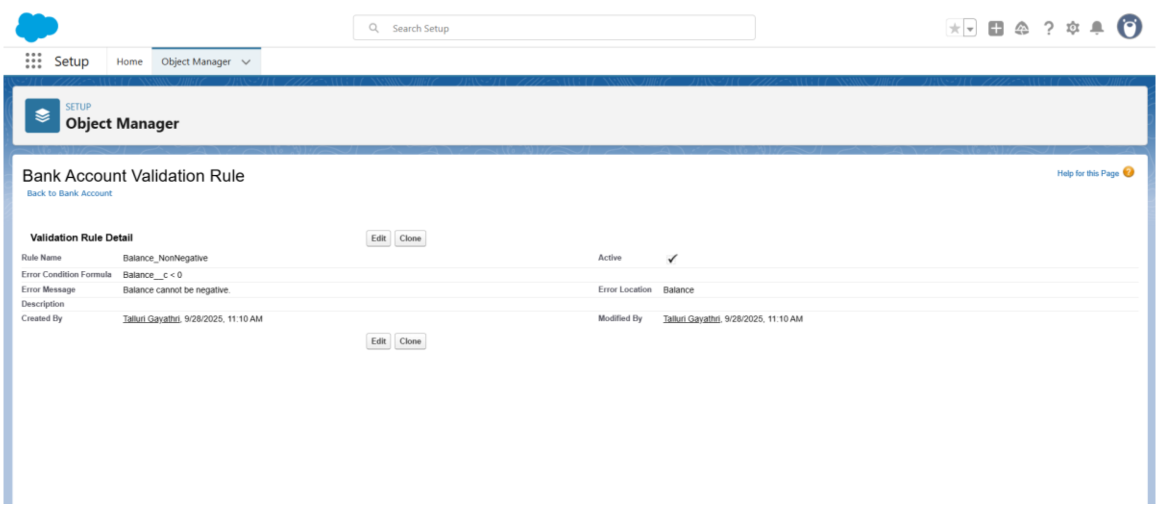
Digital Banking CRM - Process Automation

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).

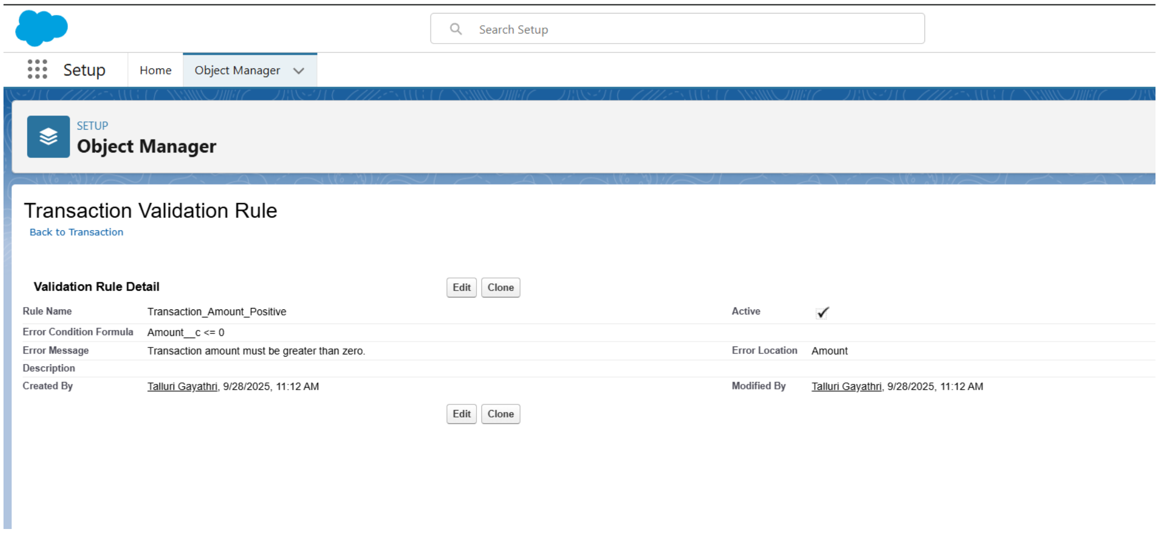
1. Validation Rules (Data Quality)

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

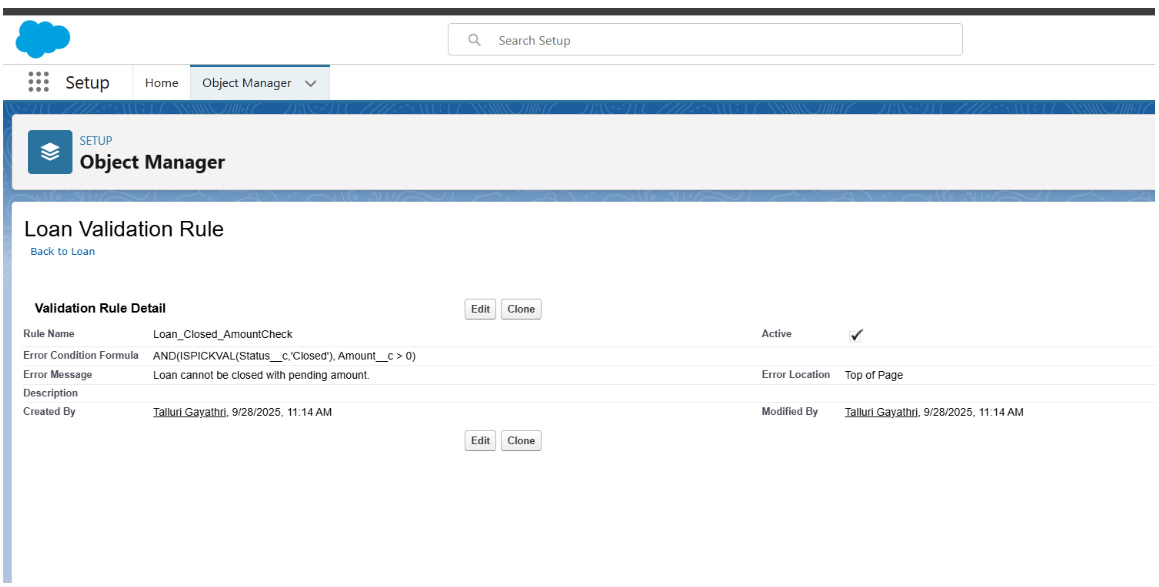
Examples:
- Bank Account Balance Validation: Ensure Balance cannot be negative.
  Formula: Balance__c < 0
  Error: 'Balance cannot be negative.'



- Transaction Amount Validation: Prevent transactions with zero or negative amounts.
  Formula: Amount__c <= 0
  Error: 'Transaction amount must be greater than zero.'



- 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.'.



2. Roll-Up Summary Fields

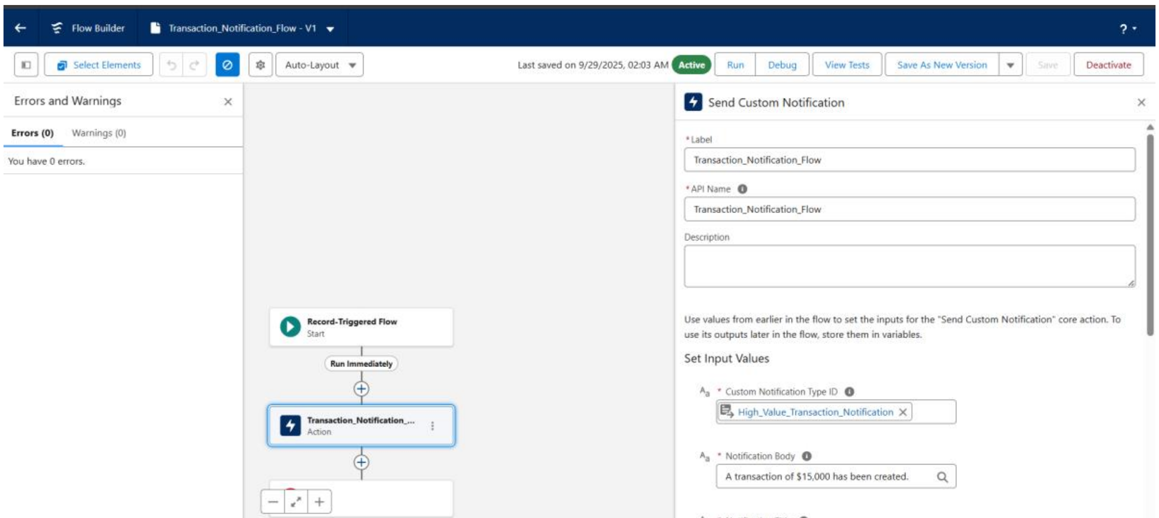
Purpose: Automatically calculate summary values across related records.

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.

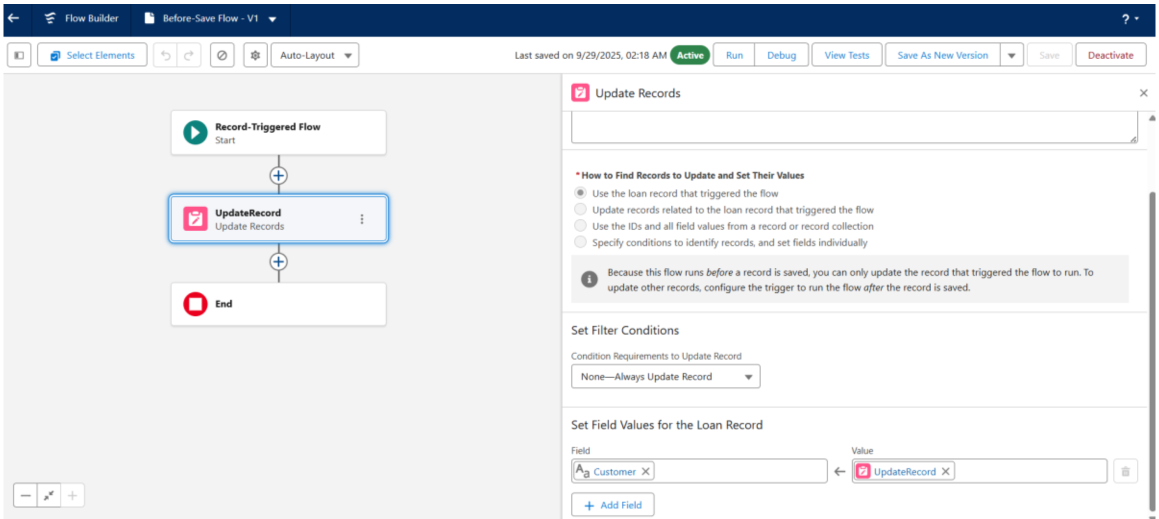
Steps:
1. Object: Transaction__c
2. Trigger: When record is created
3. Entry Criteria: Amount__c > 10,000 OR Status__c = 'Failed'
4. Action: Send Notification (Email/SMS) to Customer (Contact)



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)

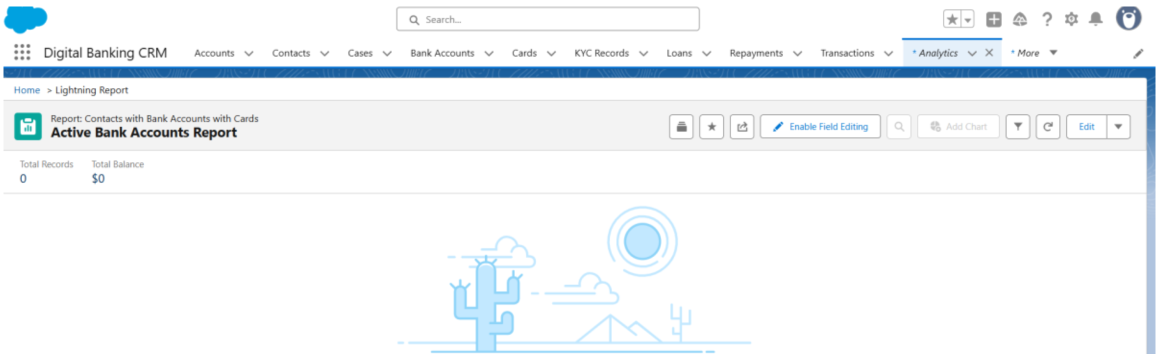
Purpose: Prevent automatic approval of high-value loans without review.

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'

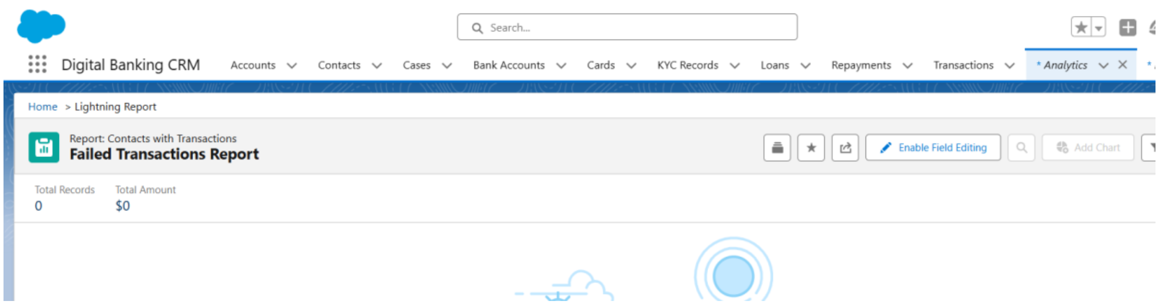
6. Reports & Dashboard

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

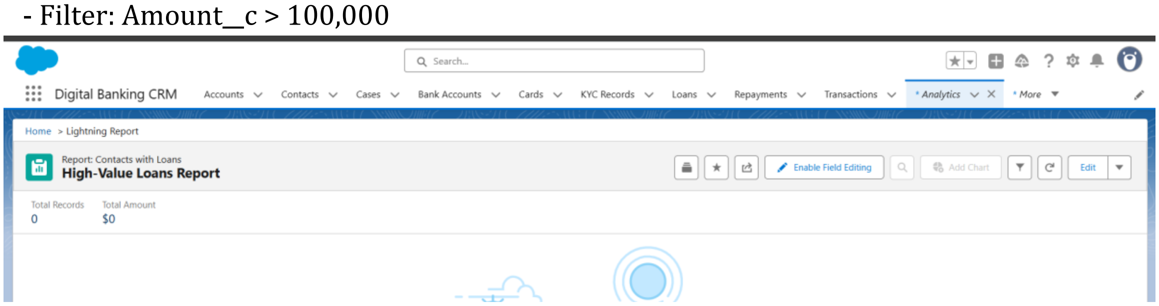
Reports:
1. Active Bank Accounts
   - Report Type: Bank Accounts
   - Filter: Status__c = 'Active'



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