**Customer Onboarding for Retail Bank in Dynamics 365 CE**

Functional Design Document

**Document Information**

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**History**

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| Reference | Document | Link/Path |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Table of Contents

[**1**. **Introduction**](#_Toc37686447) ------------------------------------------------------------------------------------------------------------

[**1.1** **Purpose**](#_Toc37686448) --------------------------------------------------------------------------------------------------------

[**1.2** **Scope**](#_Toc37686449) ------------------------------------------------------------------------------------------------------------

[**2**. **Requirements**](#_Toc37686450) ----------------------------------------------------------------------------------------------------------

[**2.1** **Business Requirements**](#_Toc37686451) ----------------------------------------------------------------------------------------

[**2.2** **Functional Requirements**](#_Toc37686457)--------------------------------------------------------------------------------------

[**3**. **Onboarding Process**](#_Toc37686495)--------------------------------------------------------------------------------------------------

[**3.1** **Step-by-Step Process**](#_Toc37686496) --------------------------------------------------------------------------------------------

[**3.2** **Workflow Diagram**](#_Toc37686497) ----------------------------------------------------------------------------------------------

[**4** **Entities Used**](#_Toc37686499) ------------------------------------------------------------------------------------------------------------

[**4.1 Standard Entities**](#_Toc37686500) -------------------------------------------------------------------------------------------------

**4.2** **Custom Entities----------------------------------------------------------------------------------------------------**

[**5**. **System Configuration**](#_Toc37686501) -----------------------------------------------------------------------------------------------

[**5.1** **Security Settings**](#_Toc37686502) -------------------------------------------------------------------------------------------------

**5.2 Email Configuration----------------------------------------------------------------------------------------------**

**5.3 Mobile Configuration--------------------------------------------------------------------------------------------**

**5.4Customization-----------------------------------------------------------------------------------------------------**

[**6** **Customizations Required**](#_Toc37686503) -----------------------------------------------------------------------------------------

[**6.1** **Entity Customizations**](#_Toc37686504) ----------------------------------------------------------------------------------------

[**6.2** **Workflow Customizations**](#_Toc37686505) -----------------------------------------------------------------------------------

[**6.3** **Form Customizations**](#_Toc37686506) -----------------------------------------------------------------------------------------

**7. Data Management---------------------------------------------------------------------------------------------------**

**7.1 Data Security------------------------------------------------------------------------------------------------------**

**1. Introduction**

**1.1 Purpose**

This document outlines the functional design for the customer onboarding process in Dynamics 365 Customer Engagement (CE) for a retail bank. It aims to provide a comprehensive guide to ensure a smooth and efficient onboarding experience for new banking customers.

**1.2 Scope**

The scope of this document includes the steps, requirements, configurations, entities, and customizations necessary to onboard customers into Dynamics 365 CE for a retail bank.

**2. Requirements**

**2.1 Business Requirements**

* Efficient onboarding process to minimize customer wait times.
* Integration with existing banking systems.
* Customizable onboarding workflows to cater to different customer segments.
* Secure handling of customer data.
* Compliance with regulatory requirements (KYC, AML).

**2.2 Functional Requirements**

* User creation and role assignment.
* Email setup and synchronization.
* Mobile app integration.
* System customization.
* Data import (contacts, accounts, leads).
* Identity verification and document management.

**3. Onboarding Process**

**3.1 Step-by-Step Process**

**Step 1: Add Users**

* Create user accounts.
* Assign appropriate security roles.

**Step 2: Set Up Email**

* Integrate email systems for synchronization.
* Configure email settings.

**Step 3: Mobile App Integration**

* Install Dynamics 365 mobile apps.
* Configure mobile access for users.

**Step 4: Customize System**

* Customize fields, forms, and views.
* Set up business rules and workflows.

**Step 5: Data Import**

* Import customer data (contacts, accounts, leads).
* Validate and clean imported data.

**Step 6: Identity Verification**

* Implement KYC and AML checks.
* Verify customer identity using secure methods.

**3.2 Workflow Diagram**

!Onboarding Workflow

**4. Entities Used**

**4.1 Standard Entities**

* **Contact**: Stores information about individual customers.
* **Account**: Stores information about customer organizations.
* **Lead**: Stores information about potential customers.
* **Opportunity**: Tracks potential sales.
* **Case**: Manages customer service issues.
* **Activity**: Tracks interactions such as emails, phone calls, and appointments.

**4.2 Custom Entities**

* **Onboarding Task**: Tracks specific tasks related to customer onboarding.
* **Onboarding Checklist**: Stores checklists for the onboarding process.
* **Customer Feedback**: Collects feedback from customers during onboarding.
* **Identity Verification**: Manages KYC and AML checks.
* **Document Management**: Stores and manages customer documents.

**5. System Configuration**

**5.1 Security Settings**

* Define security roles and permissions.
* Configure data access levels.

**5.2 Email Configuration**

* Set up email server integration.
* Configure email templates and signatures.

**5.3 Mobile Configuration**

* Enable mobile access.
* Configure mobile app settings.

**5.4 Customization**

* Customize entities, fields, and forms.
* Set up automated workflows and business rules.

**6. Customizations Required**

**6.1 Entity Customizations**

* **Contact**: Add custom fields for additional customer information.
* **Account**: Customize forms to include banking-specific fields.
* **Lead**: Create custom views to filter leads based on criteria.
* **Opportunity**: Set up business rules to automate opportunity stages.
* **Case**: Customize case resolution process with specific steps.
* **Activity**: Add custom activity types for onboarding interactions.
* **Identity Verification**: Implement fields for KYC and AML checks.
* **Document Management**: Customize document storage and retrieval processes.

**6.2 Workflow Customizations**

* Create workflows for automated email notifications during onboarding.
* Set up approval workflows for onboarding tasks.
* Automate data validation and cleaning processes.
* Implement workflows for identity verification and document management.

**6.3 Form Customizations**

* Customize forms to include onboarding-specific fields.
* Create dashboards to monitor onboarding progress.
* Set up interactive forms for customer feedback collection.

**7. Data Management**

**7.1 Data Security**

* Ensure data encryption and secure storage.
* Implement data access controls.