

# Digital Banking CRM - Reporting, Dashboards & Security Review

## Overview

This phase focuses on building insightful reports and dashboards for the Digital Banking CRM and conducting a thorough security review to ensure data privacy, regulatory compliance, and proper access control.

## Reports

Designed custom reports to track critical banking metrics:

- Customer Transactions Summary (total deposits, withdrawals, transfers).
- Active Accounts by Customer.
- Revenue by Product Type (Loans, Savings, Credit Cards).
- Top Customers by Balance.

Customer Transactions Summary

Preview Layout

Edit Layout

Clone

Delete

Create

Below is the information for this custom report type. You can click the buttons on this to preview or update information for the custom report type

### Details

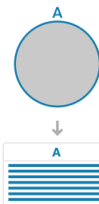
**Display Label** Customer Transactions Summary  
**API Name** Customer\_Transactions\_Summary  
**Description** For getting customer transactions summary  
**Created By** Talluri Gayathri, 9/30/25, 4:19 PM  
**Store in Cate...** accounts  
**Deployment ...** In Development  
**Modified By** Talluri Gayathri, 9/30/25, 4:19 PM

### Fields

Source Object	Included Fields
Transactions	13

### Object Relationships

Transactions (A)



## Bank Accounts with Customers

[Preview Layout](#)[Edit Layout](#)[Clone](#)[Delete](#)

Below is the information for this custom report type. You can click the buttons on this to preview or update information for the custom report type

### Details



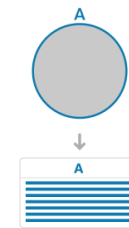
**Display Label** Bank Accounts with Customers  
**API Name** Bank\_Accounts\_with\_Customers  
**Description** Fetching all bank accounts with customers  
**Created By** Talluri Gayathri, 9/30/25, 4:23 PM  
**Store in Category** accounts  
**Deployment Status** In Development  
**Modified By** Talluri Gayathri, 9/30/25, 4:23 PM

### Fields

### Object Relationships



Customers (A)

[Preview Layout](#)[Edit Layout](#)[Clone](#)[Delete](#)

## Transactions or Revenue Object

Below is the information for this custom report type. You can click the buttons on this to preview or update information for the custom report type

### Details



**Display Label** Transactions or Revenue Object  
**API Name** Transactions\_or\_Revenue\_Object  
**Description** Fetching all transactions  
**Created By** Talluri Gayathri, 9/30/25, 4:25 PM  
**Store in Category** accounts  
**Deployment Status** In Development  
**Modified By** Talluri Gayathri, 9/30/25, 4:25 PM

### Object Relationships



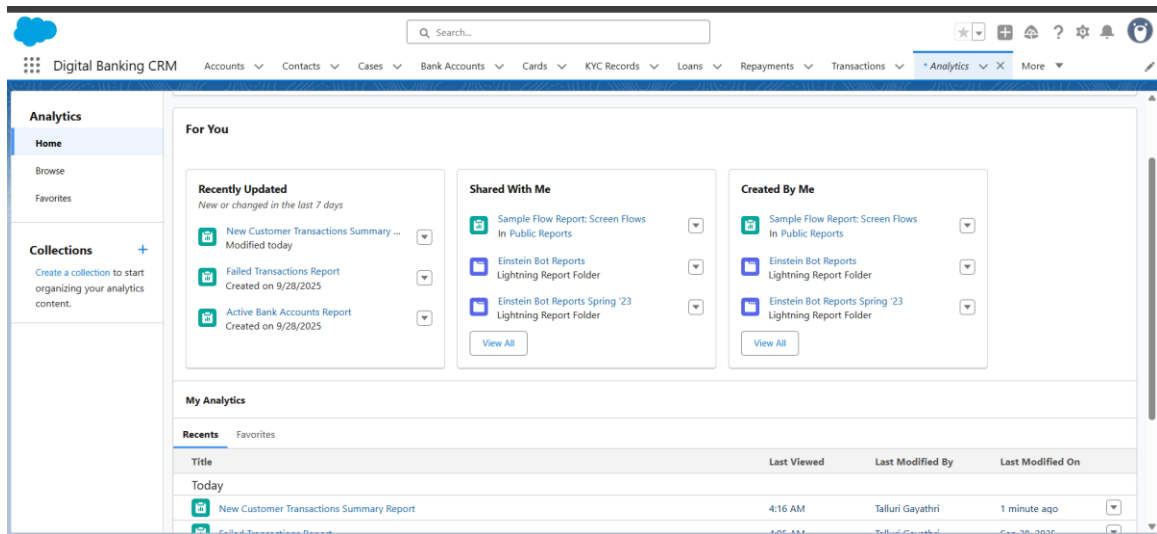
Transactions (A)



## Report Types

Created custom report types for combining data:

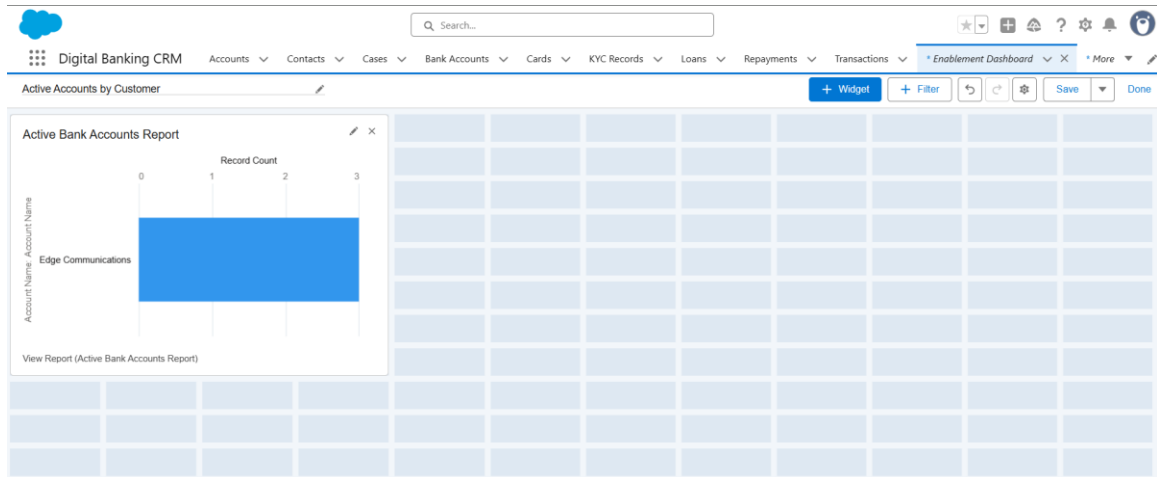
- Customer + Bank Accounts.
- Account + Transactions.
- Loans + Repayments.



## Dashboards

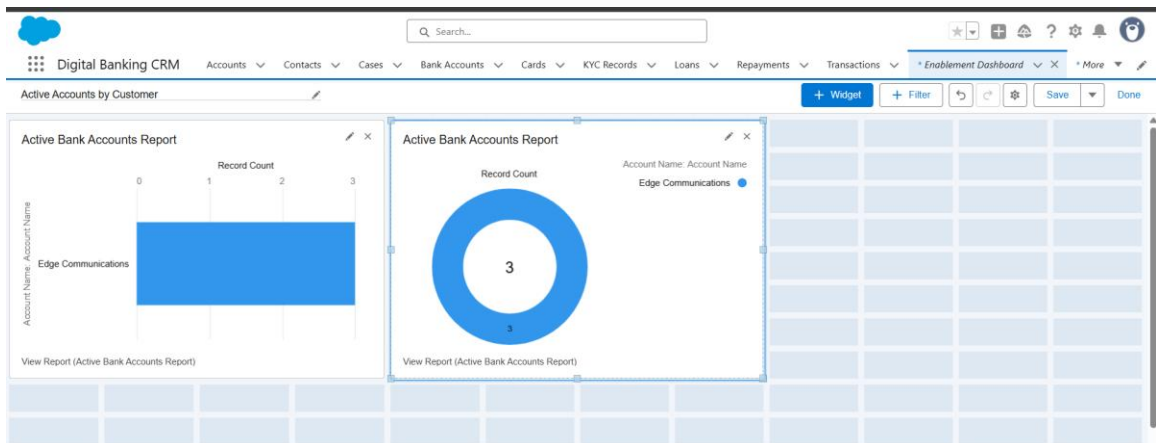
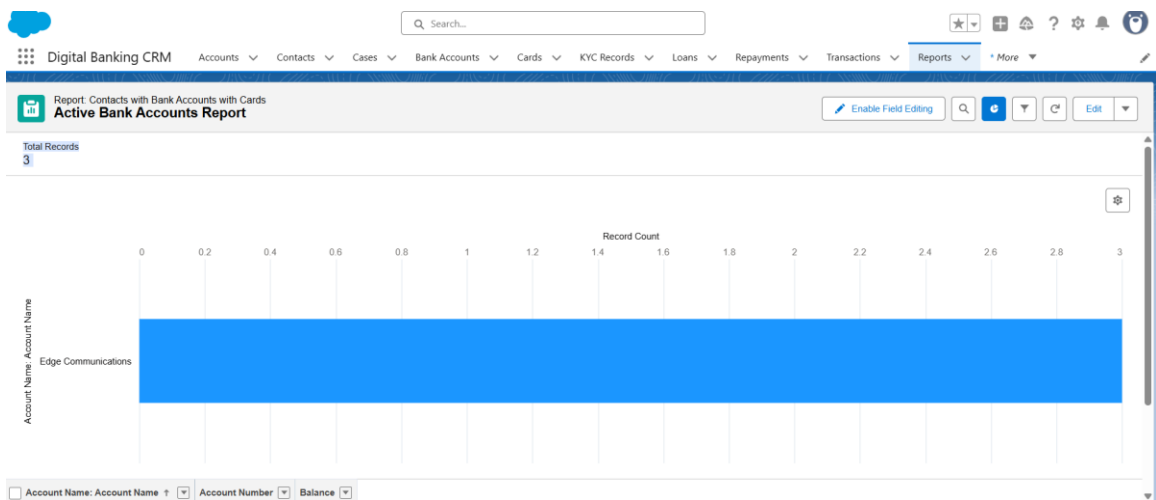
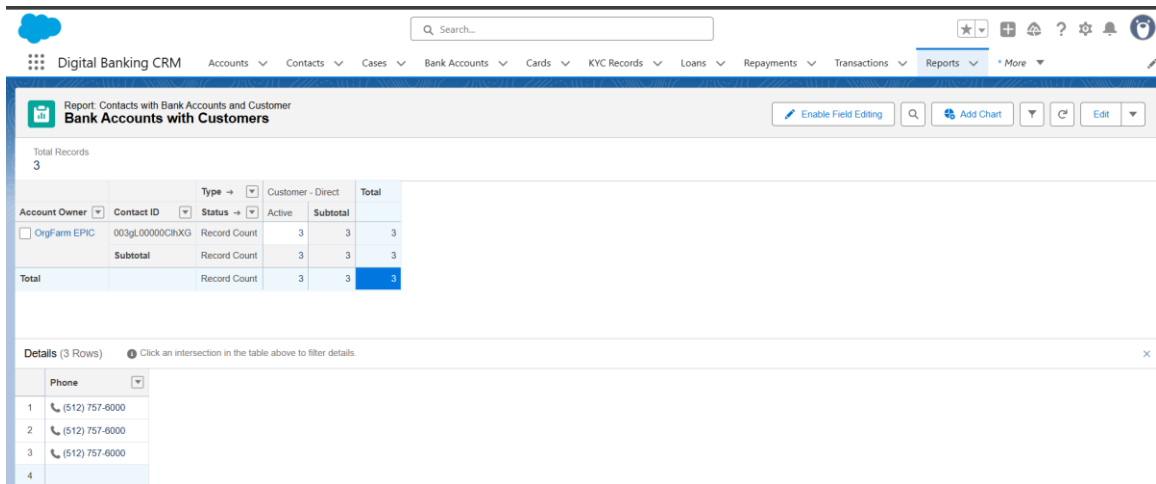
Built interactive dashboards to visualize banking performance:

- Customer Overview Dashboard (active customers, balances).
- Transaction Volume Dashboard.
- Revenue Dashboard (by product type, branch).
- Loan Portfolio Dashboard.



## Dynamic Dashboards

Enabled dynamic dashboards so that each Relationship Manager or Agent only sees their own customers' accounts, transactions, and related financial data.



## Security Review

Security measures implemented to safeguard banking data:

- Sharing Settings – Bank Accounts and Transactions private; Customers public.

**SETUP Sharing Settings**

This page displays your organization's sharing settings. These settings specify the level of access your users have to each others' data. Go to [Background Jobs](#) to monitor the progress of a change to an organization default or a parallel sharing recalculation.

Manage sharing settings for: All Objects

[Disable External Sharing Model](#)

**Default Sharing Settings**

**Organization-Wide Defaults** [Edit](#) Organization-Wide Defaults

Object	Default Internal Access	Default External Access	Grant Access Using Hierarchies
Lead	Public Read/Write/Transfer	Private	✓
Account and Contract	Public Read/Write	Private	✓
Contact	Controlled by Parent	Controlled by Parent	✓
Order	Controlled by Parent	Controlled by Parent	✓
Asset	Controlled by Parent	Controlled by Parent	✓
Opportunity	Public Read/Write	Private	✓
Case	Public Read/Write/Transfer	Private	✓
Campaign	Public Full Access	Private	✓
Campaign Member	Controlled by Campaign	Controlled by Campaign	✓
User	Public Read Only	Private	✓

- Field-Level Security – Hide sensitive fields (e.g., National ID, SSN) from agents.

**Setup** Home **Object Manager**

SETUP > OBJECT MANAGER

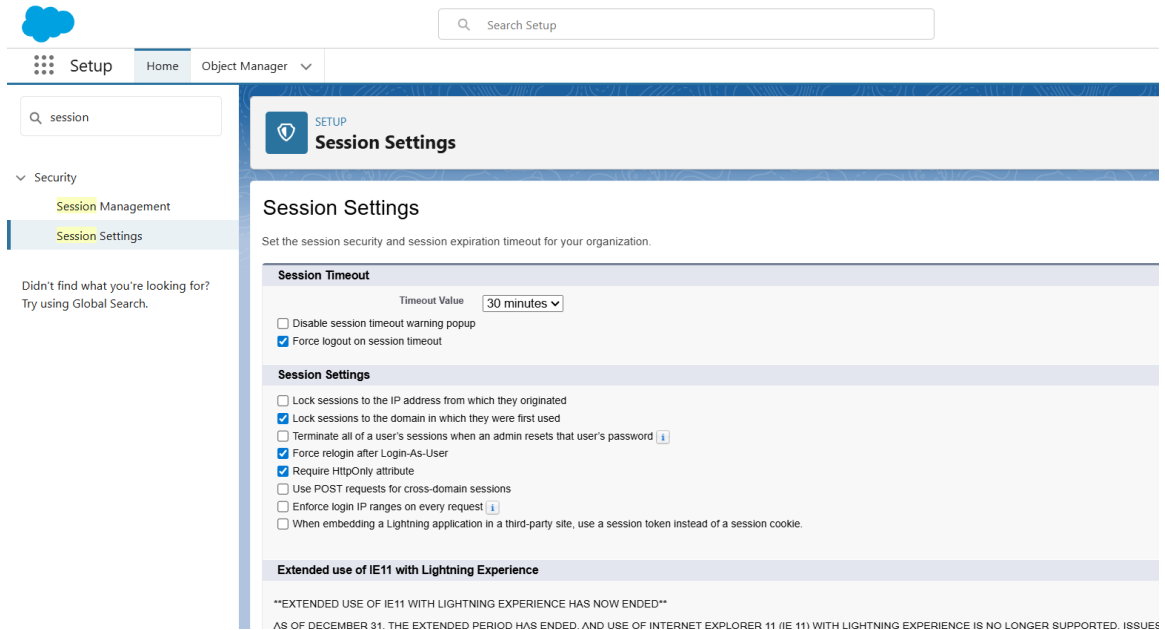
**Contact**

Details

**Fields & Relationships** 36+ Items, Sorted by Field Label Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Account Name	AccountId	Lookup(Account)		✓
Assistant	AssistantName	Text(40)		
Asst. Phone	AssistantPhone	Phone		
Birthdate	Birthdate	Date		
Buyer Attributes	BuyerAttributes	Picklist (Multi-Select)		
Clean Status	CleanStatus	Picklist		✓
Contact Owner	OwnerId	Lookup(User)		✓
Created By	CreatedById	Lookup(User)		
Creation Source	ContactSource	Picklist		
Data.com Key	Jigsaw	Text(20)		
Department	Department	Text(80)		

- Session Settings – Automatic logout after 30 minutes of inactivity.



**Session Settings**

Set the session security and session expiration timeout for your organization.

**Session Timeout**

Timeout Value: 30 minutes

☐ Disable session timeout warning popup

☒ Force logout on session timeout

**Session Settings**

☐ Lock sessions to the IP address from which they originated

☒ Lock sessions to the domain in which they were first used

☐ Terminate all of a user's sessions when an admin resets that user's password

☒ Force relogin after Login-As-User

☒ Require HttpOnly attribute

☐ Use POST requests for cross-domain sessions

☐ Enforce login IP ranges on every request

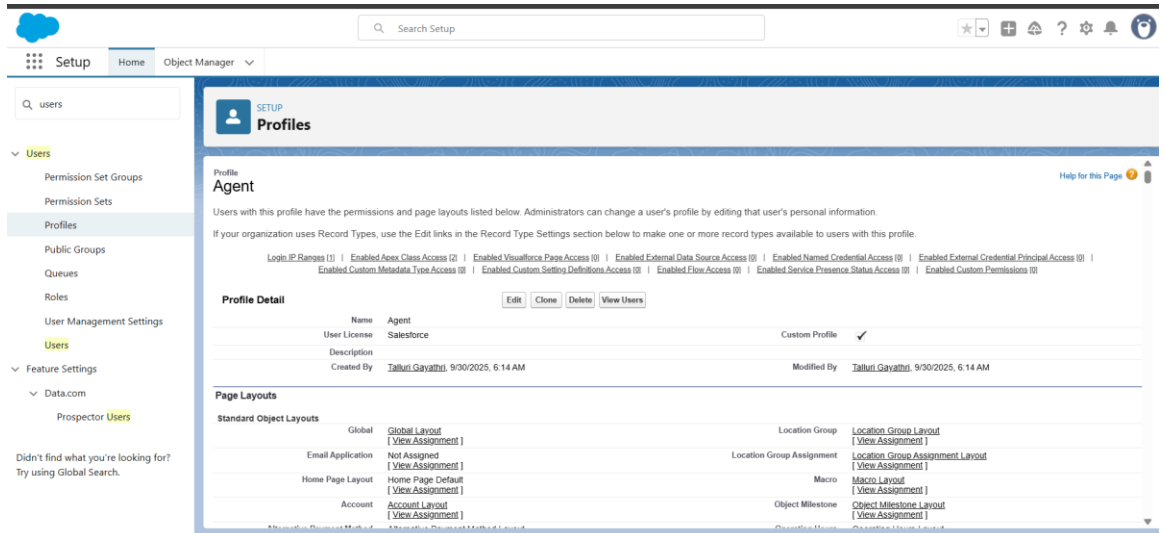
☐ When embedding a Lightning application in a third-party site, use a session token instead of a session cookie.

**Extended use of IE11 with Lightning Experience**

**\*\*EXTENDED USE OF IE11 WITH LIGHTNING EXPERIENCE HAS NOW ENDED\*\***

AS OF DECEMBER 31, THE EXTENDED PERIOD HAS ENDED, AND USE OF INTERNET EXPLORER 11 (IE 11) WITH LIGHTNING EXPERIENCE IS NO LONGER SUPPORTED. ISSUES

- 
- **Login IP Ranges – Restrict agent access to office IP ranges.**



**Profiles**

Profile: Agent

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

Login IP Ranges (1) | Enabled Apex Class Access (2) | Enabled Visualforce Page Access (0) | Enabled External Data Source Access (0) | Enabled Named Credential Access (0) | Enabled External Credential Principal Access (0) | Enabled Custom Metadata Type Access (0) | Enabled Custom Setting Definitions Access (0) | Enabled Flow Access (0) | Enabled Service Presence Status Access (0) | Enabled Custom Permissions (0)

**Profile Detail**

Name	Agent
User License	Salesforce
Description	
Created By	Talut Gayathur, 9/30/2025, 6:14 AM
Modified By	Talut Gayathur, 9/30/2025, 6:14 AM

**Page Layouts**

Standard Object Layouts	Global	Location Group
Email Application	Global Layout [View Assignment]	Location Group Layout [View Assignment]
Home Page Layout	Not Assigned [View Assignment]	Location Group Assignment Layout [View Assignment]
Account	Home Page Default [View Assignment]	Macro [View Assignment]
	Account Layout [View Assignment]	Object Milestone [View Assignment]

- **Audit Trail – Track all changes in Customer and Transaction records.**

**View Setup Audit Trail**

The last 20 entries for your organization are listed below. You can [download](#) your organization's setup audit trail for the last six months (Excel .csv file).

Date	User	Source Namespace Prefix	Action	Section	Delegate User ?
9/30/2025, 6:15:00 AM PDT	gavathritalur26854@agentforce.com		Added Login Ip Range to Agent from 192.168.1.1 to 192.168.1.255	Manage Users	
9/30/2025, 6:14:00 AM PDT	gavathritalur26854@agentforce.com		Created profile Agent: Cloned from profile Standard User	Manage Users	
9/30/2025, 2:36:54 AM PDT	gavathritalur26854@agentforce.com		Changed TransactionControllerTest Apex Class code	Apex Class	
9/30/2025, 2:34:18 AM PDT	gavathritalur26854@agentforce.com		Changed TransactionControllerTest Apex Class code	Apex Class	
9/30/2025, 2:30:45 AM PDT	gavathritalur26854@agentforce.com		The custom field option Required for Status on object Transactions has changed from off to on	Custom Objects	
9/30/2025, 2:30:45 AM PDT	gavathritalur26854@agentforce.com		Changed permission set 00e1a000000MWaCAAW: field-level security for Transaction: Status was changed from Read/Write to No Access	Manage Users	
9/30/2025, 2:30:45 AM PDT	gavathritalur26854@agentforce.com		Changed permission set 00ex00000018ozh_128_09_04_12_1: field-level security for Transaction: Status was changed from Read/Write to No Access	Manage Users	
9/30/2025, 2:30:45 AM PDT	gavathritalur26854@agentforce.com		Changed permission set 00ex00000018ozq_128_09_04_12_10: field-level security for Transaction: Status was changed from Read/Write to No Access	Manage Users	
9/30/2025, 2:30:45 AM PDT	gavathritalur26854@agentforce.com		Changed permission set 00e1a000000MWa8AAG: field-level security for Transaction: Status was changed from Read/Write to No Access	Manage Users	
9/30/2025, 2:30:45 AM PDT	gavathritalur26854@agentforce.com		Changed permission set 00ex00000018ozj_128_09_04_12_3: field-level security for Transaction: Status was changed from Read/Write to No Access	Manage Users	

## Tools & Technologies Used

- Salesforce Reports & Dashboards – Analytics and visualization.
- Profiles & Permission Sets – User role and access management.
- Remote Site Settings – Secure external API access.
- Lightning App Builder – Dashboard placement and configuration.