Microsoft Cloud for Financial Services in a Day

Customer onboarding

Step-by-Step Lab

Contents

Overview

Learning Objectives

In this lab, you will learn to do the following:

- Configure the Retail Banking sample Portal
- Extend the Loan Tracker application
- Embed Loan Tracker in Microsoft Teams
- Create a new loan in the Retail Banking Portal and approve the loan in Loan Tracker

Prerequisite(s)

- None

Customer onboarding

Streamline the Customer onboarding experience by offering self-service tools through mobile apps and portals and enable relationship managers to monitor the loan process. Customers can efficiently apply for and keep track of a loan by easily accessing a mobile app or portal, while the automated pipeline helps them review and validate application information. Relationship managers can monitor the loan process and ensure consistent, reliable customer experiences.

Key capabilities for Customer onboarding include the following:

- Enables customers to efficiently apply for and keep track of a loan.
- Empowers loan officers to manage loan applications with workflow automation.
- Streamlines customer operations with low- and pro-code development tools to meet specific lending needs.

Loan Tracking Application

As part of Microsoft Cloud for Financial Services, Dynamics 365 provides a loan tracker application. This application helps the loan manager manage, verify, and track the loan application.

The loan tracker application contains the relevant information for the loan application, including information about the loan amount, the loan duration, the interest rate, and personal and financial details.

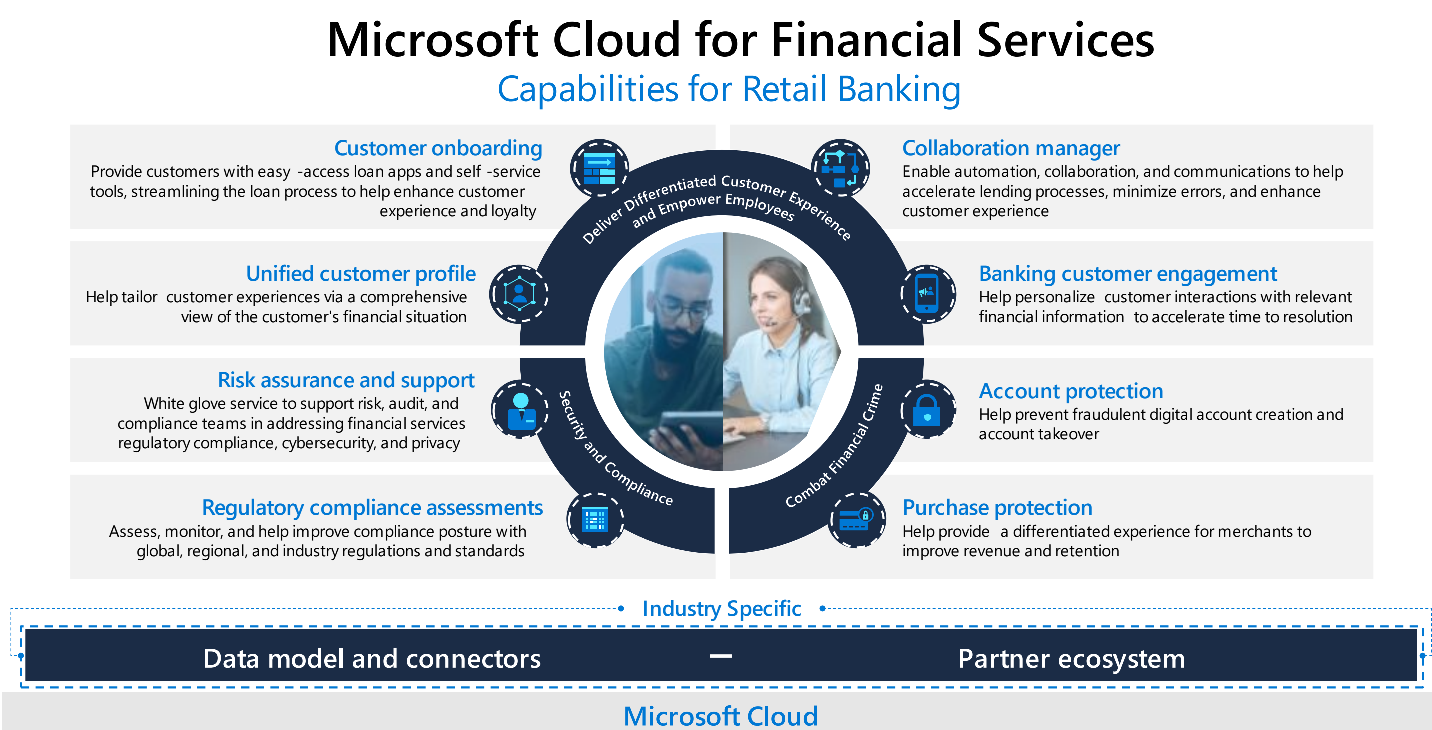
Key capabilities for Loan Tracker include the following:

- **Application Queue:** Display loan applications that are submitted by applicants and show an applicant's stage in the queue: Loan application, Processing, Closure.

- **Business Process Flow:** Describes the application status and allows only the loan manager to progress the loan application from the verification stage to the processing stage.
- **Application Snapshot:** A snapshot for the loan manager that presents a summary of the loan application, including "to do" issues that are related to missing information.
- **Personal and Financial Information:** All relevant information that is related to the applicant, including personal details like first name, last name, address, and email. Financial details include details about the loan and applicant assets and liabilities, collateral, and employment status.
- **Document Management:** An ability to view and manage documents, including approved or rejected documents. Relevant documents for each type of loan can be required.

Industry Prioritized Scenarios

Customer onboarding focuses on the **Deliver Differentiated Customer Experience and Empower Employees** scenario of Microsoft Cloud for Financial Services.



Exercise 1: Configure Retail Banking Portal

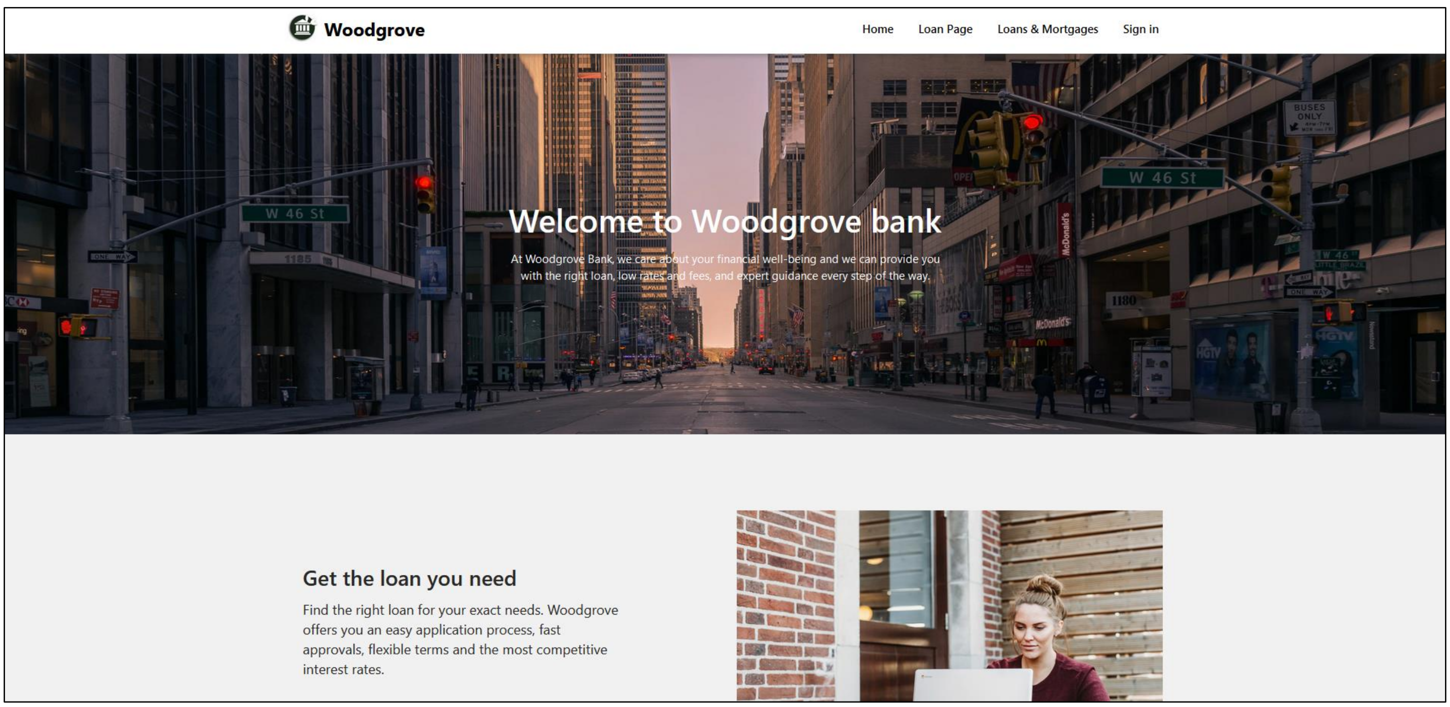
In this exercise, you will learn how to do the following:

1. Configure an external website to the Retail Banking Portal template
2. Create a registration code and invite a client to create an account for the website
3. Log in as a loan applicant to navigate the features of the retail banking website

The **Retail Banking Portal** is a template installed in your environment by the Customer onboarding module in Microsoft Cloud Solution Center when Microsoft Cloud for Financial Services was deployed.

A **Portal** is an external website that allows for communication between a company and its users. In this case, Woodgrove Bank wants an external website for their clients to access their loan history and communicate effectively with the institution. The Retail Banking Portal template tailors the website's user interface for a financial services company focusing on secure communication, information access, and an overall improved customer experience.

Here's what you should see after configuring and opening the Retail Banking Portal:



If you'd like to learn more about portals, check out Microsoft Docs: [What is Power Apps portals?]

Task 1: Configure the Retail Banking Portal

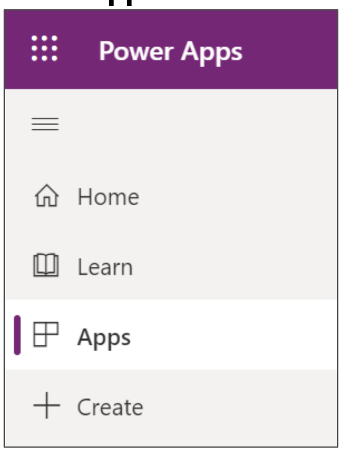
Prior to deploying Microsoft Cloud for Financial Services, we created a portal in your environment using the **Customer Self-Service** template. This was a prerequisite to install the Retail Banking Portal as part of the Customer onboarding module.

Woodgrove Bank wants to associate the previously installed Customer Self-Service portal with the **Retail Banking Portal** template, so the correct website is displayed to the user. The following steps will guide you through how to bind your website to the proper template and restart the portal for changes to apply.

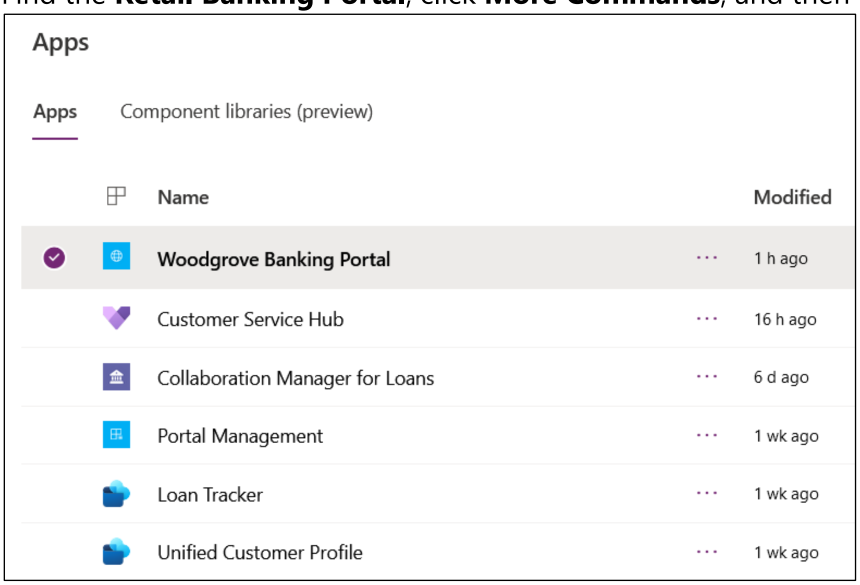
We will first open the Portal to show the Customer Self-Service template currently bound. After the configuration steps in this task, you will see the new Retail Banking Portal user interface.

1. Using an In-Private or Incognito window, navigate to [Power Apps].
2. Select the correct environment from the upper right **Environment** drop down.

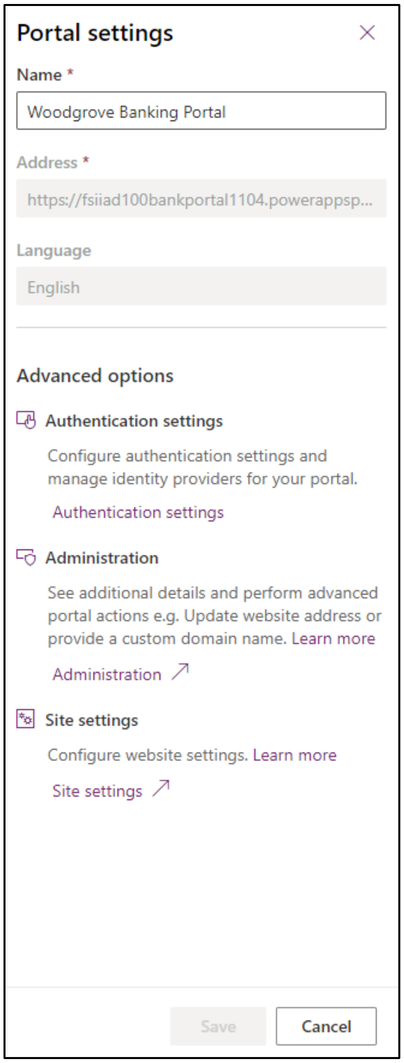
3. Select **Apps** on the left navigation bar.



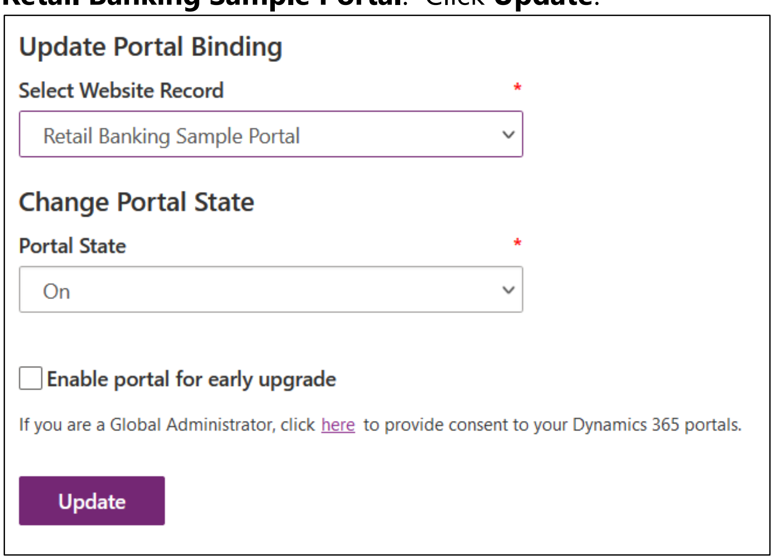
4. Find the **Retail Banking Portal**, click **More Commands**, and then click **Settings**



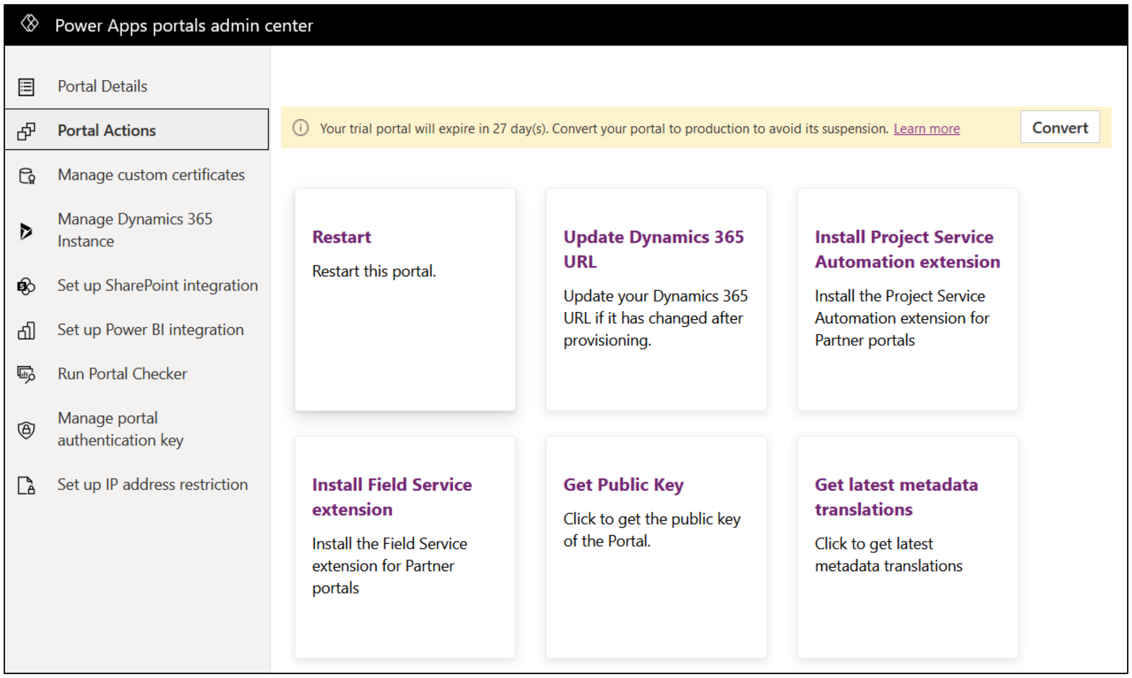
5. Click **Administration**



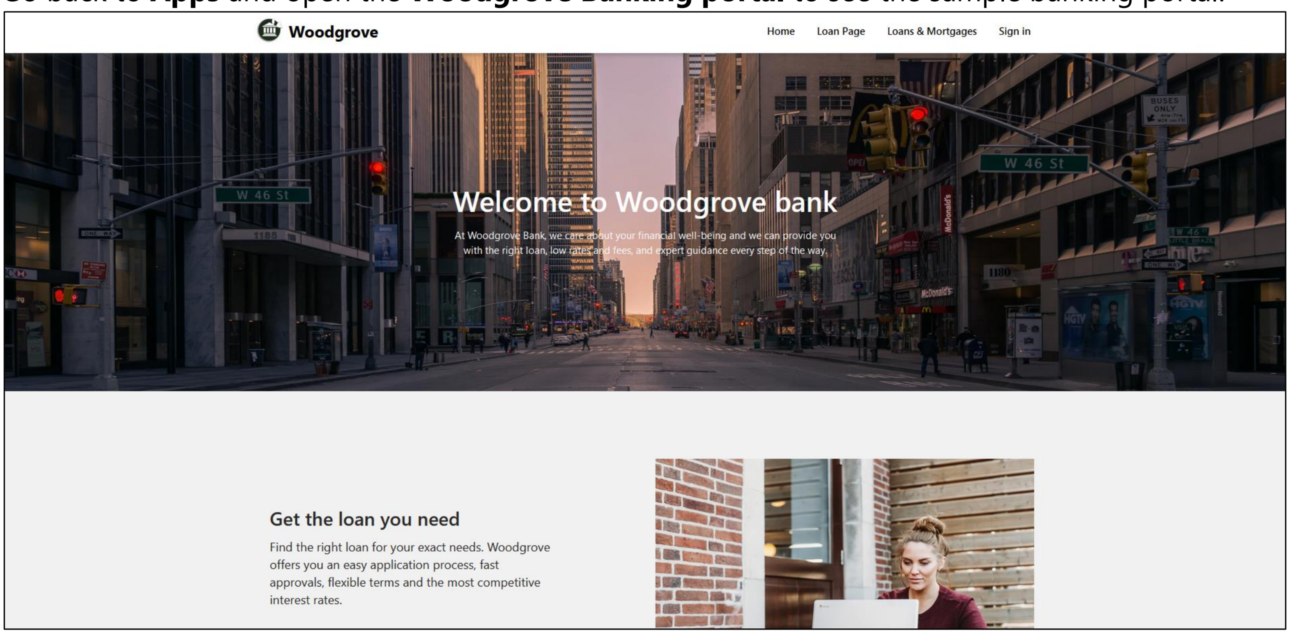
6. Scroll down to **Update Portal Binding** and change the website record from Customer self-service to **Retail Banking Sample Portal**. Click **Update**.



7. Go to **Portal Actions** on the left menu and click **Restart** to restart the portal.



8. Go back to **Apps** and open the **Woodgrove Banking portal** to see the sample banking portal.



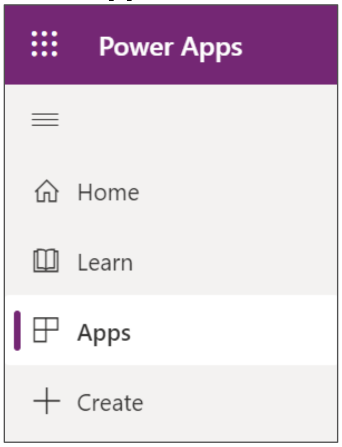
Congratulations! You have configured the Retail Banking Sample Portal in Microsoft Cloud for Financial Services.

Task 2: Create a new customer

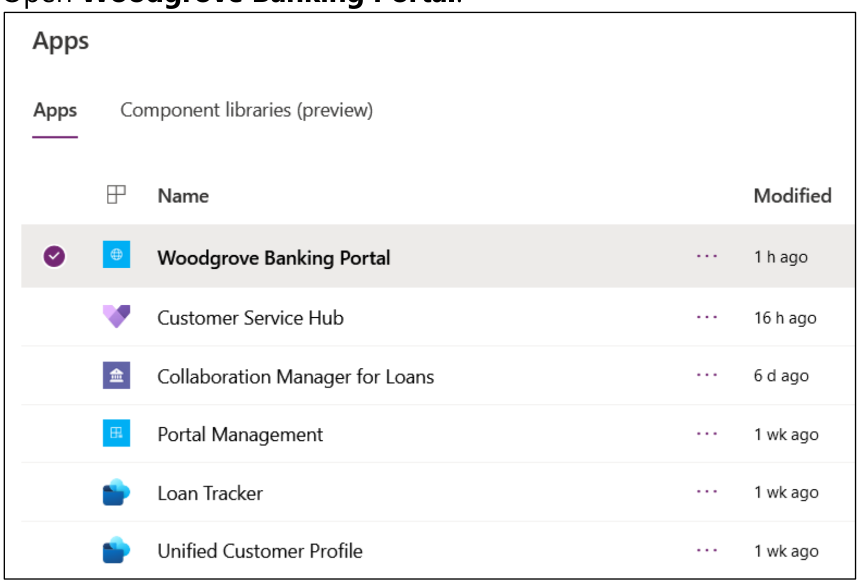
Now that you have configured the Retail Banking Sample Portal, we will create an invitation for one of the Contacts in the system so that we can access the portal as a customer.

1. Using an In-Private or Incognito window, navigate to Power Apps.
2. Select the correct environment from the upper right **Environment** drop down.

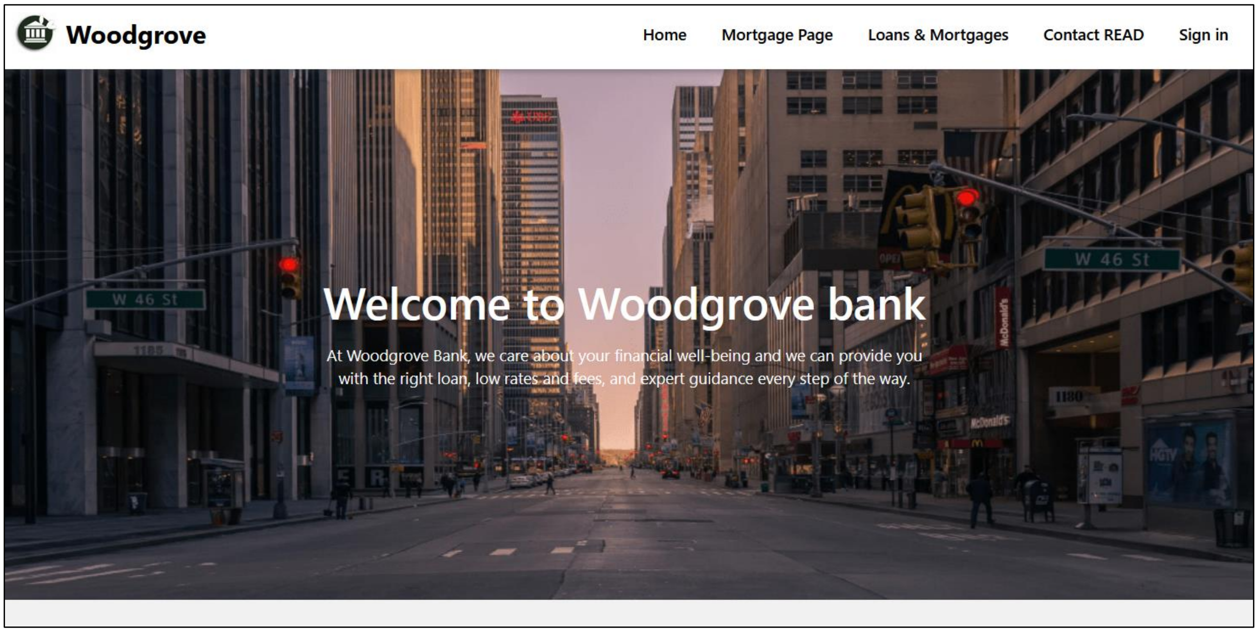
3. Select **Apps** on the left navigation bar.



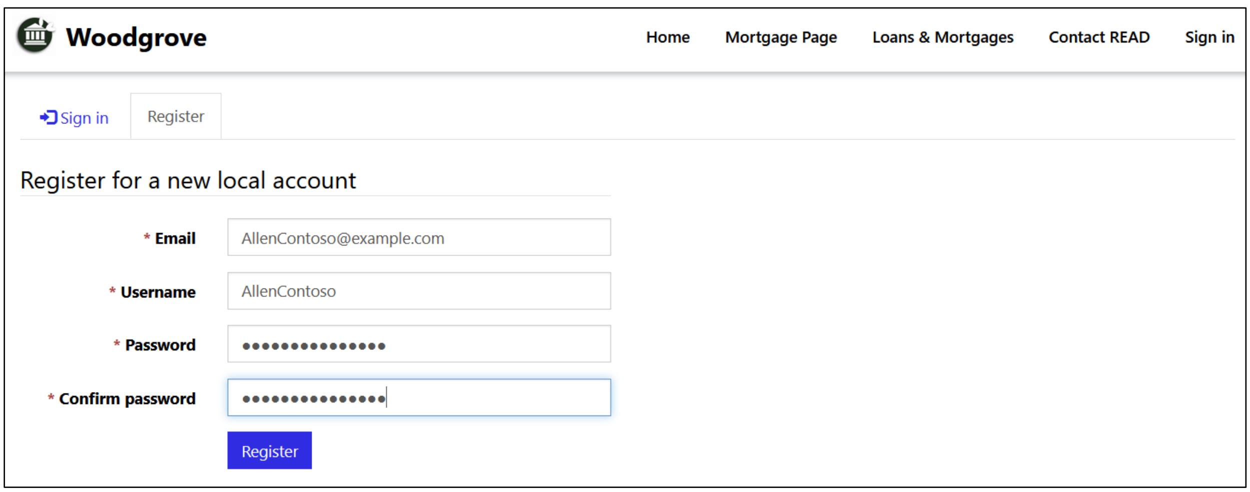
4. Open **Woodgrove Banking Portal**.



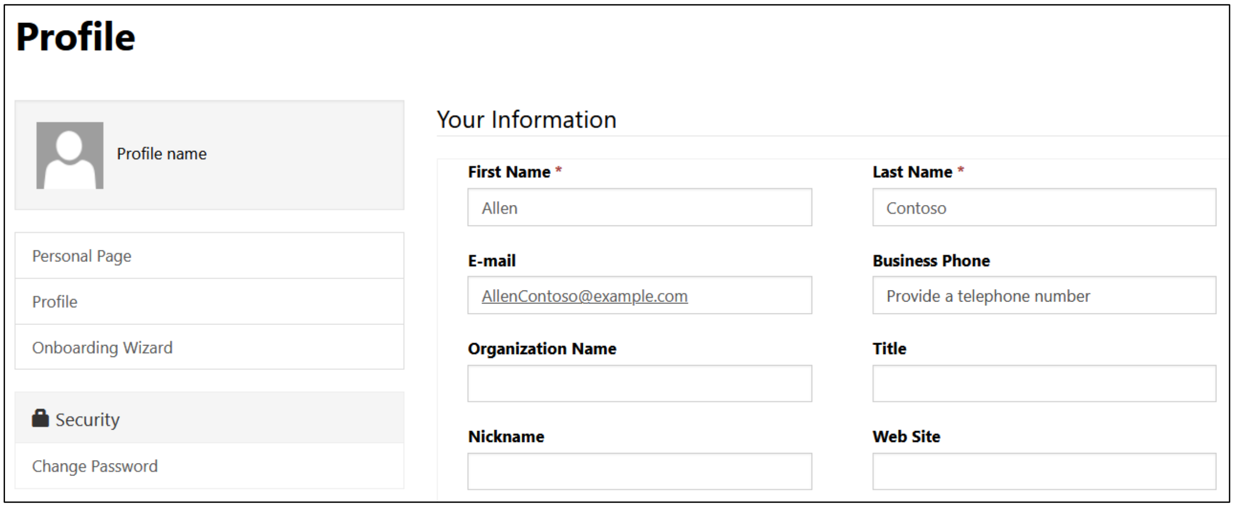
5. Click Sign in on the top right

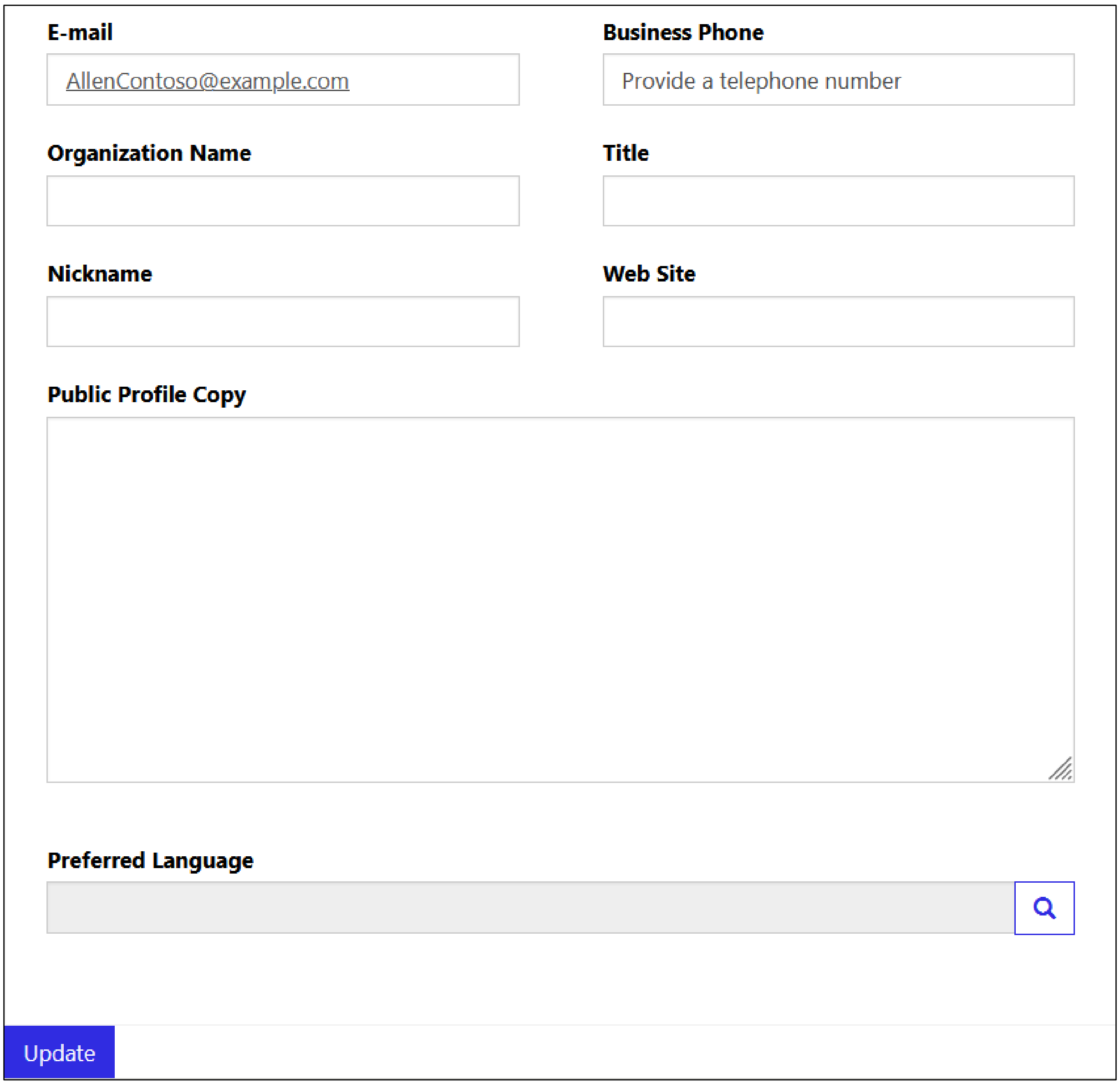


6. Click **Register** and then fill in the following information and then click **Register**:
   a. **Email**: AllenContoso@example.com
   b. **Username**: AllenContoso
   c. **Password**: AllenContoso123
   d. **Confirm Password**: AllenContoso123



7. Fill in the following information and then scroll down and click Update:
   a. **First Name**: Allen
   b. **Last Name**: Contoso


Profile
Profile name
Personal Page
Profile
Onboarding Wizard
Security
Change Password
Your Information
First Name *
Allen
Last Name *
Contoso
E-mail
AllenContoso@example.com
Business Phone
Provide a telephone number
Organization Name
Title
Nickname
Web Site


E-mail
AllenContoso@example.com
Business Phone
Provide a telephone number
Organization Name
Title
Nickname
Web Site
Public Profile Copy
Preferred Language
Update

Congratulations! You have successfully created a customer profile in the Retail Banking Sample Portal.

Exercise 2: Extend Loan Tracker

In this exercise, you will learn how to do the following:

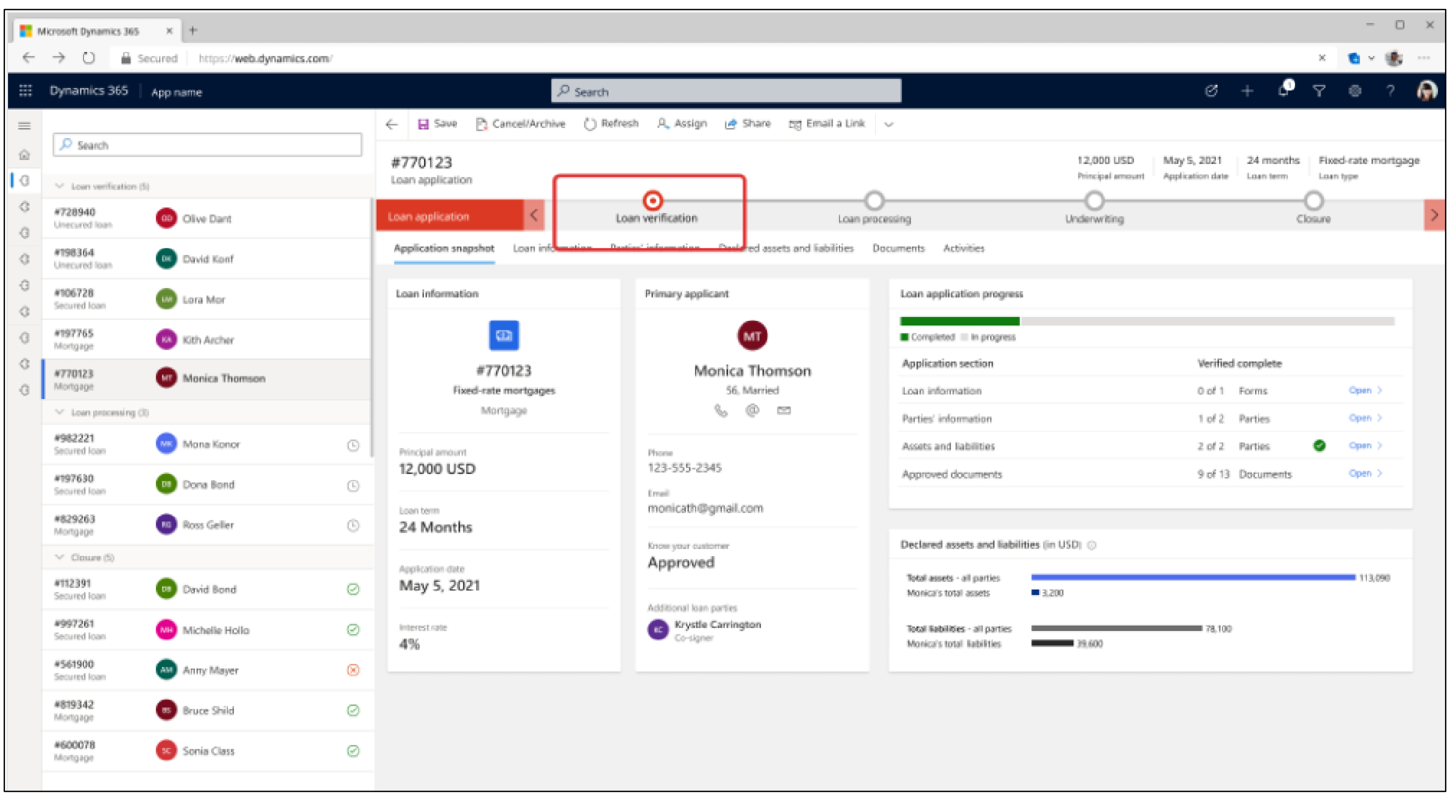
1. Create a new Power Apps solution
2. Create a new Business Process Flow for tracking loans in Loan Tracker
3. Publish the Business Process Flow to Loan Tracker

The **business process flow (BPF)** presents the current application stage. This feature allows the loan manager to see the application's current stage in the process. The bank can choose to set as many stages as needed.

When the Loan Tracker application is installed, the business process flow contains four stages:

- Loan verification
- Loan Processing
- Underwriting
- Closure

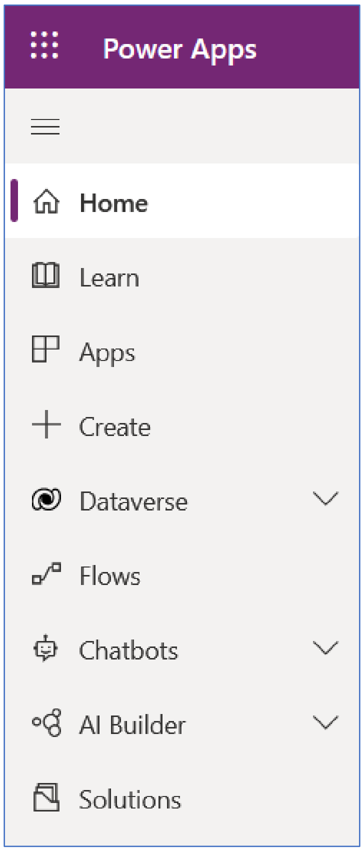
In this exercise, you will extend the business process flow for loans to include a new **Quality Check** stage.



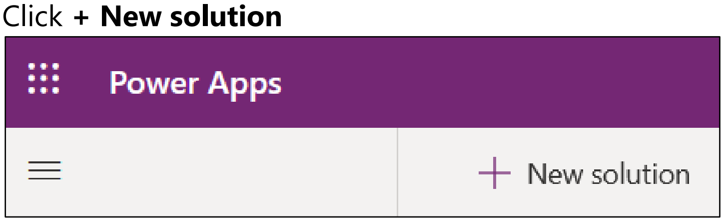
Task 1: Create a new Power Apps solution

1. Using an In-Private or Incognito window, navigate to Power Apps.
2. Select the correct environment from the upper right **Environment** drop down.

3. Select **Solutions** on the left navigation bar



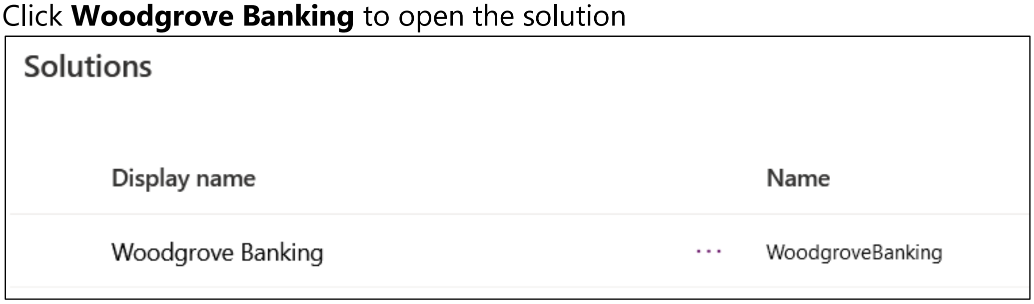
4. Click **+ New solution**



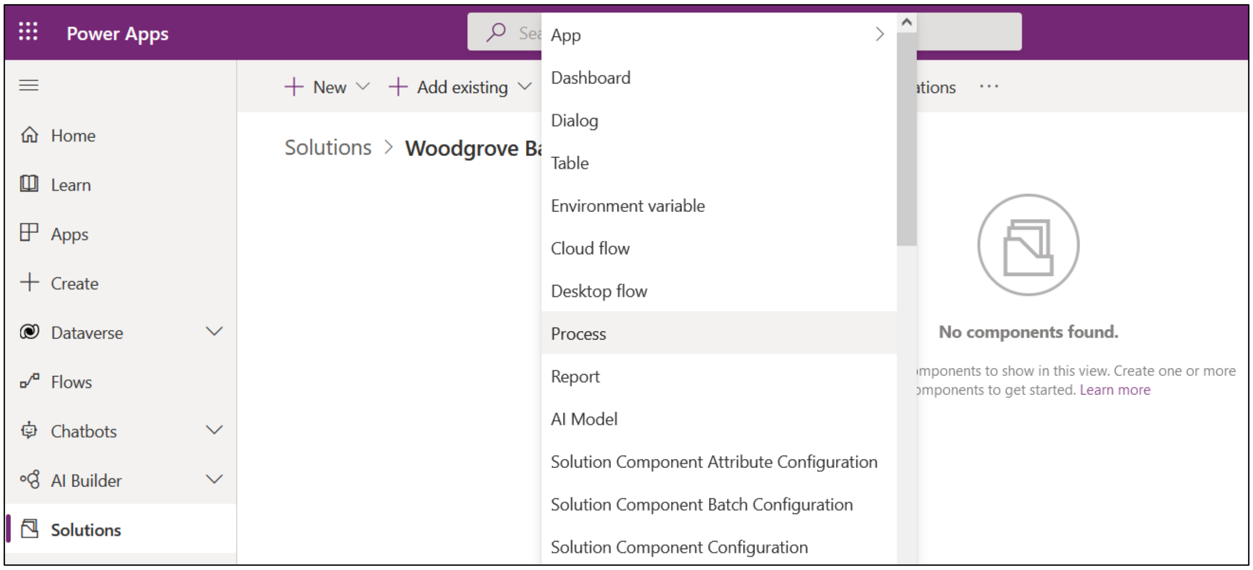
5. Name the new solution **Woodgrove Banking**, select the **CDS Default Publisher** and click **Create**

Task 2: Extend the Loan Application Business Process Flow

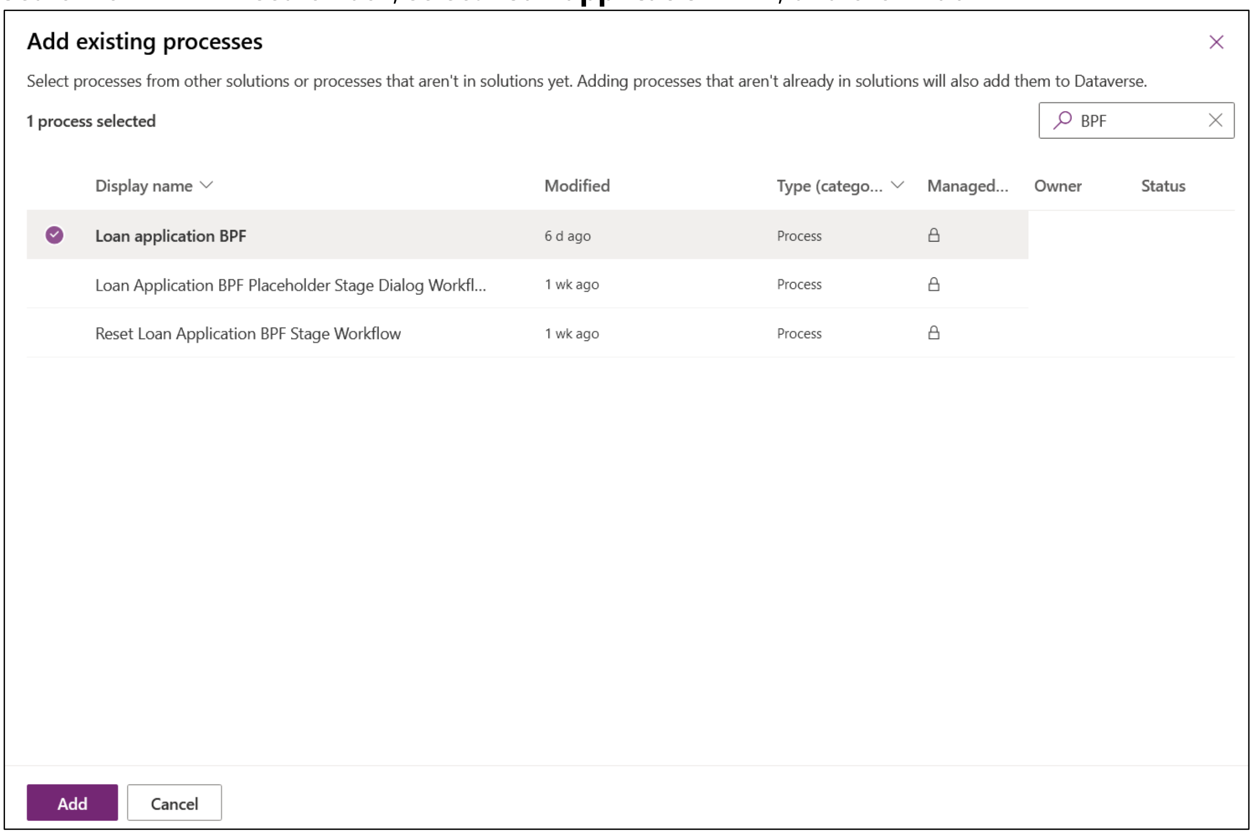
1. Click **Woodgrove Banking** to open the solution



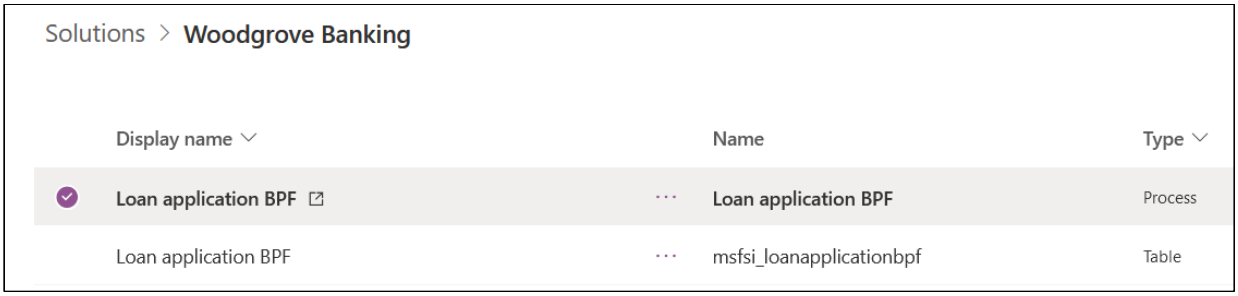
2. Click **+ Add existing** and then choose **Process**



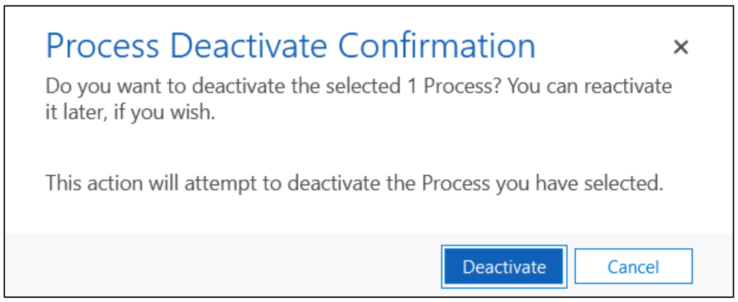
3. Search for "**BPF**" in search box, select **Loan application BPF**, and click **Add**



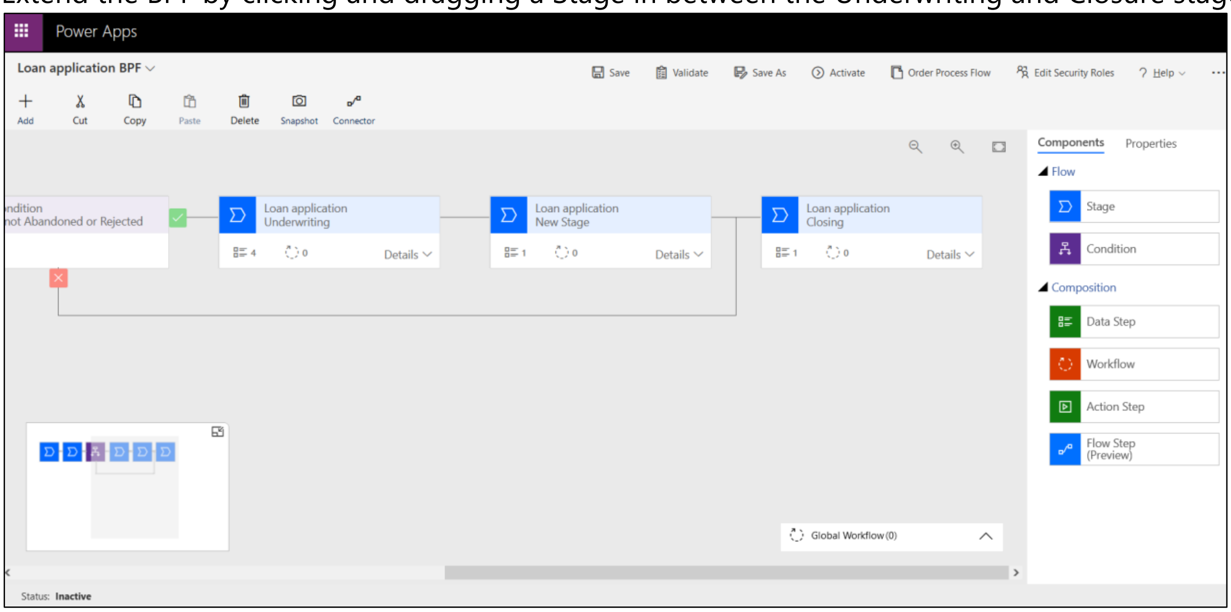
4. Open the **Loan application BPF**



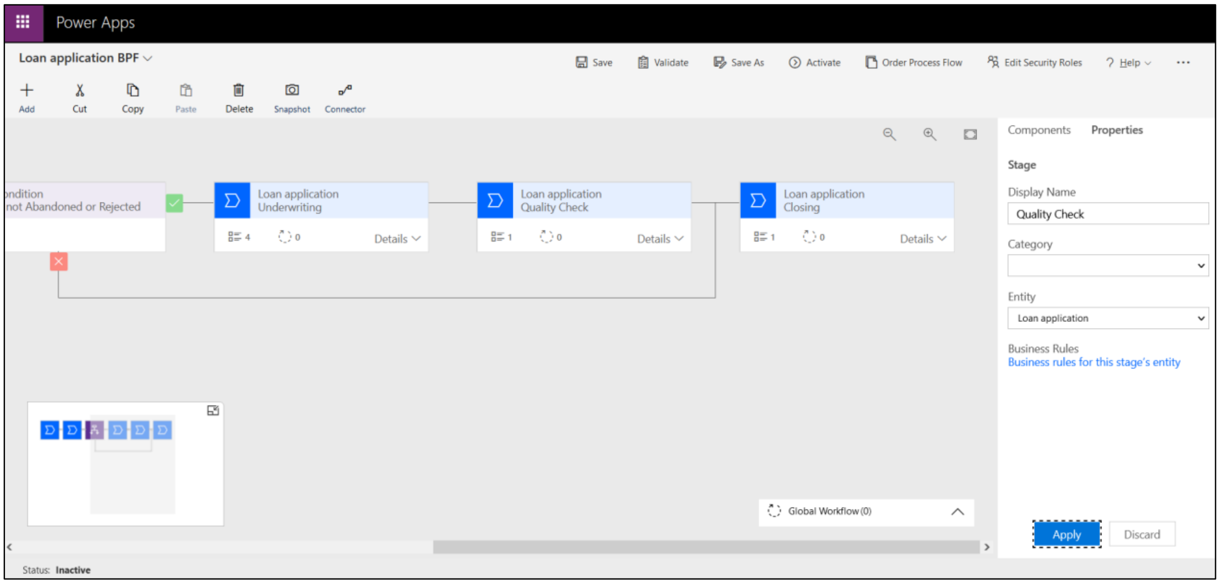
5. Deactivate the BPF



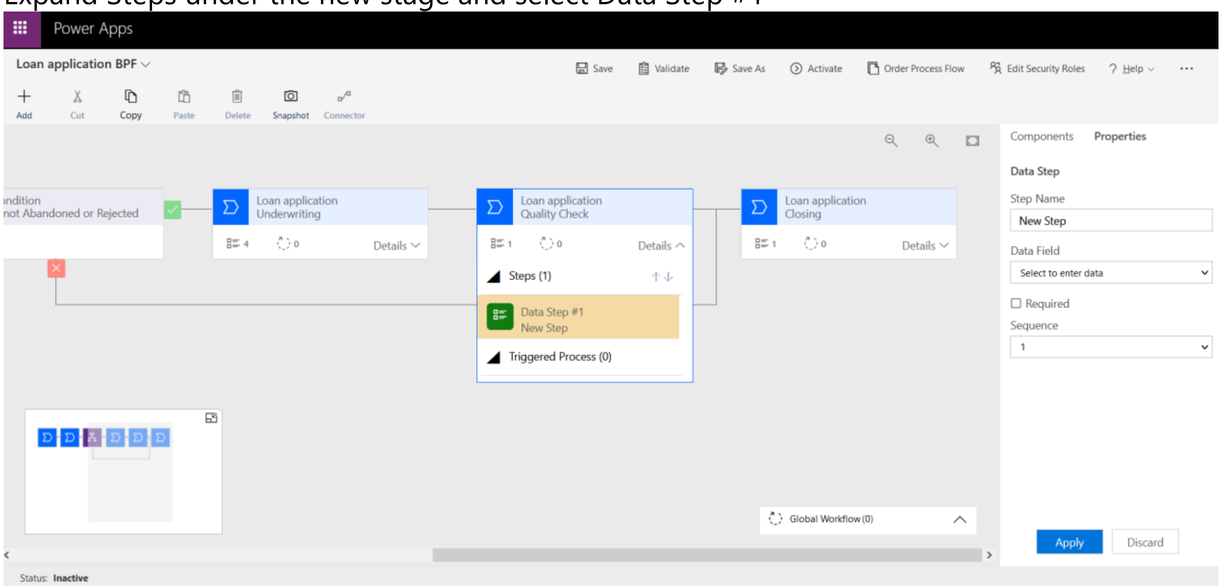
6. Extend the BPF by clicking and dragging a Stage in between the Underwriting and Closure stages



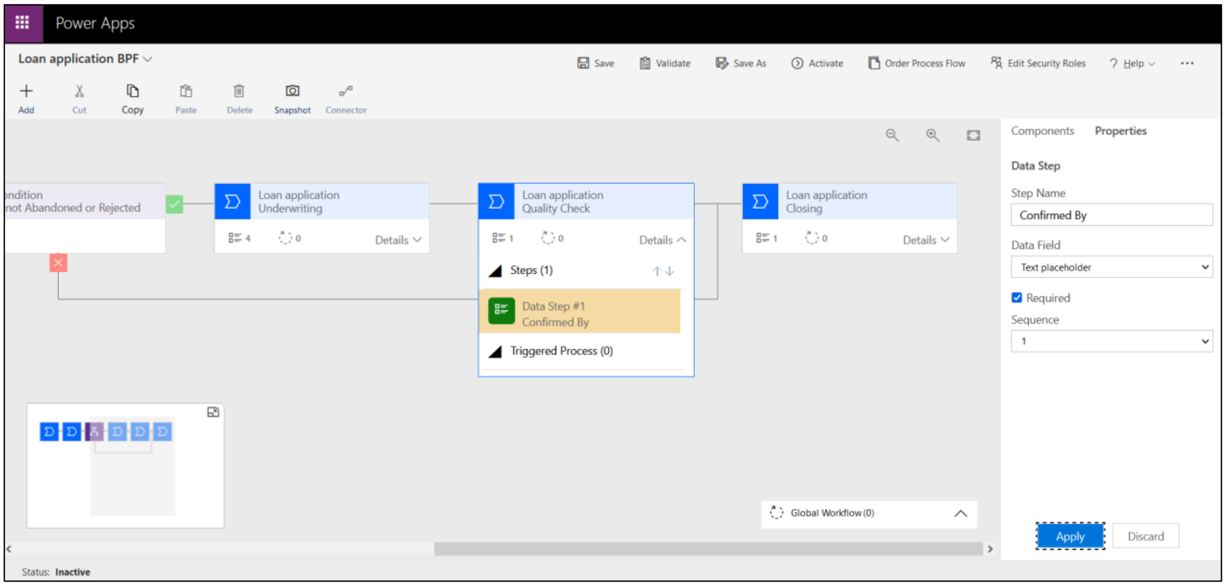
7. Select the New Stage, give it a Display Name of Quality Check and click Apply



8. Expand Steps under the new stage and select Data Step #1

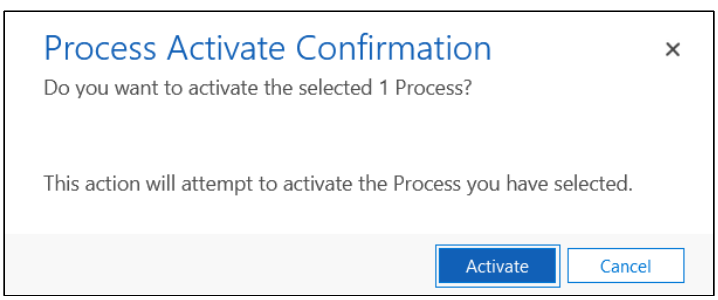


9. Enter the following information and click **Apply**:
    a. **Step Name**: Confirmed By
    b. **Data Field**: Text placeholder
    c. **Required**: Yes



10. Click **Save** to save your changes

11. Click Activate to activate the BPF



Congratulations! You have extended the Loan application BPF by adding an additional stage for loan applications in Microsoft Cloud for Financial Services.

Exercise 3: Embed Loan Tracker in Microsoft Teams

In this exercise, you will configure integration with Microsoft Teams for [BANK]. Microsoft Teams offers several features useful for banks and other financial institutions. By integrating Microsoft Cloud for Financial Services with Microsoft Teams, you can improve the collaboration between your staff and enhance customer service.

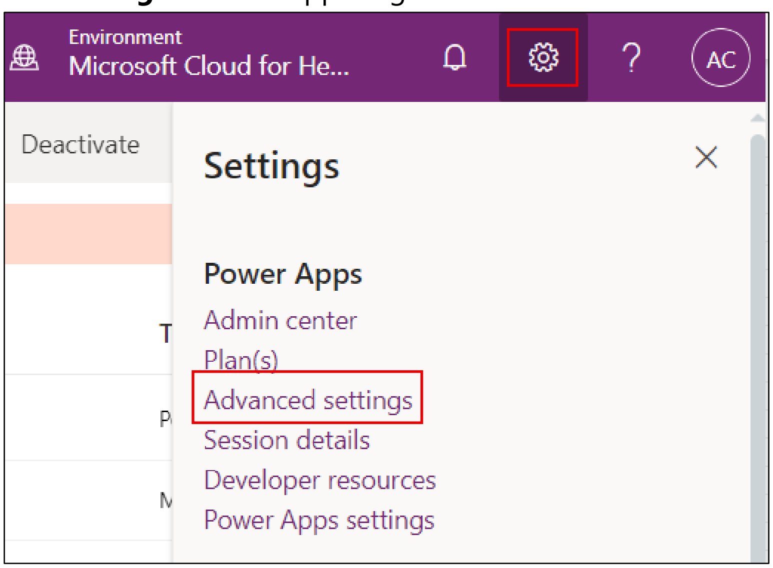
Additionally, your care team can use Microsoft Teams internally to do the following:

- Chat, call, post messages, and communicate as a team.
- Store and share files and documents to collaborate.
- Use Shifts to create, manage, and share schedules among your staff.

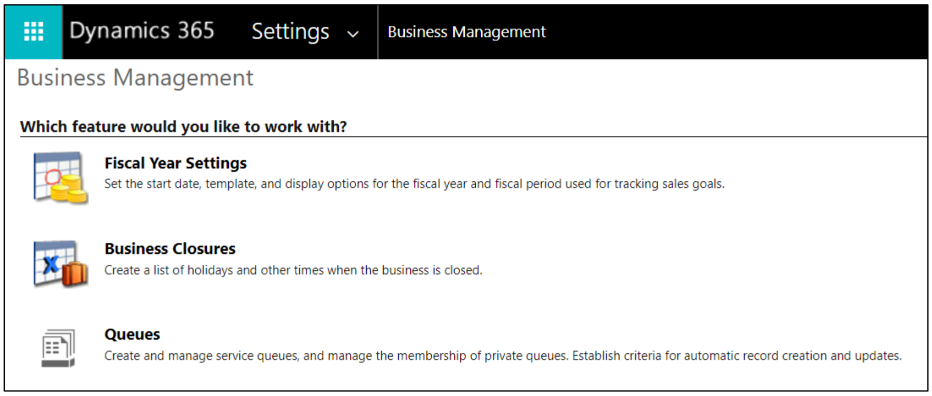
Task 1: Install and Set up Microsoft Teams Integration

By default, the Basic and Enhanced Microsoft Teams integration is disabled for customer engagement apps in Dynamics 365. In this Task, we will enable Microsoft Teams in Dynamics 365.

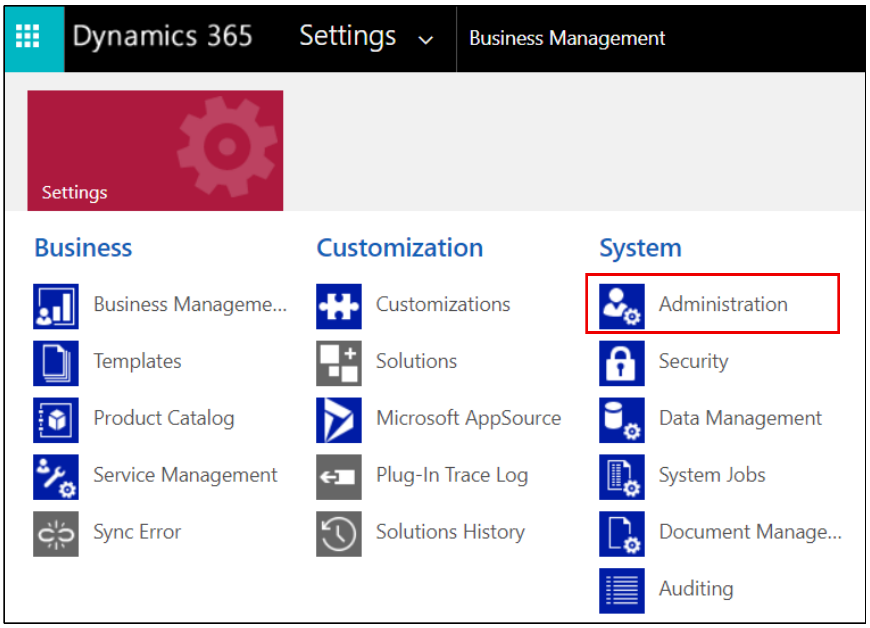
1. Go to [make.powerapps.com.](make.powerapps.com)
2. Select the **gear** in the upper right-hand corner and then select **Advanced Settings.**



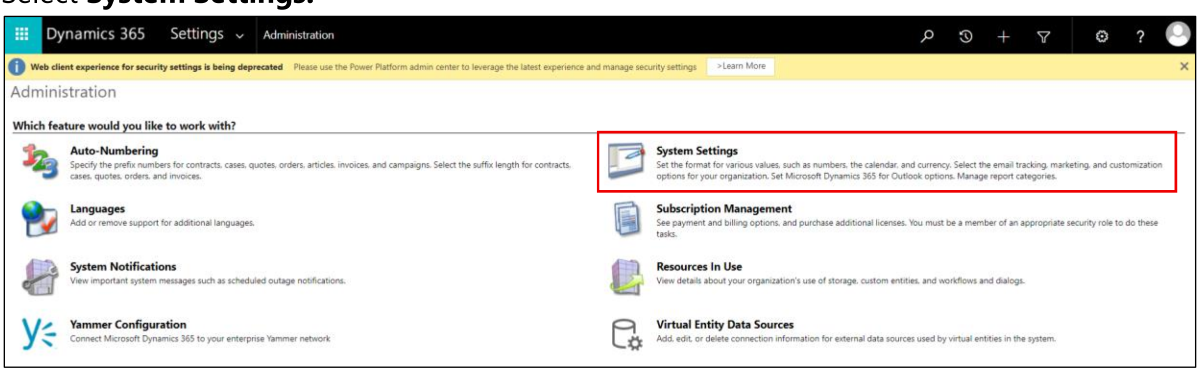
3. You will be landed in Dynamics 365 Business Management section.



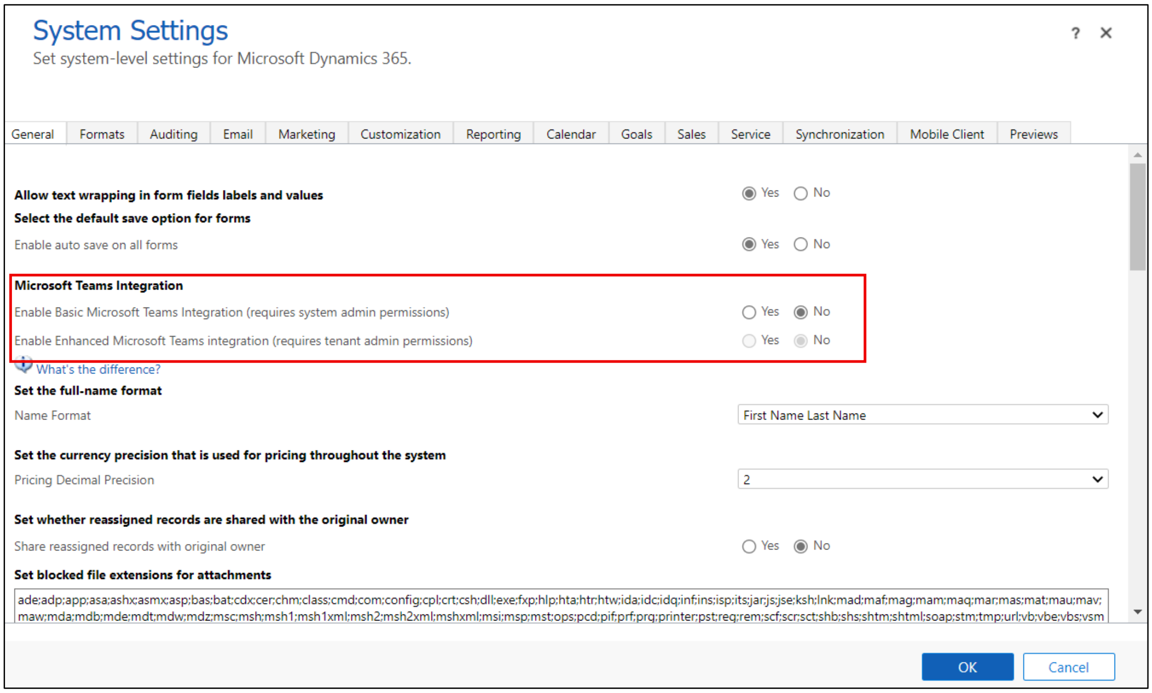
4. Go to **Settings → System → Administration.**



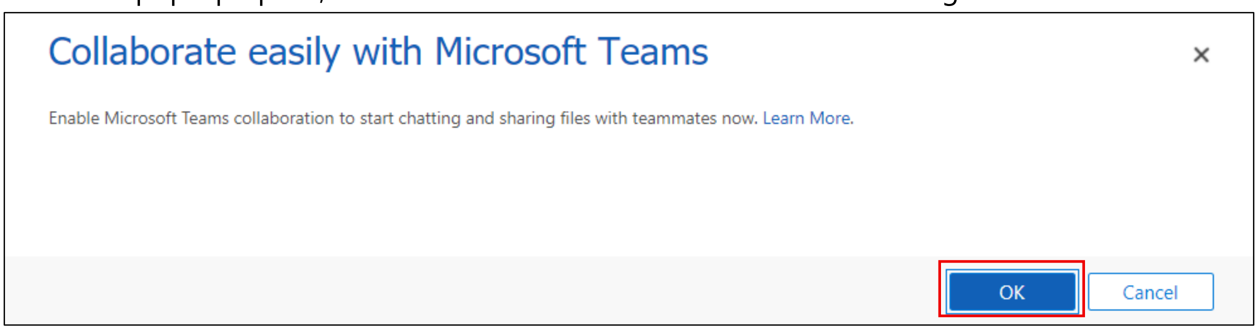
5. Select **System Settings.**



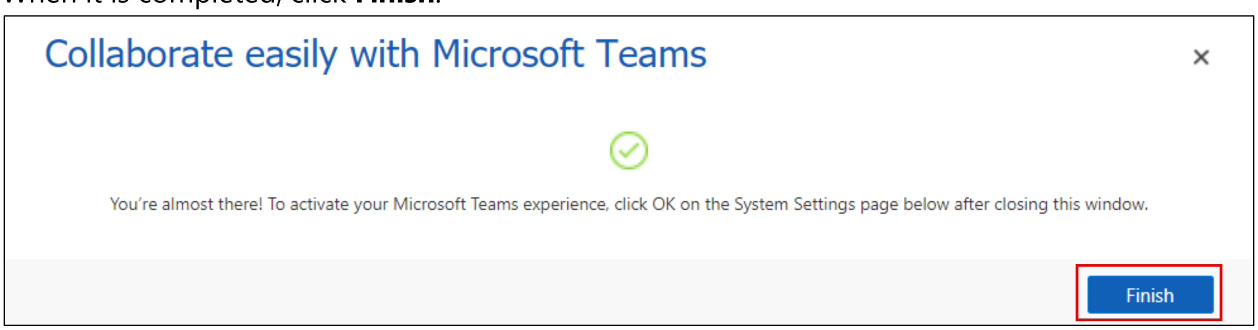
6. Under **Microsoft Teams Integration**, switch Enable **Basic** Microsoft Teams Integration over to **Yes**.



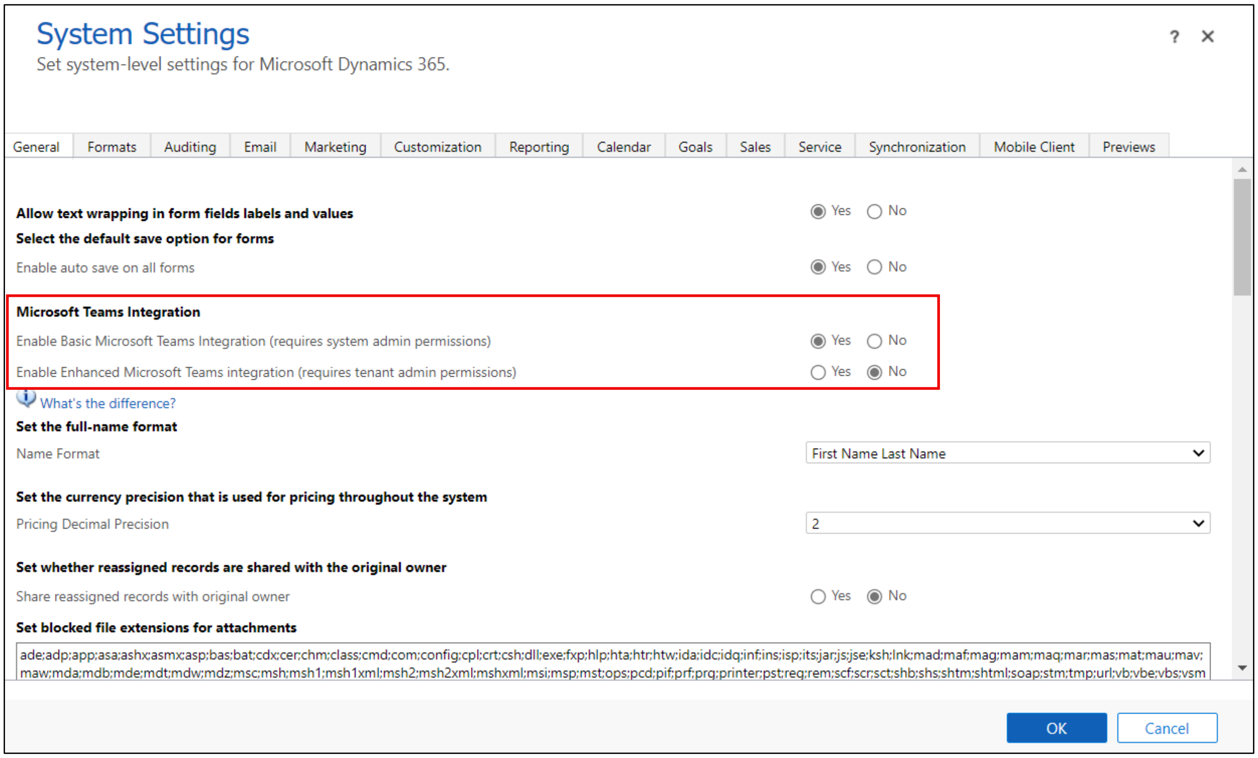
7. When the pop-up opens, click **OK**. This will take several minutes to configure.



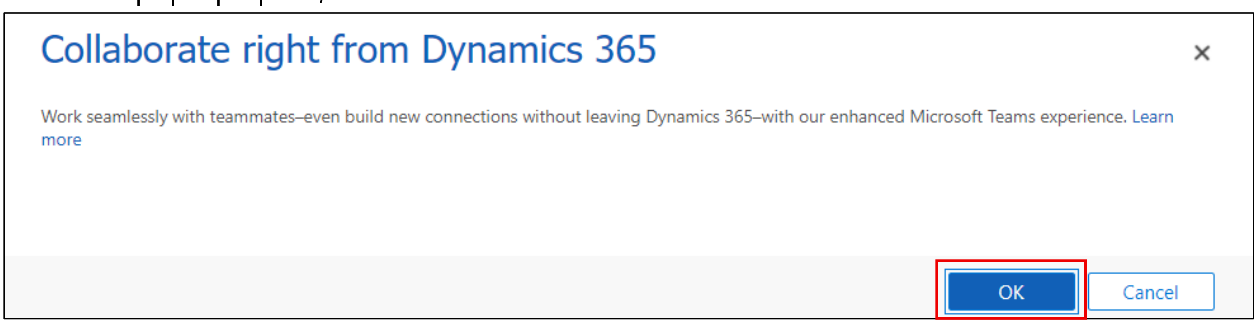
8. When it is completed, click **Finish**.



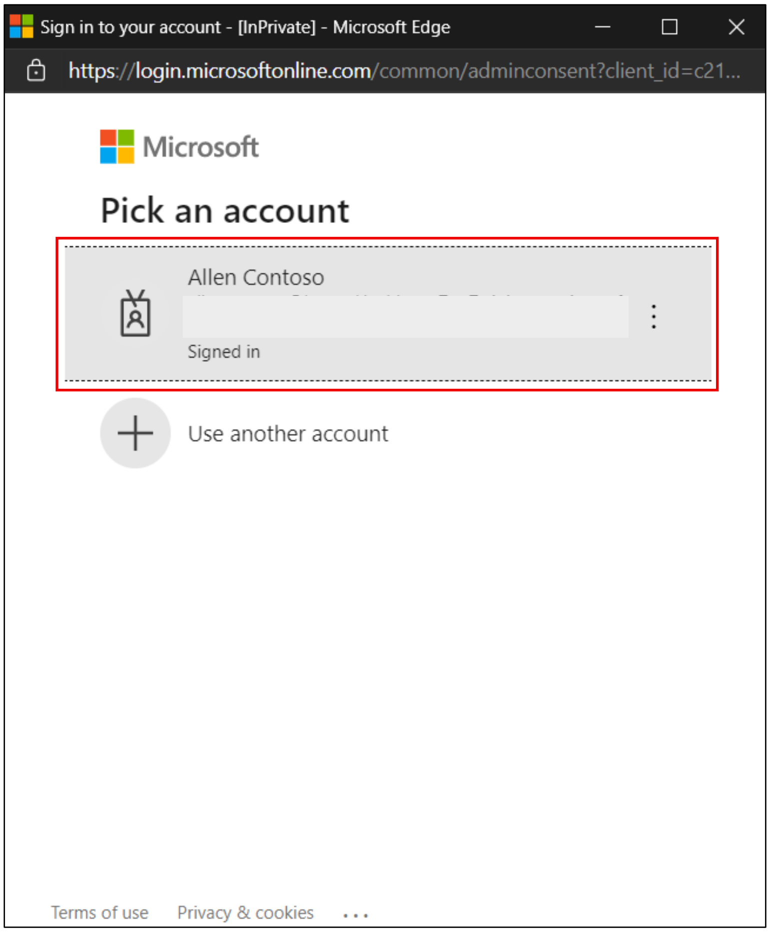
9. Once back on System Settings, switch Enable **Enhanced** Microsoft Teams integration to **Yes**.



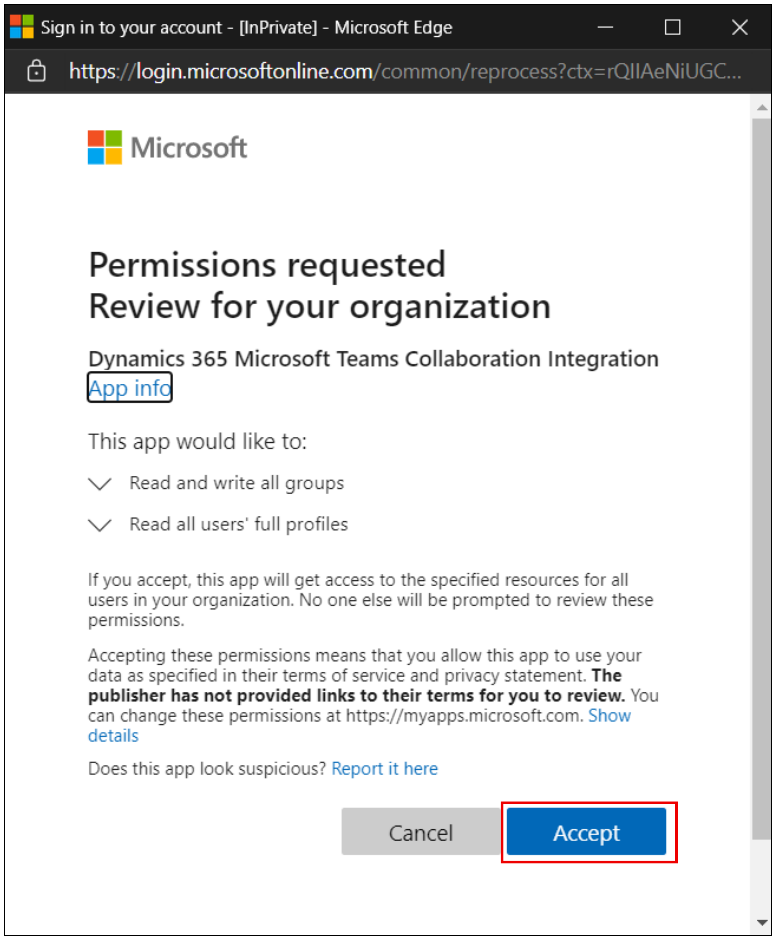
10. When the pop-up opens, click **OK**



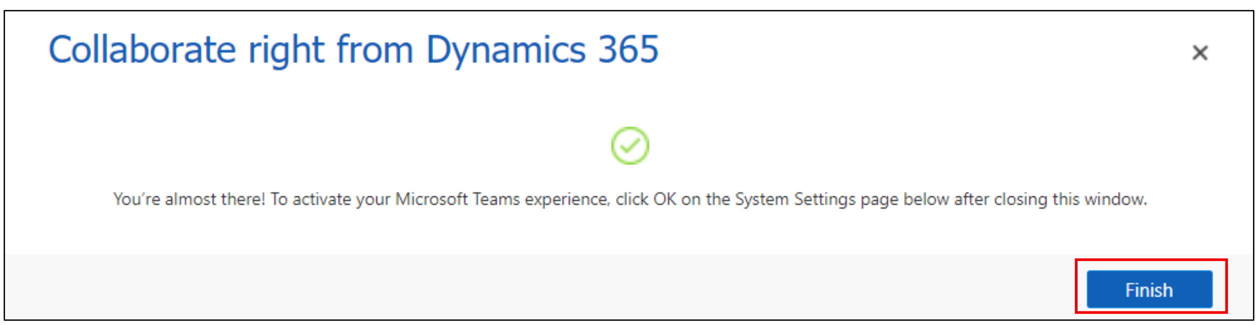
11. Another pop-up window will open. Select the user that you are signed in as currently.



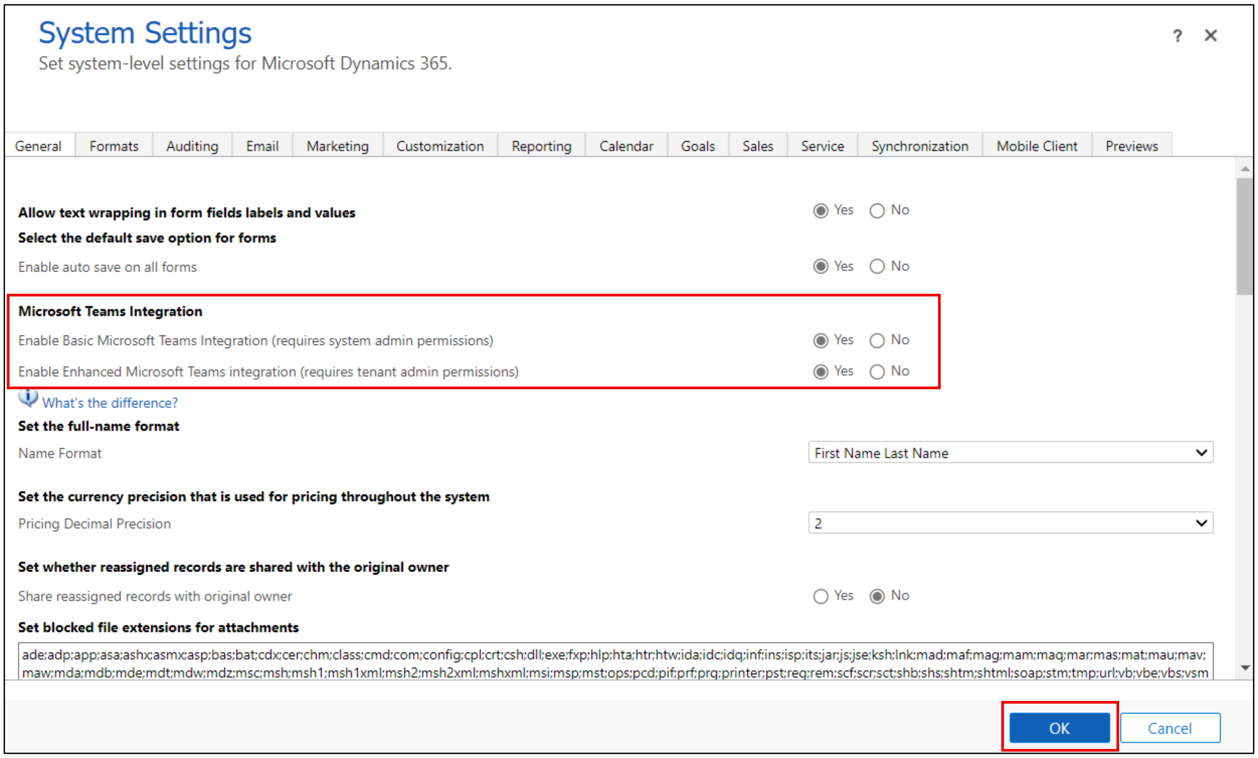
12. Click **Accept**.



13. Click **Finish**.



14. You will now see that both Microsoft Teams Integration settings are set to Yes. Click **OK**.



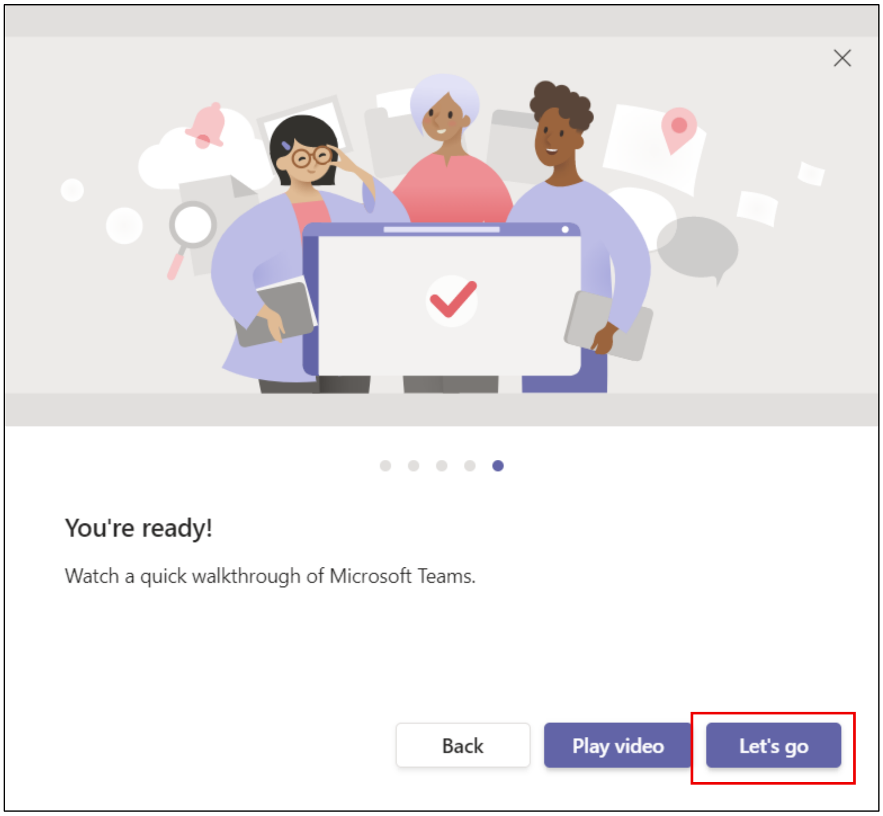
Congratulations! You have enabled Microsoft Teams integration for Dynamics 365.

Task 2: Embed Loan Tracker App in Microsoft Teams

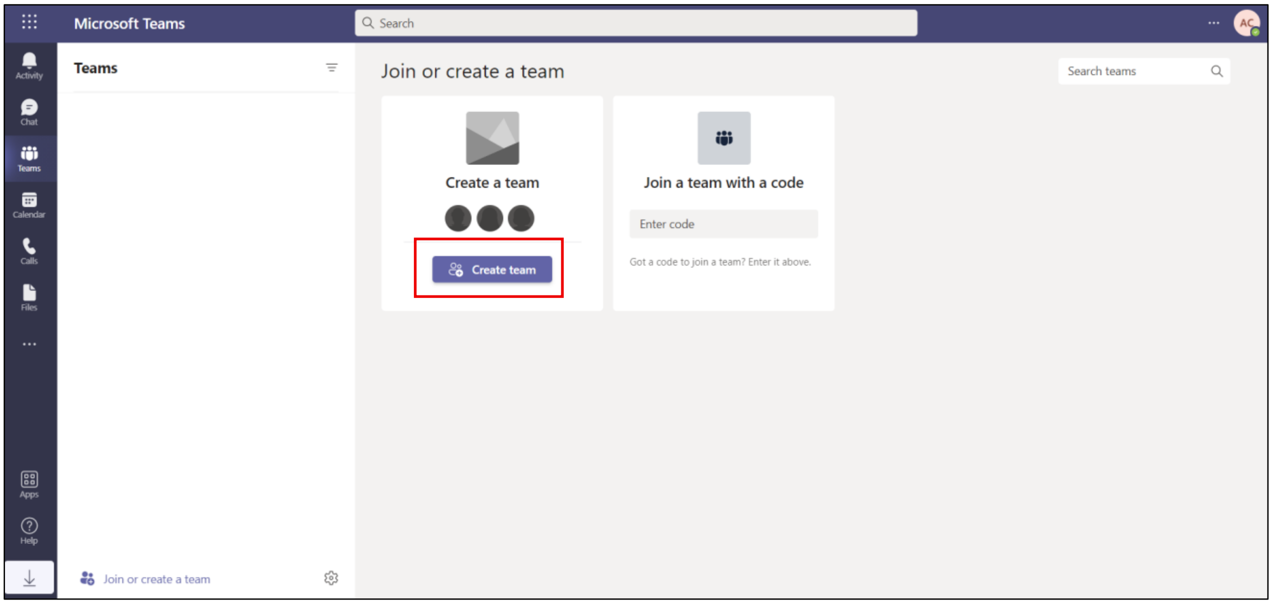
In this task, you will customize the Microsoft Teams experience for a practitioner by embedding the Loan Tracker app to the Teams channel in your environment*.

*We will be utilizing the Microsoft Teams web experience for this task.

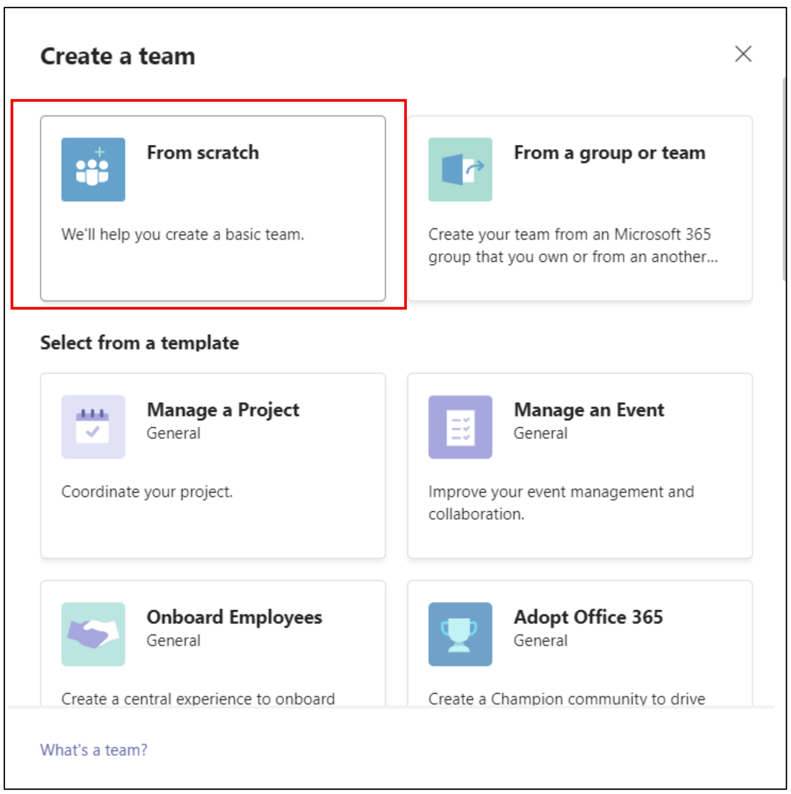
1. While logged in to your Microsoft 365 tenant, open a new tab and go to teams.microsoft.com.
2. Click **Next** through the prompts, and then click **Let's Go.**



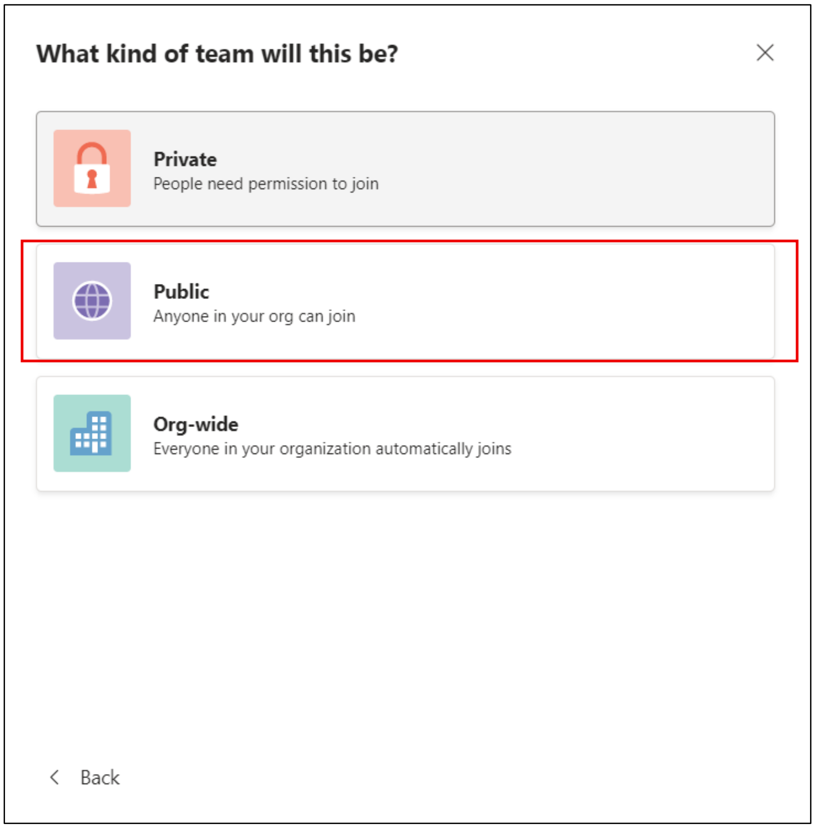
3. Select Teams on the left navigation bar and then click **Create Team.**



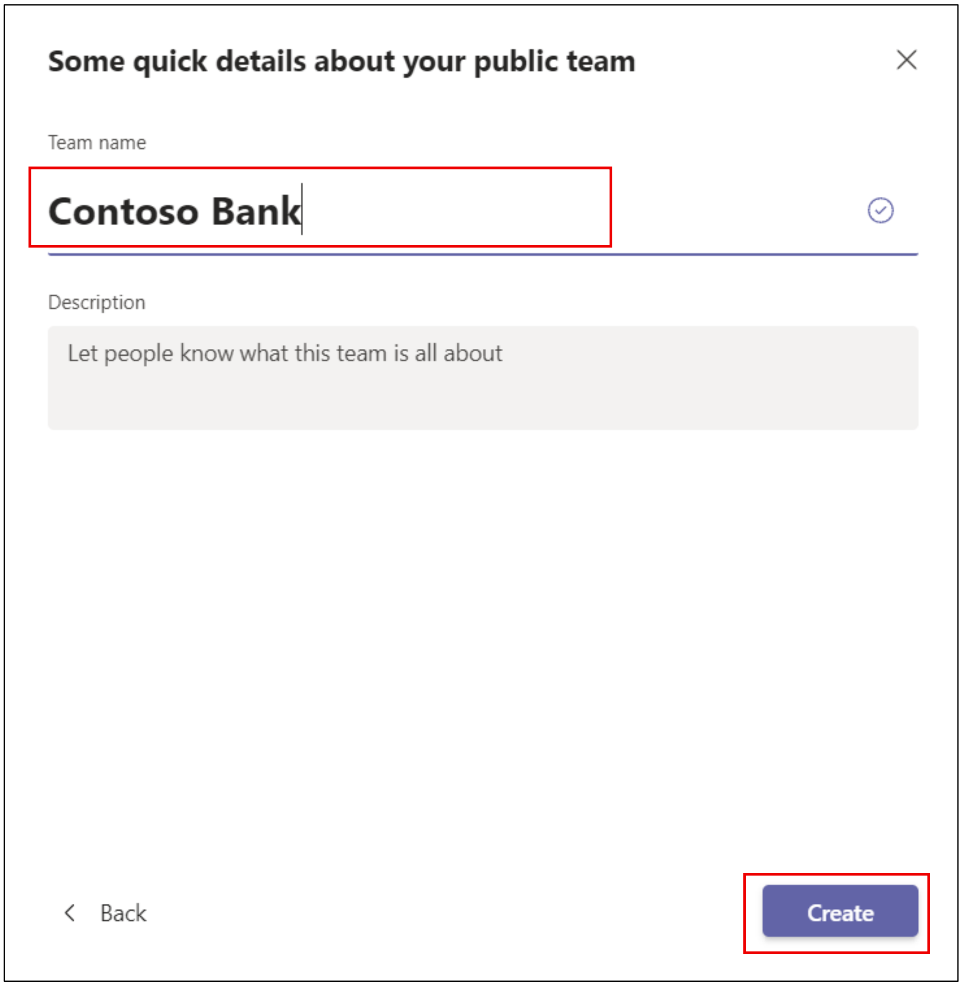
4. Click **From scratch.**



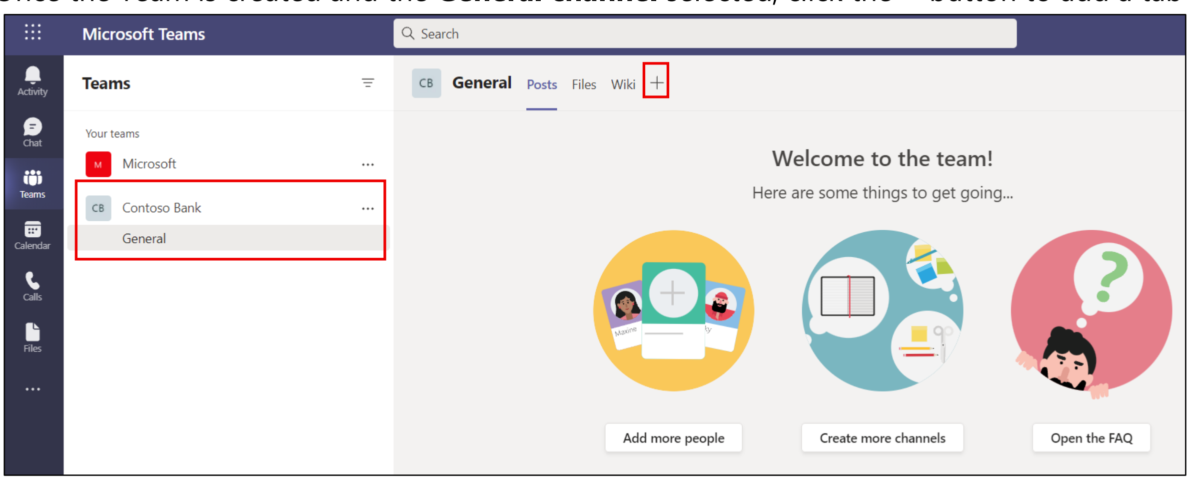
5. Click Public.



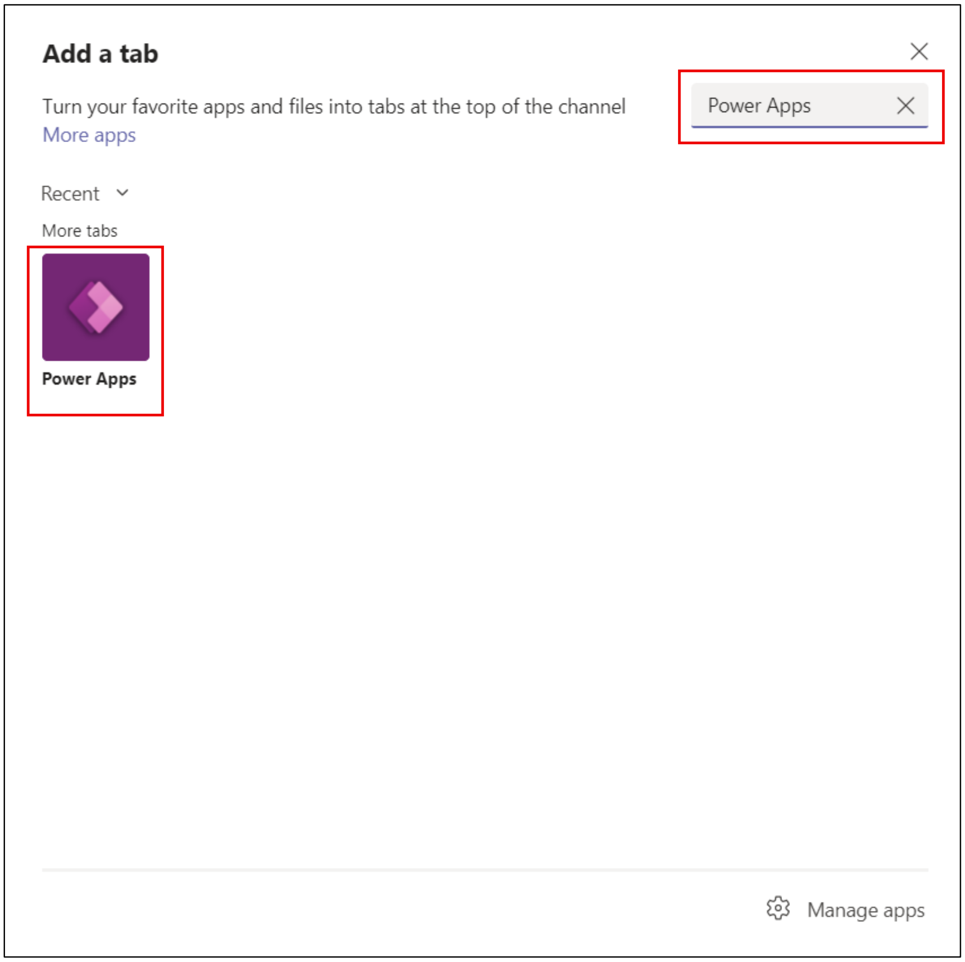
6. Call the Team “**Contoso Bank**” and click Create.



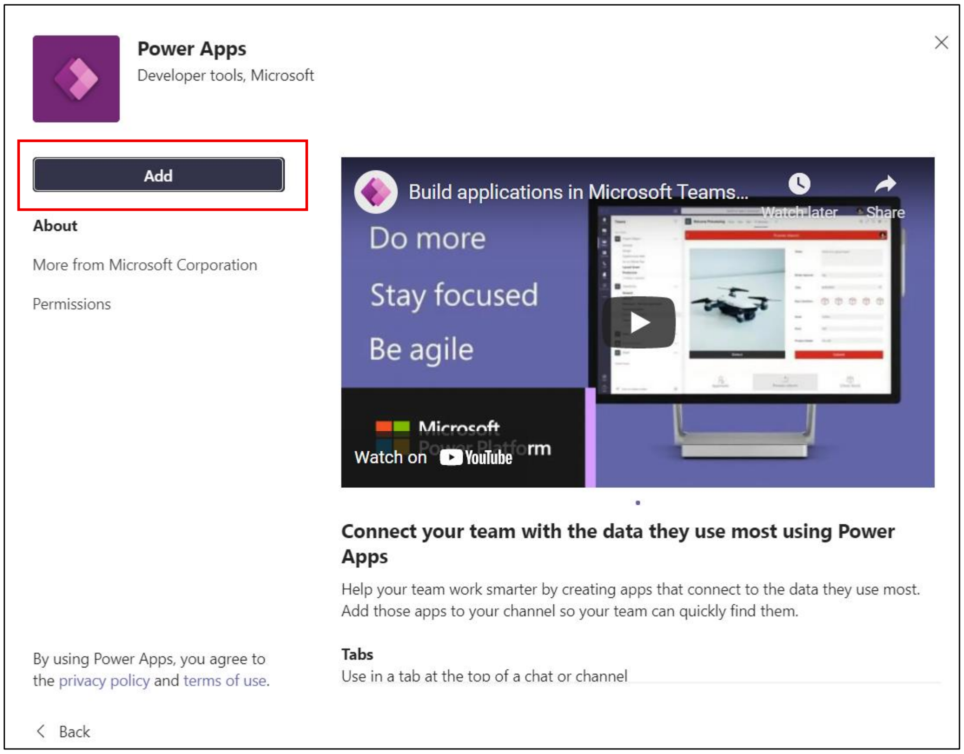
7. Once the Team is created and the **General channel** selected, click the **+** button to add a tab



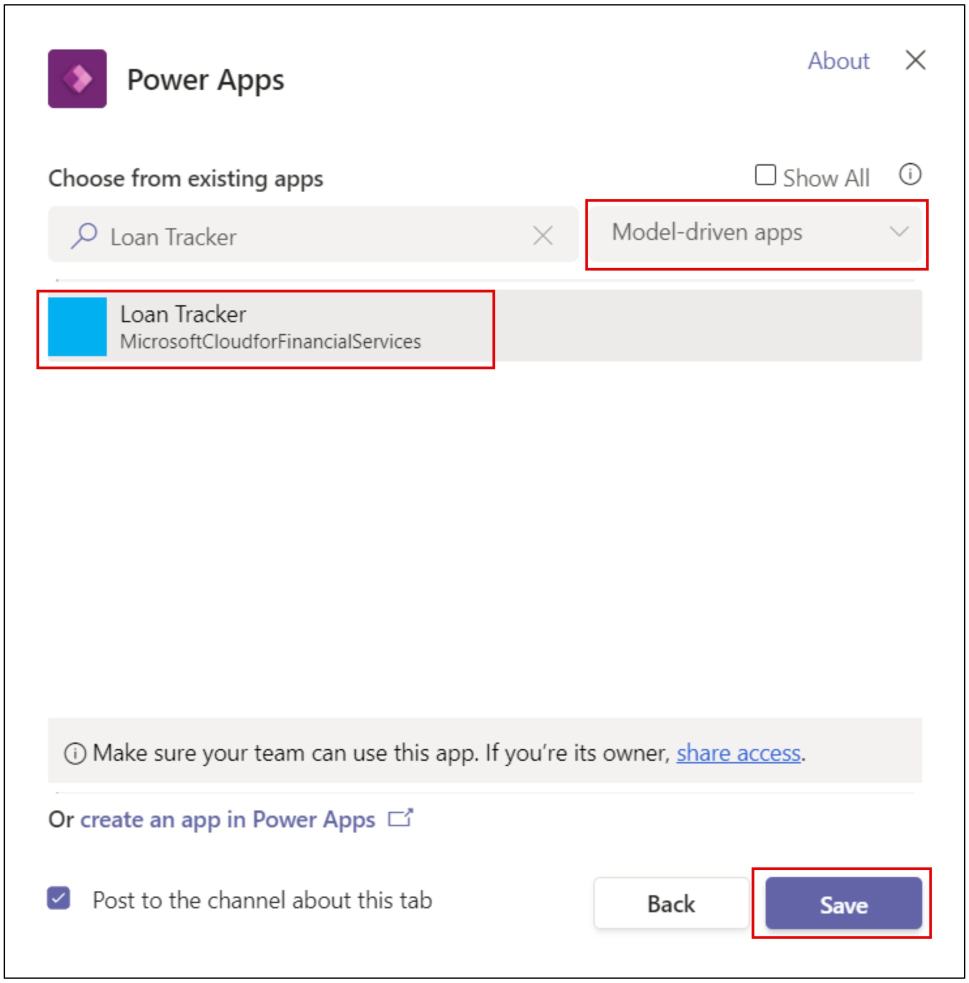
8. Search for “Power Apps” and select **Power Apps**


Add a tab
Turn your favorite apps and files into tabs at the top of the channel
More apps
Power Apps
Recent
More tabs
Power Apps
Manage apps

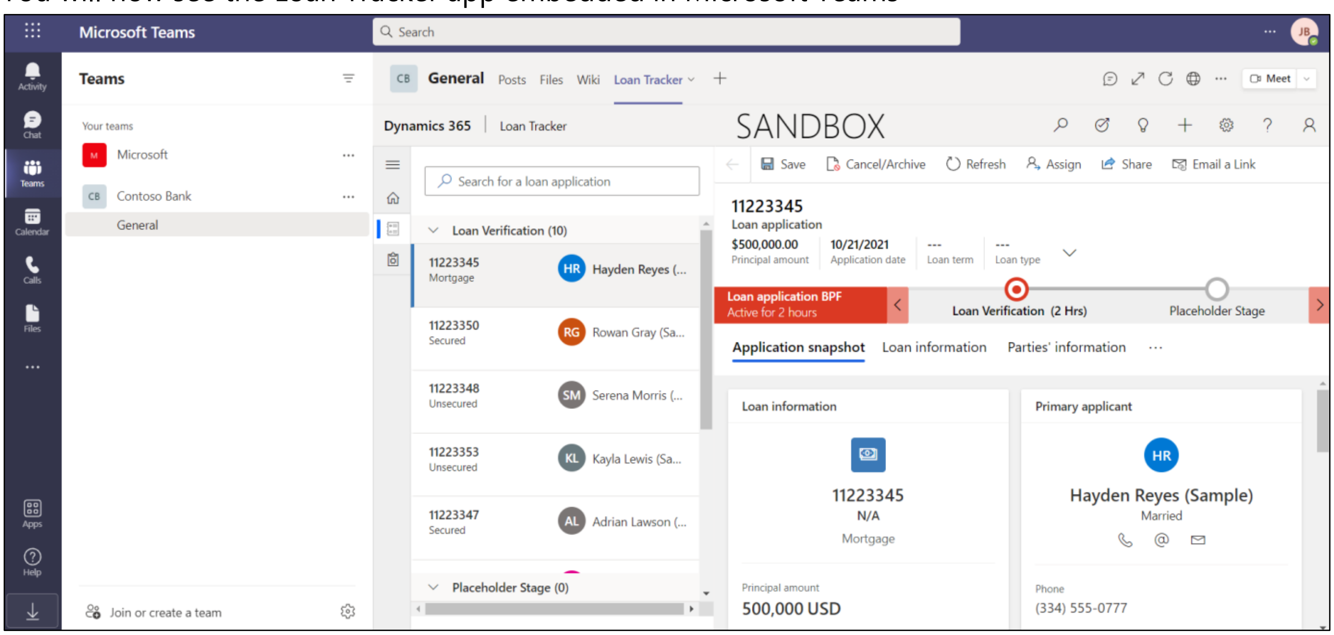
9. Click **Add**



10. Select **Model-driven apps** form the dropdown menu, then search for and select **Loan Tracker** and click **Save**.



11. You will now see the Loan Tracker app embedded in Microsoft Teams



Congratulations! You have embedded the Loan Tracker app in Microsoft Teams.

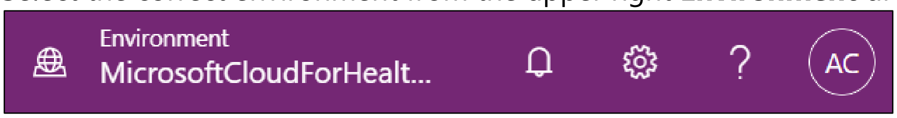
Exercise 4: Submit and approve a loan

In this exercise, you will learn how to do the following:

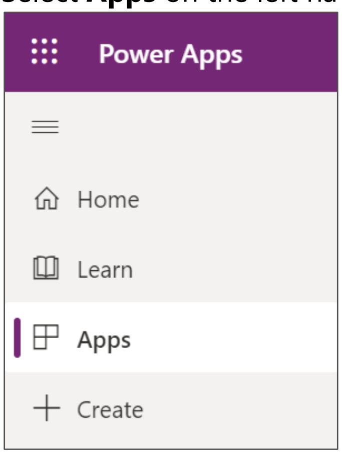
1. Log into the Retail Banking portal as a customer and submit a loan request
2. Log into Loan Tracker in Microsoft Teams as a Loan Representative and approve the loan

Task 1: Log into the Retail Banking portal as a customer and submit a loan request

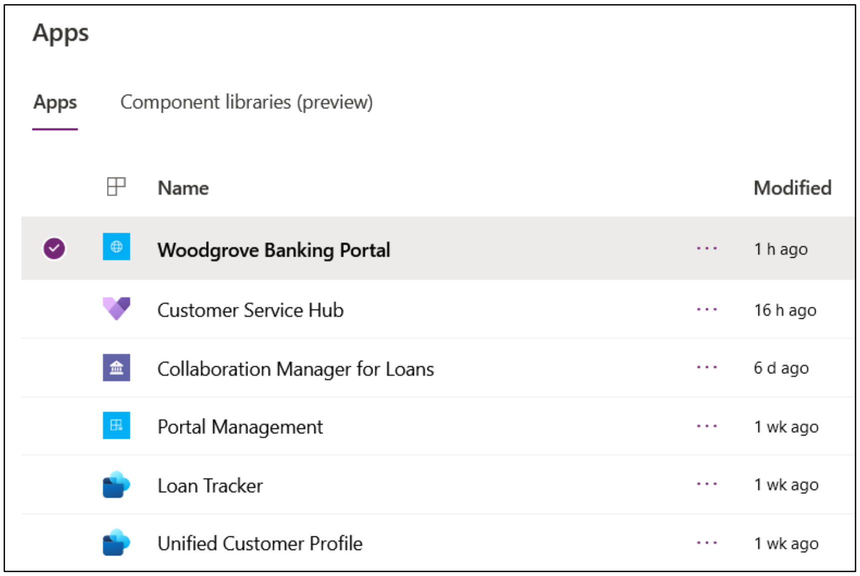
1. Using an In-Private or Incognito window, navigate to Power Apps.
2. Select the correct environment from the upper right **Environment** drop down.

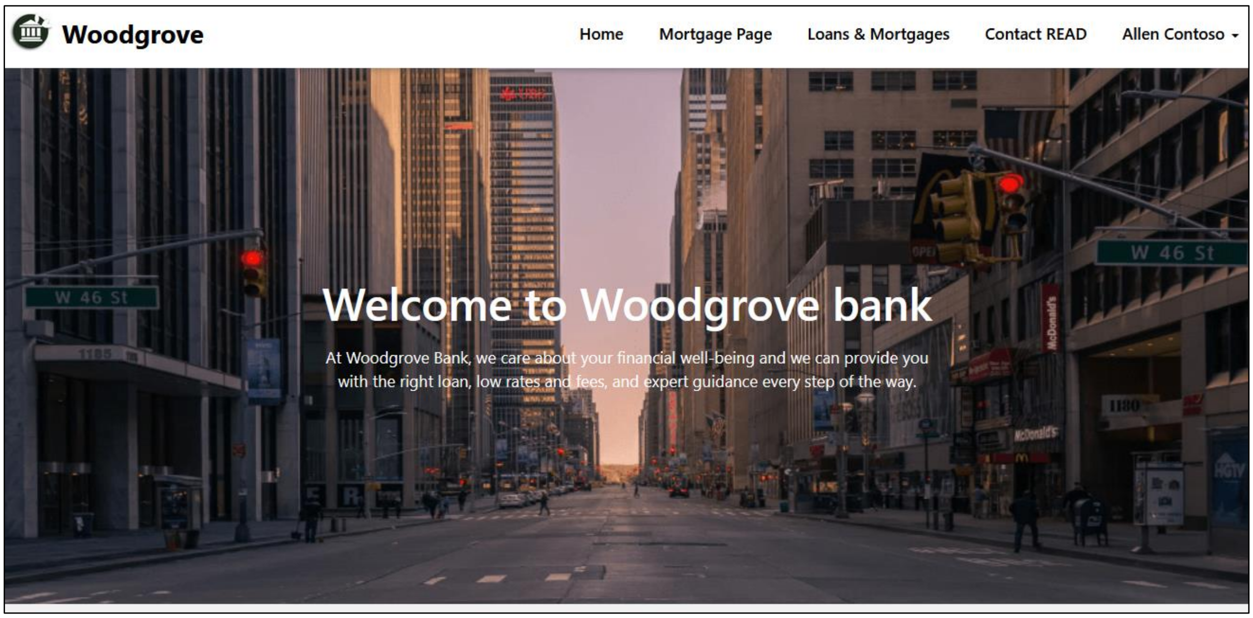


3. Select **Apps** on the left navigation bar.

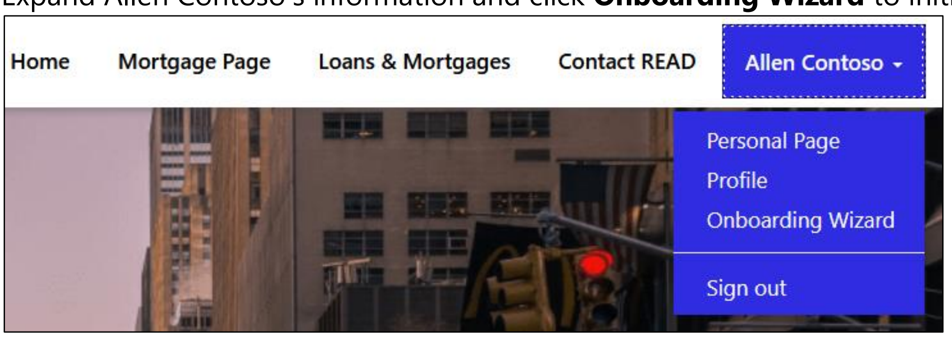


4. Open the Woodgrove Banking Portal and sign in as Allen Contoso



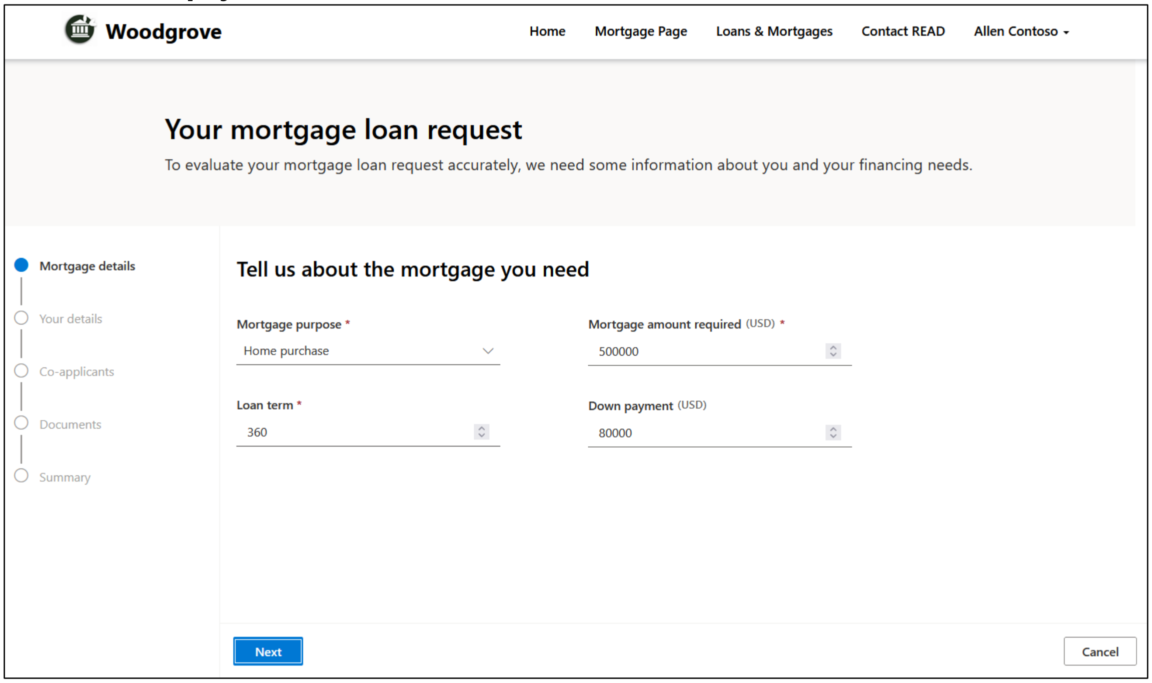


5. Expand Allen Contoso’s information and click **Onboarding Wizard** to initiate a mortgage loan request.

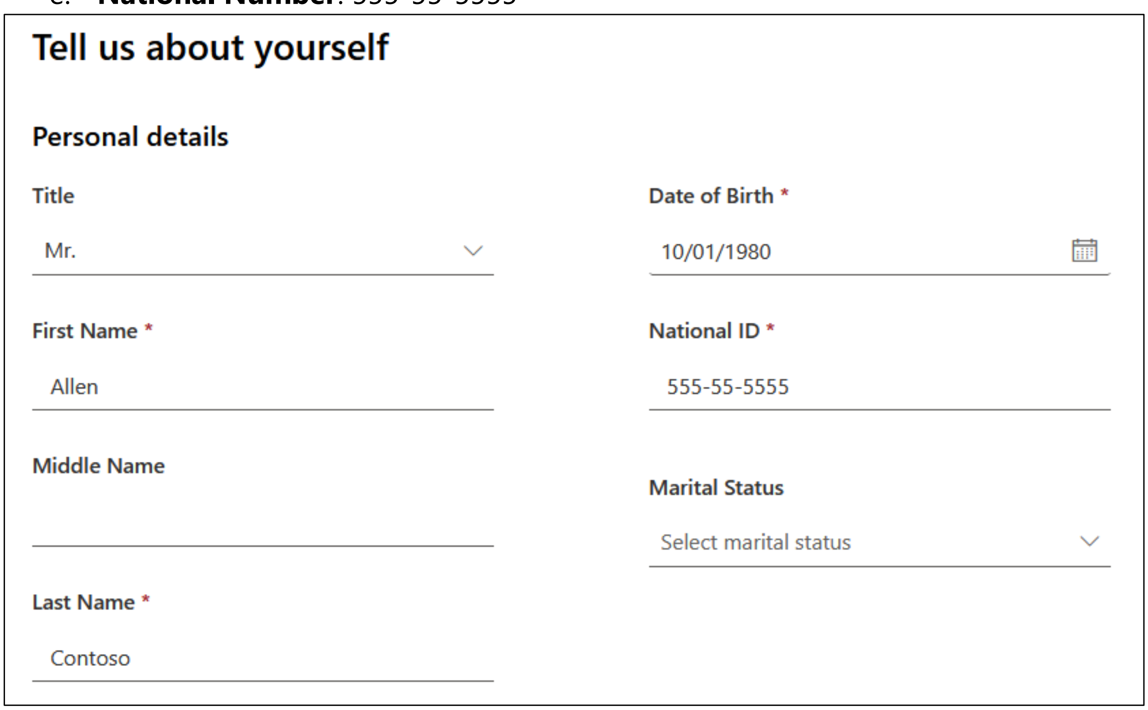


6. Under Mortgage Details, fill out the following information and click **Next**:
   a. **Mortgage Purpose**: Home purchase

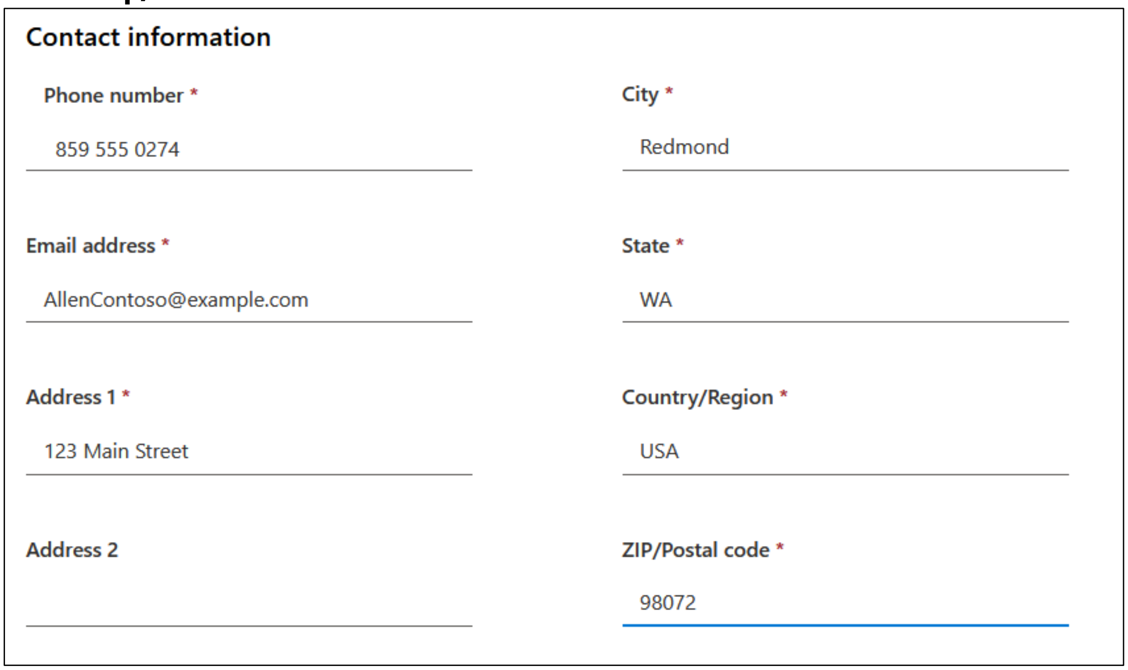
b. **Loan Term**: 360
c. **Mortgage amount required (USD):** 500,000
d. **Down payments (USD):** 80,000



7. Under Your details, fill out the following information and click **Next**:
    a. **Title**: Mr.
    b. **First Name**: Allen
    c. **Last Name**: Contoso
    d. **Date of Birth**: 10/01/1980
    e. **National Number**: 555-55-5555



f. **Phone number**: (859) 555-0274
g. **Street address 1**: 123 Main Street
h. **Email Address**: AllenContoso@example.com
i. **City**: Redmond
j. **State**: WA
k. **Country/Region**: USA
l. **Zip/Postal Code**: 98072


Contact information

Phone number *
859 555 0274

City *
Redmond

Email address *
AllenContoso@example.com

State *
WA

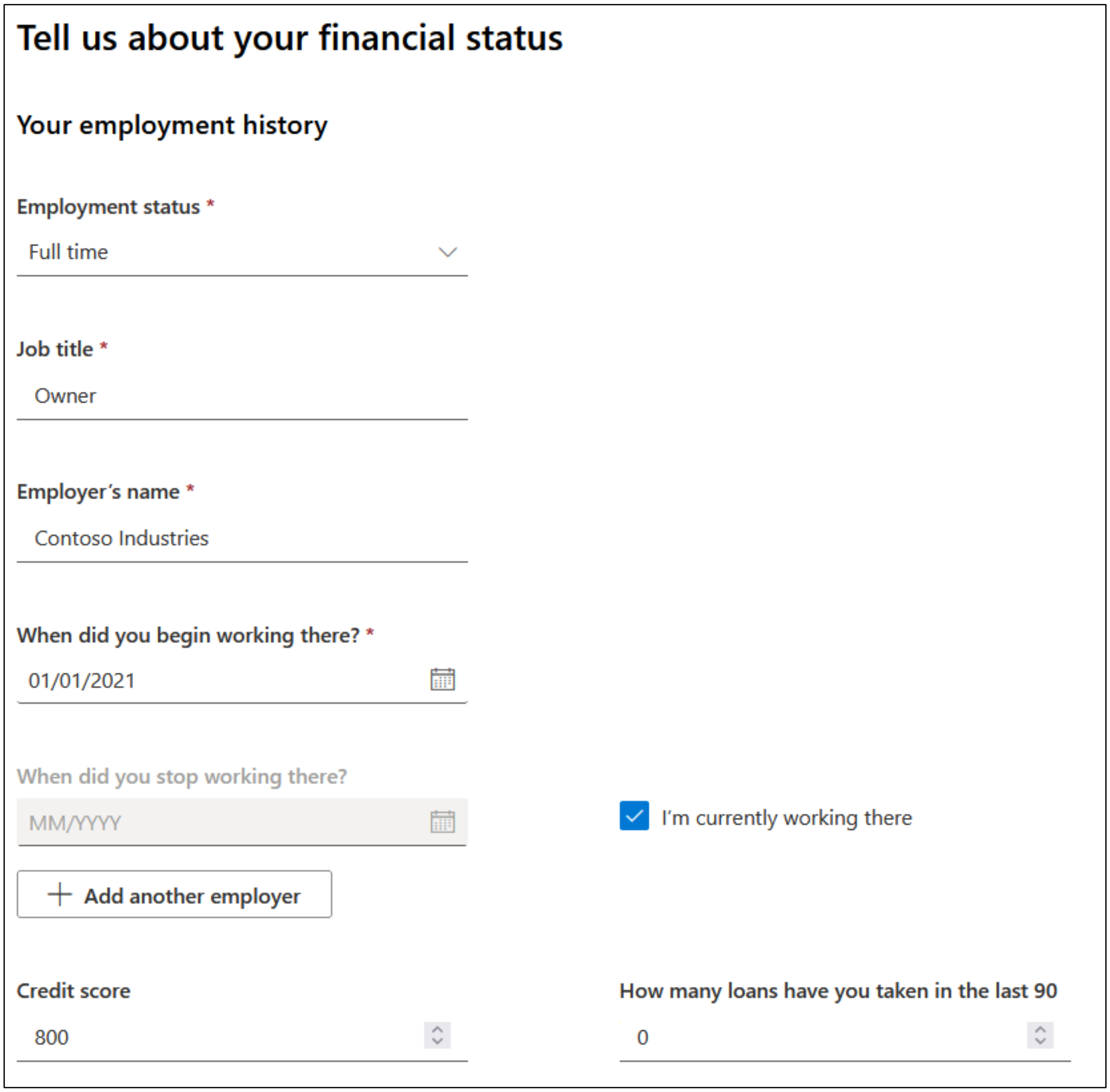
Address 1 *
123 Main Street

Country/Region *
USA

Address 2

ZIP/Postal code *
98072

m. **Employment's status**: Full time
n. **Job Title**: Owner
o. **Employer's name**: Contoso Industries
p. **When did you begin working there?**: 01/01/2021
q. **I'm currently working there**: Yes
r. **Credit score:** 800
s. **How many loans have you taken in the last 90 days:** 0



Tell us about your financial status

Your employment history

Employment status *

Full time

Job title *

Owner

Employer's name *

Contoso Industries

When did you begin working there? *

01/01/2021

When did you stop working there?

MM/YYYY

I'm currently working there

+ Add another employer

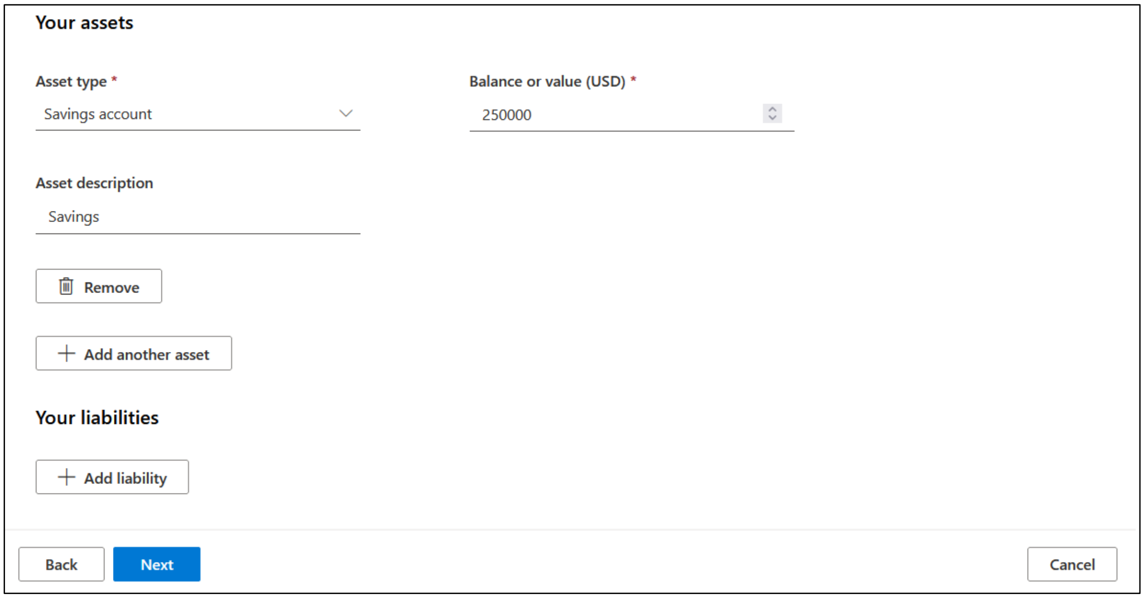
Credit score

800

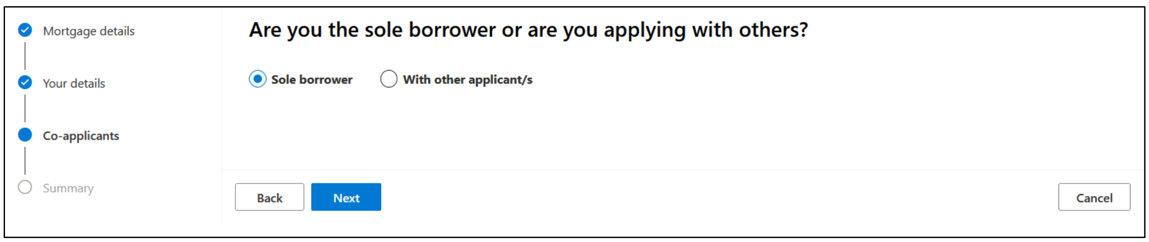
How many loans have you taken in the last 90

0

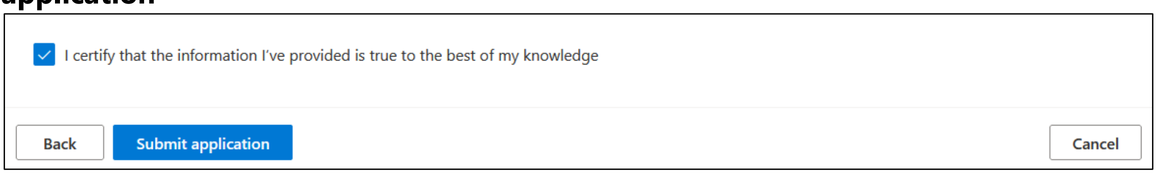
t. **Asset type:** Savings account
u. **Balance or value (USD):** 250000
v. **Asset description:** Savings



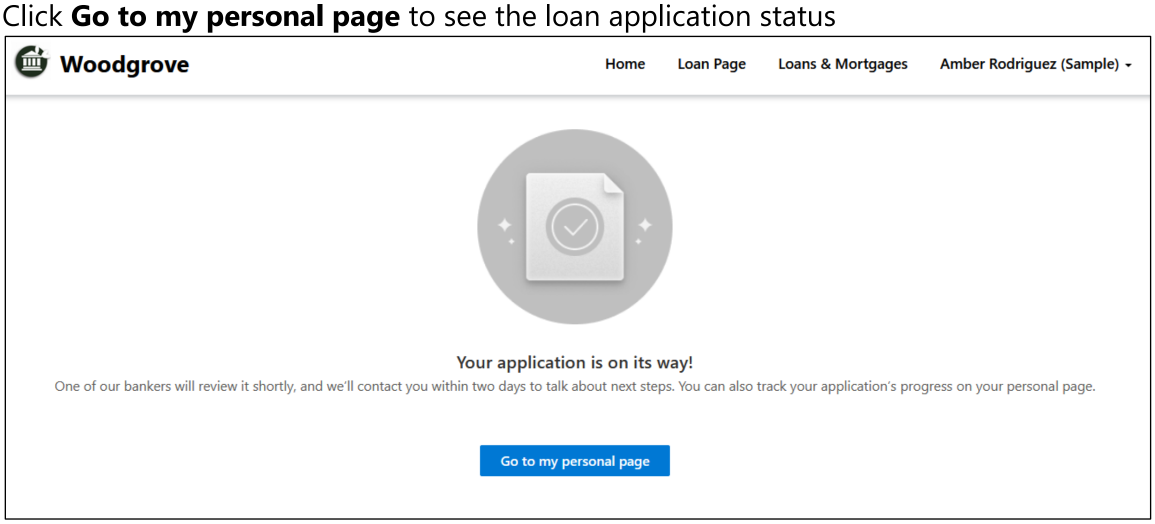
8. Select **Sole borrower** and then click **Next**

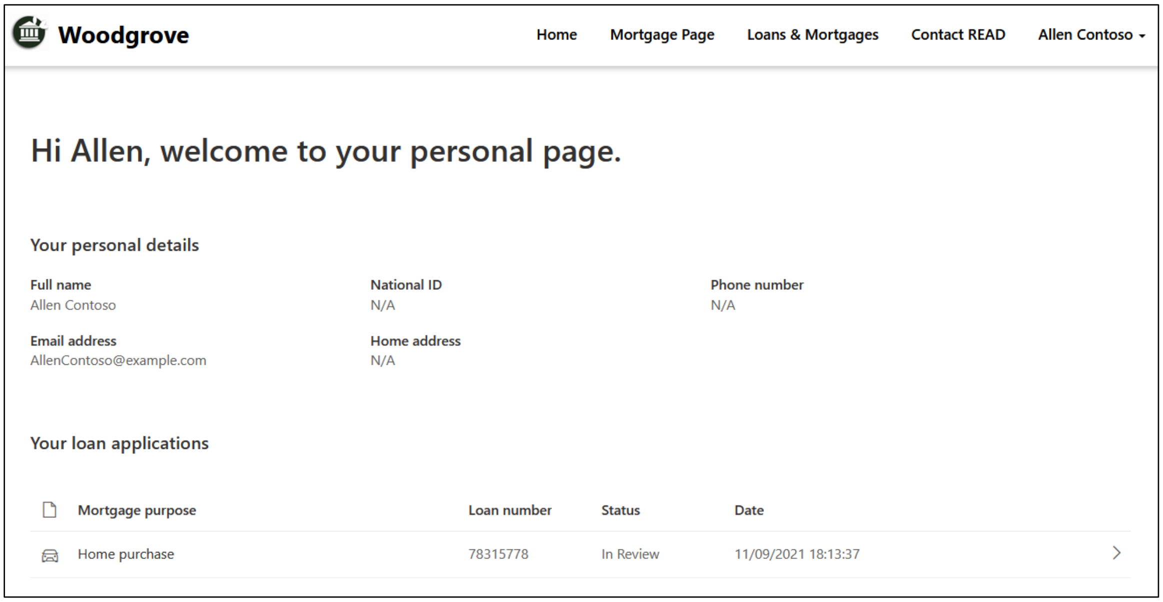


9. Scroll down to the bottom of the page, **check** the certification check box and click **Submit application**



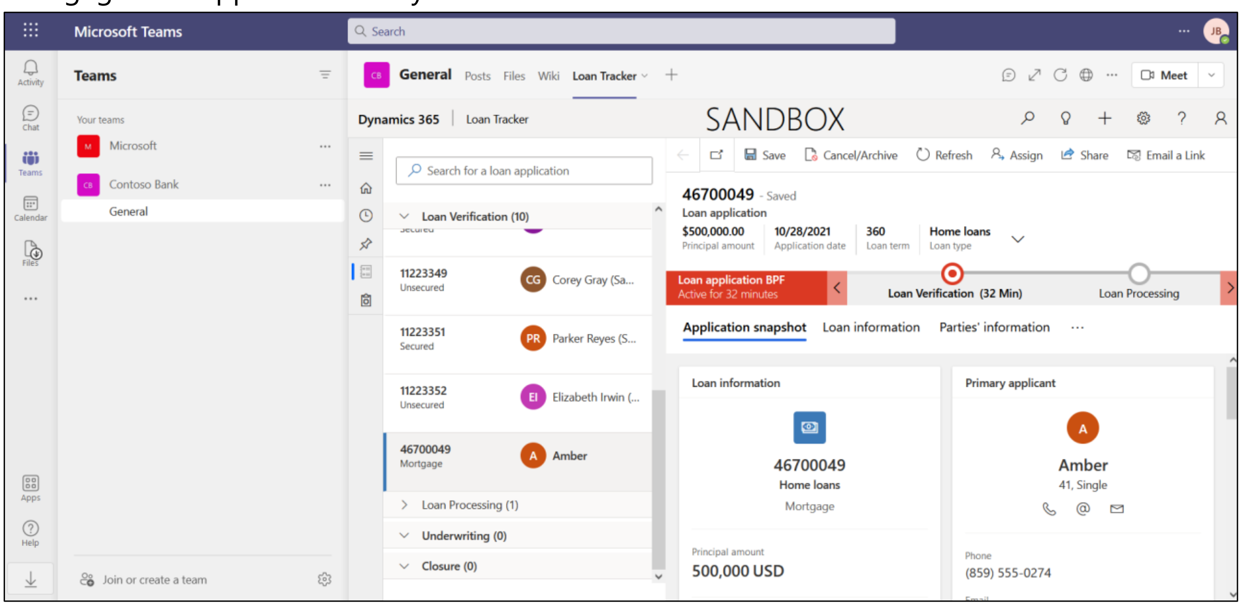
10. Click **Go to my personal page** to see the loan application status



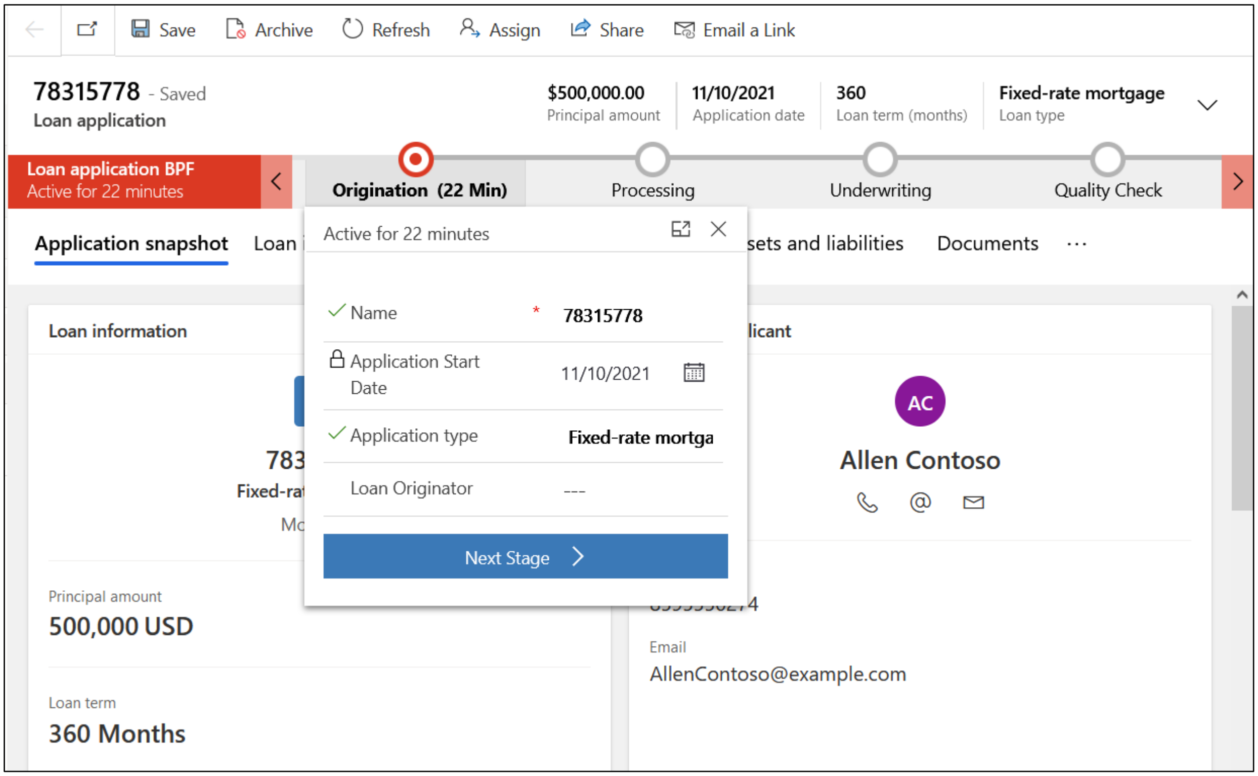


Task 2: Log into Loan Tracker in Microsoft Teams as a Loan Representative and approve the loan

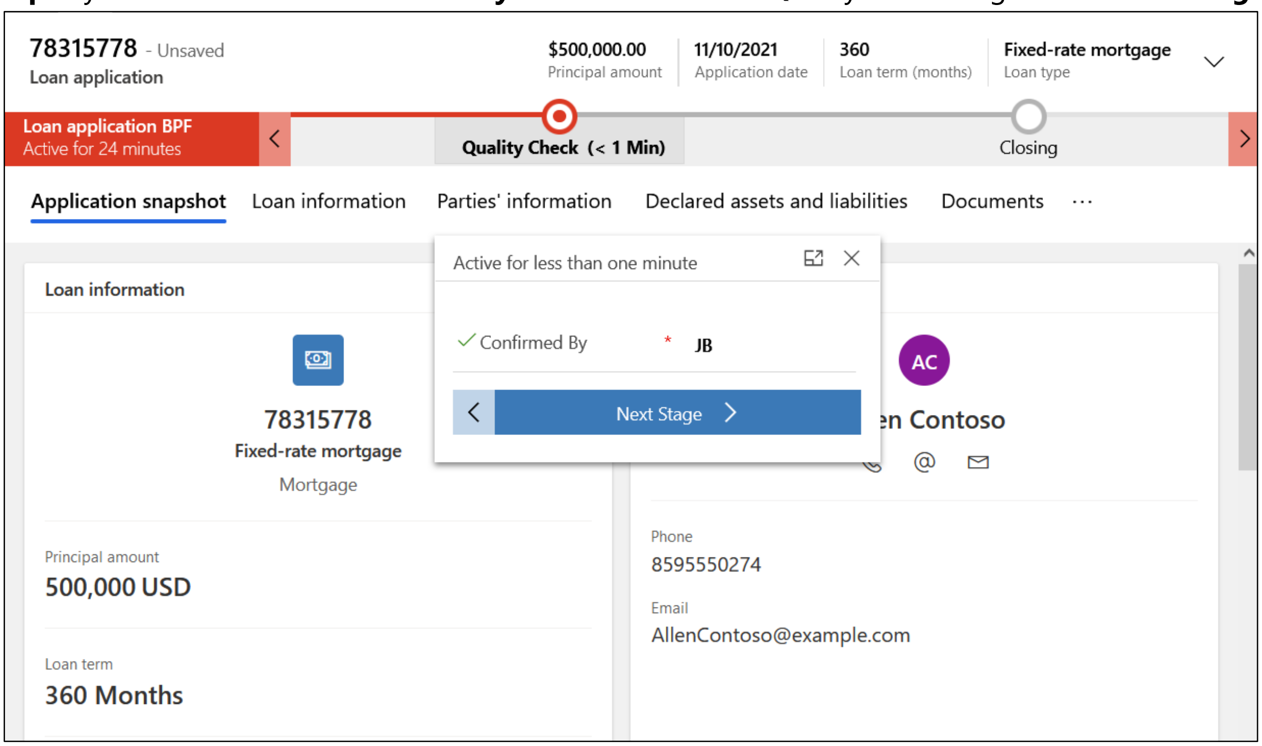
1. While logged in to your Microsoft 365 tenant, open a new tab and go to teams.microsoft.com.
2. Navigate to the Teams channel you created, go to Loan Tracker and open the Amber Roriguez mortgage loan application that you created



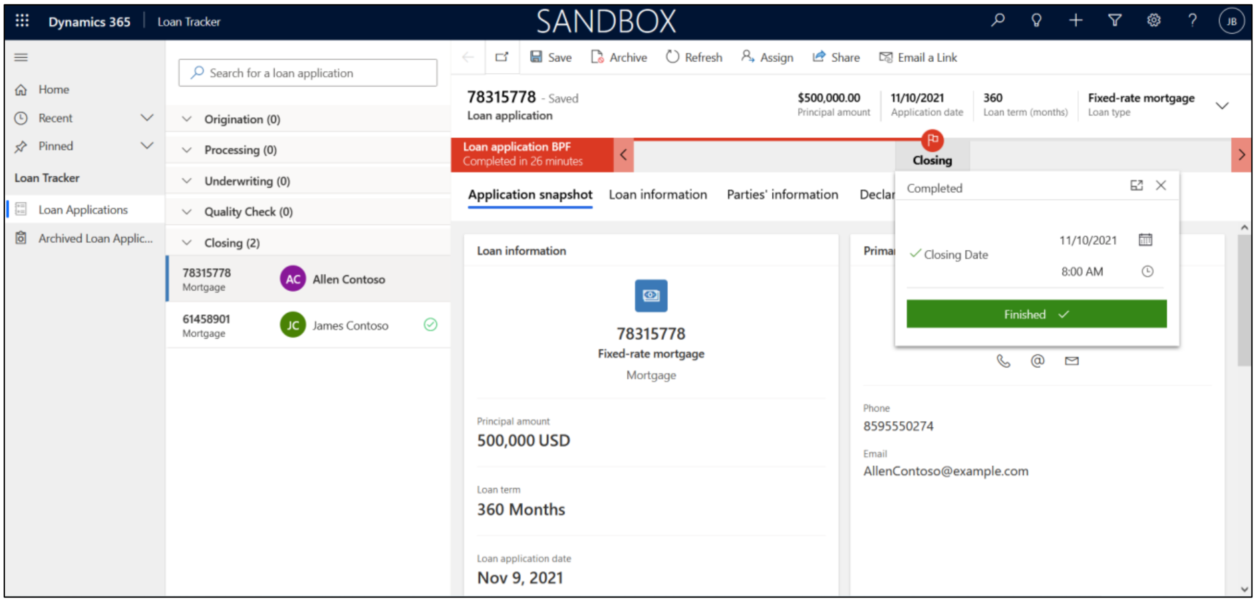
3. Click through the steps and fill in the fields in the Loan Application BPF to advance the Loan application to a new stage.



4. **Input** your initials in the **Confirmed By** textbox in the new Quality Check stage. Click **Next Stage**.



5. Close the loan



Congratulations! You have successfully created a new loan application using the Retail Banking Sample Portal and verified the loan application using Loan Tracker in Microsoft Cloud for Financial Services.

Summary

Nice work! You have completed **Lab 02 – Customer onboarding.**

In this lab, you learned how to do the following:

- Configured the Retail Banking Portal
- Extended the Loan Tracker application
- Embedded Loan Tracker in Microsoft Teams
- Created a new loan in the Retail Banking Portal and approve the loan in Loan Tracker