

Digital Banking CRM - Process Automation

This document describes the automation features configured for the Digital Banking CRM project. It follows the same structure as the Smart Healthcare CRM example (Validation Rules, Roll-Up Summary Fields, Flows, Approval Process, Reports & Dashboards).

1. Validation Rules (Data Quality)

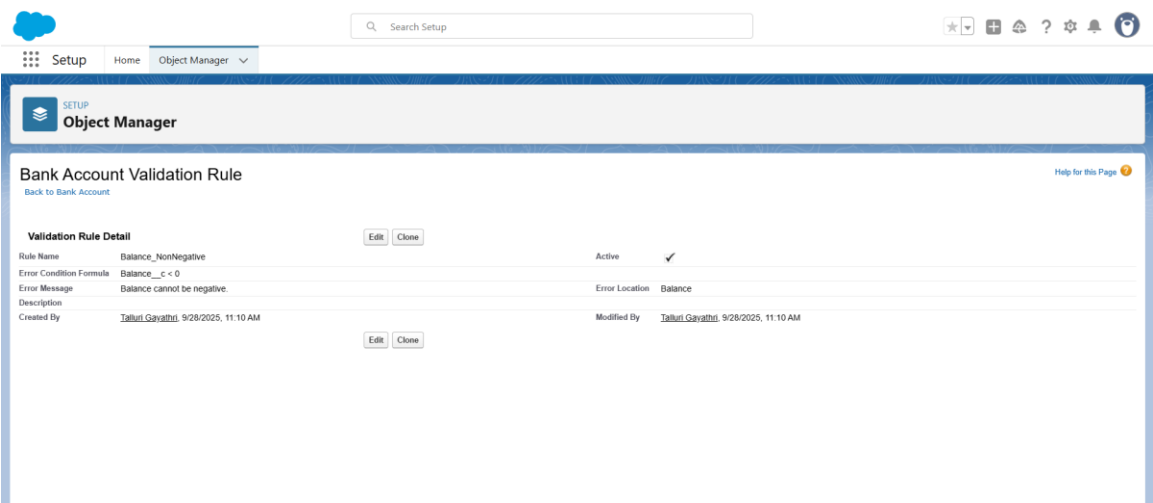
Purpose: Maintain accurate banking records and prevent invalid data entries.

Examples:

- Bank Account Balance Validation: Ensure Balance cannot be negative.

Formula: $\text{Balance_c} < 0$


Error: 'Balance cannot be negative.'




- Transaction Amount Validation: Prevent transactions with zero or negative amounts.

Formula: $\text{Amount_c} \leq 0$

Error: 'Transaction amount must be greater than zero.'



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Object Manager

Transaction Validation Rule

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Validation Rule Detail

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Rule Name	Transaction_Amount_Positive	Active	✓
Error Condition Formula	Amount__c <= 0		
Error Message	Transaction amount must be greater than zero.	Error Location	Amount
Description			
Created By	Talluri Gayathri, 9/28/2025, 11:12 AM	Modified By	Talluri Gayathri, 9/28/2025, 11:12 AM


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- Loan Status Validation: Loan cannot be marked 'Closed' if Amount__c > 0.
Formula: AND(ISPICKVAL(Status__c,'Closed'), Amount__c > 0)
Error: 'Loan cannot be closed with pending amount.'



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Loan Validation Rule

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Validation Rule Detail

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Rule Name	Loan_Closed_AmountCheck	Active	✓
Error Condition Formula	AND(ISPICKVAL(Status__c,'Closed'), Amount__c > 0)		
Error Message	Loan cannot be closed with pending amount.	Error Location	Top of Page
Description			
Created By	Talluri Gayathri, 9/28/2025, 11:14 AM	Modified By	Talluri Gayathri, 9/28/2025, 11:14 AM

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2. Roll-Up Summary Fields

Purpose: Automatically calculate summary values across related records.

Examples:

- Bank Account__c → Total_Transactions__c (COUNT of Transaction__c)
- Bank Account__c → Total_Cards__c (COUNT of Card__c)
- Contact → Total_Loans__c (COUNT of Loan__c)
- Contact → Total_ServiceRequests__c (COUNT of ServiceRequest__c)

3. Record-Triggered Flow (Transaction Notification)

Purpose: Send automatic notifications for important transactions.

Steps:

1. Object: Transaction__c
2. Trigger: When record is created
3. Entry Criteria: Amount__c > 10,000 OR Status__c = 'Failed'
4. Action: Send Notification (Email/SMS) to Customer (Contact)

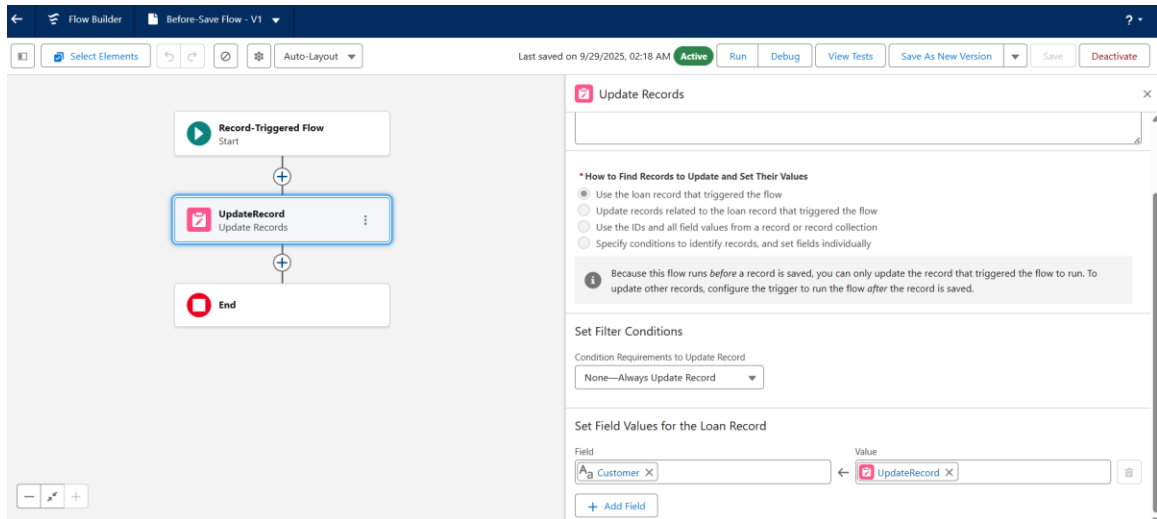
The screenshot shows the Salesforce Flow Builder interface. The top navigation bar includes 'Flow Builder', the flow name 'Transaction_Notification_Flow - V1', and a status 'Active'. Below the navigation bar are buttons for 'Select Elements', 'Auto-Layout', and a 'Last saved on 9/29/2025, 02:03 AM' timestamp. The main canvas displays a flow diagram with three steps: 'Record-Triggered Flow' (Start), 'Run Immediately', and 'Transaction_Notification...' (Action). The right sidebar shows the configuration for the 'Send Custom Notification' action, including fields for 'Label' (Transaction_Notification_Flow), 'API Name' (Transaction_Notification_Flow), and 'Description'. Below these are 'Set Input Values' for 'Custom Notification Type ID' (High_Value_Transaction_Notification) and 'Notification Body' (A transaction of \$15,000 has been created.).

4. Before-Save Flow (Auto-populate Loan Customer)

Purpose: Auto-fill Loan Customer field from related Bank Account or Contact.

Steps:

1. Object: Loan__c
2. Trigger: Before Save
3. Action: Auto-populate Customer__c using related Bank Account or Contact link



5. Approval Process (High-Value Loan Approval)

Purpose: Prevent automatic approval of high-value loans without review.

Steps:

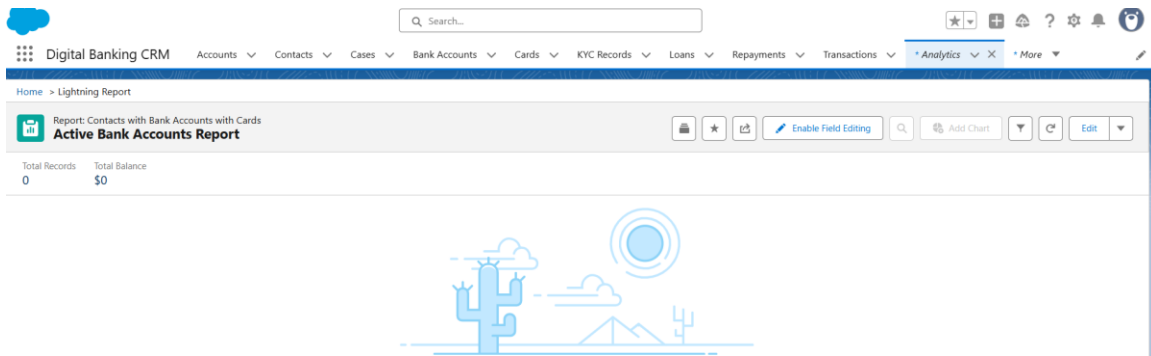
1. Object: Loan__c
2. Entry Criteria: Amount__c > 100,000
3. Approver: Loan Manager (System Admin)
4. Actions:
 - Approval: Keep Status__c = 'Approved'
 - Rejection: Reset Status__c = 'Applied'

6. Reports & Dashboard

Purpose: Provide insights into customer accounts, loans, and service performance.

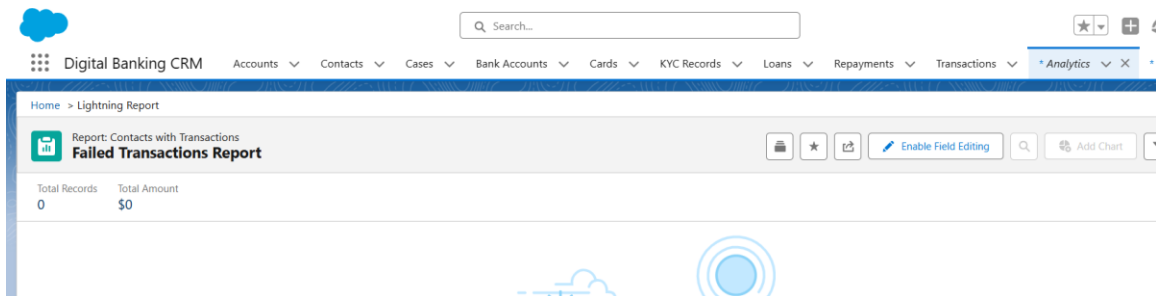
Reports:

1. Active Bank Accounts
 - Report Type: Bank Accounts
 - Filter: Status__c = 'Active'



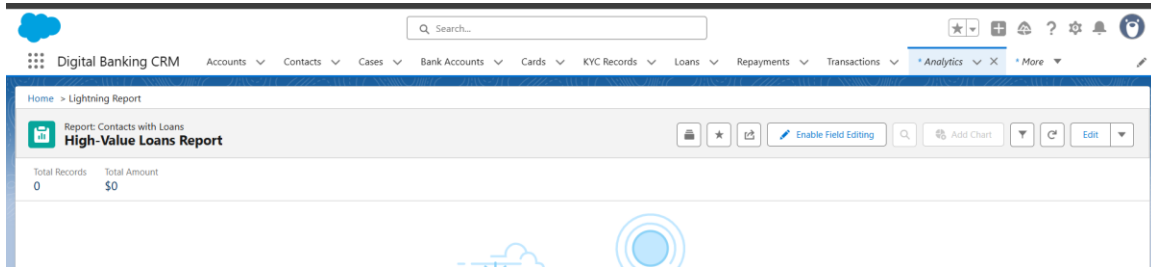
2. Failed Transactions

- Report Type: Transactions
- Filter: Status_c = 'Failed'



3. High-Value Loans

- Report Type: Loans
- Filter: Amount_c > 100,000



Dashboard (Digital Banking Snapshot):

- Bar Chart: Total Transactions per Account
- Table: Open Service Requests
- Number: Total Active Loans