific to mortgage. These flows focus on collecting mortgage application information from loan officers and borrowers. The mortgage-type flows are standard flow templates; you can use them as-is or customize them according to your mortgage application needs.

Provided Flows

The mortgage standard flow templates are based on the U.S. Uniform Residential Loan Application released in February 2019. The flows walk loan officers and borrowers through the application process for a residential loan application record in three flows. Other flows provide a loan summary view and allow borrowers to launch a mortgage flow for generic help (create a case).

Customize Standard Flow Templates

The mortgage flows in Financial Services Cloud are installed as standard flow templates. You can customize any of the flows to suit your business needs.

Provided Flows

The mortgage standard flow templates are based on the U.S. Uniform Residential Loan Application released in February 2019. The flows walk loan officers and borrowers through the application process for a residential loan application record in three flows. Other flows provide a loan summary view and allow borrowers to launch a mortgage flow for generic help (create a case).

To run a mortgage flow, you must already have a residential loan application record.

Flow	Purpose
Assets and Liabilities Assets and Liabilities Subflow	Collects borrower financial details like account assets, real estate assets, other assets, liabilities, and monthly expenses.
Borrower Information Borrower Information Subflow	Collects personal borrower details like name, address, military service, employment history, other income, application property details, declarations, and demographics.
Lender Loan Information	Collects general application details like property, title, loan, borrower qualification details, and homeowner education or housing counseling attendance.
Mortgage Flow Launcher	Collects borrower details of a request for help with loans or loan applications. Supports borrower document uploads.
Summary View	Displays summary sections for selected mortgage objects based on the Unified Residential Loan Application (URLA).

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Note: To run the Assets and Liabilities flow, the residential loan application must have at least one associated loan applicant record.

Customize Standard Flow Templates

The mortgage flows in Financial Services Cloud are installed as standard flow templates. You can customize any of the flows to suit your business needs.

The Borrower Information and Assets and Liabilities mortgage flows rely on the Borrower Information Subflow and the Assets and Liabilities Subflow respectively. If you want to create a custom version of any flow that relies on a subflow, create the custom subflow, create the custom main flow, and then update the references to the custom subflow in the custom main flow.

Note: Mortgage flows can't be paused, so you can't add Wait elements when customizing mortgage flows.

To customize a flow, create a flow based on the standard template flow.

1. From Setup, in the Quick Find box, enter `Flows`, and then select **Flows**.
2. Click **New Flow**.
3. In the list of templates, select the template that you want to customize, and click **Create**.
4. Customize the flow according to your business requirements, and then save your changes.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

USER PERMISSIONS

To open, edit, or create a flow in Flow Builder:
- Manage Flow

To run a flow:
- Run Flows

5. Activate the flow.
   a. In the list of flows, click the name of the new flow.
   b. Under Flow Versions, next to the latest version of the flow, click **Activate**.

Make sure that your Actions and Recommendations deployment exposes your customized mortgage flows instead of the standard flow templates. Also, specify your customized mortgage flows in the flow elements or flow-type quick actions that you use to expose your mortgage flows to borrowers in Communities.

SEE ALSO:

Provided Flow Screen Components

Update Community Pages

Flow Screen Components Provided in Financial Services Cloud

Financial Services Cloud provides screen components that extend the types of input fields available in flow screens.

Note: To use Financial Services Cloud flow screen components, the objects used with the components must support multiple currencies.

Flow Screen Input Component: Button Picklist from Collection

Display labels from a collection variable in a list of buttons.

Flow Screen Input Component: Button Picklist from Field

Display labels from a collection variable in a list of buttons.

Flow Screen Input Component: Checkbox Group from Collection

Populate a checkbox group with values from a text collection variable, and let user choose multiple options.

Flow Screen Input Component: Footer with Customizable Buttons

Display a custom button in the flow screen footer, customize text for the Next button, and controls display of the Previous button.

Flow Screen Input Component: Multi-Select Table

Display a table with a checkbox next to each row in the table. A user can select one or more rows in the table.

Flow Screen Input Component: Screen Button

Add a custom button to the body of your screen.

Flow Screen Input Component: Single-Select Table

Display a table with a radio button next to each row in the table. A user can select one of the rows in the table.

Flow Screen Input Component: Section Summary View

Displays selected mortgage objects based on the Unified Residential Loan Application (URLA). All objects in the collections variable for the Section Summary component must be API names of Mortgage objects.

Flow Screen Input Component: Button Picklist from Account ID

Displays relevant information about all residential loan application and financial account records associated with the account ID of the logged in user in a button picklist. If the flow user selects a financial account, the control sets the case record to the associated financial account ID.

SEE ALSO:

Provided Flow Screen Components

Flow Screen Input Component: Button Picklist from Collection

Display labels from a collection variable in a list of buttons.

For information about adding screen components to your flow screen, see Screen.

Note: This screen component requires Lightning runtime.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure the Button Picklist from Collection Component

Attribute	Description
`Choice Labels`	Add a text collection variable containing choice labels to this component. You can't reorder choices or select the same choice twice.
`Choice Values`	Add a collection variable containing API values that correspond to the choice labels for this component.
`Help Text`	Give your users more context for this screen component. The text you enter is available in an info bubble next to the component.
`Label`	User-friendly text that displays above the component.
`Required`	Requires users to select a value before they can move to the next screen.
`Selected Value`	A variable containing default choice value.

Store the Button Picklist from Collection Component in the Flow

All attributes are available to store in flow variables, but the Selected Value attribute is the most likely attribute to store. The value is assigned when the user navigates to the next screen.

To store the user's action, map the Selected Values attribute to a variable.

Tip: By default, screen components that run on Lightning runtime version 58 and prior have no memory. If a user enters a value, and then does one of the these, the value is lost. a) Navigates to another screen and returns to the component's screen. b) Pauses the flow then resumes it. c) Navigates to the next screen and triggers an input validation error.

Tip: Setting the attribute enables a flow to remember the value. The flow stores the value automatically. If you store values manually, store the attribute's output value in a variable.

SEE ALSO:

Flow Screen Components Provided in Financial Services Cloud

Provided Flow Screen Components

Flow Screen Input Component: Button Picklist from Field

Display labels from a collection variable in a list of buttons.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

For information about adding screen components to your flow screen, see Screen.

Note: This screen component requires Lightning runtime.

Configure the Button Picklist from Field Component

Attribute	Description
`Label`	User-friendly text that displays above the component. This attribute accepts single-value resources. The value is treated as text.
`Object API Name`	The API name of the object that the picklist field belongs to.
`Picklist API Name`	The API name of the picklist field.
`Required`	Requires users to select a value before they can move to the next screen.
`Selected Value`	The default value for the component.

Store the Button Picklist from Field Component in the Flow

All attributes are available to store in flow variables, but the Selected Value attribute is the most likely attribute to store. The value is assigned when the user navigates to the next screen.

To store the user's action, map the Selected Value attribute to a variable.

Tip: By default, screen components that run on Lightning runtime version 58 and prior have no memory. If a user enters a value, and then does one of the these, the value is lost. a) Navigates to another screen and returns to the component's screen. b) Pauses the flow then resumes it. c) Navigates to the next screen and triggers an input validation error.

Tip: Setting the attribute enables a flow to remember the value. The flow stores the value automatically. If you store values manually, store the attribute's output value in a variable.

SEE ALSO:

Flow Screen Components Provided in Financial Services Cloud

Provided Flow Screen Components

Flow Screen Input Component: Checkbox Group from Collection

Populate a checkbox group with values from a text collection variable, and let user choose multiple options.

For information about adding screen components to your flow screen, see Screen.

Note: This screen component requires Lightning runtime.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure the Checkbox Group from Collection Component

Attribute	Description
`Choice Labels`	Add a text collection variable containing choice labels to this component. You can't reorder choices or select the same choice twice.
`Choice Values`	A collection variable containing API values that correspond to the choice labels for this component.
`Group Label`	User-friendly text that displays above the component.
`Selected Values`	A collection variable containing default choice values.

Usage

All attributes are available to store in flow variables, but the Selected Values attribute is the most likely attribute to store. The value is assigned when the user navigates to the next screen.

To store the user's action, map the Selected Values attribute to a collection variable.

Tip: By default, screen components that run on Lightning runtime version 58 and prior have no memory. If a user enters a value, and then does one of the these, the value is lost. a) Navigates to another screen and returns to the component's screen. b) Pauses the flow then resumes it. c) Navigates to the next screen and triggers an input validation error.

Tip: Setting the attribute enables a flow to remember the value. The flow stores the value automatically. If you store values manually, store the attribute's output value in a variable.

SEE ALSO:

Flow Screen Components Provided in Financial Services Cloud

Provided Flow Screen Components

Flow Screen Input Component: Footer with Customizable Buttons

Display a custom button in the flow screen footer, customize text for the Next button, and controls display of the Previous button.

For information about adding screen components to your flow screen, see Screen.

Note: This screen component requires Lightning runtime.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure the Footer with Custom Buttons Component

Attribute	Description
`Custom Button Label`	The label for the custom button. This attribute accepts single-value resources. The value is treated as text.
`Custom Button Value`	Whether the button was clicked. This attribute accepts single-value Boolean resources.
`Next Button Label`	The label for the Next button. This attribute accepts single-value resources. The value is treated as text.
`Show Previous Button`	Whether the Previous button is displayed. This attribute accepts single-value Boolean resources.

Store the Footer with Custom Buttons Component in the Flow

All attributes are available to store in flow variables, but Custom Button Value is the most likely attribute to store. The value is assigned when the user navigates to the next screen.

To store the user's action, map the Custom Button Value attribute to a Boolean flow variable or a Boolean field on a record variable.

Tip: By default, screen components that run on Lightning runtime version 58 and prior have no memory. If a user enters a value, and then does one of the these, the value is lost. a) Navigates to another screen and returns to the component's screen. b) Pauses the flow then resumes it. c) Navigates to the next screen and triggers an input validation error.

Tip: Setting the attribute enables a flow to remember the value. The flow stores the value automatically. If you store values manually, store the attribute's output value in a variable.

SEE ALSO:

Flow Screen Components Provided in Financial Services Cloud

Provided Flow Screen Components

Flow Screen Input Component: Multi-Select Table

Display a table with a checkbox next to each row in the table. A user can select one or more rows in the table.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

For information about adding screen components to your flow screen, see Screen.

Note: This screen component requires Lightning runtime.

Configure the Multi-Select Table Component

You can select resources from the flow, such as variables or global constants, or you can manually enter a value.

Attribute	Description
`Columns`	Required. Defines columns for the table. Add a Text collection variable that contains a list of field API names that you want to include in the table.
`Records`	Required. Defines rows for the table. Add a Text collection variable that contains a list of record IDs that you want to include in the table. Ensure that the variable contains at least one record ID. Otherwise, the component shows an error message when you run the flow.
`Editable Column`	Enter the API name of the column that you want to be editable in the table. You can have only one editable column, and it must be one of the columns that you entered in the Columns field.
`Error Messages`	Add a Text variable to store error messages returned by the component.
`Selectable Rows`	If it's set to *`$GlobalConstant.True`*, the rows in the table are selectable. By default, it's set to *`$GlobalConstant.False`*.
`Selected Records`	Add a Text collection variable to store the selected records. To access individual record IDs, create a loop that iterates over this collection variable.

Store the Multi-Select Table Component's Values in the Flow

The flow stores values automatically. If you store values manually, store the attribute's output value in a variable.

To store values manually, select **Manually assign variables (advanced)**.

All attributes are available to store in flow variables, but the Selected Records attribute is the most likely attribute to store.

To store the records that the user selected, map the Selected Records attribute to a text collection variable.

Tip: By default, screen components that run on Lightning runtime version 58 and prior have no memory. If a user enters a value, and then does one of the these, the value is lost. a) Navigates to another screen and returns to the component's screen. b) Pauses the flow then resumes it. c) Navigates to the next screen and triggers an input validation error.

Tip: Setting the attribute enables a flow to remember the value. The flow stores the value automatically. If you store values manually, store the attribute's output value in a variable.

Example: In a Dispute Transactions flow, a table shows all the transactions for the selected financial account. Users can select one or more transactions that they want to dispute.

1. Define the columns for the table.
   a. Create a Text collection variable.
   b. Use an Assignment element to assign the API names of the fields to the Text collection variable. The fields must be from the same object. Add the fields in the order in which you want them to appear in the table.

   c. Connect the Assignment element at the appropriate place in the flow.
2. Define the rows for the table.
   a. Create a Record collection variable.
   b. Use a Get Records element to populate the Record collection variable with the records that you want to include in the table.
   c. Create a Text collection variable.
   d. Create a loop that iterates over the Record collection variable to fetch individual record IDs. Within the loop, use an Assignment element to add the fetched record IDs to the Text collection variable.
   e. At the end of the loop, use the Text collection variable as an input to the table.

   When a user runs the flow, the table shows all the transactions for the financial account that the user selects.

SEE ALSO:

Flow Screen Components Provided in Financial Services Cloud

Provided Flow Screen Components

Flow Screen Input Component: Screen Button

Add a custom button to the body of your screen.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

For information about adding screen components to your flow screen, see Screen.

Note: This screen component requires Lightning runtime.

Configure the Screen Button Component

Attribute	Description
`Button Value`	Whether the button was clicked. This attribute accepts single-value Boolean resources.
`Label`	The label for the button. This attribute accepts single-value resources. The value is treated as text.

Store the Screen Button Component's Values in the Flow

All attributes are available to store in flow variables, but Button Value is the most likely attribute to store. The value is assigned when the user navigates to the next screen.

To store the user's action, map the Button Value attribute to a Boolean flow variable or a Boolean field on a record variable.

Tip: By default, screen components that run on Lightning runtime version 58 and prior have no memory. If a user enters a value, and then does one of the these, the value is lost. a) Navigates to another screen and returns to the component's screen. b) Pauses the flow then resumes it. c) Navigates to the next screen and triggers an input validation error.

Tip: Setting the attribute enables a flow to remember the value. The flow stores the value automatically. If you store values manually, store the attribute's output value in a variable.

SEE ALSO:

Flow Screen Components Provided in Financial Services Cloud

Provided Flow Screen Components

Flow Screen Input Component: Single-Select Table

Display a table with a radio button next to each row in the table. A user can select one of the rows in the table.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

For information about adding screen components to your flow screen, see Screen.

Note: This screen component requires Lightning runtime.

Configure the Single-Select Table Component

You can select resources from the flow, such as variables or global constants, or you can manually enter a value.

Attribute	Description
`Columns`	Required. Defines columns for the table. Add a Text collection variable that contains a list of field API names that you want to include in the table.

Attribute	Description
`Records`	Required. Defines rows for the table. Add a Text collection variable that contains a list of record IDs that you want to include in the table. Ensure that the variable contains at least one record ID. Otherwise, the component shows an error message when you run the flow.
`Error Messages`	Add a Text variable to store error messages returned by the component.
`Selected Record`	Add a Text variable to store the selected record.

Store the Single-Select Table Component's Values in the Flow

The flow stores values automatically. If you store values manually, store the attribute's output value in a variable.

To store values manually, select **Manually assign variables (advanced)**.

All attributes are available to store in flow variables, but the Selected Record attribute is the most likely attribute to store. The value is assigned when the user navigates to the next screen.

To store the record that the user selected, map the Selected Record attribute to a text variable.

Tip: By default, screen components that run on Lightning runtime version 58 and prior have no memory. If a user enters a value, and then does one of the these, the value is lost. a) Navigates to another screen and returns to the component's screen. b) Pauses the flow then resumes it. c) Navigates to the next screen and triggers an input validation error.

Tip: Setting the attribute enables a flow to remember the value. The flow stores the value automatically. If you store values manually, store the attribute's output value in a variable.

Example: In a Waive Fees flow, a table shows all the transactions for the selected financial account. Users can select only one transaction to waive.

1. Define the columns for the table.
   a. Create a Text collection variable.
   b. Use an Assignment element to assign the API names of the fields to the Text collection variable. The fields must be from the same object. Add the fields in the order in which you want them to appear in the table.

   c. Connect the Assignment element at the appropriate place in the flow.

2. Define the rows for the table.
   a. Create a Record collection variable.
   b. Use a Get Records element to populate the Record collection variable with the records that you want to include in the table.
   c. Create a Text collection variable.
   d. Create a loop that iterates over the Record collection variable to fetch individual record IDs. Within the loop, use an Assignment element to add the fetched record IDs to the Text collection variable.
   e. At the end of the loop, use the Text collection variable as an input to the table.

   When a user runs the flow, the table shows all the transactions for the financial account that the user selects.

SEE ALSO:

Flow Screen Components Provided in Financial Services Cloud

Provided Flow Screen Components

Flow Screen Input Component: Section Summary View

Displays selected mortgage objects based on the Unified Residential Loan Application (URLA). All objects in the collections variable for the Section Summary component must be API names of Mortgage objects.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Establish the access mode (read only, view/edit) for section records.

Select which sections to display and the order in which they're presented in the Section Summary panel.

For information about adding screen components to your flow screen, see Screen.

Note: This screen component requires Lightning runtime.

Configure the Section Summary View Component

Attribute	Description
Choice Labels	Add a text collection variable containing choice labels to this component. You can't reorder choices or select the same choice twice.
Choice Values	Add a collection variable containing API values that correspond to the choice labels for this component.
Help Text	Give your users more context for this screen component. The text you enter is available in an info bubble next to the component.
Label	User-friendly text that displays above the component.
Required	Requires users to select a value before they can move to the next screen.
Selected Value	A variable containing default choice value.

Store the Section Summary View Component in the Flow

All attributes are available to store in flow variables, but the Selected Value attribute is the most likely attribute to store. The value is assigned when the user navigates to the next screen.

To store the user's action, map the Selected Values attribute to a variable. This collection variable contains the API names of the summary sections to display to the flow user at run time.

Tip: By default, screen components that run on Lightning runtime version 58 and prior have no memory. If a user enters a value, and then does one of the these, the value is lost. a) Navigates to another screen and returns to the component's screen. b) Pauses the flow then resumes it. c) Navigates to the next screen and triggers an input validation error.

Tip: Setting the attribute enables a flow to remember the value. The flow stores the value automatically. If you store values manually, store the attribute's output value in a variable.

Flow Screen Input Component: Button Picklist from Account ID

Displays relevant information about all residential loan application and financial account records associated with the account ID of the logged in user in a button picklist. If the flow user selects a financial account, the control sets the case record to the associated financial account ID.

For information about adding screen components to your flow screen, see Flow Element: Screen.

Note: This screen component requires Lightning runtime.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Configure the Button Picklist from Account ID Component

Attribute	Description
API Name	An API name can include underscores and alphanumeric characters without spaces. It must begin with a letter and can't end with an underscore. It also can't have two consecutive underscores.

Attribute	Description
`Choice Labels`	Add a text collection variable containing choice labels to this component. Note: You can't reorder choices or select the same choice twice.
`Choice Values`	Add a collection variable containing API values that correspond to the choice labels for this component.
`Help Text`	Give your users more context for this screen component. The text you enter is available in an info bubble next to the component.
`Label`	User-friendly text that displays above the component.
`Required`	Requires users to select a value before they can move to the next screen.
`Selected Value`	A variable containing default choice value.

Store the Button Picklist from Account ID Component in the Flow

All attributes are available to store in flow variables, but the Selected Value attribute is the most likely attribute to store. The value is assigned when the user navigates to the next screen.

To store the user's action, map the Selected Values attribute to a variable.

Tip: By default, screen components that require Lightning runtime have no memory. If a user enters a value, navigates to another screen, and returns to the component's screen, the user-entered value is lost. To enable a flow to remember the value of an attribute, set the attribute. The flow stores the value automatically. If you store values manually, store the attribute's output value in a variable.

Guidelines for Salesforce for Outlook

If your firm uses Salesforce for Outlook, consider these guidelines when syncing contacts, events, tasks, and email.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

- Your users can create and sync contacts, events, and tasks in both directions.
- An individual's record created in Salesforce sync with Outlook in both directions.

  Note: Creating an individual's record in Outlook isn't currently supported.

- Using the Salesforce for Outlook side panel, your users can add emails, events, and tasks to individuals. When emailing an individual, users can add the email to the individual's record. When sending or receiving email about an individual, users can associate the email with one or more of the individuals involved. Associating individuals with Outlook calendar events and Outlook tasks works similarly.
- Added emails, events, and tasks are displayed in the Activity tab of the individual's profile.
- Emails, tasks, and events are associated with the contact part of the individual's record.

  Tip: Sometimes, the side panel displays an individual's name twice. The Add icon appears next to both, with no indication that one is the account record while the other is the contact record. Instruct your users to select the name on top, to properly associate the item with the contact part of the individual.

Financial Services Cloud in the Salesforce Mobile App

Boost user productivity by including Financial Services Cloud features in the Salesforce Mobile App.

Let mobile users access Financial Services Cloud features by setting up a home page, customizing actions and navigation menus, and adding Financial Service Cloud components to the Salesforce Mobile App.

Set Up a Mobile Home Page
Boost users' productivity on the go by setting up a Financial Services Cloud home page for the Salesforce mobile app.

Modify the Mobile Navigation Menu
Let users access Financial Services Cloud through the mobile navigation menu.

Add Actions to Custom Object Page Layouts
Enable clone, delete, and edit actions for Financial Services Cloud custom objects so that users can access them on record detail pages in Lightning Experience.

Mobile-Enabled Financial Services Cloud Components
Give Salesforce Mobile users access to the Financial Services Cloud components that they need to stay productive away from their desks.

Add Financial Services Cloud Components to Salesforce Mobile
Help users be more productive by adding Financial Services Cloud Lightning Components to the Salesforce mobile app.

Set Up a Mobile Home Page

Boost users' productivity on the go by setting up a Financial Services Cloud home page for the Salesforce mobile app.

Note: Salesforce is available as a downloadable app on iOS and Android devices and as a mobile browser app in supported mobile browsers.

1. From Setup, enter `Lightning App Builder` in the Quick Find box, and then select **Lightning App Builder**.
2. Click **New**.
3. Select **App Page** and click **Next**.
4. Enter a label, such as `Mobile Home`.
5. Select a layout for your page, then click **Done**.
6. Drag components onto the canvas to customize your mobile home page. Choose from standard and custom Financial Services Cloud components.
7. To preview the mobile home page, click **Desktop** and then select **Phone**.
8. Save the page.
9. Click **Activate**.
10. On the MOBILE NAVIGATION tab, click **Add page to app** to add your home page to the mobile navigation menu.
11. Save your changes.

Note: To activate mobile home pages as part of your mobile navigation, see Modify the Mobile Navigation Menu .

Modify the Mobile Navigation Menu

Let users access Financial Services Cloud through the mobile navigation menu.

Note: Leverage person accounts to make the most of Financial Services Cloud on a mobile browser.

1. From Setup, enter `Mobile` in the Quick Find box, then select **New Salesforce Mobile App QuickStart**.
2. Click **Launch Quick Start Wizard**.
3. Click **Let's Get Started**.
4. Drag items from Available Items to the Navigation Menu.

   We recommend the sequence: Mobile Home, Today, Chatter, Tasks, Events, Dashboards, Reports, People, Groups, and Smart Search Items.

   Note: See Set Up a Mobile Home Page to configure your mobile home page.

   Note: In Smart Search Items, users see recently viewed Salesforce objects. We recommend the sequence: Accounts, Contacts, Financial Accounts, Financial Goals, Financial Holdings, Assets and Liabilities, Leads, and Opportunities.
5. Click **Save & Next**.
6. Click **Arrange Global Actions**.
7. From the Layout dropdown, select **Advisor Publisher Layout**.

   Note: If you don't see the **Advisor Publisher Layout** in the dropdown, configure your own publisher layout. For details, see Add Global Actions to Publisher Layouts.
8. Click **Save & Next**.
9. Click **Create Compact Layout**.
10. In the Compact Layout for Contacts, add the following fields: Name, Account Name, Phone, and Email.
11. Click **Save & Next**.
12. Review your configuration and click **Next**.
13. (Optional) Send invitations.
14. Click **Next** and **Finish**.

SEE ALSO:

What's Different or Not Available in the Salesforce Mobile App

What's Different or Not Available in the Salesforce Mobile App

Add Actions to Custom Object Page Layouts

Enable clone, delete, and edit actions for Financial Services Cloud custom objects so that users can access them on record detail pages in Lightning Experience.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. From the management settings for each custom object whose actions you want to manage, such as Financial Accounts, go to **Page Layouts**.
2. Select **Edit** next to each page layout you want to add actions to.
3. Select the **Mobile & Lightning Actions** category in the palette, and then drag these actions to the Salesforce Mobile and Lightning Experience Actions section.
   - **Clone**
   - **Delete**

- **Edit**

4. Save your changes.
5. Repeat these steps for each custom object's page layout, as needed.

Mobile-Enabled Financial Services Cloud Components

Give Salesforce Mobile users access to the Financial Services Cloud components that they need to stay productive away from their desks. The following Financial Services Cloud components can be added to and used within the Salesforce Mobile app.

Table 39: Mobile-Enabled Components

Component	Description
Action Plan	View action plans and task items.
Assets and Liabilities	View, edit, and create Assets and Liabilities records for all kinds of accounts.
Bank Account	View, edit, and create Bank Account records for all kinds of accounts.
Client Record Detail	View Client Record Detail for all kinds of accounts.
Financial Account Alert	Display an alert message on a financial account page.
Financial Account List	Show a related list of financial accounts on an account page.
Financial Account Role	View, edit, and create Financial Account Roles for all kinds of accounts.
Financial Account Role List	Show a related list of financial account roles on an account page.
Financial Goal	View Financial Goals for Household and Person accounts. Edit and create Financial Goals for Household accounts only.
Financial Summary	View Financial Summary information for all kinds of accounts.
Group Members	Show a related list of group members and rollup totals on a group-enabled account page.
Group Members (Configurable)	Show a related list of group members and rollup totals on a group-enabled account page. Can be configured to show fields for those members based on a given field set.
Insurance Policy	View, edit, and create Insurance Policy records for all kinds of accounts.
Interaction Summaries	View, edit, create, or search interaction summaries.
Investment Account	View, edit, and create Investment Accounts for all kinds of accounts.
Related Accounts	View Related Accounts for all kinds of accounts. Edit and create Related Accounts for Households and Business Accounts only.
Related Contacts	View Related Contacts for Households and Business Accounts only.
Relationship Group List	List the relationship groups that an account, contact, or individual belongs to.

Add Financial Services Cloud Components to Salesforce Mobile

Help users be more productive by adding Financial Services Cloud Lightning Components to the Salesforce mobile app.

First, enable a page in your app for the Phone form factor so that page can appear on mobile devices. Then use Lightning App Builder to add Financial Services Cloud components to the mobile-enabled page.

1. From Setup, enter `Lightning App Builder` in the Quick Find box, and then select **Lightning App Builder**.
2. Click **New**.
3. Select **Record Page** and click **Next**.
4. Enter a Label for the record page, such as `AccountSummaryMobile`.
5. Select an object for the page, such as **Account**, and click **Next**.

6. From the list of page templates, choose one that supports the Phone form factor, such as Grouped Header and One Region, and click **Done**.
7. To add Financial Services Cloud components to your mobile app page, drag them from the left-hand Components list into the empty regions on the page.

   A small icon appears next to a component name to indicate whether the component works with the desktop or phone form factor, or both.
8. For example, drag the **Highlights Panel** component into the empty region that says, "Add Component(s) to Grouped Header Region Here". Then drag the component named **Financial Summary - Financial Services Cloud** into the lower region.

9. After a component has been placed in a page region, click the component to see or change its properties in the right-hand side panel.
10. Click **Save** when you're done editing your page.

After a page is saved, it must be activated before users can see it in the app. For more information about activating and previewing Salesforce mobile apps, see Preview Mobile App Pages in Lightning App Builder.

SEE ALSO:

Create a Mobile App Page with the Lightning App Builder

How Page Layouts Work in the Salesforce Mobile App

Work with Data in Financial Services Cloud

Integrating data from custodians, banking systems, financial planning, portfolio management, asset aggregation, and all the other platforms that support your front- to back-office is a major implementation task. If you use Data Loader to bulk import data, we recommend a sequence for exporting and importing the initial objects.

When uploading the data:

- Maintain consistent naming conventions for the account and contact parts of individual clients.
- Don't upload financial transaction data that could override fields that are automatically calculated in Financial Services Cloud, doing so will affect other field values and roll-up summaries.

We recommend this sequence for uploading individual, group, and financial account data - Individuals, Identification documents, Employment, Education, Relationship groups, Individuals' relationships to groups, Charges and Fees, Financial accounts, Cards, Financial account transactions, Billing statements, Securities, and Financial Holdings. Continue with the remaining objects in any sequence.

Upload Data for Individuals Using Data Loader
Start by uploading data about individuals using Data Loader. First upload Account data, then, if your org uses the individual model, Contact data. You can then add identification documents, employment, and education details that you hold for individuals.

Upload Household Data Using Data Loader
Upload data about households using Data Loader.

Relate Individuals to Households Using Data Loader
Relate individuals to households using Data Loader.

Upload Financial Account Data Using Data Loader
Add data about individuals' financial accounts using Data Loader.

Display Detailed Error Messages to Users
Expedite debugging for your users with detailed error messages that provide insight into field-level security restrictions.

Upload Data for Individuals Using Data Loader

Start by uploading data about individuals using Data Loader. First upload Account data, then, if your org uses the individual model, Contact data. You can then add identification documents, employment, and education details that you hold for individuals.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Before you start, we recommend that you:

- Ensure that you've identified all the picklist values in use for each object so that you load valid values for picklist or multi-select picklist fields.
- Run the latest version of Data Loader, which is always available in Salesforce.

1. In Developer Console, look up the `Id` for the Account object record type.

   When using the individual object model, use the `IndustriesIndividual` Account object record type. When using the person accounts, use `PersonAccount`

   Note: If you created custom record types, use your values rather than the ones above. If you are using multiple record types, remember to look up their IDs too and assign users the correct record type ID.

   a. From the Salesforce header, open Developer Console.

   b. Select Query Editor.

c. Enter this SOQL query: `SELECT DeveloperName, Id, SobjectType FROM RecordType Where SobjectType='Account' AND DeveloperName='<record type ID>'`.

d. **Execute** the query.

e. From the query results, copy the `Id` from the record.

2. In Data Loader, after you've logged in, export the Account object to a CSV file.

   a. Export the data to a new CSV file. Use the file name `account.csv`.

   b. Choose **Select all fields** when creating your SOQL query.

3. In the resulting `account.csv` file, paste the `Id` value that you copied from your earlier query into the `RecordTypeId` field for every record that you upload.

   Important: Every record must have this same `RecordTypeId` value. The `FinServ__IndividualType__c` field also shows the value, Individual, which confirms that the record is for an individual.

4. In the `account.csv` file, enter the rest of your individuals' data to upload data for the account part of each individual.

   Remember these guidelines.

   - As records are created, the value of `OwnerID` defaults to your user ID. To assign another team member as owner, set the `OwnerID` to the person's user ID.
   - Ensure that dates are formatted to match the date format specified for your org.
   - When entering data for an org using the person account model.
     - Used the FirstName and LastName columns instead of the Name column.
     - To import a custom Contact field, use the column `<Namespace_FieldName>__pc`. For example, to add data for the contact field `<Namespace>__Citizenship__c` add data to the `<Namespace>__Citizenship__pc` column
     - To import data a standard Contact field, use the `Person<FieldName>`. For example, to add a contact's `Birthdate` field use the `PersonBirthdate` column.

5. In the Data Loader, use Insert and identify that you are uploading data to the Account object with the data from your updated `account.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.

   Tip: For every Account record that has the individual `RecordTypeId`, Salesforce automatically creates a primary Contact record for each Account record. In a later step, you perform another data upload to update these Contact records.

6. In your org, check for the records for individuals to verify the upload of Account data.
7. When using the individual object model, import the contact records corresponding to the imported account records.
   a. In Data Loader, export the Contact object to a CSV file.
   b. Export the data to a new CSV file. Use the file name `client_contact.csv`.
   c. Choose **Select all fields** when creating your SOQL query. Specify the condition that the `FinServ__IndividualType__c field = Individual`.
   d. In the `client_contact.csv` file, enter the data for the contact part of each individual, such as mailing address and email.

      Important: Do not edit these fields as they uniquely identify each Contact record and its relationship with the Account record for the individual.

      - `RecordTypeId`
      - `Id`
      - `FinServ__IndividualId__c`
      - `FinServ__IndividualType__c`
      - `AccountId`

   e. In Data Loader, use Update and identify that you are updating the Contact object with the data from your updated `client_contact.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.
   f. In your org, check for the updated individual records to verify your upload of Contact data.
8. If you have identification documents to upload:
   a. In Data Loader, export the Identification Document object to a CSV file.
      We recommend that you:
      - Export the data to a new CSV file.
      - Use the file name `id_docs.csv`.
      - Choose **Select all fields** when creating your SOQL query.
   b. In the resulting `id_docs.csv` file, delete these columns:
      - Id
      - IsDeleted
      - CreatedDate
      - CreatedById
      - LastModifiedDate
      - LastModifiedById
      - SystemModStamp
      - LastActivityDate
      - LastViewedDate

- LastReferencedDate

c. In the `id_docs.csv` file, enter your data for identification documents.

Note: If you haven't done so already, in Data Loader, export the Contact object to a CSV file. In the downloaded CSV file, look up the AccountId for each record and add it to `FinServ__Account__c`.

d. In Data Loader, use Insert and identify that you are updating the Identification Documents object with the data from your updated `id_docs.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.

e. In your org, check for the identify document for individuals to verify the load.

9. If you have employment data to upload:

a. In the Data Loader, export the Employment object to a CSV file.
We recommend that you:

- Export the data to a new CSV file.
- Use the file name `employment.csv`.
- Choose **Select all fields** when creating your SOQL query.

b. In the resulting employment.csv file, delete these columns:

- Id
- IsDeleted
- CreatedDate
- CreatedById
- LastModifiedDate
- LastModifiedById
- SystemModStamp
- LastActivityDate
- LastViewedDate
- LastReferencedDate
- `FinServ__LengthOfEmployment__c`

c. In the `employment.csv` file, enter your data for employment records.

Note: If you haven't done so already, in Data Loader, export the Contact object to a CSV file. In the downloaded CSV file, look up the Contact ID for each record and add it to `FinServ__Contact__c`

d. In Data Loader, use **Insert** and identify that you are updating the Employment object with the data from your updated `employment.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.

e. In your org, check for the employment records for individuals to verify the load.

10. If you have education data to upload:

a. In Data Loader, export the Education object to a CSV file.
We recommend that you:

- Export the data to a new CSV file.
- Use the file name `education.csv`.
- Choose **Select** all fields when creating your SOQL query.

b. In the resulting `employment.csv` file, delete these columns:
   - Id
   - IsDeleted
   - CreatedDate
   - CreatedById
   - LastModifiedDate
   - LastModifiedById
   - SystemModStamp
   - LastActivityDate
   - LastViewedDate
   - LastReferencedDate

c. In the **education.csv** file, enter your data for education records.

   Note: If you haven't done so already, in Data Loader, export the Contact object to a CSV file. In the downloaded CSV file, look up the Contact ID for each record and add it to `FinServ__Contact__c`.

d. In Data Loader, use **Insert** and identify that you are updating the Education object with the data from your updated `education.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.

e. In your org, check for the education records for individuals to verify the load.

Upload Household Data Using Data Loader

Upload data about households using Data Loader.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. In the Developer Console, look up the `Id` for the `IndustriesHousehold` record type for the Account object.
   a. From the Salesforce header, open Developer Console.
   b. Select Query Editor.
   c. Enter this SOQL query: `SELECT DeveloperName, Id, SobjectType FROM RecordType Where SobjectType='Account' AND DeveloperName='IndustriesHousehold'`.

      Tip: As you queried for the `Id` in an earlier step when you uploaded individual data, check the History pane. If your previous query is listed, reuse it.

   d. **Execute** the query.
   e. From the query results, copy the `Id` from the record.
2. In Data Loader, export the Account object to a CSV file.

   We recommend that you export the data to a new CSV file and use the file name `household.csv`.
3. In the resulting `household.csv` file, delete all columns except, `FinServNotes__c`, `Name`, `RecordTypeId`, and `OwnerId`, and any custom fields that you've added.

   OwnerId is required only if you want to change OwnerID values so that team members are assigned ownership of household records.

4. In the `household.csv` file, paste the `Id` value that you copied from your earlier query into the `RecordTypeId` field for every household record that you upload.
5. In the `household.csv` file, enter the rest of your household data.
6. In Data Loader, use **Insert** and identify that you are updating the Account object with the data from your updated `household.csv` file. Choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.
7. In your org, check for the household records to verify your upload of Account data.

Relate Individuals to Households Using Data Loader

Relate individuals to households using Data Loader.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. In Data Loader, export households from the Account object to a CSV file. We recommend that you:
   a. Export the data to a new CSV file using the file name `households.csv`.
   b. Choose **Select all fields** when creating your SOQL query. Specify the condition that the value of `RecordTypeId__c = ***Record Type ID***`, where *`Record Type ID`* corresponds to the value for `IndustriesHousehold`.
   c. Specify the condition that the value of `RecordTypeId__c = ***Record Type ID***`, where *`Record Type ID`* corresponds to the value for `IndustriesHousehold`.
2. In your org, add an individual to any household. Make sure to select all values in the `Activities & Objects to Roll Up` field so that you load only valid values for this picklist field.
3. In Data Loader, export the AccountContactRelation object to a CSV file. We recommend that you:
   a. Select `Show all Salesforce objects`, and then select *`Account Contact Relationship (AccountContactRelation)`*.
   b. Export the data to a new CSV file using the file name `acr.csv`.
   c. Choose **Select all fields** when creating your SOQL query. Specify the condition that `IsDirect = false AND FinServRollups__c includes ('Tasks')`.
4. In the resulting `acr.csv` file, delete the `CreatedDate`, `CreatedById`, `LastModifiedDate`, `LastModifiedById`, and `SystemModStamp` columns.
5. In the `client_contact.csv` file that you exported during client data upload, copy all the values from the `Id` column and paste them into the `ContactId` column of the `acr.csv` file.
6. For each unique contact ID in the `client_contact.csv` file, determine which household the contact belongs to. Map the corresponding household ID to that contact in the `acr.csv` file. Based on this mapping, copy the values from the `Id` field in the `households.csv` file and paste them into the `AccountId` column of the `acr.csv` file.
7. In the `acr.csv` file, enter the rest of your data to relate individuals to groups.

   Remember these guidelines.

   - `Roles` define an individual's role within the household, such as client, spouse, or dependent.
   - The value of `IsDirect` must be `false` for all records.
   - If the individual is the primary group member, set `FinServPrimary__c` to `true`.
   - In `FinServPrimary__c`, include the items that you want to be summarized at the group level.
   - If the group is the individual's primary group, set `FinServPrimaryGroup__c` to true.

- If the individual is including a related business entity (for example, a business account) in the group, set `FinServIncludeInPrimaryGroup` to true for the business account.

8. In Data Loader, use **Insert** and select **Show all Salesforce objects**, then identify that you are updating the Account Contact Relationship (`AccountContactRelation`) object with the data from your updated `acr.csv` file. Select **Create or Edit a Map** and choose **Auto-Match Fields to Columns**. Upload your data.
9. In your org, check the membership information in some households to verify your upload of `AccountContactRelation` data.

Upload Financial Account Data Using Data Loader

Add data about individuals' financial accounts using Data Loader.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

1. In Data Loader, export the Charges and Fees object to a CSV file. We recommend that you:
   a. Export the data to a new CSV file.
   b. Use the file name `charge_fee.csv`.
   c. Choose **Select all fields** when creating your SOQL query.
2. In the resulting `charge_fee.csv` file, delete the `Id`, `IsDeleted`, `CreatedDate`, `CreatedById`, `LastModifiedDate` ,`LastModifiedById`, `SystemModStamp`, `LastActivityDate`, `LastViewedDate`, and `LastReferencedDate` columns.
3. In the `charge_fee.csv` file, enter your data for Charges and Fees records.

   Note: As records are created the value of OwnerID defaults to your user ID. To assign another team member as owner, set the OwnerID to the person's user ID.
4. In Data Loader, use **Insert** and identify that you are updating the Charges and Fee object with the data from your updated `charge_fee.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.
5. In Data Loader, use the **Export** option to download the content or the Charges and Fees object. Call the exported file `loaded_charge_fee.csv`. You use this file to identify the ID of charges and feeds items related to Financial Accounts.
6. In your org, create an initial financial account record for each type of financial account, associated with any client: investment account, bank account, and insurance policy. On one of the financial accounts, designate the client as a joint owner.
7. In Data Loader, export the FinancialAccount object to a CSV file. We recomment that you:
   a. Export the data to a new CSV file.
   b. Use the file name `financialaccount.csv`.
   c. Choose **Select all fields** when creating your SOQL query.
8. In the resulting `financialaccount.csv` file, delete the `Id`, `CreatedDate`, `CreatedById`, `LastModifiedDate` ,`LastModifiedById`, `SystemModStamp`, `LastActivityDate`, `LastViewedDate`, `LastReferencedDate`, and `FinServHousehold__c` columns.
9. In the `financialaccount.csv` file, enter the rest of your financial account data.

   We recommend that you use the `loaded_charge_fee.csv` to determine the ID of Charges and Fees items and add that ID to the `fscwmmain__FinancialAccountChargesAndFees__c` column. In the `client_contact.csv` file that you exported during client data upload, copy the values from the `AccountId` column and paste them into the `FinServPrimaryOwner__c` column. For any jointly owned financial account, make sure that you enter the correct `FinServJointOwner__c` value from the `AccountId` column in the `client_contact.csv` file. Ensure that you

enter the correct value for `FinServOwnership__c`, using the valid ownership values retrieved in your initial export of financial account data.

10. In Data Loader, use **Insert** and identify that you are updating the Financial Accounts object with the data from your updated `financialaccount.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.
11. In your org, check for the new financial account records to verify your upload.
12. In Data Loader, export the FinancialAccount object to a CSV file. Choose the file name `loaded_financial_accounts.csv`. This export file is used later to relate cards, billing statements, financial account transactions, and financial holdings to financial accounts.
13. If you have card data to upload:
    a. In Data Loader, export the Card object to a CSV file.
    b. Export the data to a new CSV file.
    c. Use the file name `card.csv`.
    d. Choose **Select all fields** when creating your SOQL query.
    e. In the resulting `card.csv` file, delete the `Id`, `CreatedById`, `LastModifiedDate` ,`LastModifiedById`, `SystemModStamp`, `LastActivityDate`, `LastViewedDate`, and `LastReferencedDate` columns.
    f. In the `card.csv` file, enter your data for Card records.

       To add the relevant references, update `fscwmmain__AccountHolder__c` with the card owner's accountID, which you can look up in the `client_contact.csv file`. Then, update `fscwmmain__FinancialAccount__c` with the financial account's ID, which you can look up in the `loaded_financial_accounts.csv` file.
    g. In Data Loader, use **Insert** and identify that you are updating the Card object with the data from your updated `card.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.
    h. In your org, check for the new card records to verify your upload.
14. If you have billing statements to upload:
    a. In Data Loader, export the Billing Statement object to a CSV file.
    b. Export the data to a new CSV file.
    c. Use the file name `statement.csv`.
    d. Choose **Select all fields** when creating your SOQL query.
    e. In the resulting `statement.csv` file, delete the `Id`, `IsDeleted`, `CreatedDate`, `CreatedById`, `LastModifiedDate` ,`LastModifiedById`, `SystemModStamp`, `LastActivityDate`, `LastViewedDate`, and `LastReferencedDate` columns.
    f. In the `statement.csv` file, enter your data for billing statement records.

       To add the relevant references, update `fscwmmain__FinancialAccount__c` with the financial account's ID, which you can look up in the `loaded_financial_accounts.csv` file.
    g. In Data Loader, use **Insert** and identify that you are updating the Billing Statement object with the data from your updated `statement.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.
    h. In your org, check for the statement records to verify your upload.
15. If you have financial account transactions to upload:

a. In Data Loader, export the Billing Statement object to a new CSV file using the file name `loaded_statements.csv`. This export file is used to find the details needed to relate financial account transactions to billing statements.

b. In Data Loader, export the Financial Account Transaction object to a CSV file.

c. Export the data to a new CSV file.

d. Use the file name `transactions.csv`.

e. Choose **Select all fields** when creating your SOQL query.

f. In the resulting `transactions.csv` file, delete the `Id`, `OwnerID`, `IsDeleted`, `CreatedDate`, `CreatedById`, `LastModifiedDate`,`LastModifiedById`, `SystemModStamp`, `LastActivityDate`, `LastViewedDate`, and `LastReferencedDate` columns.

g. In the `transactions.csv` file, enter your data for account transactions records.

   To add the relevant references, update `fscwmmain__FinancialAccount__c` with the ID of the financial account the transaction is for and ook up financial account's ID in the `loaded_financial_accounts.csv` file. Next, update `fscwmmain__BillingStatements__c` with the ID of the statement the transaction appears on and look up the statement ID in the `loaded_statements.csv` file. Then, update `OwnerID` with the user ID of the team member who owns the transaction.

h. In Data Loader, use **Insert** and identify that you are updating the Financial Account Transaction object with the data from your updated `transactions.csv` file. Then choose **Create or Edit a Map** and select **Auto-Match Fields to Columns**. Upload your data.

i. In your org, check for the transaction records to verify your upload.

Display Detailed Error Messages to Users

Expedite debugging for your users with detailed error messages that provide insight into field-level security restrictions.

A detailed error message includes information about the access type, fields, and object.

1. From Setup, in the Quick Find box, enter *`Custom Settings`*, then select **Custom Settings**.
2. Click **Industries Application Config**.
3. Click **Manage** and then click **Edit**.
4. Select **Show Detailed Error Messages**.
5. Save your changes.

Financial Services Cloud Availability and Limitations

Financial Services Cloud works differently from other Salesforce features. Learn about the issues to expect as you implement the app and as your users start to work in it.

EDITIONS

Available in: Lightning Experience

Available in: **Professional**, **Enterprise**, and **Unlimited** Editions

Important: Financial Services Cloud objects such as Financial Account, Financial Account Role, and Assets and Liabilities support up to 70 million records at rest. Data Loader is supported for loads of up to 5 million records. Rollup summary calculations support a load volume of 5 million Financial Account records.

To support or load records above these limits, we recommend you work with a Salesforce partner. Or visit AppExchange for a suitable data load partner product. The number of records you can import depends on your permissions and the type of data you're importing. You can

import as many records as allowed, as long as you don't exceed the overall data storage limits for your org.

Supported Browsers

Financial Services Cloud is available in any of the Supported Browsers for Lightning Experience.

General Sales Cloud and Service Cloud Compatibility

The Financial Services Cloud documentation describes the Sales Cloud and Service Cloud functionality with which the Financial Services Cloud features work. Salesforce makes no representation regarding Financial Services Cloud features functioning with any other Sales Cloud and Service Cloud functionality not expressly stated in the Financial Services Cloud documentation.

Features Not Supported with Financial Services Cloud

- Accessibility features aren't incorporated.
- Shared Activities aren't supported in group rollup summaries.

General Limitations

Note: These limitations apply to person accounts and the individual object model.

- The number of Financial Account records that you can associate with an account record is limited. Exceeding the number of Financial Account records can cause a query row governor limit error.
- When users create or edit group memberships, group rollup summaries are updated, except when a person is made a member of multiple groups. Group rollup summary data is reflected only for the primary group.
- Lead conversion isn't supported for Group record types, including the Household account record type.
- When multiple currencies setting is enabled, note these limitations:
  - Financial Services Cloud packaged components don't display record-specific multiple currency settings. Only the user-specific currency settings are displayed. The `Currency Iso Code` field doesn't change currency symbols in packaged components.
  - Advanced currency management isn't available.
  - The `Currency Iso Code` field must be included on page layouts that have a currency field.
  - When filtering by currency values in reports or list views, users must specify a currency ISO code, such as USD or GBP, before the value. For example, *`GBP100000`*. The ISO code must be one of your org's active currencies.
  - When Multiple Currencies and Rollup By Lookup are both turned on in an org, the currency summary fields on the Account record are reset to the default org currency.
    - To accurately calculate the total financial account value of an Account record, user currency and account currency must match the org default currency.
    - To show commas and symbols correctly on the Financial Account Summary component, a user's locale in Locale Settings and the user's currency must match.
- Localization in Danish, Dutch, French, German, Italian, Japanese, Portuguese (Brazil), Swedish, Hebrew, and Spanish are provided, with the following exceptions.
  - The names of the packaged Advisor, Personal Banker, Relationship Manager, and Client Associate profiles are in English.

  - Financial Services Cloud custom tab labels on the individual and group profile pages are in English. To change tab labels on the profile pages, edit the labels from a custom client record page in the Lightning App Builder.

- Events that are set to repeat by using the IsRecurrence2 field on the event record are excluded from Financial Services Cloud group record rollups. As a result, even if group rollup is enabled and rollups for events or activities is enabled, the FinServ__Household__c field value on these events isn't set by rollup. Also these repeat events aren't included in component record lists such as the Household (Account) Activities related list.
- Activity rollup fields to a group aren't supported when **Allow Users to Relate Multiple Contacts to Tasks and Events** is enabled.
- Rollup summary fields aren't available in a Partial Copy sandbox. To use roll-up summary fields in a Partial Copy sandbox, create a Full sandbox or install the Financial Services Cloud managed package in a Partial Copy sandbox.
- When you create a CCR or AAR record using the external ID, Salesforce creates an inverse CCR or AAR record and appends "_inverse" to the inverse record's external id. External IDs can be a maximum of 56 characters.
- If you deactivate an Account Contact Relationship between a business and an individual, you can't create an Account Contact Relationship between them. Instead, reactivate the original Account Contact Relationship.
- Financial Services Cloud installation isn't supported on an org with a previously installed version of the Wealth Management app.
- Financial Services Cloud custom components aren't fully supported in the Salesforce mobile app.
- The flows in Financial Services Cloud are available only in English.
- Each Financial Account must have at least one active Financial Account Role of the type Primary Owner, or data loading errors can occur.
- Duplicate Management isn't fully supported. Detection and prevention are supported; record merge isn't supported.
- The UI components in Financial Services Cloud managed package are built with Aura and don't fully support Lightning features like Dynamic Forms. We recommend that you use the standard UI components whenever possible for optimal functionality. For example, Relationship Map is built with Aura and Actionable Relationship Center is a standard UI component.
- Review the Requirements to Populate the Financial Services Cloud Managed Package Birthday Card Component.
- When you delete the criteria for Record Association Builder, the system also purges any related branch unit records. The purging happens because the association criteria act as a foreign key on the Branch Unit Related Record object, triggering a cascade deletion of branch unit related records when the criteria are removed.

Person Account for Financial Services Cloud Limitations

- The Create Individual - Financial Services Cloud component (the Client Profile Builder) isn't supported.
- Person accounts are displayed as contacts in the Salesforce Inbox sidebar.
- Creating a client record via Salesforce Inbox isn't supported.

Individual Data Model Limitations

- To follow an individual, make sure that you explicitly follow the individual's account and contact records. To follow both account and contact records automatically, contact your Salesforce representative.
- In Financial Services Cloud, the unified object view of an individual relies on the Contact redirect. In the Retail Banking Console, this redirect might be disabled in your org.
- When you create an individual account, the name fields on Account and Contact are synchronized. Financial Services Cloud account names don't include salutations, middle names, or suffixes. For example, Dr. John Michael Smith Jr. appears as John Smith.
- Access to individual and group profiles on the Salesforce mobile app isn't fully supported. For more information, see Modify the Mobile Navigation Menu.
- Deleting an individual via Salesforce Inbox isn't supported.

- Creating a client record via Salesforce Inbox isn't supported.
- Considerations for Converting Leads in Financial Services Cloud.

Client Segmentation App Limitations

A CRM Analytics Growth, CRM Analytics Plus, or CRM Analytics for Financial Services license is required to access full CRM Analytics capabilities.

Table 40: Client Segmentation App Limitations

Capability	CRM Analytics Growth or Plus; CRM Analytics for Financial Services	Client Segmentation App
Data sources	Salesforce and external data	Salesforce data
Object support	Standard and custom objects	Standard and custom objects
Data volume	• CRM Analytics Plus: 10 billion rows • CRM Analytics Growth: 100 million rows	10 million rows
Customize existing dashboards?	Yes	No
Create dashboards?	Yes	No
Customize existing datasets?	Yes	No
Create datasets?	Yes	No
Create custom CRM Analytics apps?	Yes	No
Supports Einstein Discovery and Experience Cloud integration?	Yes	No
Supports bulk actions and APEX steps?	Yes	No
Supports Sales Cloud Einstein AI?	No	No
Supports Salesforce Inbox?	No	No

CRM Analytics for Financial Services gives you the same access to CRM Analytics capabilities as the CRM Analytics Growth and Plus licenses. Consult this chart to see any limitations.

Table 41: CRM Analytics for Financial Services Limitations

Capability	CRM Analytics Growth or Plus; CRM Analytics for Financial Services
Data sources	Salesforce and external data
Object support	Standard and custom objects
Data volume	• CRM Analytics Plus: 10 billion rows • CRM Analytics Growth: 100 million rows
Customize existing dashboards?	Yes

Capability	CRM Analytics Growth or Plus; CRM Analytics for Financial Services
Create dashboards?	Yes
Customize existing datasets?	Yes
Create datasets?	Yes
Create custom CRM Analytics apps?	Yes
Supports Einstein Discovery and Experience Cloud integration?	Yes
Supports bulk actions and APEX steps?	Yes
Supports Sales Cloud Einstein AI?	No
Supports Salesforce Inbox?	No

Experience Cloud Site Limitations

- Partner Community, Customer Community Plus (CCP), or Customer Community licenses are required. Experience Cloud license restrictions and limitations apply.
- For advanced sharing, such as sharing financial account records across multiple owners, Partner Community or CCP licenses are required.
- Manual provisioning must be completed in Salesforce Classic.
- In Financial Services Cloud, if the org enforces private sharing on accounts and contacts, guest self-registration fails when the account owner is changed.
- Other provisioning methods aren't supported.
- Financial Services Cloud components aren't compatible with Lightning Out.
- Task queues aren't supported in Experience Builder pages.

Financial Services Cloud Printed Resources

In addition to online help, the Financial Services Cloud has guides to help you learn about and successfully administer your Financial Services Cloud features.

If you're looking for the HTML version of our developer doc, head over to Salesforce Developer Documentation and search for your feature there.

Financial Services Cloud Installation Guide

Financial Services Cloud Admin Guide

SEE ALSO:

Financial Services Cloud Admin Guide