Agrobank

Internet Banking Application Manager
Phase 1

Business Requirement Specification (BR)

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1 Introduction

This document describes the features, process flow and screen design administration modules of Retail Internet Banking System.

Following features of Retail Internet Banking Administrations will be captured in this document:

1. First Time Login
2. Admin Group
3. Admin Navigation
4. Admin Enquiry
5. IB User Group
6. RIB Navigation
7. RIB User Enquiry
8. Content
9. Secure Mailbox
10. Security Question
11. RIB Transaction Enquiry
12. Audit Log
13. Change Own Password

1.1 Objective

The objective of this document is to capture user requirements Internet Banking Application Manager (IBAM) for AGROBANK. This document will facilitate development and implementation of the mentioned application for AGROBANK.

The base line features description, process flows and screen designs will become a reference blueprint for the development team to develop the transactional, registration and administration module. Hence, it is crucial that all stakeholders need to ensure the correctness and adequacy of the requirements captured in this document.

All stakeholders involved are expected to review and sign off this document before the development start. By signing off the document, the stakeholders have endorsed the correctness and accuracy and adequacy of the requirements documented in this document.

2 IBAM Page Flow Overview

Below diagram shows the overall view of the IBAM system page flow. The detail of each function will be described in respective section.

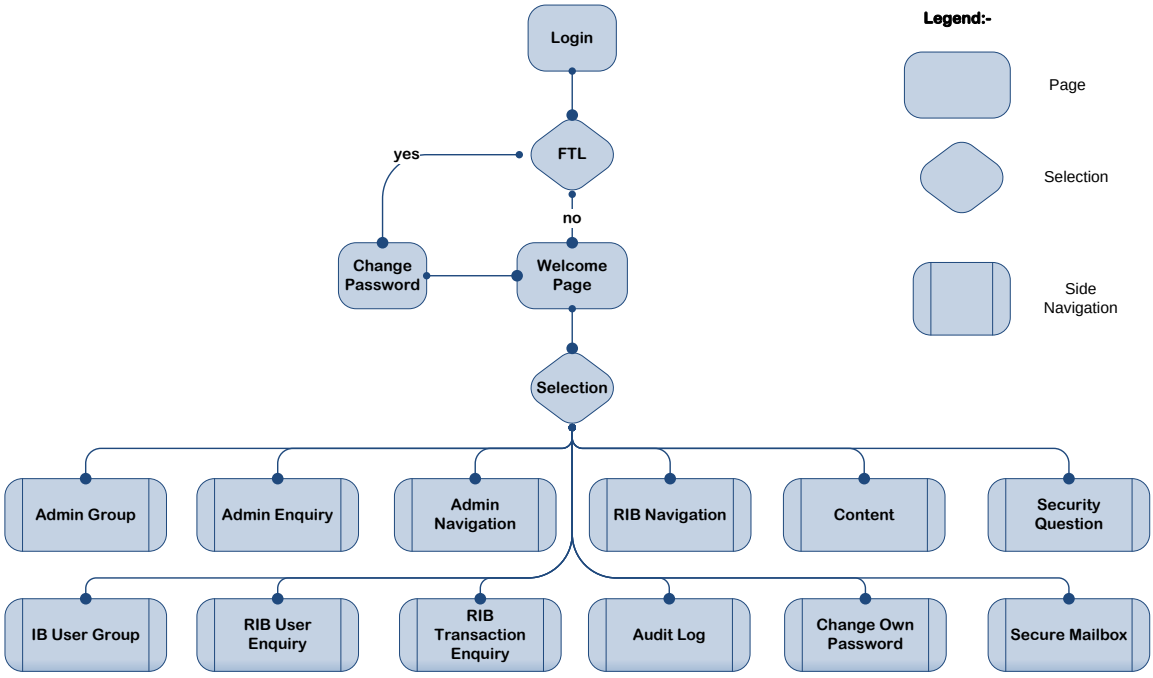


Diagram 1 – IBAM Page Flow Diagram

3 First Time Login (FTL)

3.1 Features Description

IBAM shall detect first time login user. If the user is identified as the first time login user, the system shall force the user to go through the change password process. After user changed the password, the system shall direct the user to the IBAM landing page.

3.2 Process Flows

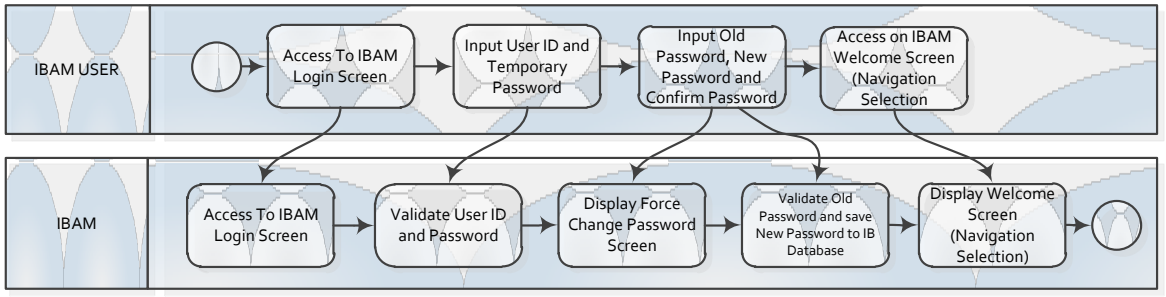


Diagram 2 – First Time Login Flow Diagram

There are two participants involved in this process, which are User and IBAM. The following are the steps to do FTL:

Step 1:

1. User access to Login Screen.
2. IBAM display Login Screen.
3. User input the User ID and temporary Password.
4. IBAM validates the User ID and Password.

Step 2:

1. IBAM display the Force Change Password Screen.
2. User input the Old Password, New Password and Confirm Password fields.
3. IBAM validates Old Password and save the New Password to IB Database.

Step 3:

1. IBAM display the result page.
2. User click on the proceed button to go to the welcome page.

3.3 Screen Flow

Step 1

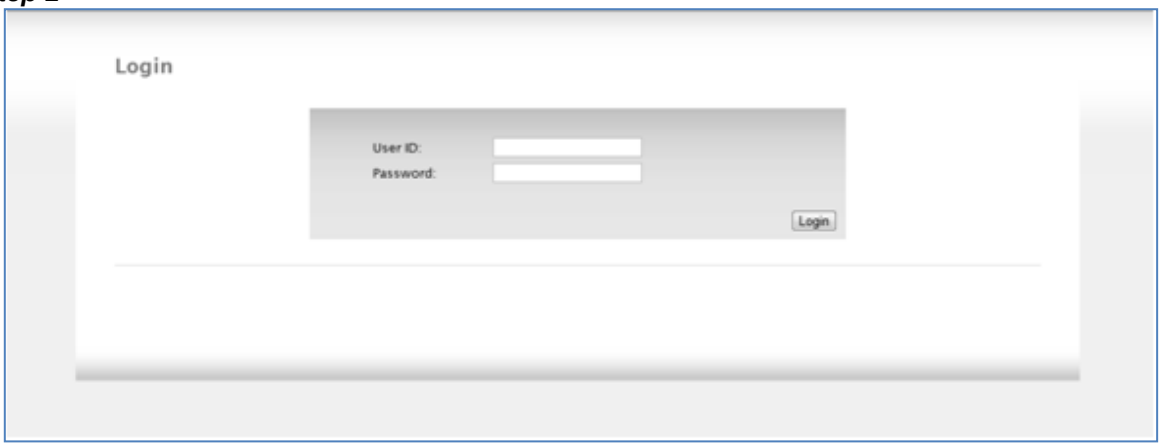


Figure 1 – Login Screen

1. User access to IBAM Login Screen.
2. IBAM display IBAM Login Screen.
3. User input User ID and password and click the “Login” button.
4. IBAM validates the User ID and password to determine whether this is an FTL action. If it is, go to the force change password screen, see Step 2.

Step 2

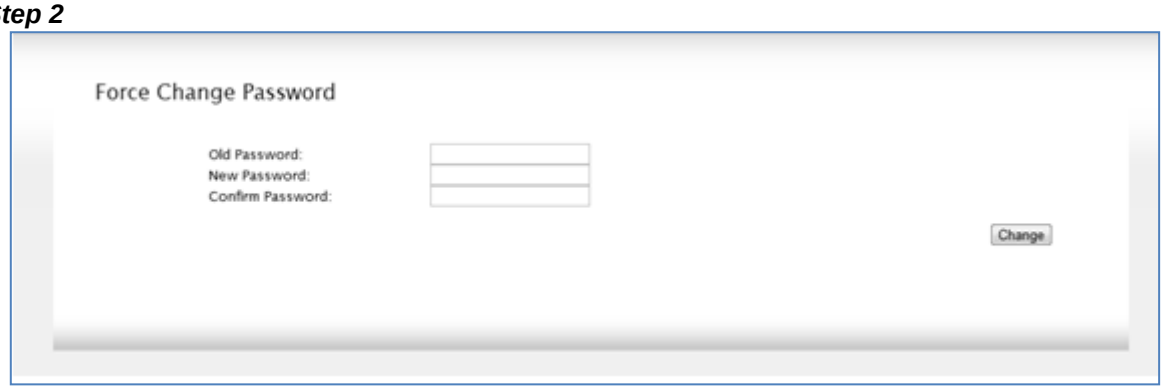


Figure 2 – Force Change Password Screen

1. User fills in the Old Password, New Password and Confirm Password fields and clicks on the “Change” button.
2. IBAM validates Old Password and save the New Password to IB Database and display the result screen to the user, see Step 3

Step 3

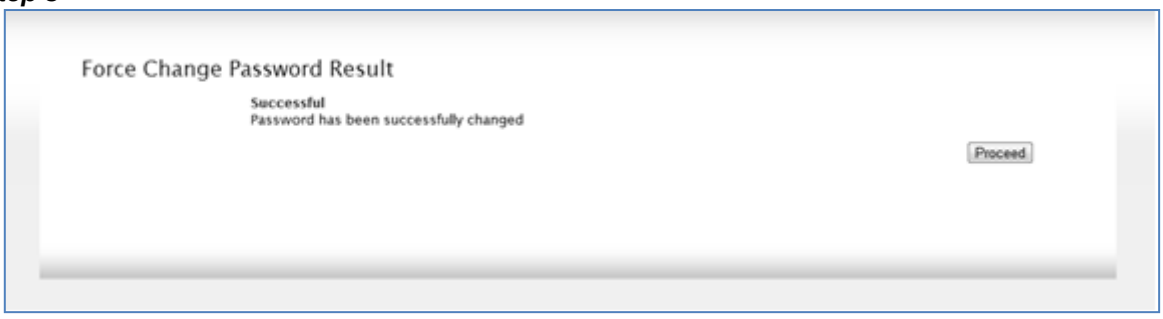


Figure 3 – Force Change Password Result Screen

1. User click on the “Proceed” button to go to the welcome page below:-

Figure 4 – Welcome Screen

4 User administration

4.1 Managing administrator group

4.1.1 Administrator Group Access Matrix

Below is the Admin Group Access Matrix:-

Access marked with [√] is the default access for Root ID.

No.	Function	Admin
1.	Admin Group	
	a. Edit/View	√
	b. View Only	
2.	Admin Enquiry	
	a. Edit/View	√
	b. View Only	
3.	Admin Navigation	
	a. Edit/View	√
	b. View Only	
4.	RIB Navigation	
	a. Edit/View	√
	b. View Only	
5.	IB User Group	
	a. Edit/View	√
	b. View Only	
6.	RIB User Enquiry	
	a. Edit/View	√
	b. View Only	
7.	RIB Transaction Enquiry	
	a. Edit/View	√
	b. View Only	
8.	Audit Log	
	a. Edit/View	√
	b. View Only	
9.	Change Own Passwords	
	a. Edit/View	√
	b. View Only	
10.	Content	
	a. Edit/View	√
	b. View Only	
11.	Security Question	
	a. Edit/View	√
	b. View Only	

Table 1 – Administrator Group Access Matrix

4.1.2 Create administrator group

4.1.2.1 Features Description

This feature is to allow an authorized IBAM administrator to create a new admin group.

4.1.2.2 Process Flow

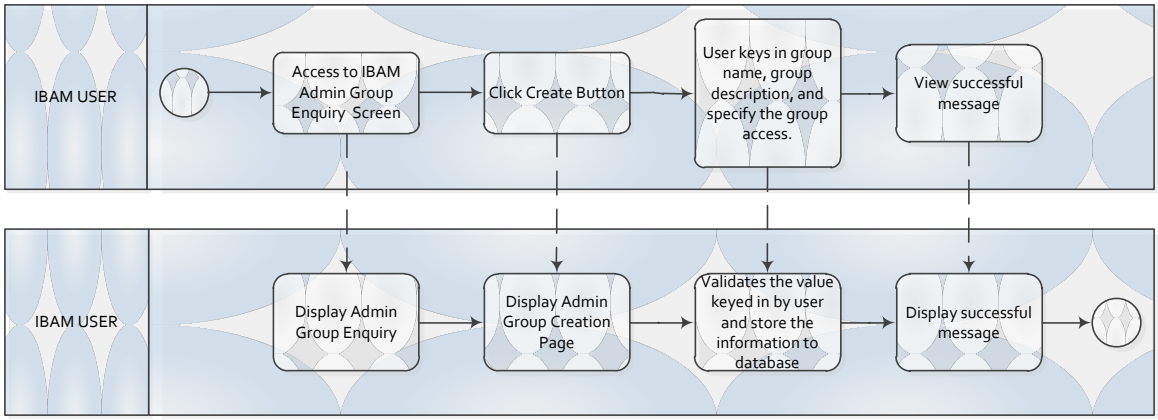


Diagram 3 – Create Administrator Group Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

1. User access to IBAM Group Access Maintenance Screen.
2. IBAM display IBAM Group Access Maintenance Screen.
3. User click on the Create button to make new admin group

Step 2:

1. IBAM display the admin group creation page
2. User keys in all the details and click on confirm button

Step 3:

1. IBAM saves the created Group Access Settings to IB Database and go to the result page.
2. User views the successful page creation for admin group

4.1.2.3 Screen Flow

Step 1:

Group ID	Group Name	Created By	Creation Date	Updated Date
24	testgrouping	msstester	18/01/2011 12:47:17 AM	19/01/2011 01:15:32 AM
22	testingadmin	msstester	18/01/2011 12:03:05 AM	18/01/2011 12:03:05 AM
25	testingdelete	usermssdelete002	18/01/2011 01:33:59 AM	18/01/2011 01:33:59 AM
27	test26	Tester number 1	07/02/2011 11:20:55 AM	07/02/2011 11:20:55 AM
19	Testing1	Tester number 1	05/01/2011 02:27:06 PM	05/01/2011 02:27:06 PM
28	NEW ADD GROUP		10/05/2011 09:53:05 PM	10/05/2011 09:53:05 PM
29	TESTER		10/05/2011 09:53:08 PM	10/05/2011 09:53:08 PM
8	Executive	Tester number 1	06/12/2010 04:52:27 PM	06/12/2010 04:52:27 PM
13	Admin	Tester number 1	20/12/2010 12:33:36 PM	13/05/2011 04:28:58 PM

Create

Figure 5 – Current IBAM Group Access List

1. User access to IBAM Group Access Maintenance Screen.
2. IBAM display IBAM Group Access Maintenance Screen and show the current admin group list.

3. User click on the Create button to make new admin group.

Step 2:

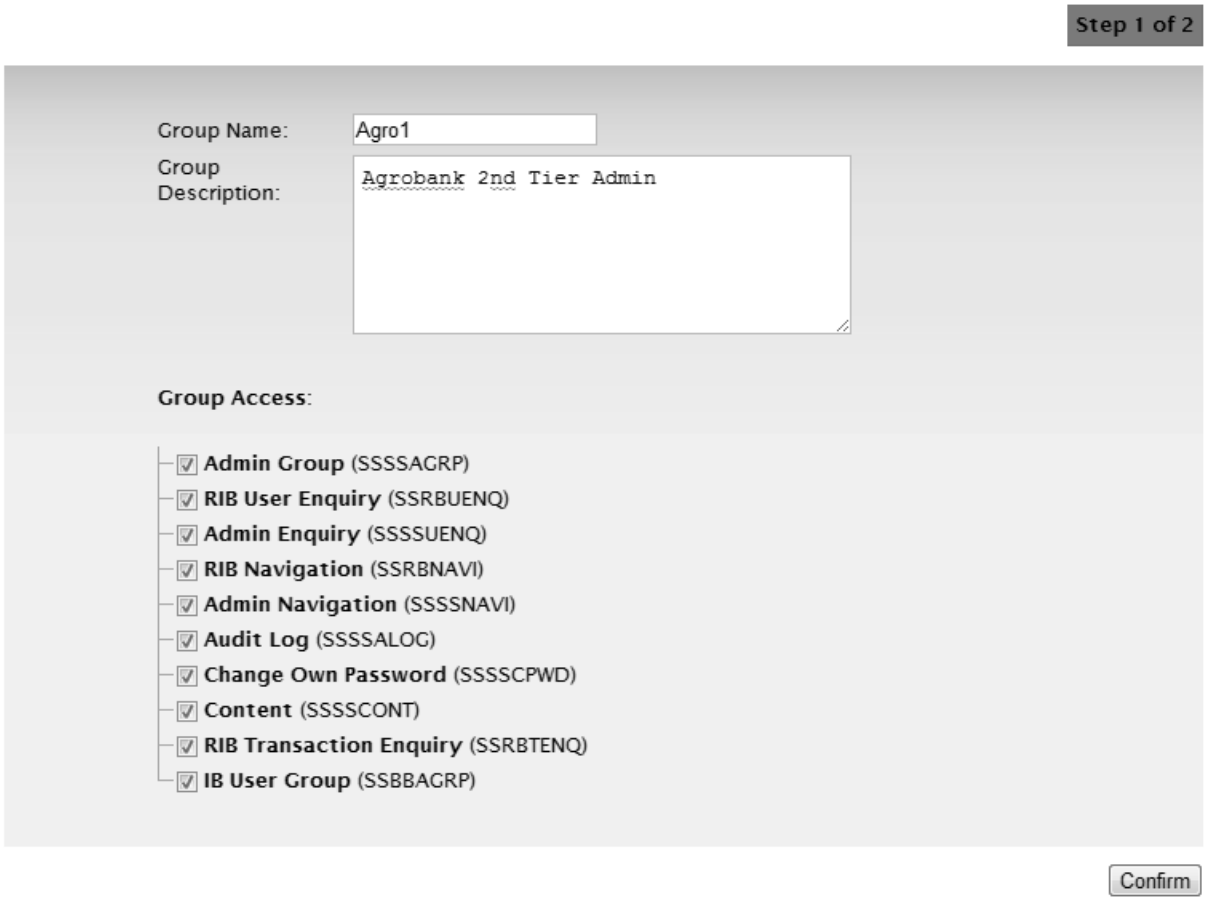


Figure 6 – Admin Group Creation Page

1. IBAM System shows the admin group creation page.
2. User keys in the group name, description, and the content that can be accessed/viewed inside their group.
3. User clicks confirm button.
4. All the information will be validated by the system and stored into database.

Step 3:

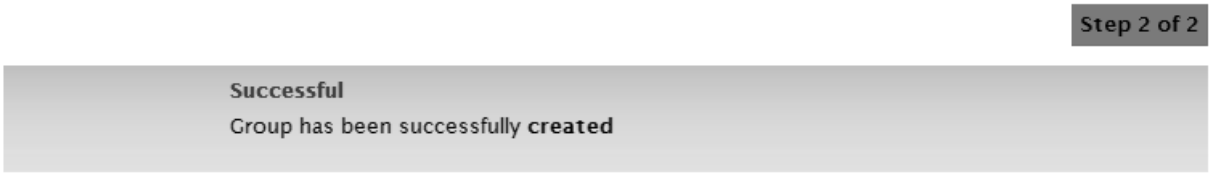


Figure 7 – Admin Group Successful Creation Page

1. IBAM System shows the successful message, stating that the group has been successfully created.

4.1.3 Edit administrator group

4.1.3.1 Features Description

This feature is to allow an authorized IBAM administrator to edit a created group.

4.1.3.2 Process Flow

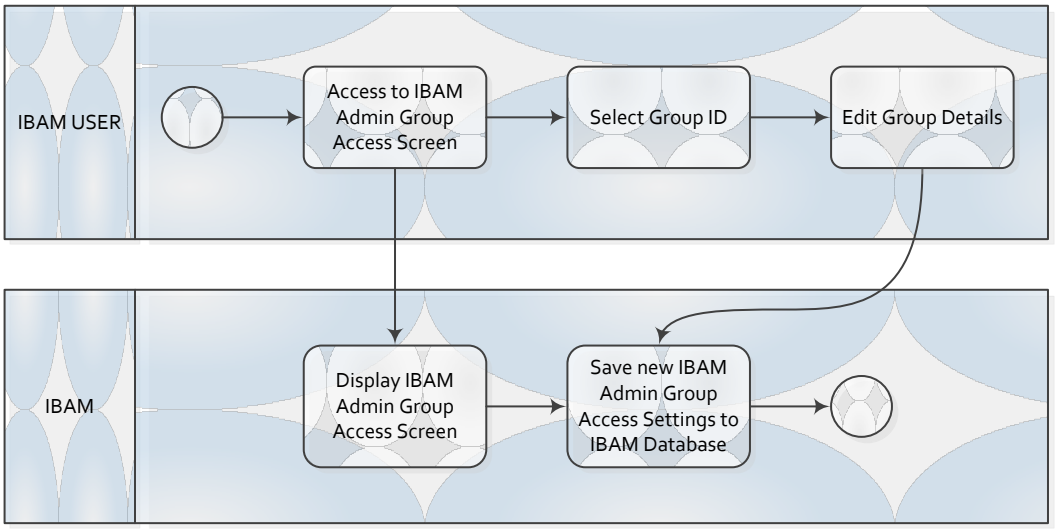


Diagram 4 – Edit Administrator Group Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

1. User access to IBAM Group Access Maintenance Screen.
2. IBAM display IBAM Group Access Maintenance Screen.
3. User click on the Edit button to make changes

Step 2:

1. IBAM display the edit screen.
2. User edits Group Access Settings and click on the Confirm button.

Step 3:

1. IBAM saves the edited Group Access Settings to IB Database and go to the result page.

4.1.3.3 Screen Flow

Step 1:

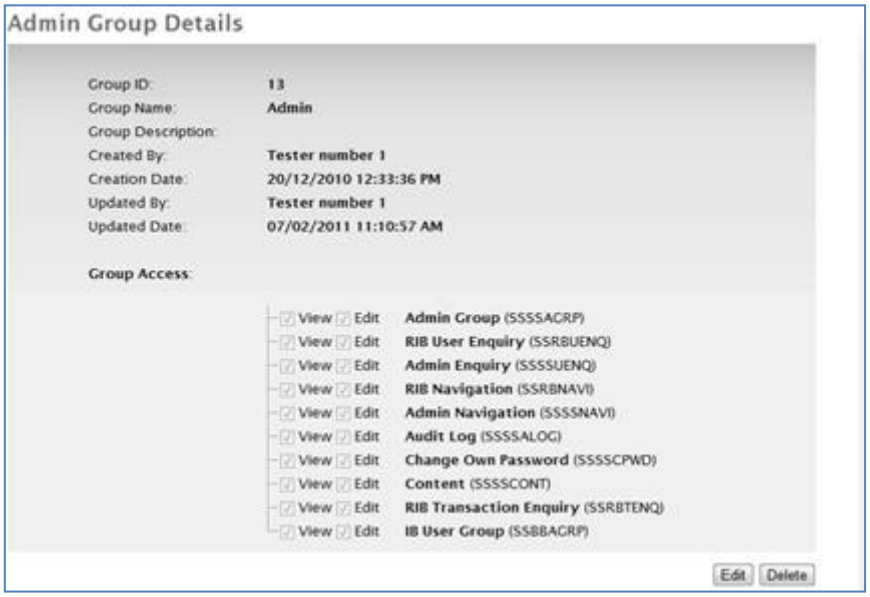


Figure 8 – Administrator Group Access Maintenance Screen

1. User can access to Admin Group Maintenance Screen by clicking on the “Admin Group” link on the left navigation menu.
2. IBAM display IBAM Admin Group Access Maintenance Screen.
3. User click on the “Edit” button to go to the edit page;

Step 2:

Figure 9 – Administrator Group Access Edit Screen

1. IBAM display Group Access Edit Screen.
2. User edits Admin Group Access Settings and clicked the “Confirm” button.

Step 3:

Figure 10 – Administrator Group Access Edit Result Screen

1. IBAM saves the edited Admin Group Access Settings to IB Database and display the result to the user.

4.2 Managing admin navigation

4.2.1 Features Description

Admin can use this feature to manage IBAM Side Navigation Menu Title and Description.

4.2.2 Viewing admin navigation

4.2.2.1 Process Flow

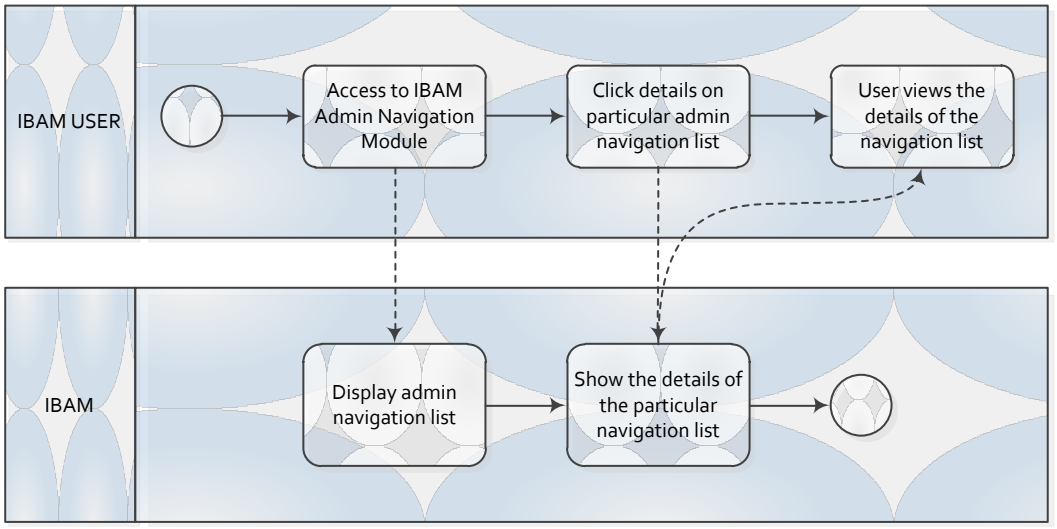


Diagram 5 – Admin Navigation Flow Diagram

4.2.2.2 Screen Flow

Step 1:

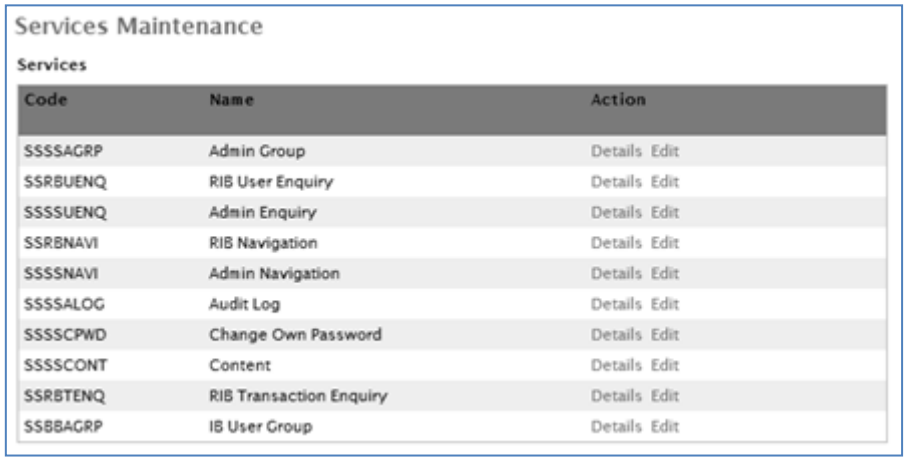


Figure 11 – Admin Navigation Screen

1. Admin user access the 'admin navigation' side menu.
2. IBAM System displays the list of service maintenance
3. User selects 'details' on the respecting service maintenance name/title.

Step 2:

Figure 12 – Navigation Service Details

1. IBAM System displays the details of the system navigation

4.2.3 Editing admin navigation

4.2.3.1 Process Flow

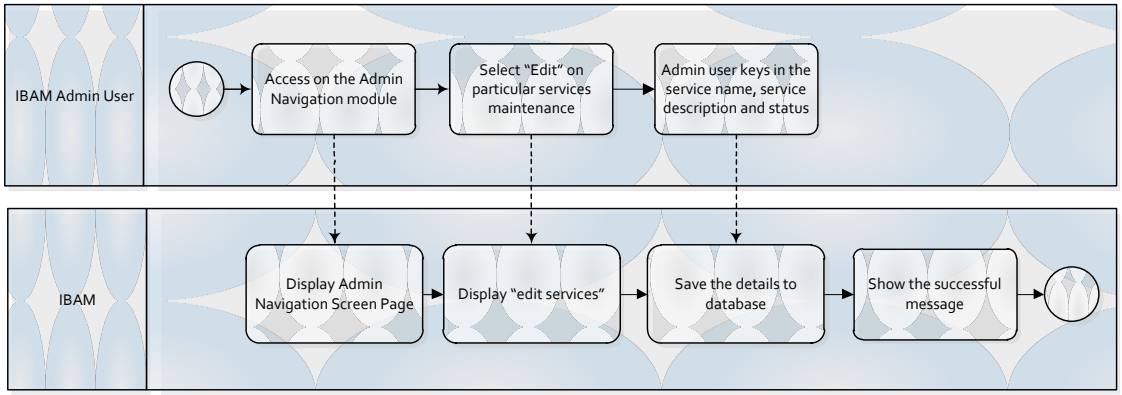


Diagram 6 – Editing Administrator Navigation Flow Diagram

Step 1:

1. IBAM User access Admin Navigation module.

2. IBAM System display Admin Navigation module.
3. IBAM user selects service maintenance category and select ‘edit’.

Step 2:

1. IBAM System displays ‘edit services’ page details
2. IBAM user keys in the service name, service description and status on the respecting module selected.
3. IBAM System saves the details edited to the database.

Step 3:

1. IBAM System displays the successful message regarding to the user action.
2. IBAM User views the messages.

4.2.3.2 Screen Flow

Step 1:

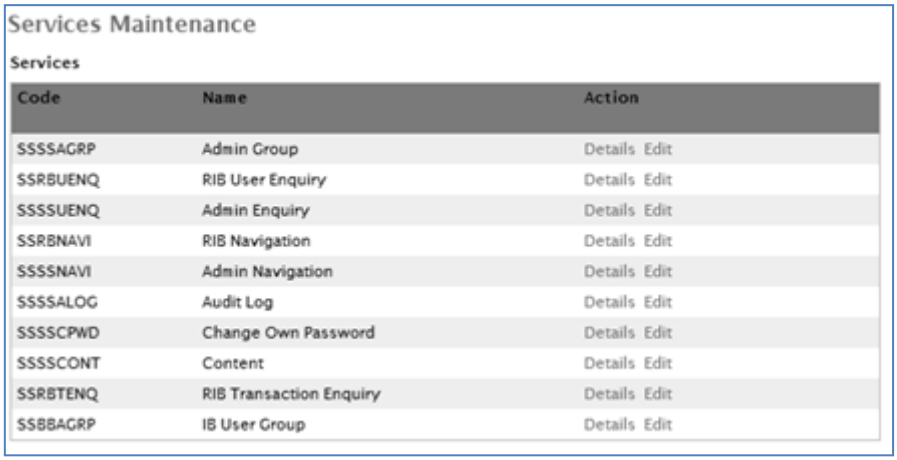


Figure 13 – Admin Navigation Screen

1. IBAM user access the ‘admin navigation’ side menu.
2. IBAM System displays the list of service maintenance
3. IBAM User selects ‘edit’ on the respecting service maintenance name/title.

Step 2:

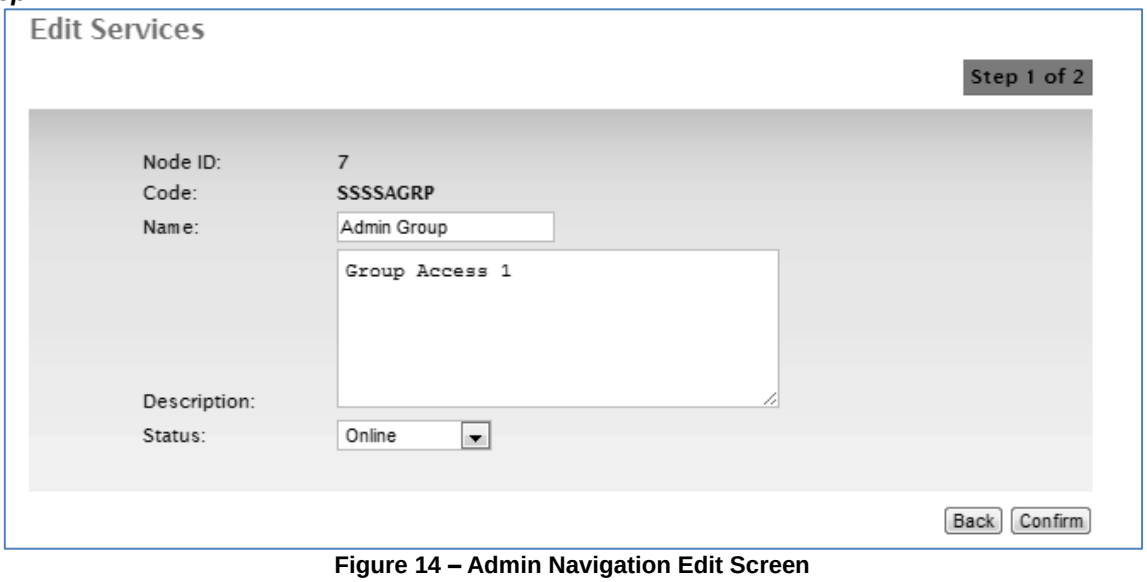


Figure 14 – Admin Navigation Edit Screen

1. IBAM System displays the services editing screen page
2. IBAM user key in the service name, description and status

3. The IBAM user click on the 'confirm button' to save the changes.
4. Any changes made will be stored at the database.

Step 3:

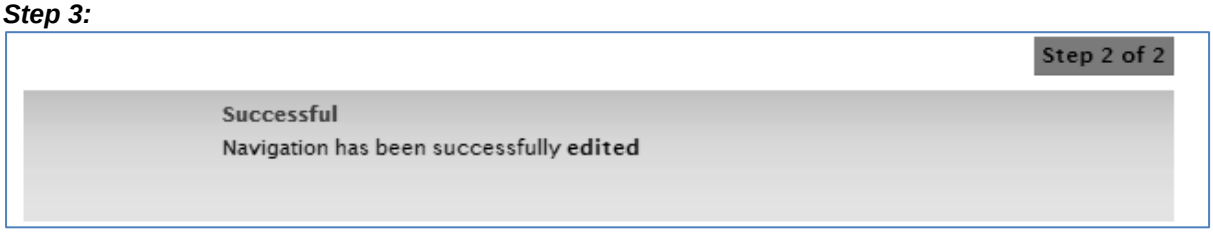


Figure 15 – Admin Navigation Edit Result

1. IBAM System shows that the 'navigation has been successfully edited'

4.3 Managing administrator

4.3.1 Create administrator

4.3.1.1 Features Description

This feature shall allow administrator to create admin user based on the created group.

4.3.1.2 Process Flow

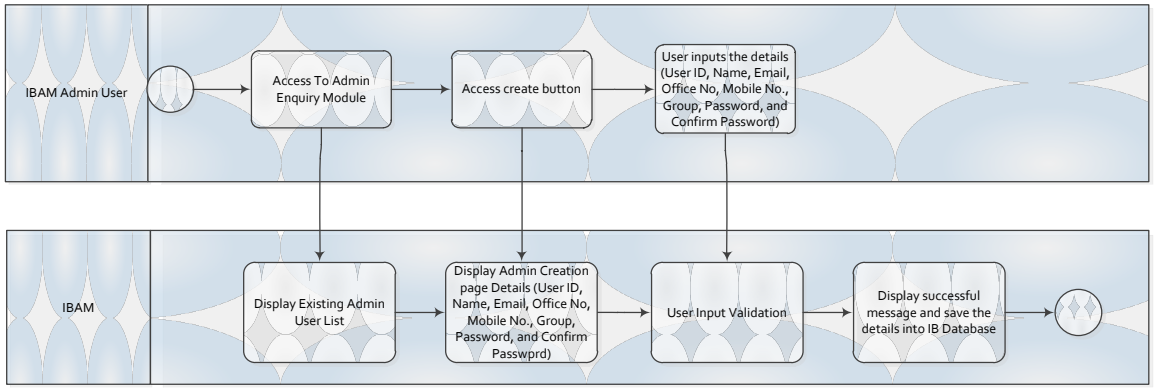


Figure 16 – Create Administrator Flow Diagram

There are 2 participants involved in this process which is Admin User and IBAM. The following are the steps to create a new IBAM user:

Step 1:

1. Administrator access to IBAM Creation Screen.
2. IBAM display User Creation Screen.
3. Administrator input new Administrator Details and clicks on Confirm button.

Step 2:

1. IBAM validate input details and save the new administrator to IB Database and go to the result page.

4.3.1.3 Screen Flow

Step 1

Figure 17 – Administrator Create Screen

1. Administrator can access to Admin Creation Screen by clicking on the “Admin enquiry” link at the left navigation menu followed by clicking the “Create” button.
2. On the Admin Enquiry Screen, input preferred User ID, Name, Password, Re-enter Password, select a Group, Email, Office No., Mobile No., and then click on the “Confirm” button.

Please to refer **Error! Reference source not found.** for the default settings of each group. Validation f User ID and password is based on the System Security Requirements table below.

System Security Requirements
Below table shows the requirement for the User ID and Password for AGROBANK:

User ID and Password Control	Minimum Requirements	Remark
1. User ID	Single or combination of numeric, alpha or alphanumeric.	The rule is not parameterized.
2. Maximum password expiration	**90 days** system must force change	System wide support and can be parameterized via configuration file
3. Minimum password length	**8** characters minimum	This is standard feature.
4. Maximum failed log-in attempts	**3 times** Maximum attempts after which the User ID must be locked out (disabled)	The number of times of maximum attempts can be parameterized via configuration file. If the user ID is locked, the user required to send a request to administrator to change the User Status back to “Normal”. The IBAM will not force the user to change password upon user login.
5. Inactive/Dormant ID for more than 30 days	User ID is disabled by system	The number of days can be parameterized via configuration file.
6. Duplicate password control	For a minimum of **6** generations, same passwords cannot be repeated	The number of generations can be parameterized via configuration file.

User ID and Password Control	Minimum Requirements	Remark
7. Last sign on information display	Preferably system to display the last sign on information to user upon sign on to system	This is standard feature.
8. First time sign on password must be forced change	First time sign on-user must be forced to change the defaulted passwords	This is standard feature.
9. Changing of passwords by user	Users may change their passwords at anytime they wish	This is standard feature.
10. Passwords composition	Must be combination of alphanumeric, special characters, lower/upper case (if possible)	This is standard feature. The password must be combination of at least 1 alphabet and 1 numeric value and case sensitive.
11. Deletion of User IDs from application	User IDs that are obsolete must be able to be deleted (instead of just suspended) from the application	The same user id cannot be reuse even for deleted user. The deleted user will not show on user enquiry screen, but the deleted user record still stored in database.

Table 2 – System Security Requirements

Step 2:

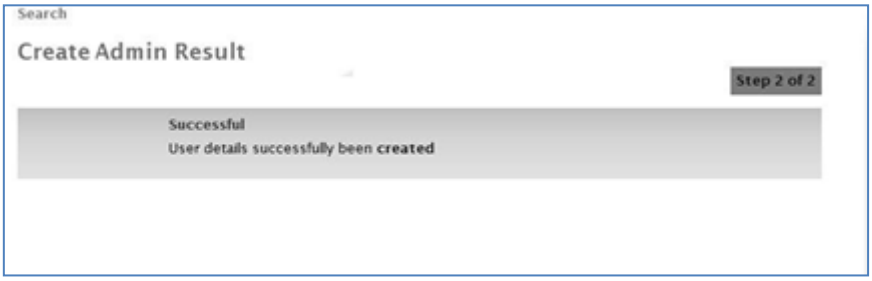


Figure 18 – Create Administrator Result Screen

1. IBAM validates user details, save the new user to IB Database and displays result page.

4.3.2 Edit administrator

4.3.2.1 Features Description

This feature shall allow administrator to edit and update an IBAM user details.

4.3.2.2 Process Flow

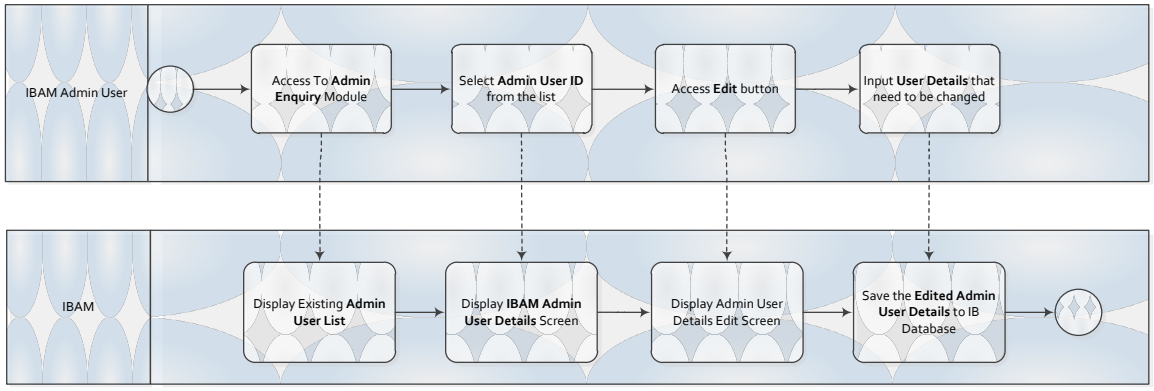


Diagram 7 – Edit Administrator Flow Diagram

There are 2 participants involved in this process which is Admin User and IBAM. The following are the steps to edit and update a user details:

Step 1:

1. Admin access to Admin Enquiry Screen.
2. IBAM display Admin Enquiry Screen.
3. Admin select specific IBAM user from list.

Step 2:

1. IBAM display IBAM User Details Screen.
2. Admin click on the Edit button

Step 3:

1. IBAM display IBAM User Details Edit Screen.
2. Admin modifying information an click on the Confirm button

Step 4:

1. IBAM saves the edited details to IB Database
2. IBAM display the result screen

4.3.2.3 Screen Flow

Step 1

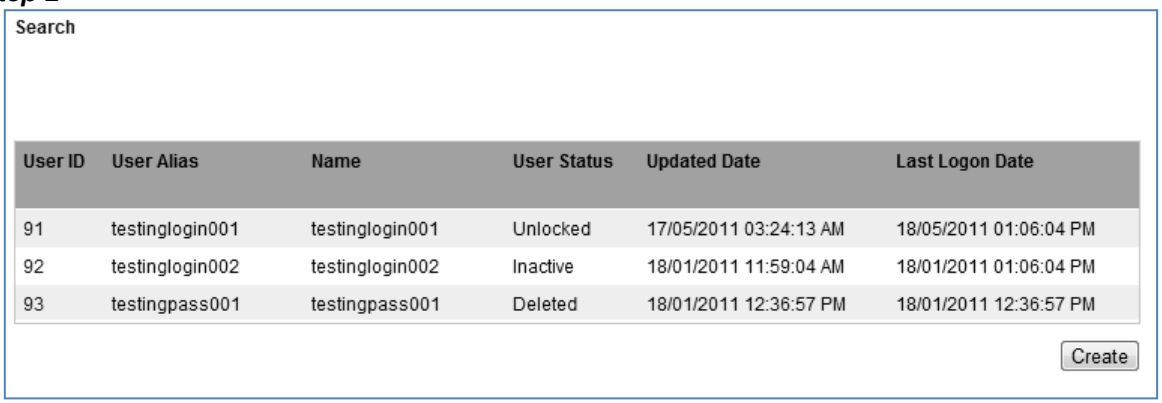


Figure 19 – Administrator Enquiry Screen

1. IBAM User can access to Admin Enquiry Screen by clicking on the “Admin Enquiry” link on the left navigation menu.
2. Admin Enquiry Screen will be shown.
3. IBAM User can select a specific user from the list on the screen.

Step 2

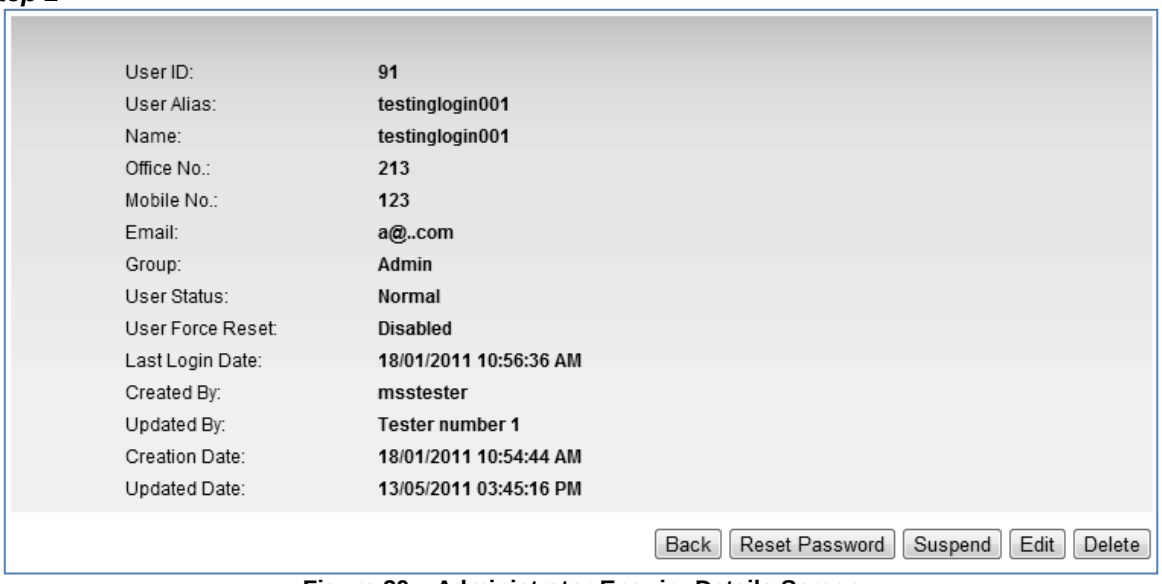


Figure 20 – Administrator Enquiry Details Screen

1. Admin Details Screen of the IBAM User ID will be shown. Admin can clicks on the “Edit” button to access the IBAM User Details Edit Screen.

Step 3

Figure 21 – Administrator Details Edit Screen

1. IBAM display IBAM User Details Edit Screen.
2. Admin edits details and clicks on the “Confirm” button.

The list of supported user status is as following:

Status	Description
Normal	IB Services is available for the user
Locked	User account will be locked after the user perform invalid operation like failed to login more than 3 attempts
Suspended	User account is suspended from using IB. The “Suspend” status can change to “Normal” status by IBAM Administrator manually. User account can only be suspended manually by IBAM Administrator

Step 4:

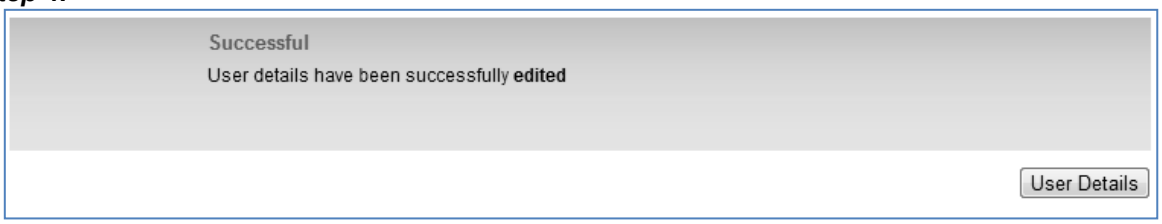


Figure 22 – Administrator Details Edit Result Screen

1. IBAM updates the edited details to IB Database and display the result to the IBAM user.

4.3.3 Delete administrator

4.3.3.1 Features Description

This feature allow administrator to delete an administrator from IBAM. All users are logically deleted (mark as deleted), the deleted administrator record(s) still remain in the IB database.

4.3.3.2 Process Flow

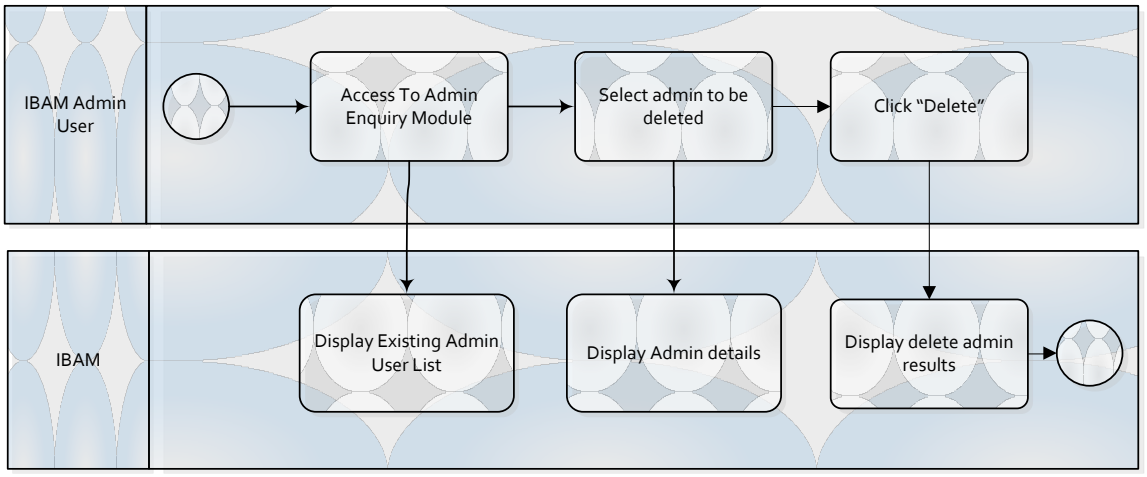


Diagram 8 – Delete Administrator Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps to delete an administrator:

Step 1:

1. Administrator access to User Enquiry Screen.
2. IBAM display Admin Enquiry Screen.
3. Administrator selects IBAM user to be deleted.
4. IBAM display IBAM user details page.

Step 2:

1. Administrator clicks on "Delete" button.

Step 3:

1. IBAM deletes the selected user(s) from IB Database and go to the result page.

4.3.3.3 Screen Flow

Step 1:

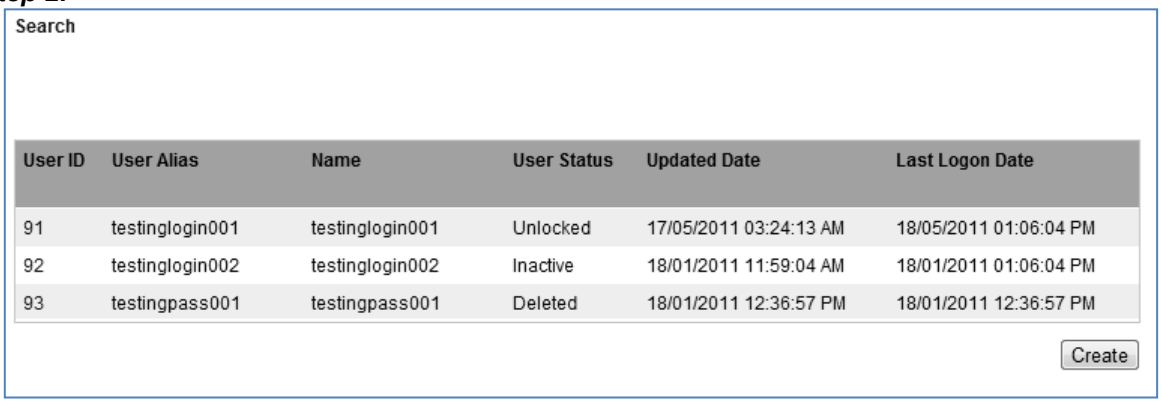


Figure 23 – Administrator Enquiry Screen

1. Admin access to User Enquiry Screen.
2. IBAM display Admin Enquiry Screen.
3. Admin selects IBAM user's link to be deleted.
4. IBAM display IBAM user details page.

Step 2:

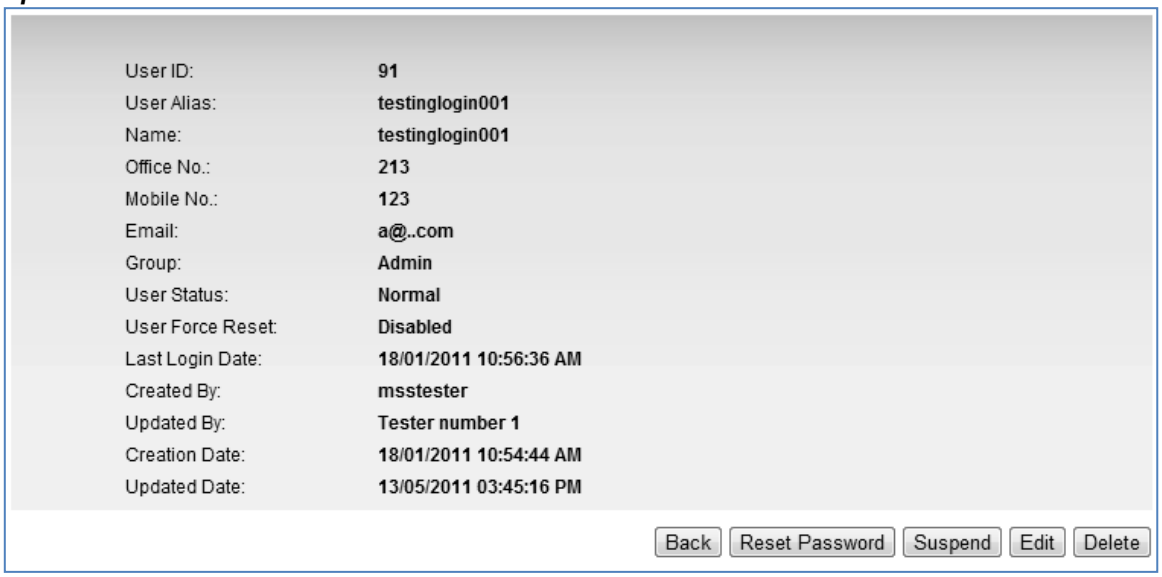


Figure 24 – Administrator Enquiry Details Screen

1. Admin clicks on the delete button.

Step 3:

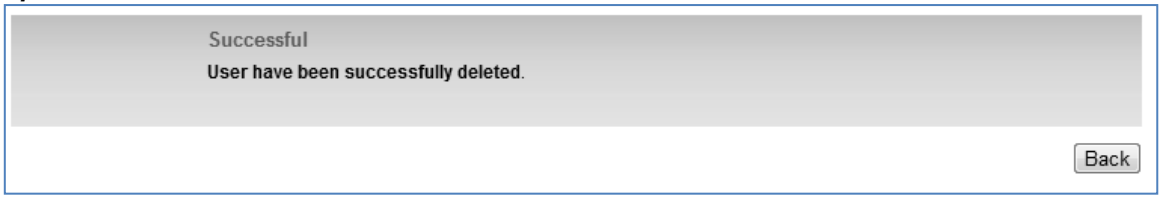


Figure 25 – Delete Administrator Result Screen

1. IBAM deletes the selected admin from IB Database and go to result page as above.

4.3.4 Reset Administrator Password

4.3.4.1 Features Description

This feature will allow an authorized IBAM user to reset another IBAM user password when he/she forgot the login password in order for the user to regain access to IBAM.

4.3.4.2 Process Flow

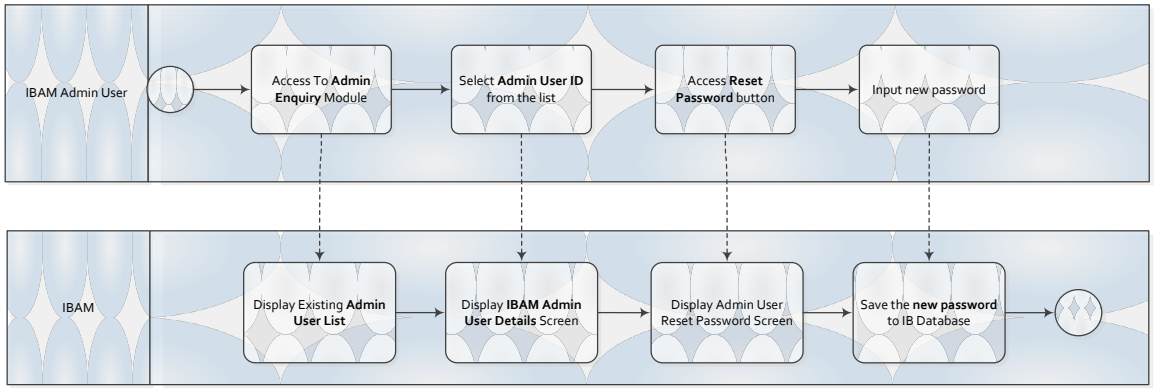


Diagram 9 – Reset Administrator Password Flow Diagram

4.3.4.3 Screen Flow

Step 1:

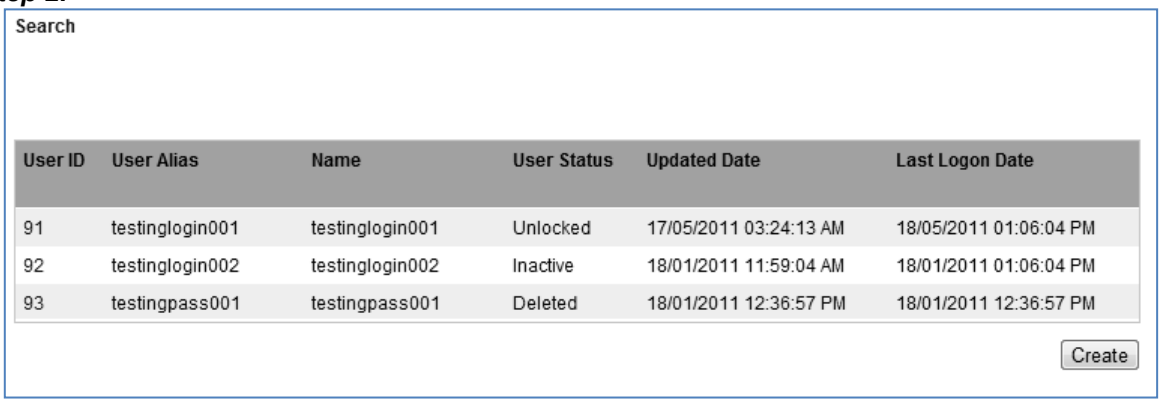


Figure 26 – Administrator Enquiry Screen

1. IBAM User can access to Admin Enquiry Screen by clicking on the “Admin Enquiry” link on the left navigation menu.
2. IBAM display the Admin Enquiry Screen
3. IBAM User click on a User ID

Step 2:

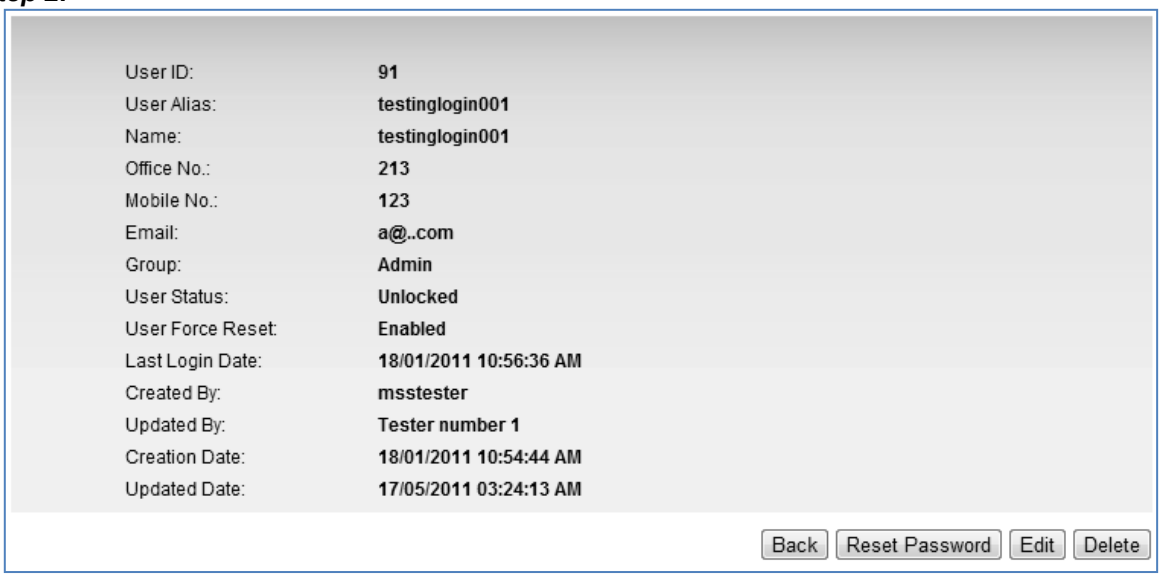


Figure 27 – Administrator Enquiry Details Screen

1. IBAM display Admin Details Screen of the selected User ID
2. IBAM User click on the “Reset Password” button

Step 3:

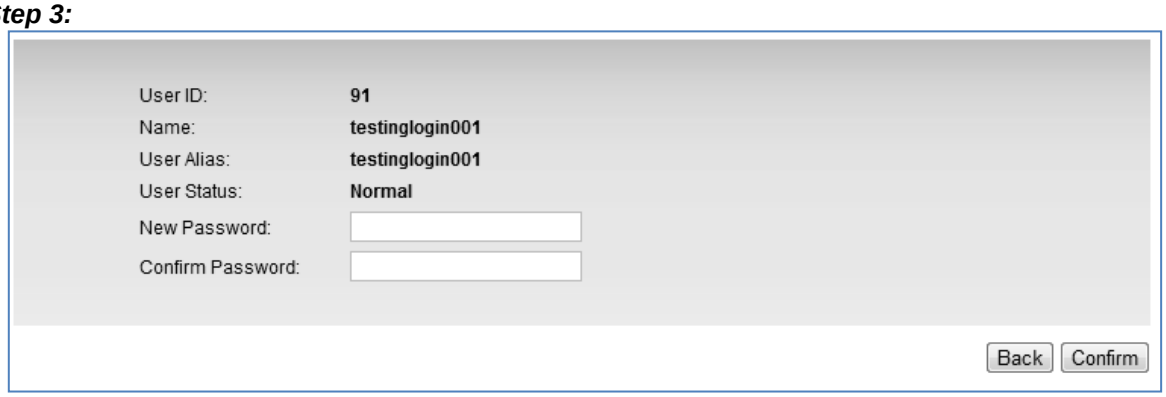


Figure 28 – Reset Password Screen

1. IBAM display Reset Password Screen.
2. IBAM User input New Password and Confirm Password and click on the “Confirm” button.

Step 4:

Figure 29 – Reset Password Result Screen

1. IBAM saves the new password to IB Database.
2. IBAM saves the new password to IB Database and display the result to the user
3. IBAM will force user to change password upon login.

4.3.5 Suspend Administrator

4.3.5.1 Features Description

This feature will allow an authorized IBAM user to suspend another IBAM user.

4.3.5.2 Process Flow

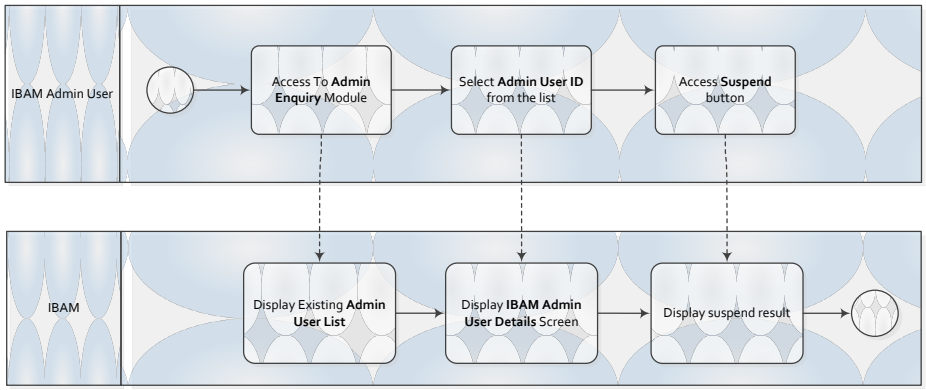


Diagram 10 – Suspend Administrator Flow Diagram

There are 2 participants involved in this process which is IBAM user and IBAM. The following are the steps:

Step 1:

1. IBAM User access to Admin Enquiry Screen.
2. IBAM display Admin Enquiry Screen.
3. IBAM User click on a USER ID

Step 2:

1. IBAM display Admin Details Screen.
2. IBAM User click on Suspend button

Step 3:

1. IBAM saves the new password to IB Database
2. IBAM display the result screen

4.3.5.3 Screen Flow

Step 1:

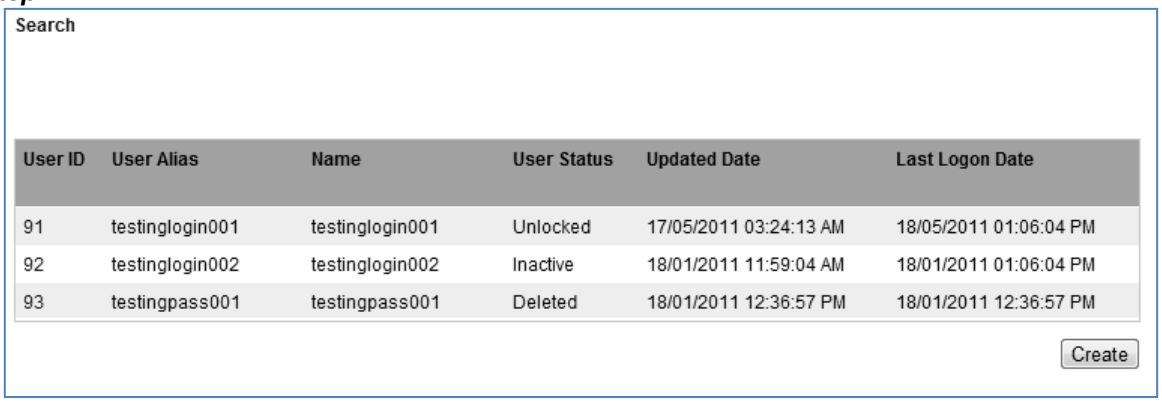


Figure 30 – Administrator Enquiry Screen

1. IBAM User can access to Admin Enquiry Screen by clicking on the “Admin Enquiry” link on the left navigation menu.
2. IBAM display the Admin Enquiry Screen
3. IBAM User click on a User ID

Step 2:

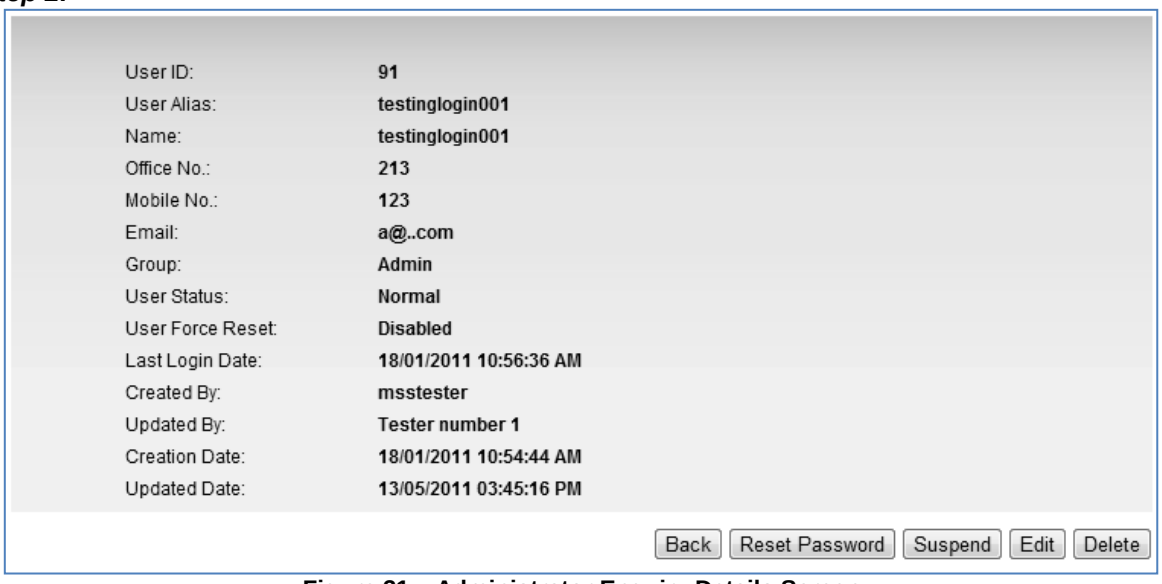


Figure 31 – Administrator Enquiry Details Screen

1. IBAM display Admin Details Screen of the selected User ID
2. IBAM User click on the “Suspend” button

Step 3:

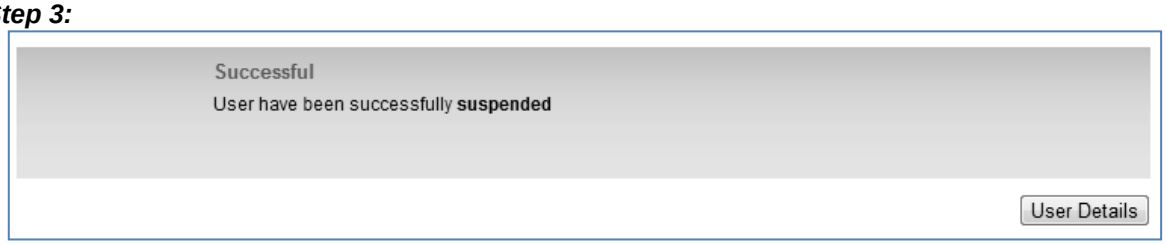


Figure 32 – Suspend Result Screen

1. IBAM saves the new Admin status to IB Database and display result.

4.3.6 Activate Administrator

4.3.6.1 Features Description

This feature will allow an authorized IBAM user to activate another suspended admin.

4.3.6.2 Process Flow

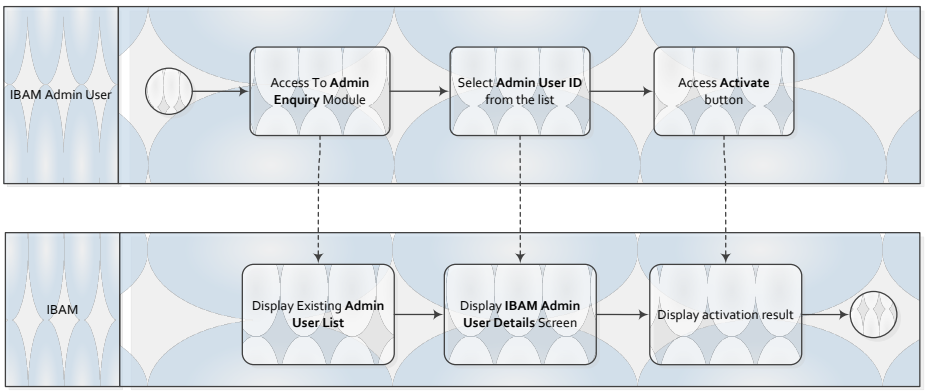


Diagram 11 – Activate Administrator Flow Diagram

There are 2 participants involved in this process which is IBAM user and IBAM. The following are the steps:

Step 1:

1. IBAM User access to Admin Enquiry Screen.
2. IBAM display Admin Enquiry Screen.
3. IBAM User click on a USER ID

Step 2:

1. IBAM display Admin Details Screen.
2. IBAM User clicks on the Activate button to activate suspended user.

Step 3:

1. IBAM saves the new user status to IB Database
2. IBAM display the result screen

4.3.6.3 Screen Flow

Step 1:

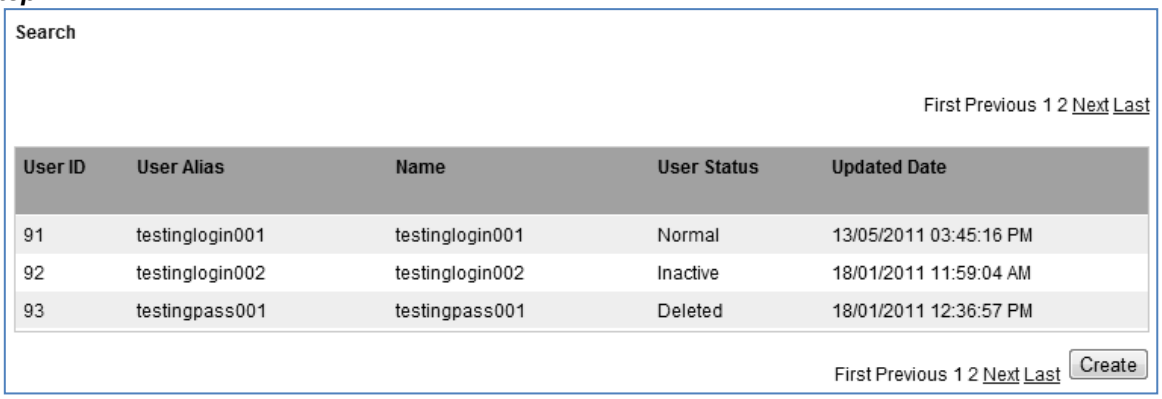


Figure 33 – Administrator Enquiry Screen

1. IBAM User can access to Admin Enquiry Screen by clicking on the “Admin Enquiry” link on the left navigation menu.
2. IBAM display the Admin Enquiry Screen
3. IBAM User click on a User ID

Step 2:

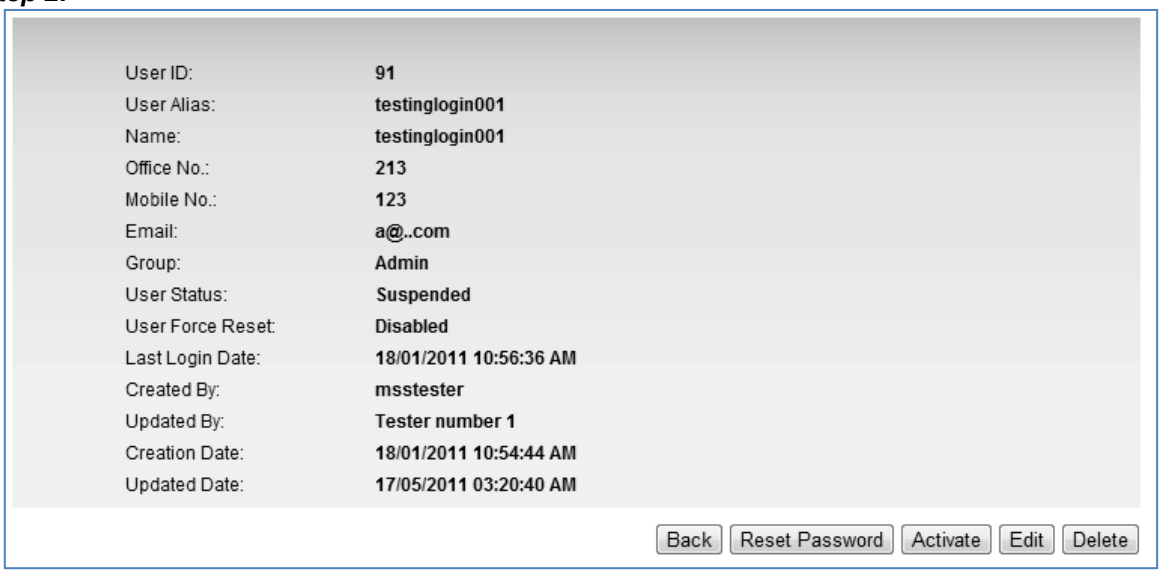


Figure 34 – Administrator Enquiry Details Screen

1. IBAM display Admin Details Screen of the selected suspended User ID
2. IBAM User clicks on the “Activate” button on suspended user.

Step 3:

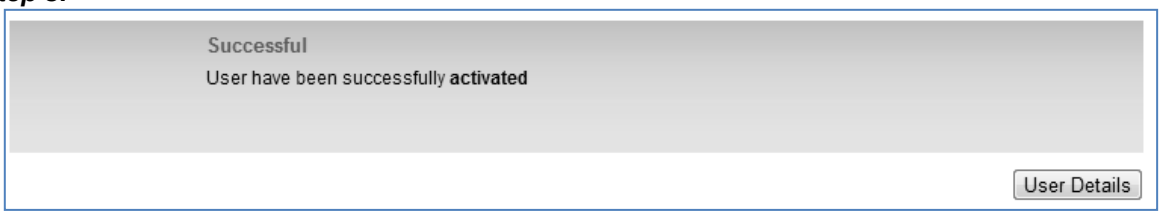


Figure 35 – Activation Result Screen

1. IBAM saves the new user status to IB Database
2. IBAM display the result screen

4.4 Viewing Audit Log

4.4.1 Features Description

This feature allows authorized IBAM User to view the audit log that tracking IBAM user activities.

4.4.2 Process Flow

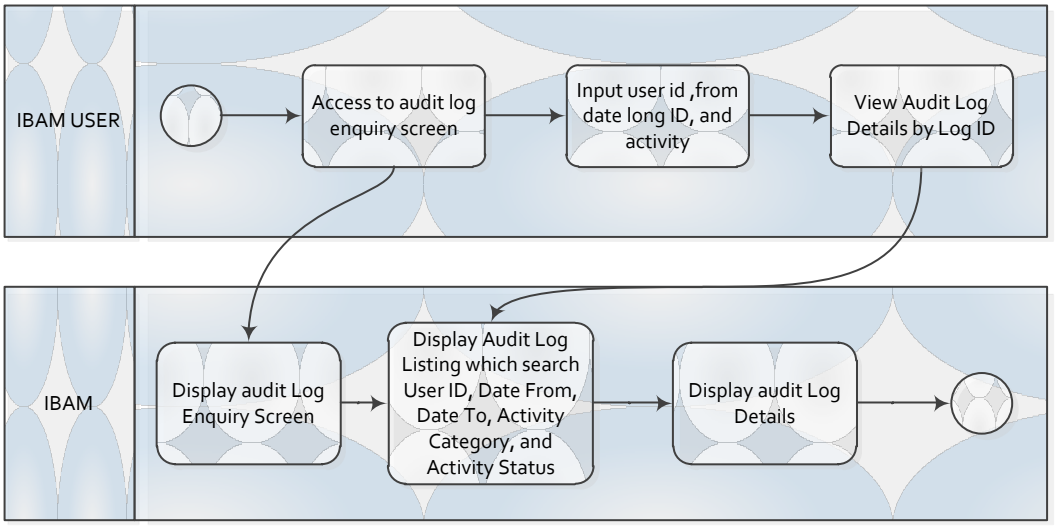


Diagram 12 – View Audit Log Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

1. Admin access to Audit Log Enquiry Screen.
2. IBAM display Audit Log Enquiry Screen.
3. Admin may input User ID. From Date, To Date and Activity.
4. IBAM display Audit Log Listing which search by User ID. From Date, To Date and Activity.
5. Admin view Audit Log Details by Log ID.

Step 2:

1. IBAM display Audit Log Details.

4.4.3 Screen Flow

Step 1:

Figure 36 – Audit Log Enquiry Screen

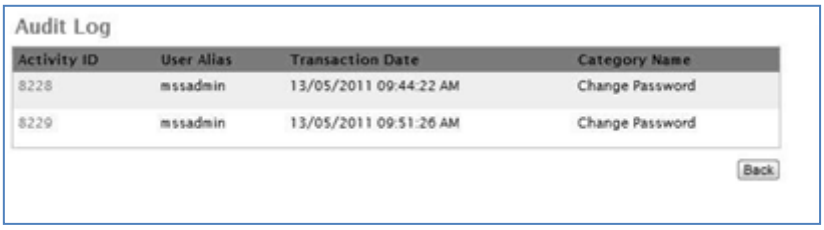


Figure 37 – Audit Log Enquiry Result Screen

1. Admin can access to Audit Log Screen by clicking on the “Audit Log” link on the left navigation menu
2. IBAM display Audit Log Enquiry Screen.
3. Admin may input :-
   - User ID
   - From Date
   - To Date
   - Activity ID
   - Activity Type
   - Status

   The search/filter mechanism working as OR case, which means all items above are optional
4. Clicked “Search” button.
5. IBAM display Audit Log Listing which search based on the filter selected, or latest 15 transactions/logs if no filter selected.
6. User can view Audit Log Details by select the Activity ID.

Step2:

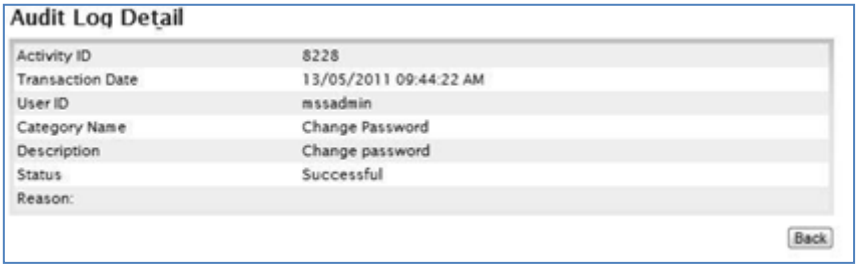


Figure 38 – Audit Log Details Screen

1. IBAM display Audit Log Details

5 Service administration

5.1 Managing IB User Group

5.1.1 Create IB User Group

5.1.1.1 Features Description

IBAM System allows grouping of customers through access control matrix.

5.1.1.2 Process Flow

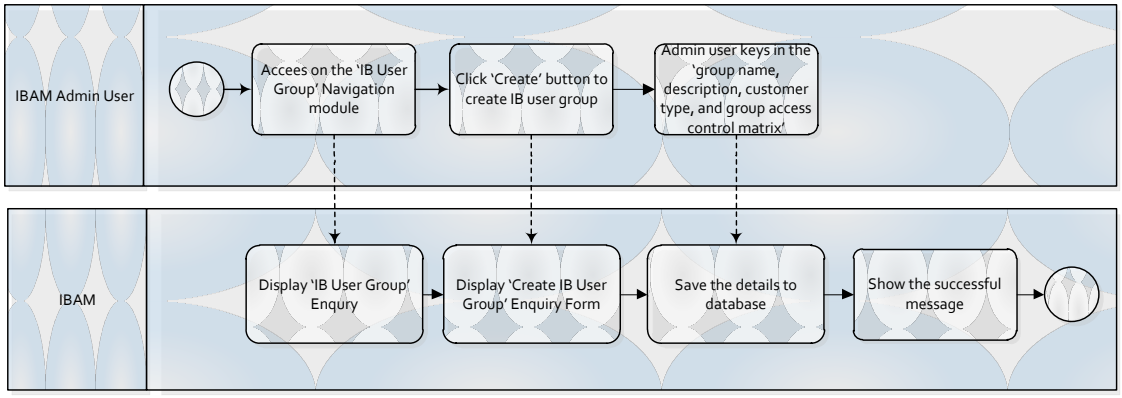


Diagram 13 – IB User Group Creation Flow Diagram

5.1.1.3 Screen Flow

Step 1:

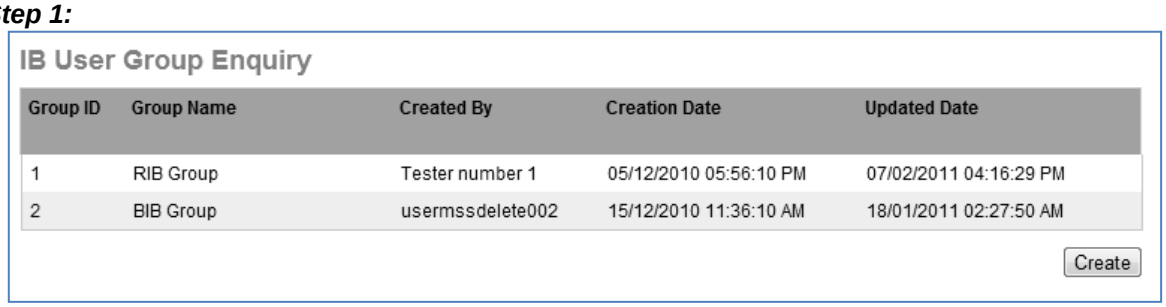


Figure 39 – IB User Group Enquiry

1. IBAM user gains access on the IB User Group module.
2. IBAM Systtem displays the existing IB User Group Enquiry Screen.
3. IBAM user clicks on the 'create' button to create new 'IB User Group'.

Step 2:

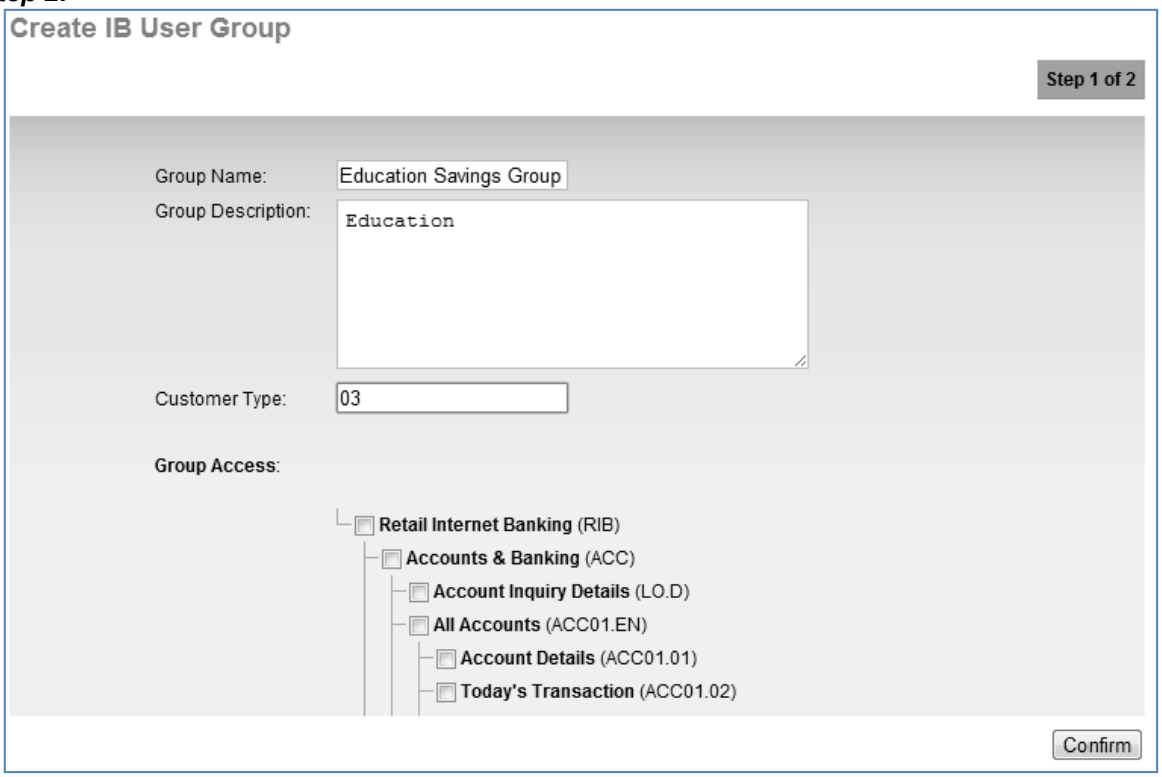


Figure 40 – IB User Group Access Control Matrix Creation

1. IBAM System shows the 'IB User Group Creation' enquiry screen.
2. IBAM user keys in the preferred 'group name, description, customer type, and group access control matrix.
3. IBAM user clicks on the 'confirm' button.
4. IBAM System will store the information and save them inside the database.

Step 3:

Figure 41 – IB User Group Creation Result

1. IBAM System will show the successful message.

5.1.2 Edit IB User Group

5.1.2.1 Features Description

IBAM System allows editing defined access control matrix for Retail Internet Banking customers

5.1.2.2 Process Flow

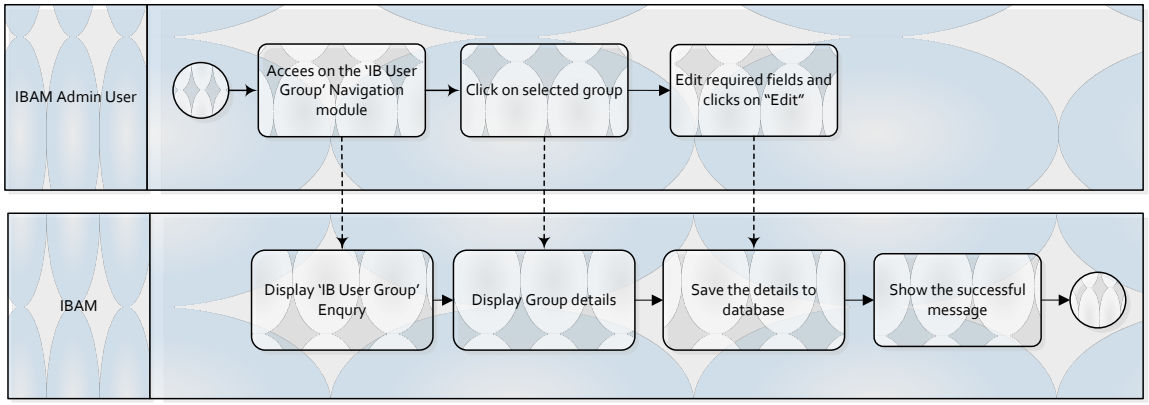


Diagram 14 – IB User Group Editing Flow Diagram

5.1.2.3 Screen Flow

Step 1:

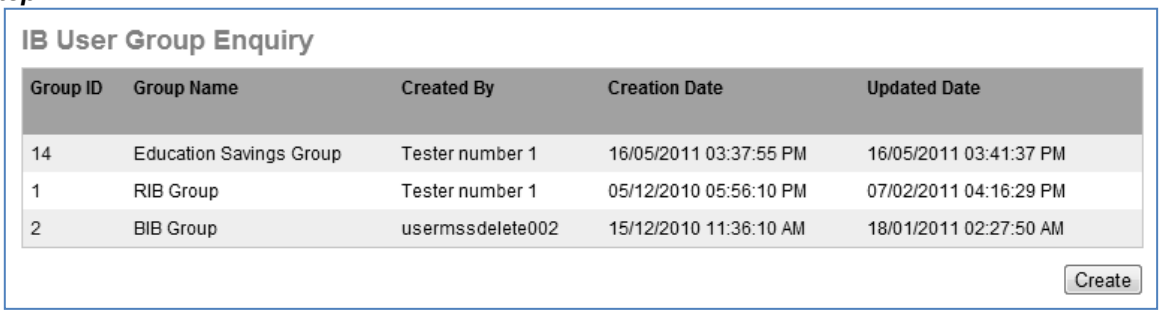


Figure 42 – IB User Group Enquiry Screen

1. IBAM user gains access on 'IB User Group' Screen.
2. IBAM System displays the list of the existing IB User Group Enquiry.
3. IBAM user selects the 'Group ID' to be modified.

Step 2:

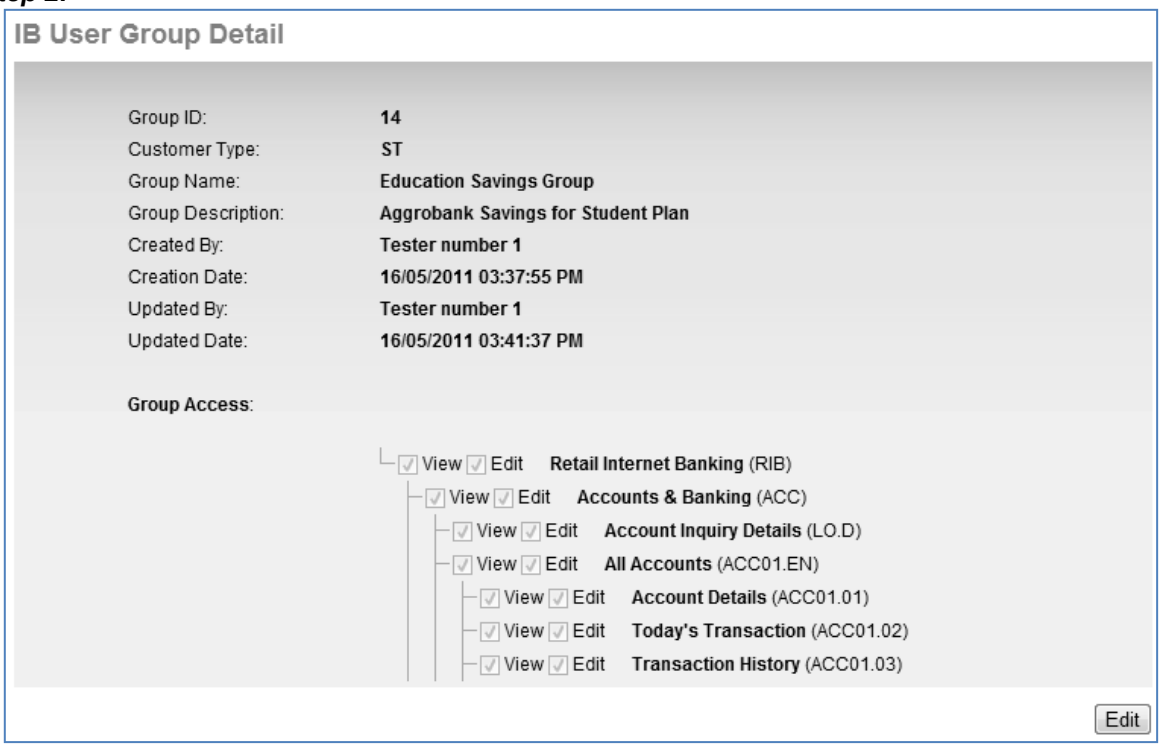


Figure 43 – IB User Group Access Control Matrix Details

1. IBAM System shows the detail of the existing 'group access matrix'.
2. IBAM User clicks on the 'edit' button.

Step 3:

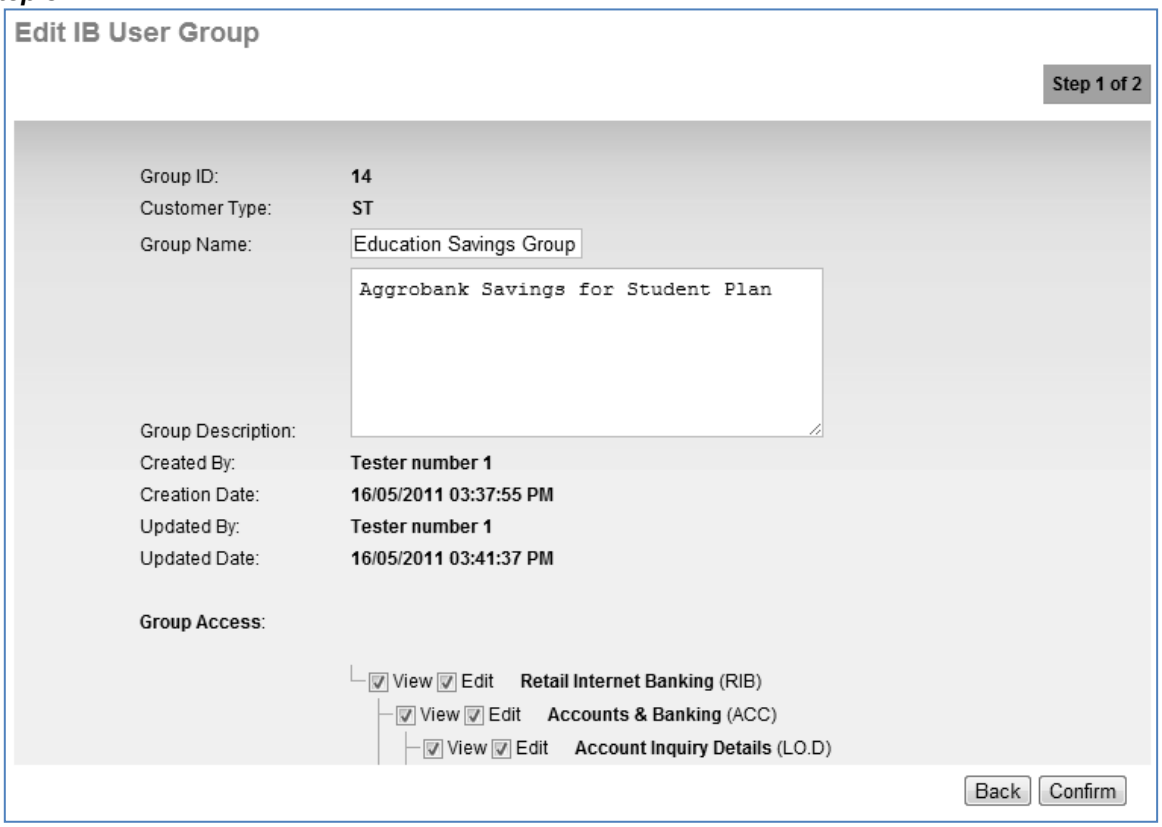


Figure 44 – IB User Group Access Control Matrix Edit

1. IBAM System shows the 'User Group' page that is ready to be edited.
2. IBAM User makes necessary changes and clicks the 'confirm' button.
3. IBAM System stores the changes inside the database.

Step 4:

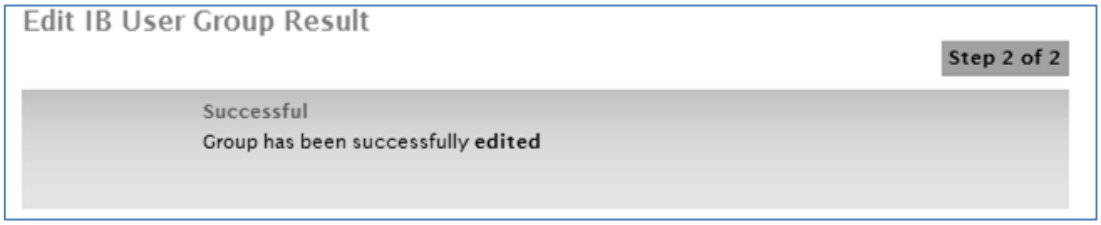


Figure 45 – IB User Group Access Control Matrix Successful Edit

1. IBAM System shows the successful message.

5.2 Managing RIB Navigation

5.2.1 Features Description

This feature allows IBAM user to edit the navigation menu that will be displayed in Retail Internet Banking

5.2.2 Process Flow

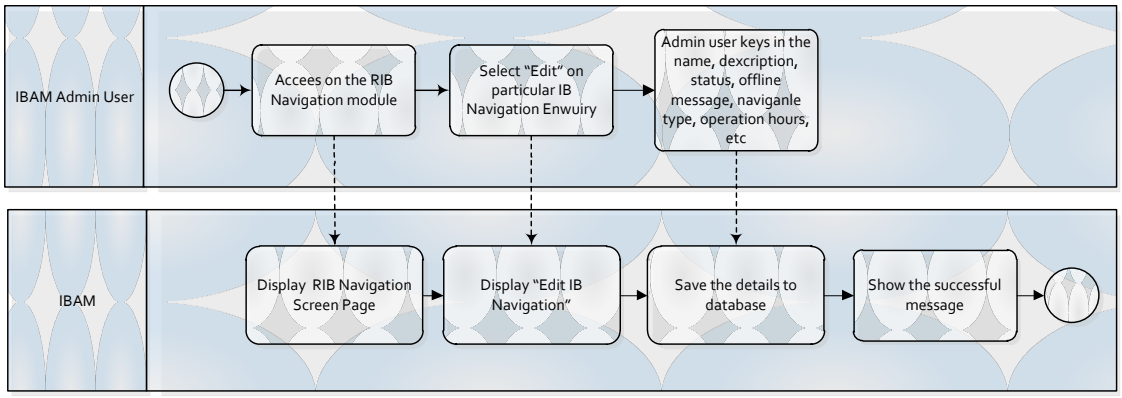


Diagram 15 – Editing RIB Navigation Flow Diagram

Step 1:

1. Admin User selects the 'RIB Navigation' module.
2. IBAM System shows the navigable service for Retail IB. In this case, the Retail Internet Banking is the root service of the IB module.
3. Admin user clicks on the Edit link.

Step 2:

1. IBAM System shows the IB navigation edit page.
2. User can edit the IB name, description, offline message on the corresponding status (online/offline), navigable option, operation hour, operation start and end time, weekend status, quick link, top menu display, and child link display.
3. User click on the 'confirm' button after the details had been completed.
4. IBAM System saves the changes on the database which result on the changes that will be occurred on the IB user system.

Step 3:

1. IBAM System shows the successful message.

5.2.3 Screen Flow

Step 1:

Figure 46 – RIB Navigation Enquiry Screen

1. Admin User selects the 'RIB Navigation' module.
2. IBAM System shows the navigable service for Retail IB. In this case, the Retail Internet Banking is the root service of the IB module.
3. Admin user clicks on the Edit link.

Step 2:

Figure 47 – Edit RIB Navigation

1. IBAM System shows the IB navigation edit page.
2. User can edit the IB name, description, offline message on the corresponding status (online/offline), navigable option, operation hour, operation start and end time, weekend status, quick link, top menu display, and child link display.
3. User click on the 'confirm' button after the details had been completed.
4. IBAM System saves the changes on the database which result on the changes that will be occurred on the IB user system.

Step 3:

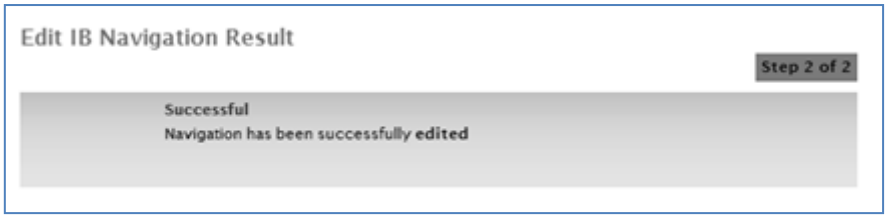


Figure 48 – Edit RIB Navigation Result

1. IBAM System shows the successful message.

5.2.4 Supported Services

Below is the list of the service inside RIB Navigation that is allowed to be customized:

- Retail Internet Banking
  - Accounts and Banking
    - All Accounts
      - Account Details
      - Today's Transaction
      - Transaction History
      - Online Transaction History
    - Bill Payment
      - Review Payment History & Future Payment
        - Make One-Off Payment
        - Make a Payment to A Favorite Payee
        - Manage My Favorite Payees
    - Transfer
      - Transfer History
        - Transfer History
      - Manage My Favorite Transfers
      - Favorite 3rd Party Account Transfer
      - Favorite Interbank GIRO Transfer
      - New 3rd party account transfer
      - New interbank GIRO transfer
      - Own account transfer
    - Fixed Deposit
      - Fixed Deposit Placement
    - Cheques
      - Check Book Re-Order
  - Utilities
    - Request TAC
    - Change Password
    - Change Security Question
    - Block ATM

5.3 Managing RIB User

5.3.1 Features Description

This feature allows IBAM user to view user details of Retail Internet Banking customers.

5.3.2 Process Flow

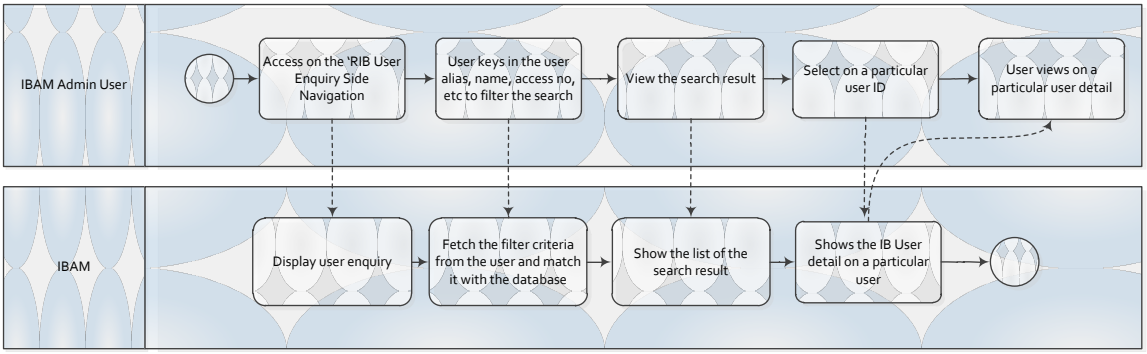


Diagram 16 – RIB User Enquiry Flow Diagram

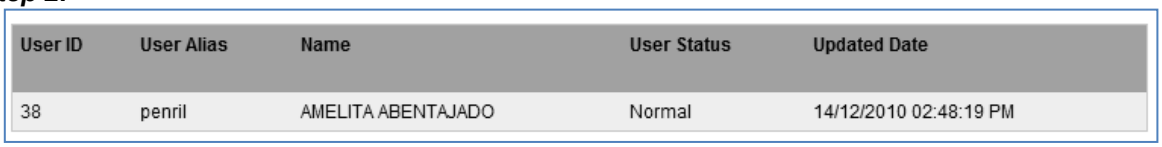
5.3.3 Screen Flow

Step 1:

Figure 49 – User Search Page

1. IBAM user selects RIB User Enquiry link.
2. IBAM display RIB User Enquiry Search menu.
3. IBAM user input search criteria and click on “Search”.

Step 2:



User ID	User Alias	Name	User Status	Updated Date
38	penril	AMELITA ABENTAJADO	Normal	14/12/2010 02:48:19 PM

Figure 50 – User Search Result Page

1. IBAM displays a list of users based on search criteria.
2. IBAM user select on one of the RIB user.

Step 3:

Figure 51 – User Details Page

1. IBAM displays the details of selected RIB user.

5.4 Viewing Retail Internet Banking (RIB) Transactions

5.4.1 Features Description

This feature allows an authorized IBAM user to view Retail Internet Banking transaction activities.

5.4.2 Process Flow

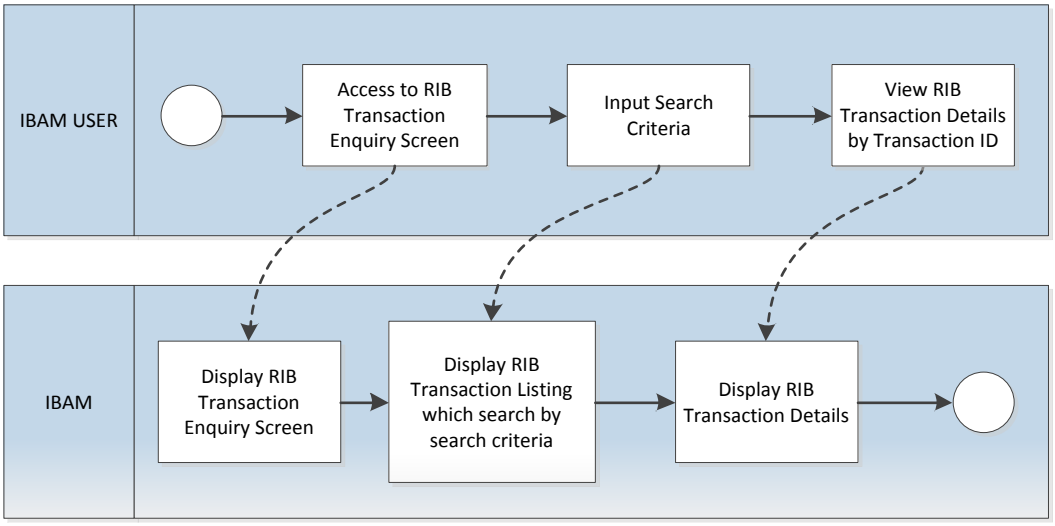


Diagram 17 – View RIB Transactions Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

1. Admin access to RIB Transaction Enquiry Screen.
2. IBAM display RIB Transaction Enquiry Screen.
3. Admin input search criteria.
4. IBAM display RIB Transaction Listing which search by search criteria input by admin.
5. Admin view RIB Transaction Details by Transaction ID.

Step 2:

1. IBAM display RIB Transaction Details.

5.4.3 Screen Flow

Step 1:

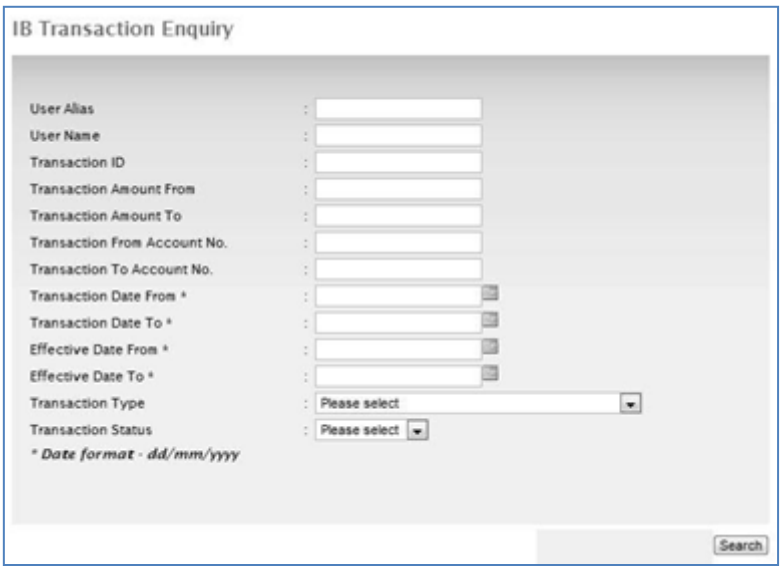


Figure 52 – RIB Transaction Enquiry Screen

1. Admin can access to RIB Transaction Enquiry Screen by clicking on the “RIB Transaction Enquiry” link on the left navigation menu
2. Admin may input search criteria and click the “Search” button. The search/filter mechanism working as OR case, which means all items are optional.

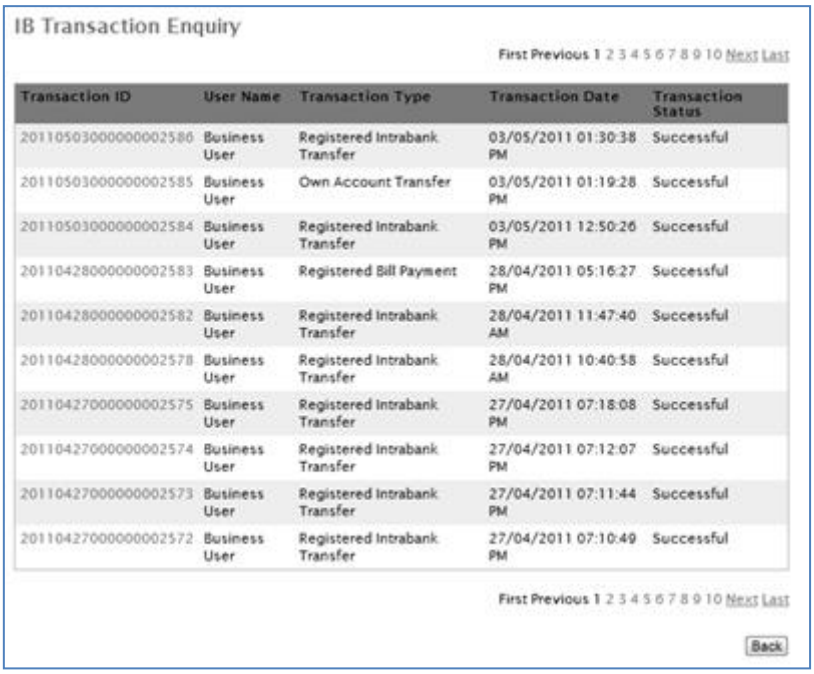


Figure 53 – RIB Transaction Enquiry Result Screen

3. IBAM display IB Transaction Listing which based on search criteria (Service Type will display detail up to the Payment Type level such as Interbank Fund Transfer - IBG).
4. Admin can view an IB Transaction Details by clicking on a Transaction ID.

Step 2:

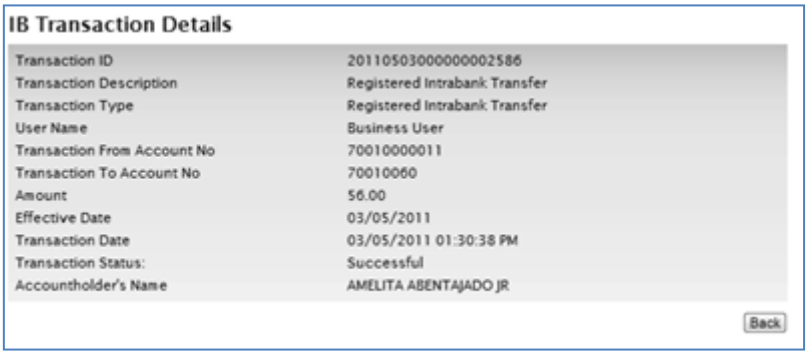


Figure 54 – RIB Transaction Details Screen

1. IBAM display IB Transaction Details.

5.5 Create Security Question

5.5.1 Features Description

This feature allows IBAM users to create security question for RIB user to choose preferred security questions.

5.5.2 Process Flow

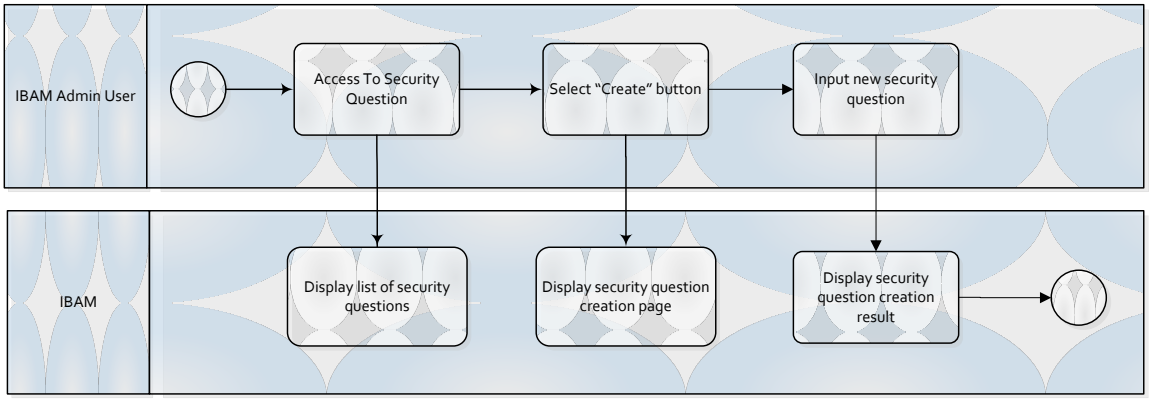


Diagram 18 – Create Security Question Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

1. Admin access to Security Questions.
2. IBAM display list of security questions (if available).
3. Admin clicks on "Create" button.
4. IBAM displays create security question screen.

Step 2:

1. Admin input desired security question.
2. IBAM saves the security question into IB database and displays result screen.

5.5.3 Screen Flow

Step 1:

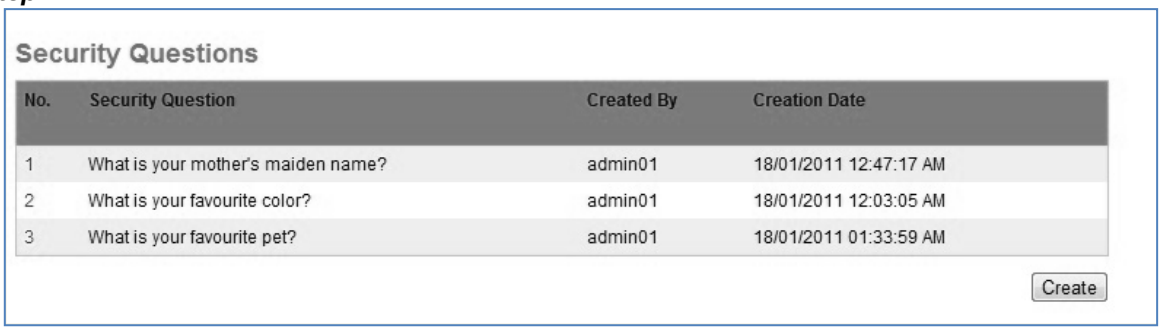


Figure 55 – List of Security Questions Screen

1. Admin access to Security Questions.
2. IBAM display list of security questions (if available).

Step 2:

Figure 56 – Create Security Question Screen

1. Admin clicks on "Create" button.
2. IBAM displays create security question screen.

Step 3:

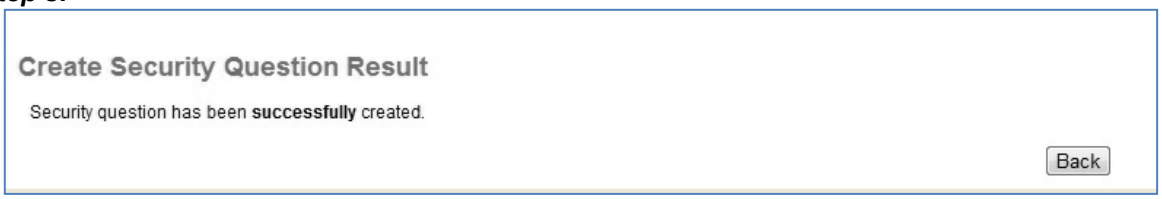


Figure 57 – Create Security Question Result Screen

1. Admin input desired security question.
2. IBAM saves the security question into IB database and displays result screen.

5.6 Secured mailbox

5.6.1 Features Description

The Secured Mailbox shall used to send and receive messages to Retail Internet Banking.

There are 3 categories that messages will fall into:
1. Inbox – messages received.
2. Sent Mail– messages sent.
3. Archive – archived messages

IBAM users can send messages to all IB user or filter based on specified criteria. IBAM User shall select the banking site when sending new message.

Messages from IB Users are accessible by all IBAM User with the appropriate access rights. IBAM Users are treated as a whole entity instead of individuals. IB user would not be able to see messages sent by the other IB users.

5.6.2 Send Message to RIB User

5.6.2.1 Filtered by specified criteria

5.6.2.1.1 Process Flow

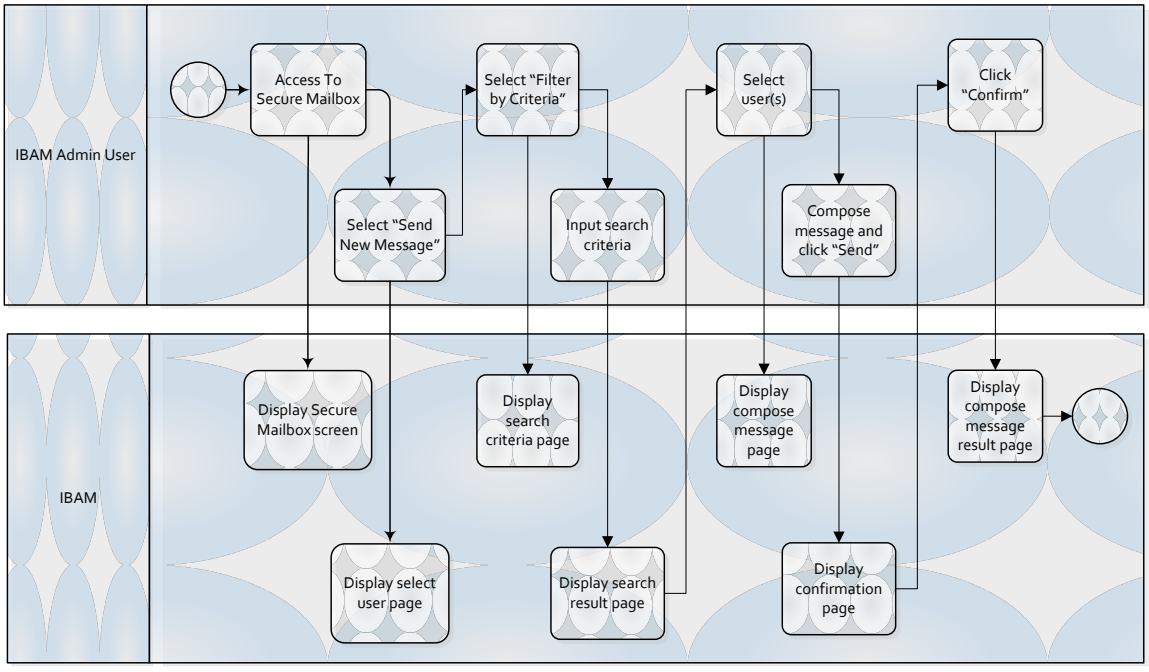


Diagram 19 – Send Message to RIB User

There are 3 participants involved in this process which is IB User, IBAM User and IBAM System.

The process has the following steps:

Step 1:

1. IBAM User access to Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. IBAM User selects Send New Message.

Step 2:

1. IBAM System display Send Message Screen.
2. IBAM User selects on user and input message.
3. IBAM User clicks on “Send” button.

Step 3:

1. IBAM System display Send Message Confirmation Screen.
2. IBAM User confirms to send message.
3. IBAM User views the Send Message Result Screen

5.6.2.1.2 Screen Flow

Step 1:

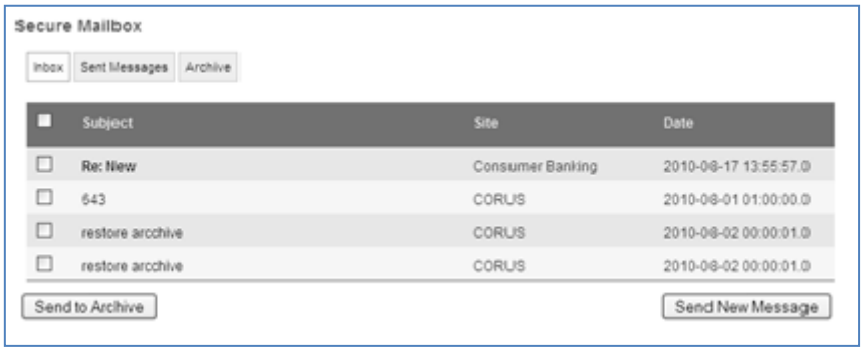


Figure 58 – Secured Mailbox Screen

1. IBAM User access to Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. IBAM User clicks “Send New Message” button to send message to IB Users.

Step 2:

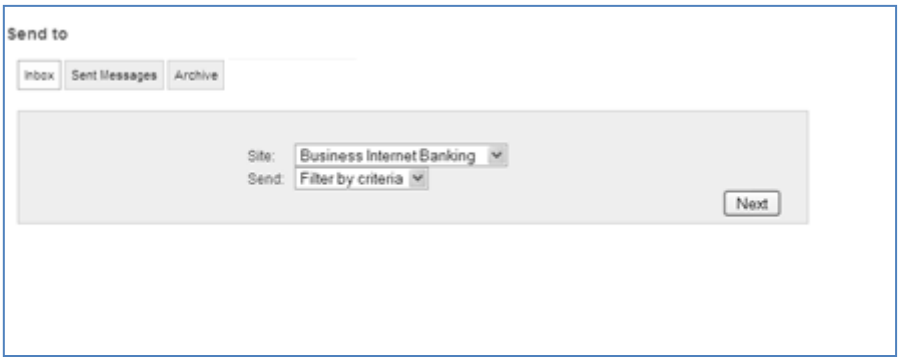


Figure 59 – Select Recipient Site Screen

1. IBAM User chooses the Recipient’s Site and Send Type.
2. IBAM User clicks “Next” button.

Step 3:

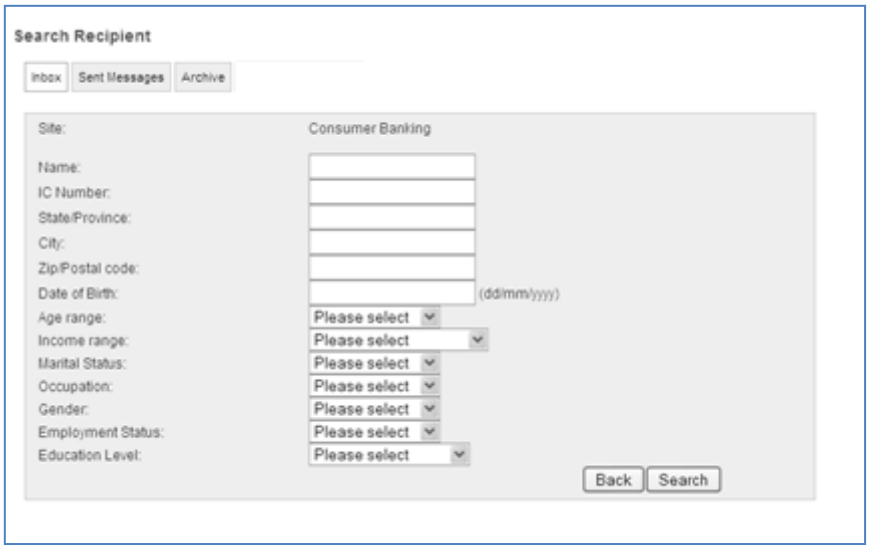


Figure 60 – Recipient Input Screen for Retail User

1. IBAM System display Recipient Input Screen.
2. The screen will show Retail User Input Screen based on the Recipient's site selected on the previous page.
3. IBAM User input recipient detail and click on "Search" button.
4. Display no result found page if the criteria return no result (refer Figure: No Result Found Screen).
5. Display matching result page if the result match with specific user (refer Figure: Matching Result Screen)

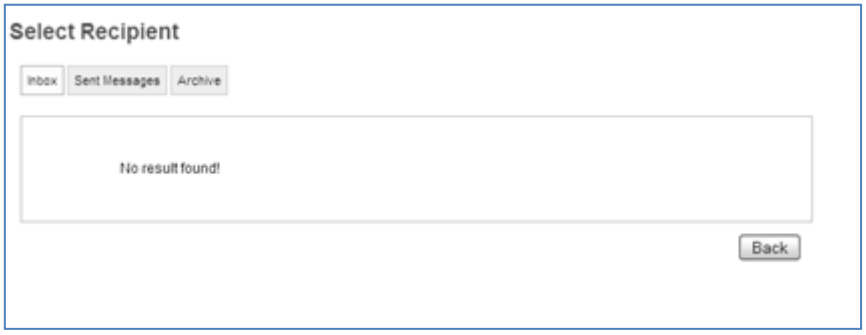


Figure 61 – No Result Found Screen

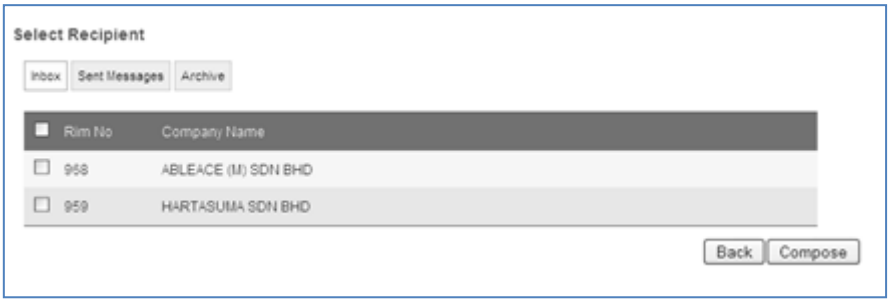


Figure 62 – Matching Result Screen

Step 4:

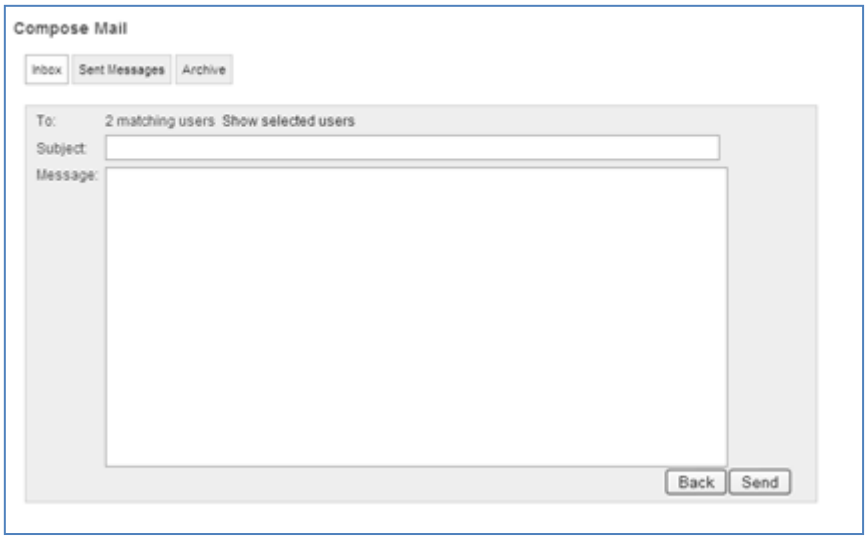


Figure 63 – Send Message Screen

1. IBAM System display Send Message Screen.
2. IBAM User clicks on “Send” button.

Step 5:

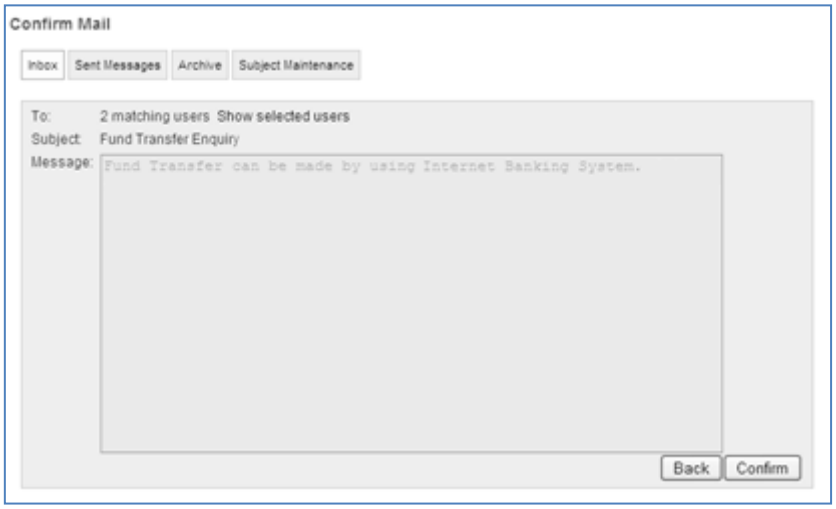


Figure 64 – Send Message Confirm Screen

1. IBAM System display Send Message Confirm Screen.
2. IBAM User confirms to Send Message.

Step 6:

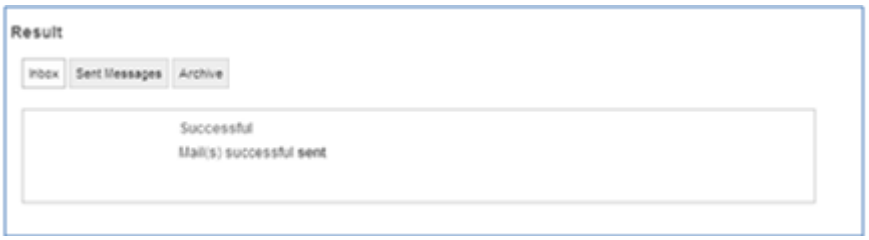


Figure 65 – Send Message Result Screen - Successful

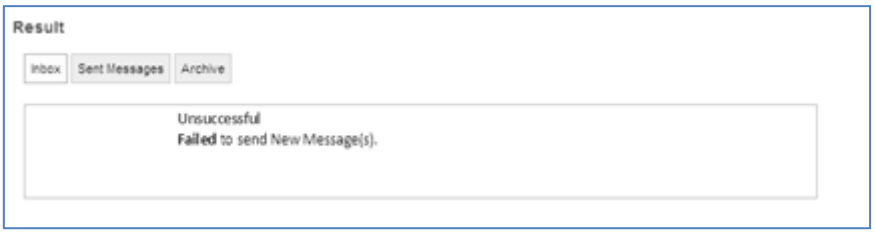


Figure 66 – Send Message Result Screen - Failed

1. IBAM System stores the message and recipient.
2. IBAM System displays the Send Message Result Screen.

5.6.2.2 Send to all

5.6.2.2.1 Process Flow

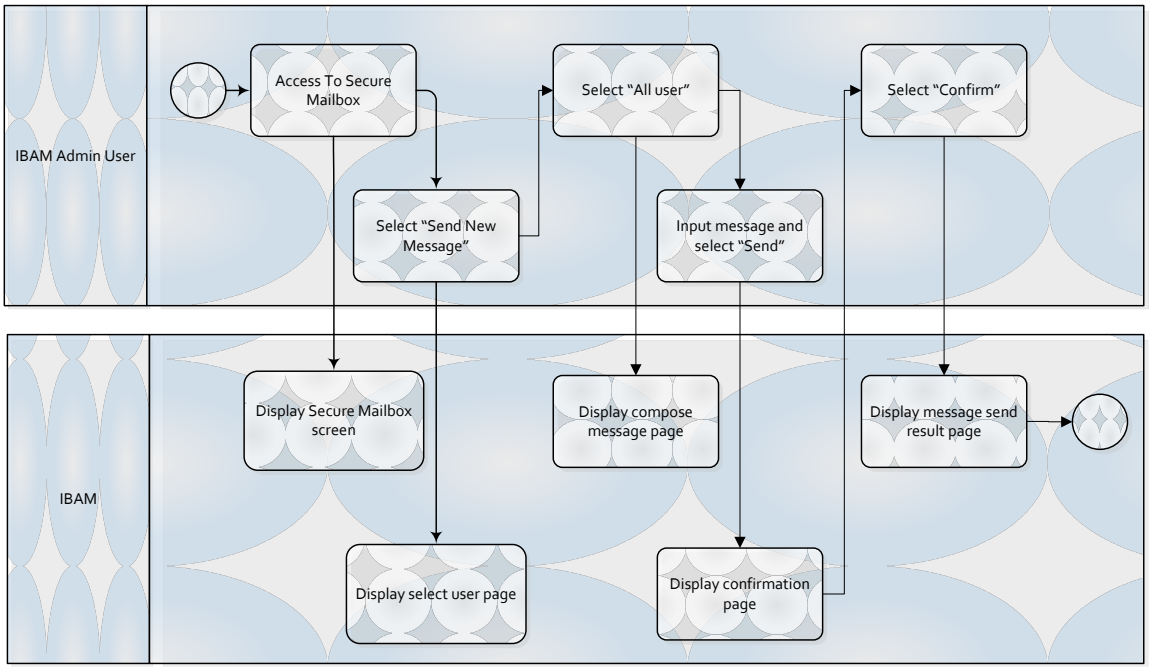


Diagram 20 – Send Message to All Flow Diagram

5.6.2.2.2 Screen Flow

Step 1:

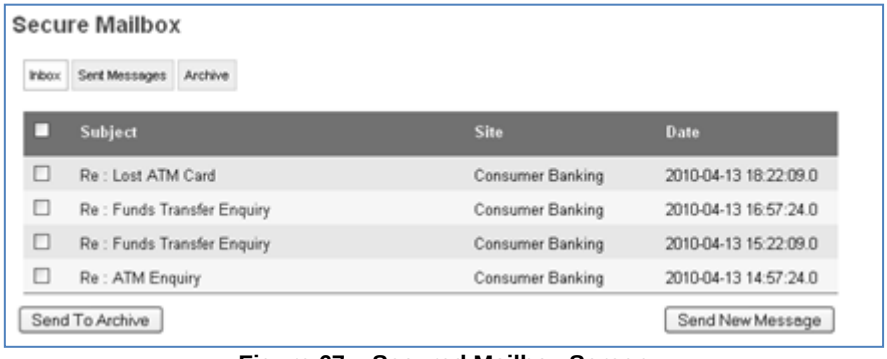


Figure 67 – Secured Mailbox Screen

1. IBAM User access to Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. IBAM User clicks "Send New Message" button to send message to IB Users.

Step 2:

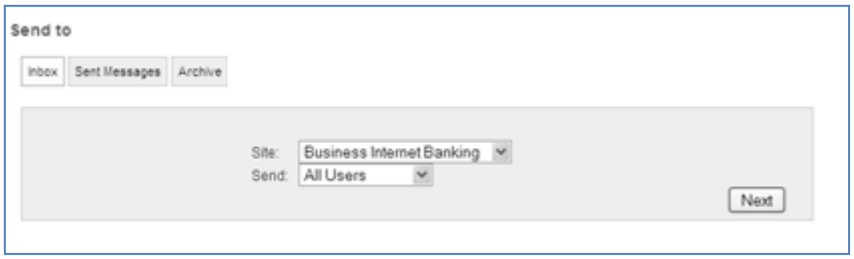


Figure 68 – Select Recipient Site Screen

1. IBAM User chooses the Recipient's Site and Send Type to "All Users".
2. IBAM User clicks "Next" button.

Step 3:

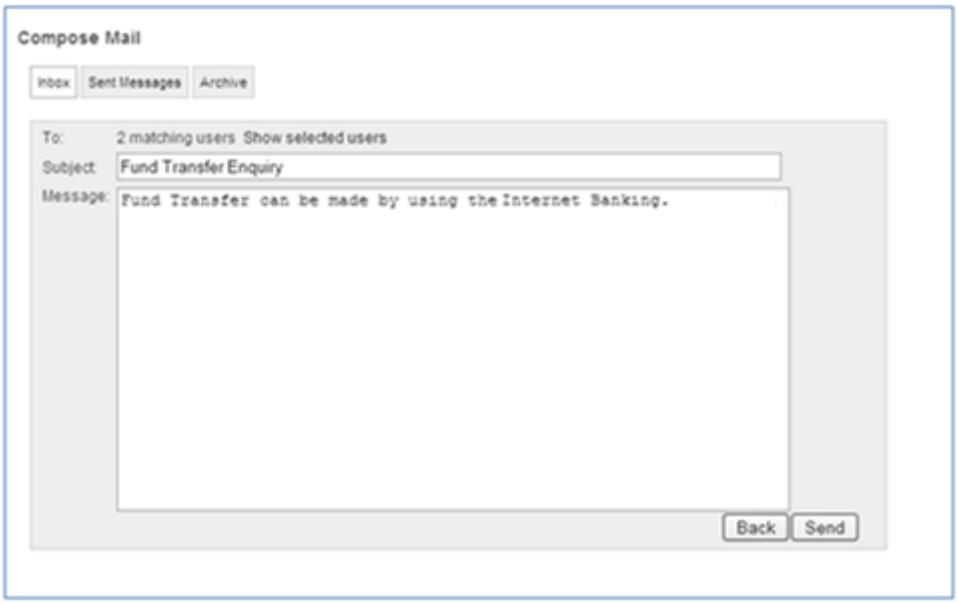


Figure 69 – Send Message Screen

1. IBAM System display Send Message Screen.
2. IBAM User input and format message.
3. IBAM User clicks on "Send" button

Step 4:

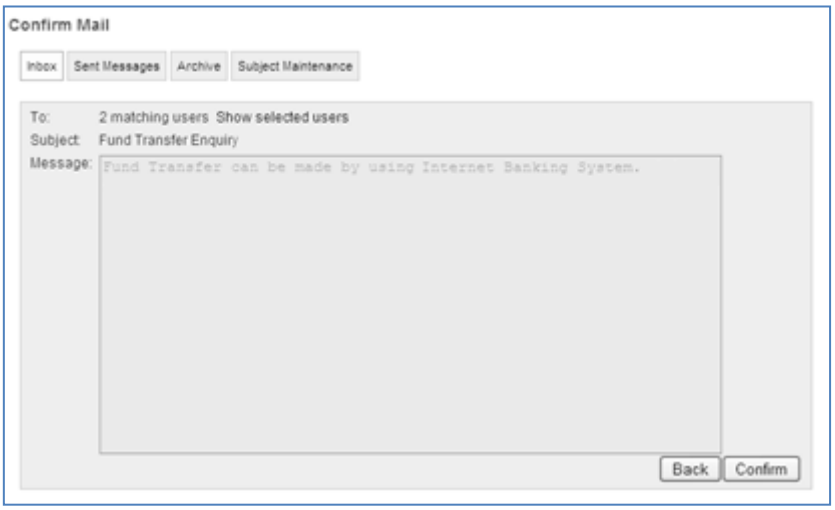


Figure 70 – Send Message Confirm Screen

1. IBAM System display Send Message Confirm Screen.
2. IBAM User confirms to Send Message.

Step 5:

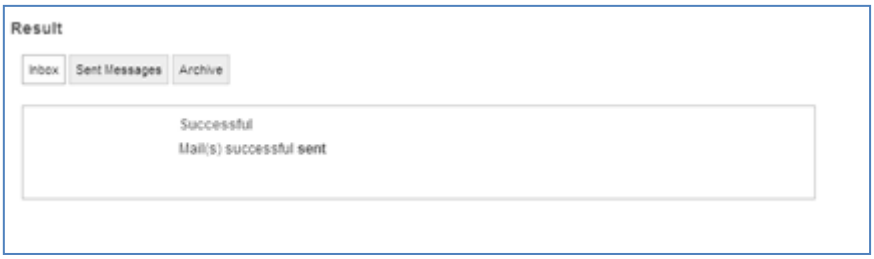


Figure 71 – Send Message Result Screen

1. IBAM System stores the message and recipient.
2. IBAM System displays the Send Message Result Screen.
3. IBAM User views the Send Message Result Screen

5.6.3 Read Message

5.6.3.1 Process Flow

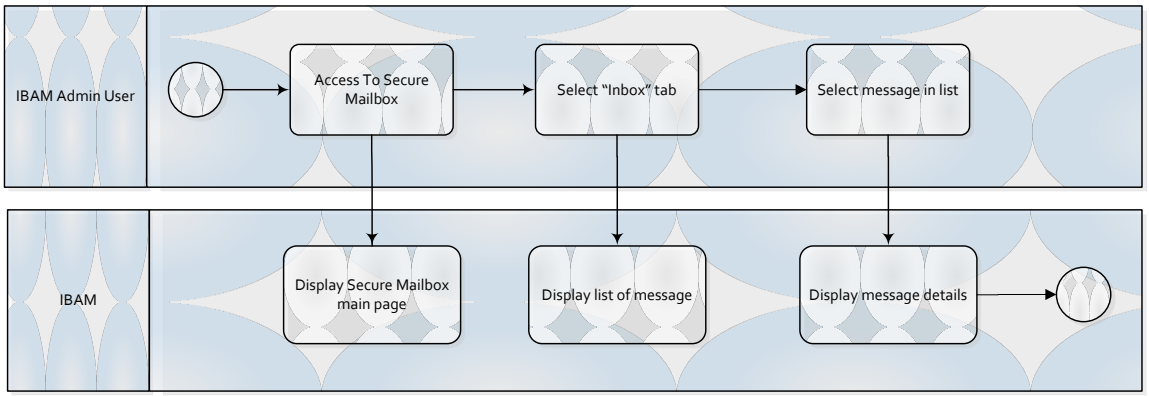


Diagram 21 – Read Message Flow Diagram

Step 1:

1. IBAM User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User select message category.

Step 2:

1. IBAM System displays the messages under the selected message category.
2. IBAM User by clicking on the link.

Step 3:

1. IBAM System displays the message and the existing replies of the message.
2. IBAM User views the messages.

5.6.3.2 Screen Flow

Step 1:

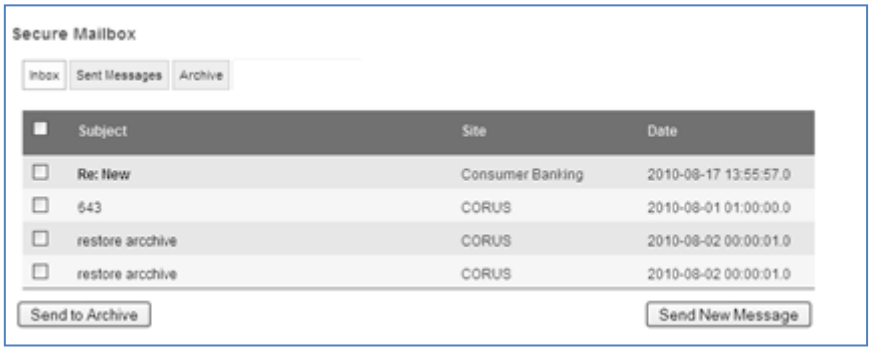


Figure 72 – Secured Mailbox Screen

1. User access Secure Mailbox screen.
2. IBAM System displays the messages in the inbox.
3. User selects the specified message by clicking on the link.

Step 2:

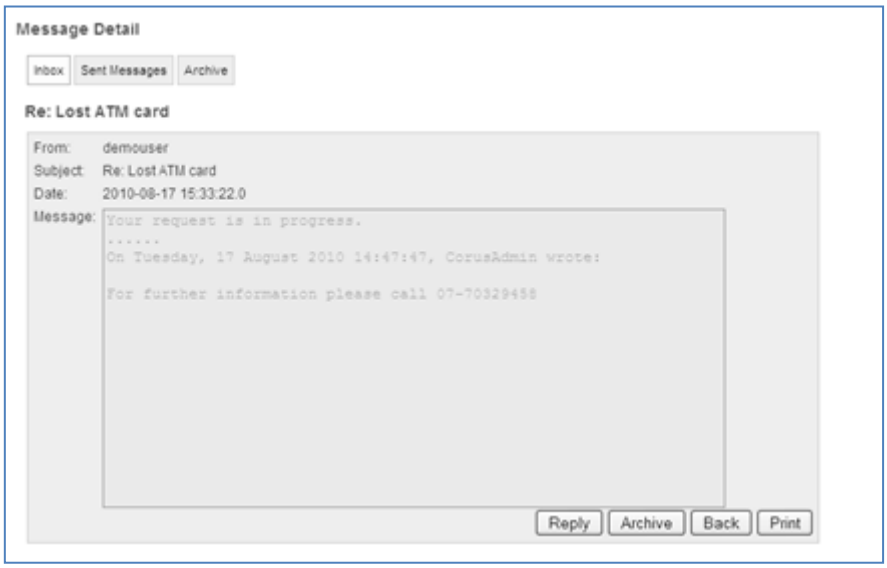


Figure 73 – Message Detail Screen

1. IBAM System displays the message details.
2. User views the messages.
3. User can either choose to Reply Archive l or go back to Message List.

5.6.4 Reply Message

5.6.4.1 Process Flow

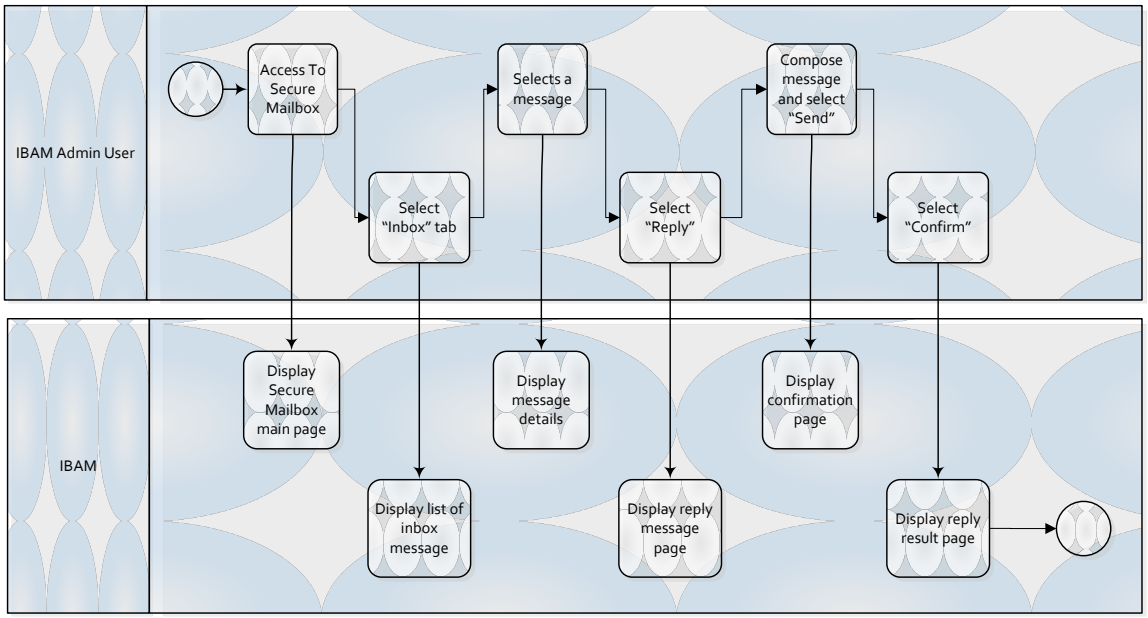


Diagram 22 – Reply Message Flow Diagram

Step 1:
1. User access Secure Mailbox screen.
2. IBAM System displays the messages in the inbox.
3. User selects the specified message by clicking on the link.

Step 2:
1. IBAM System displays the message details.
2. User views the messages.
3. User can either choose to Reply, Archive or Back.

Step 3:
1. When the user chooses Reply, a compose message screen will appear.
2. User will add the message onto the previous message on the Message field.
3. Click Send after finished keying in the message.

Step 4:
1. IBAM System display Send Message Confirm Screen.
2. IBAM User confirms to Send Message.

Step 5:
1. IBAM System stores the message and recipient.
2. IBAM System displays the Send Message Result Screen.
3. IBAM User views the Send Message Result Screen

5.6.4.2 Screen Flow

Step 1:

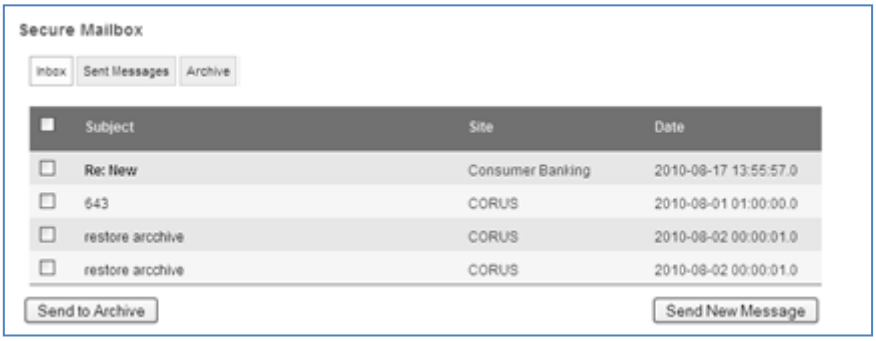


Figure 74 – Secured Mailbox Screen

1. User access Secure Mailbox screen.
2. IBAM System displays the messages in the inbox.
3. User selects the specified message by clicking on the link.

Step 2:

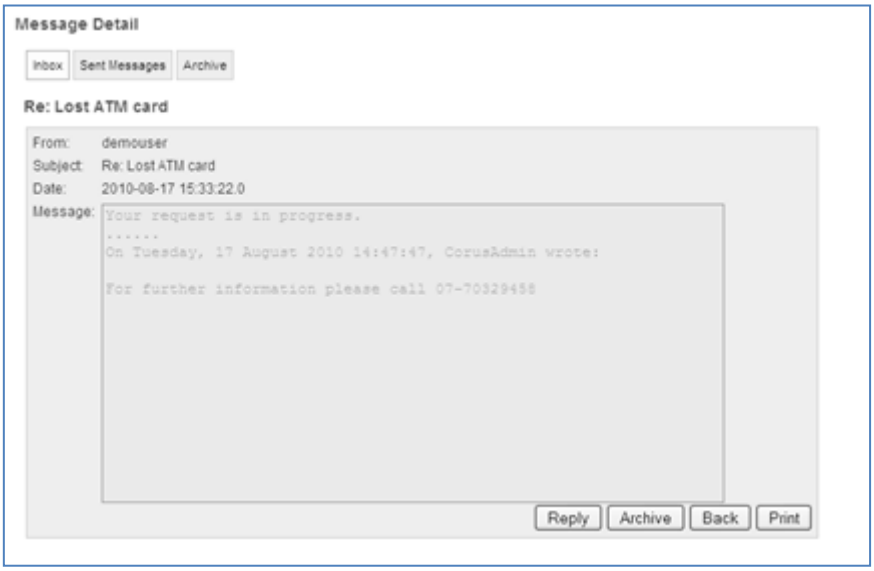


Figure 75 – Message Details Screen

1. IBAM System displays the message details.
2. User views the messages.
3. User can either choose to Reply, Archive or Back button

Step 3:

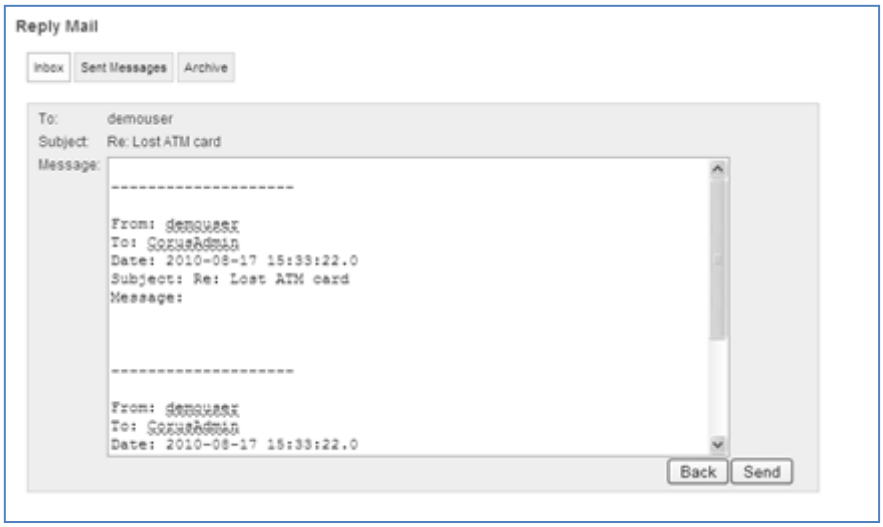


Figure 76 – Reply Message Screen

1. When the user chooses Reply, a Reply message screen will appear.
2. User will add the message onto the previous message on the Message field.
3. Click Send after finished keying in the message.

Step 4:

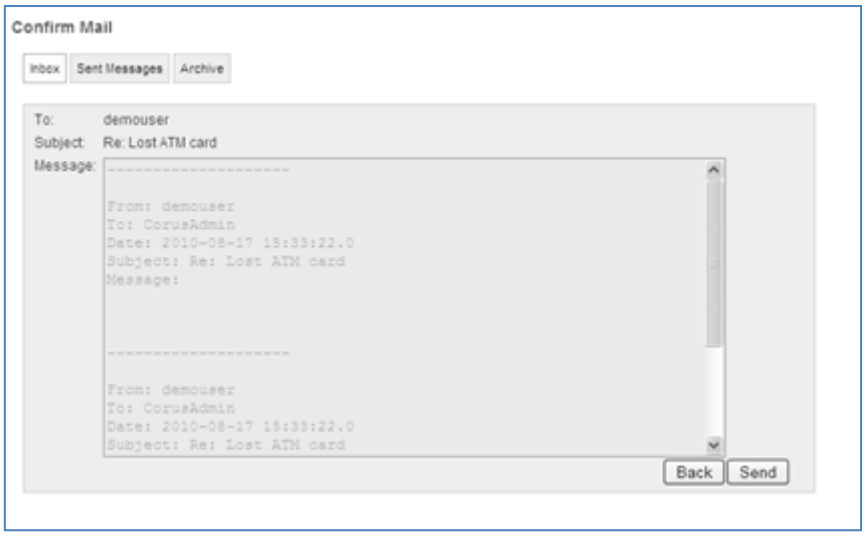


Figure 77 – Confirm Message Screen

1. IBAM System display Send Message Confirm Screen.
2. IBAM User confirms to Send Message.

Step 5:

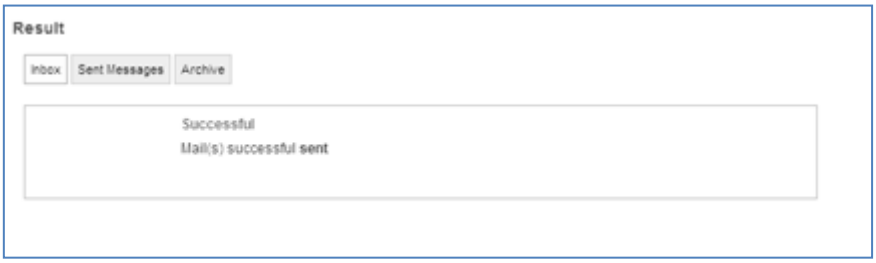


Figure 78 – Send Message Result Screen

1. IBAM System stores the message and recipient.
2. IBAM System displays the Send Message Result Screen.
3. IBAM User views the Send Message Result Screen.

5.6.5 Archive Message

5.6.5.1 Process Flow

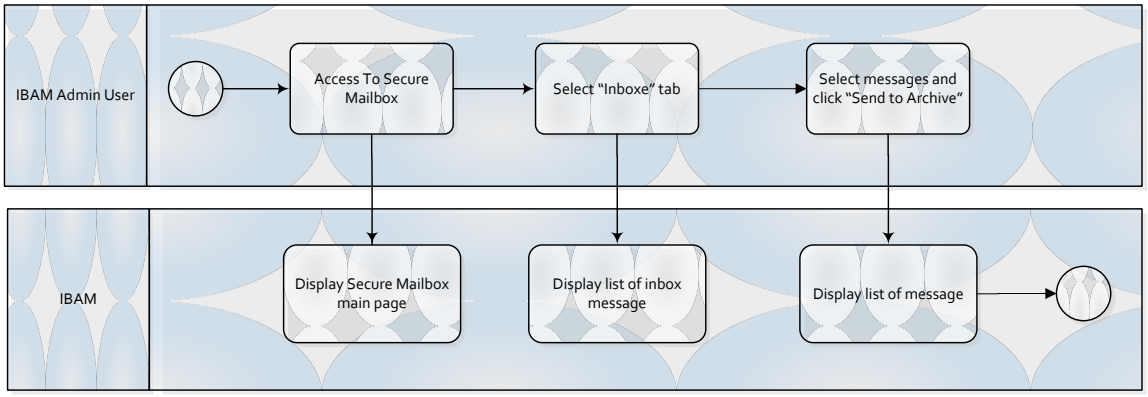


Diagram 23 – Archive Message Flow Diagram

Step 1:
1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User select message category.

Step 2:
1. IBAM System displays the messages under the selected message category.
2. User checks the checkbox for all the messages that need to be archived.

Step 3:
1. IBAM System displays the list of messages to be archived and ask for confirmation.
2. User confirms the archived messages.

Step 4:
1. IBAM System displays the Archive Message Result screen.
2. User views the Archive Message Result screen.

5.6.5.2 Screen Flow

Step 1:

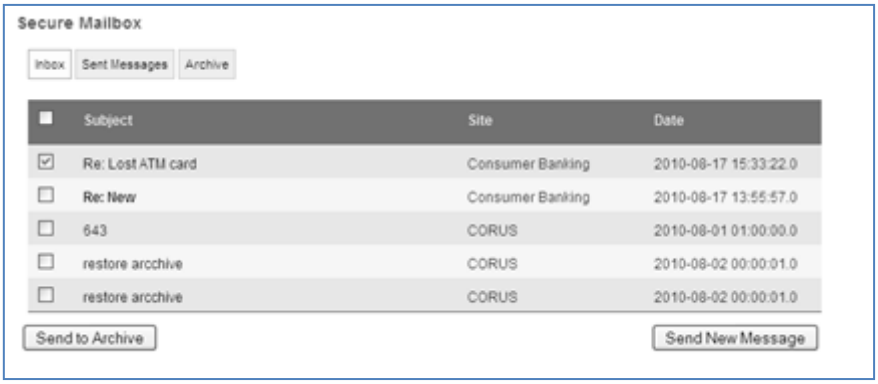


Figure 79 – Secured Mailbox Inbox Screen

1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User selects the messages to be archived by checking on the checkbox next to it.

4. User also can select all the messages to be archived by checking the checkbox on top of the list
5. Click on the “Send to Achive” button to archive the selected messages.

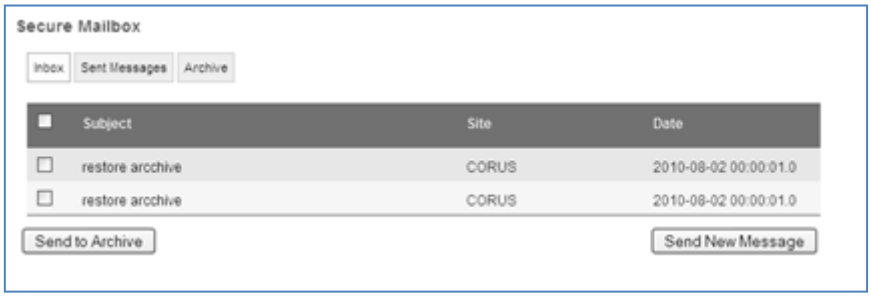


Figure 80 – Archive Message Result Screen

5.6.6 Read Sent Message

5.6.6.1 Process Flow

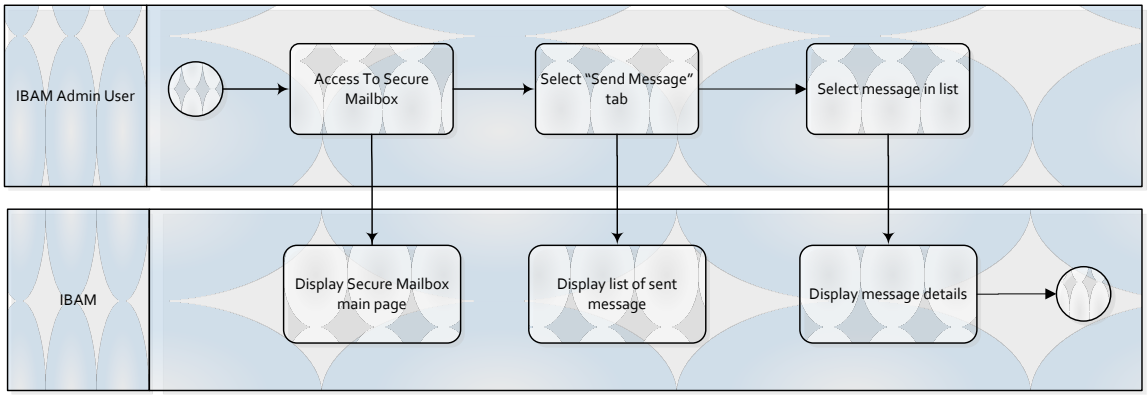


Diagram 24 – Read Sent Message Flow Diagram

Step 1:

1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User selects “Sent Message” by clicking on the tab.
4. IBAM System displays Sent Message Screen.
5. User selects the specified message by clicking on the link.

Step 2:

1. IBAM System display Sent Message Detail Screen.
2. User views the messages.
3. User click button Reply to compose message, Archive to send the message into archive messages list and Back to go to Sent Message List.

5.6.6.2 Screen Flow

Step 1:

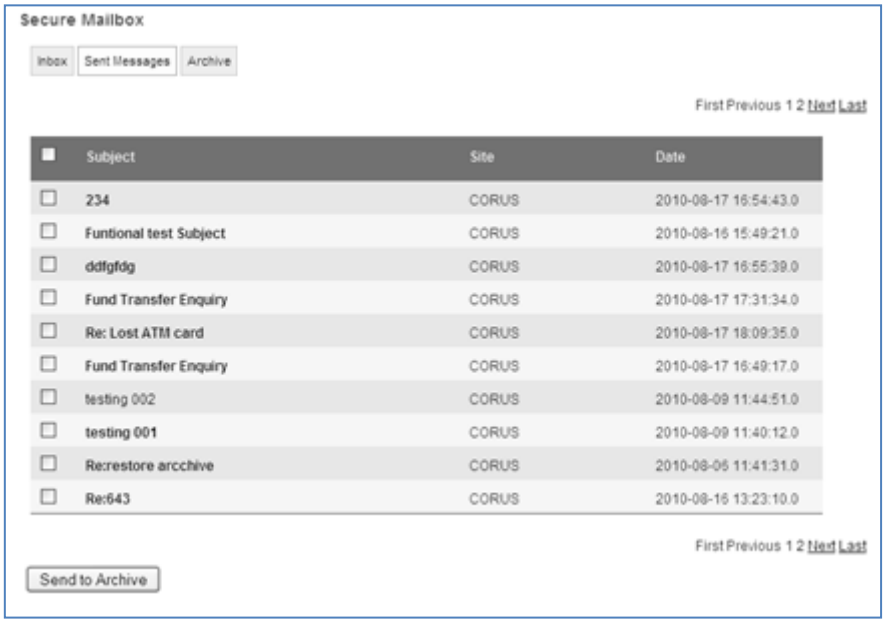


Figure 81 – Sent Messages List Screen

1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User selects “Sent Message” by clicking on the tab.
4. IBAM System displays Sent Message Screen.
5. User selects the specified message by clicking on the link.

Step 2:

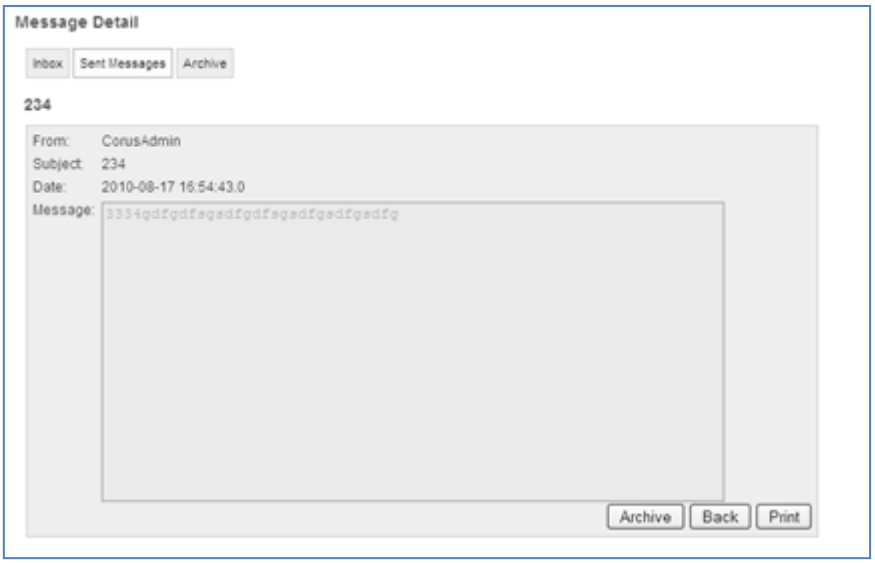


Figure 82 – Sent Message Details Screen

1. IBAM System display Sent Message Detail Screen.
2. User views the messages.
3. User click button Reply to compose message, Archive to send the message into archive messages list and Back to go to Sent Message List.

5.6.7 Archive Sent Message

5.6.7.1 Process Flow

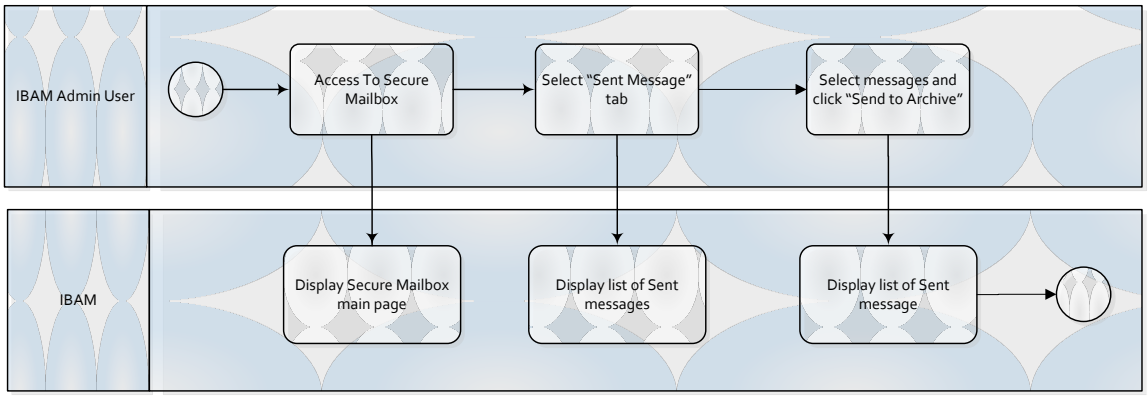


Diagram 25 – Archive Sent Message

Step 1:
1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User selects "Sent Message".

Step 2:
1. IBAM System displays the messages under the selected message category.
2. User checks the checkbox for all the messages that need to be deleted.

Step 3:
1. IBAM System displays the list of messages to be deleted and ask for confirmation.
2. User confirms the deletion.

Step 4:
1. IBAM System displays the Delete Message Result screen.
2. User views the Delete Message Result screen.

5.6.7.2 Screen Flow

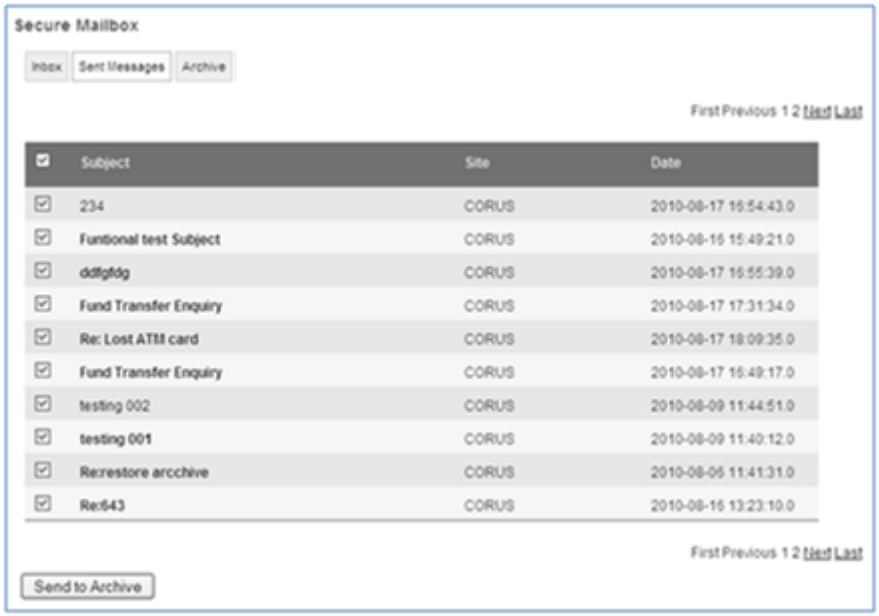


Figure 83 – Secured Mailbox Sent Messages List Screen

1. IBAM System stores the message and recipient.

2. IBAM System displays the Mailbox Sent Messages List Screen again.
3. IBAM System will display again the Mailbox Sent Messages List Screen.

5.6.8 Search Archive

5.6.8.1 Process Flow

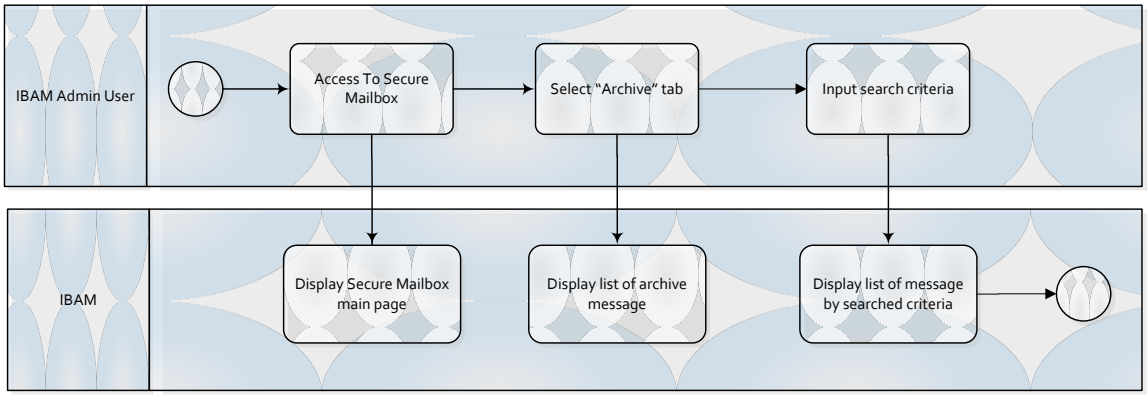


Diagram 26 – Search Archive Flow Diagram

Step 1:
1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User select message category.

Step 2:
1. IBAM System displays the messages under the selected message category.
2. User selects on the dropdown list whether to find for subject or site or date

Step 3:
3. IBAM System displays the list of messages result found screen.

5.6.8.2 Screen Flow

Step 1:

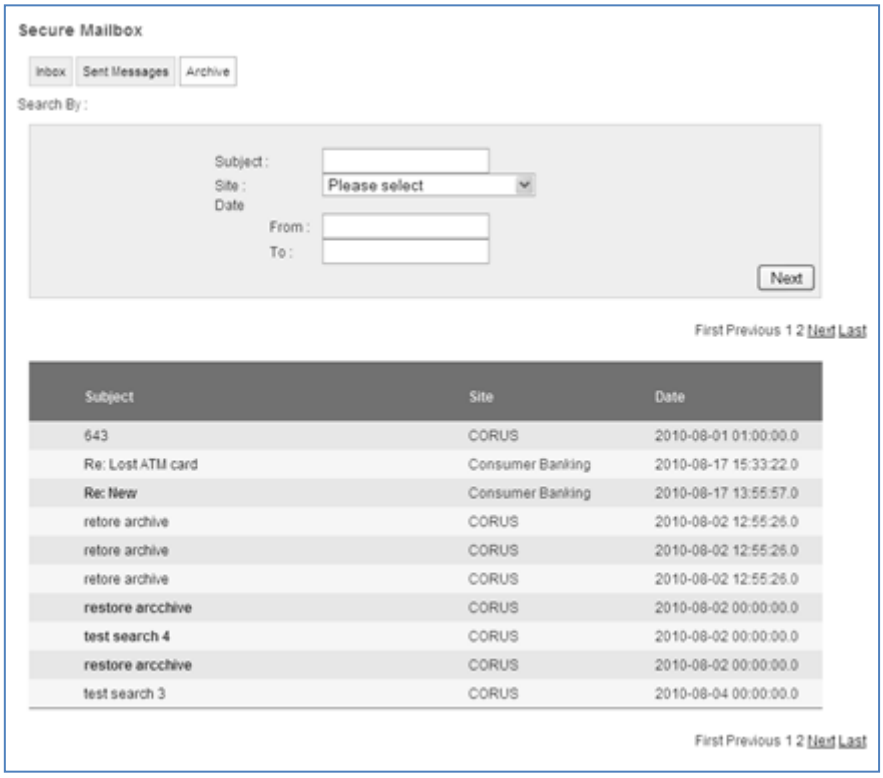


Figure 84 – Secured Mailbox Archive Screen

1. User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User select message category.

Step 2:

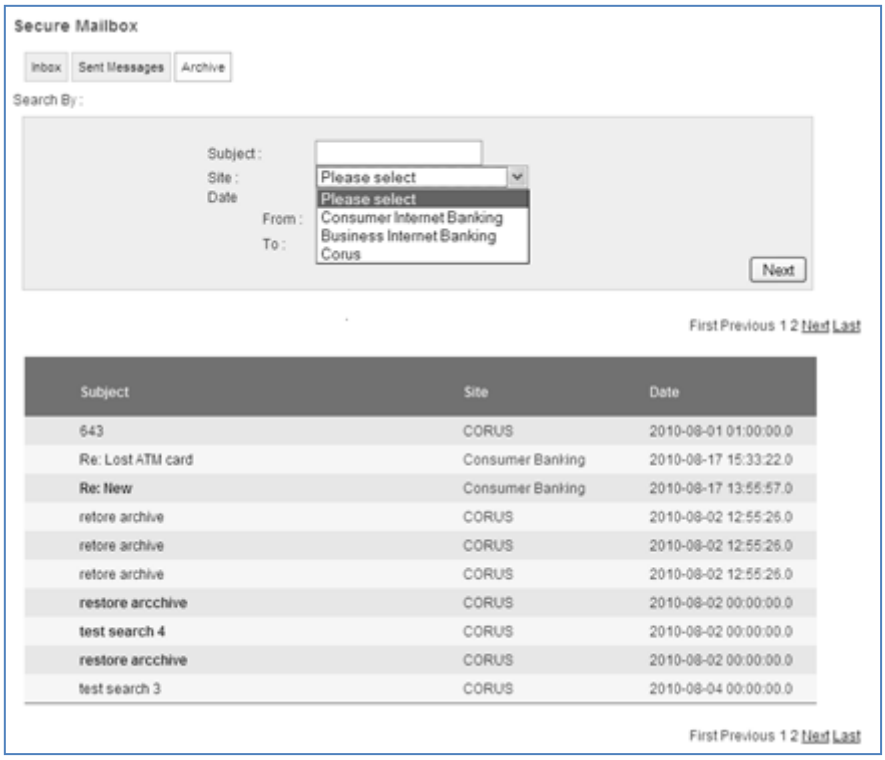


Figure 85 – Search Archived Screen

1. IBAM System displays the messages under the selected message category.
2. User selects on the dropdown list whether to find for subject or site or date

Step 3:

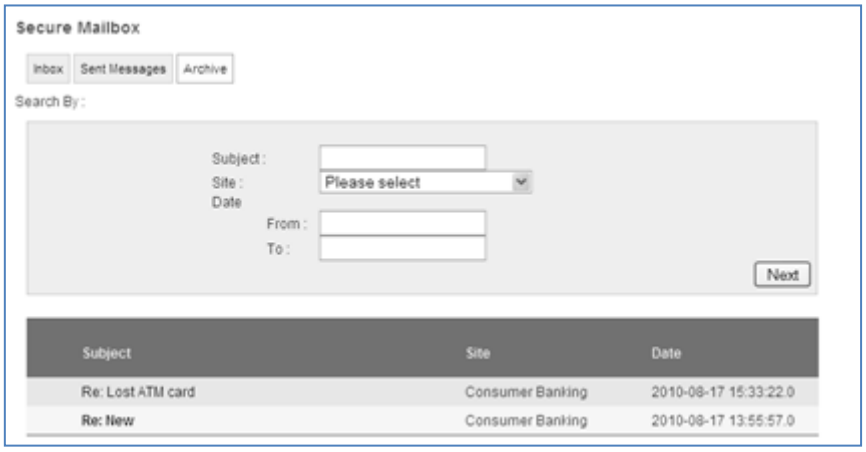


Figure 86 – Search Result Screen

1. IBAM System displays the list of messages result found screen.

5.6.9 Read Archived Message

5.6.9.1 Process Flow

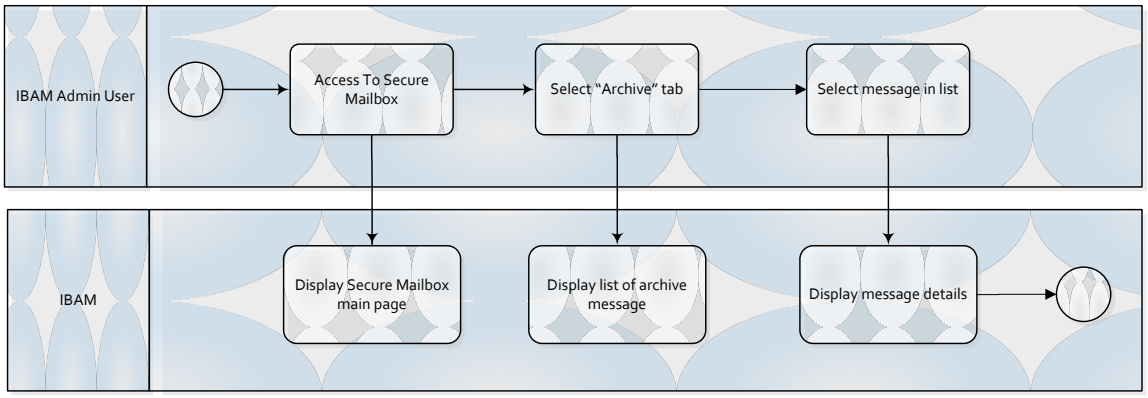


Diagram 27 – Read Archive Flow Diagram

Step 1:

1. IBAM User access Secure Mailbox screen.
2. IBAM System display Secure Mailbox screen.
3. User select message category.

Step 2:

1. IBAM System displays the messages under the selected message category.
2. IBAM User by clicking on the link.

Step 3:

1. IBAM System displays the message and the existing replies of the message.
2. IBAM User views the messages.

5.6.9.2 Screen Flow

Step 1:

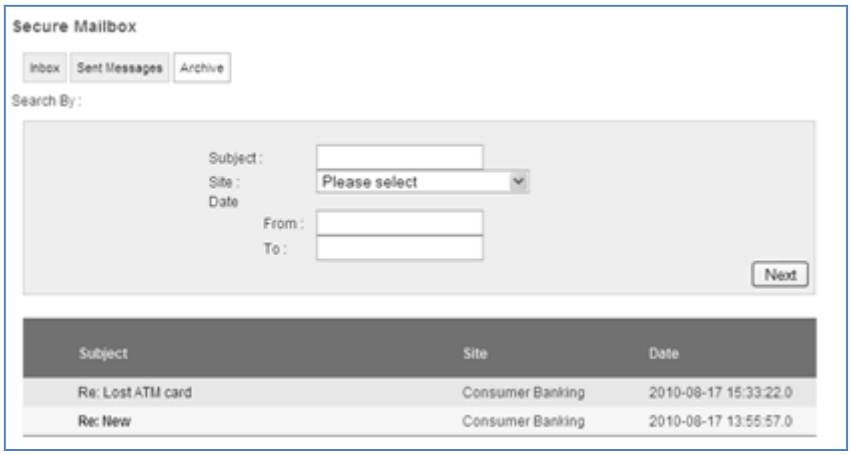


Figure 87 – Secured Mailbox Archive Screen

1. IBAM System displays Archive Screen.
2. User access Secure Mailbox screen.
3. IBAM System display Secure Mailbox screen.
4. User selects "Archive" by clicking on the tab.

Step 2:

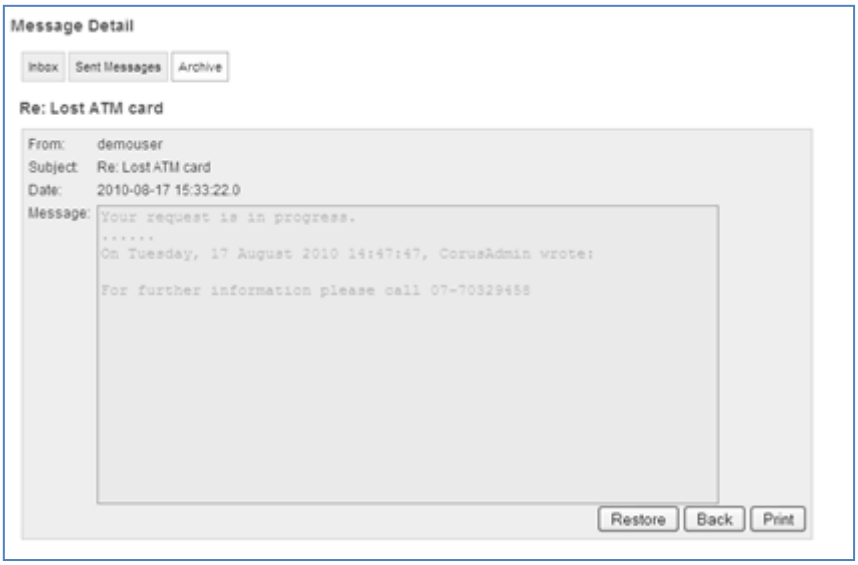


Figure 88 – Archive Details Screen

1. IBAM System display Archive Detail Screen.
2. User Back button to go back to Archive messages list page.

6 Content management

6.1 Bank Branch

6.1.1 Create Bank Branch

6.1.1.1 Features Description

Allow IBAM user to create bank branch for the use of Retail Internet Banking application to display branch accordingly

6.1.1.2 Process Flow

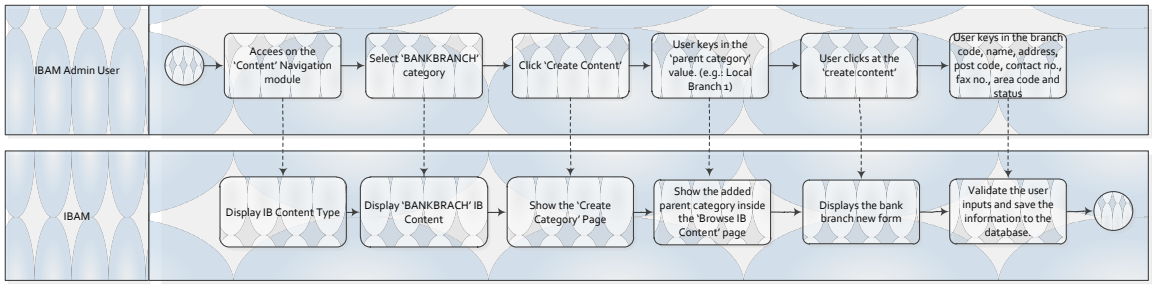


Diagram 28 – Create Bank Branch Process Flow

6.1.1.3 Screen Flow

Step 1:

Figure 89 – Content Module

1. Admin user clicks on 'content' navigation.
2. IBAM System displays the 'IB Content Type'.
3. Admin user clicks on the 'BANKBRANCH'.

Step 2:

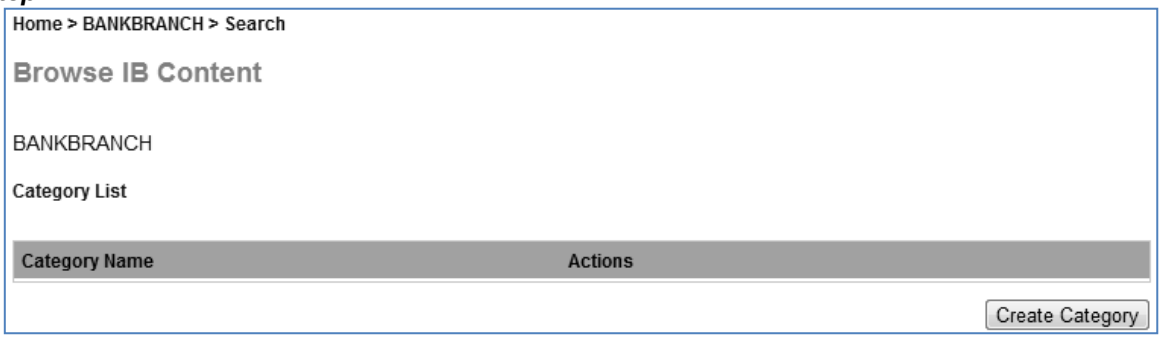


Figure 90 – Create Category Button

1. IBAM System displays the 'category list' which is displayed under the BANKBRANCH parent

directory.

2. IBAM user clicks on the ‘Create Category’.

Step 3:

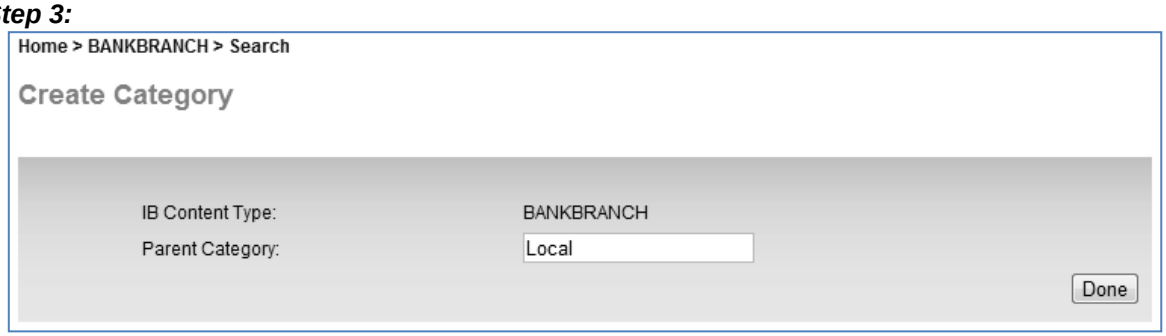


Figure 91 – Parent Category Name Input

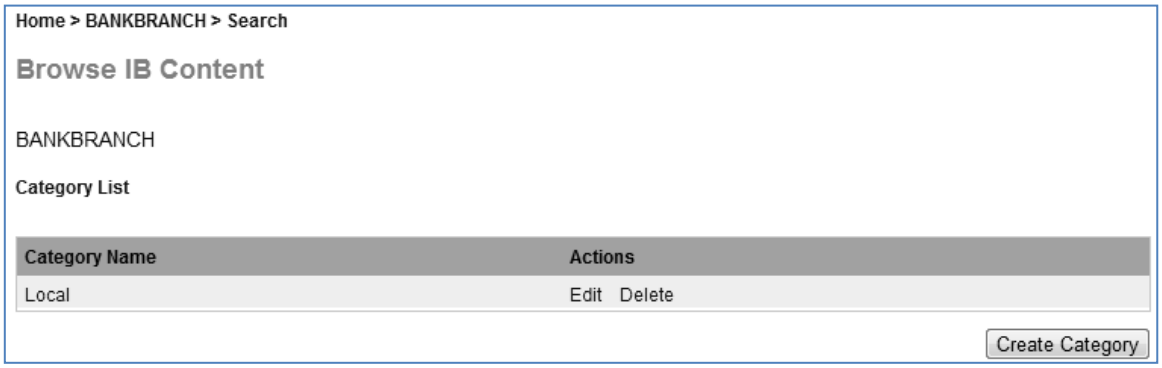


Figure 92 – New Category Name Listing

1. IBAM System displays the ‘create category’ screen page.
2. Admin user keys in the parent category name. For instance, ‘Local Branch 1’ will be created as Parent Category under the ‘BANKBRANCH’.
3. Admin user click ‘done’ button.
4. IBAM System saves the parent category that has been created in the database.
5. IBAM System shows the parent category that has been created.
6. Admin users click on the parent category that has been created.

Step 5:

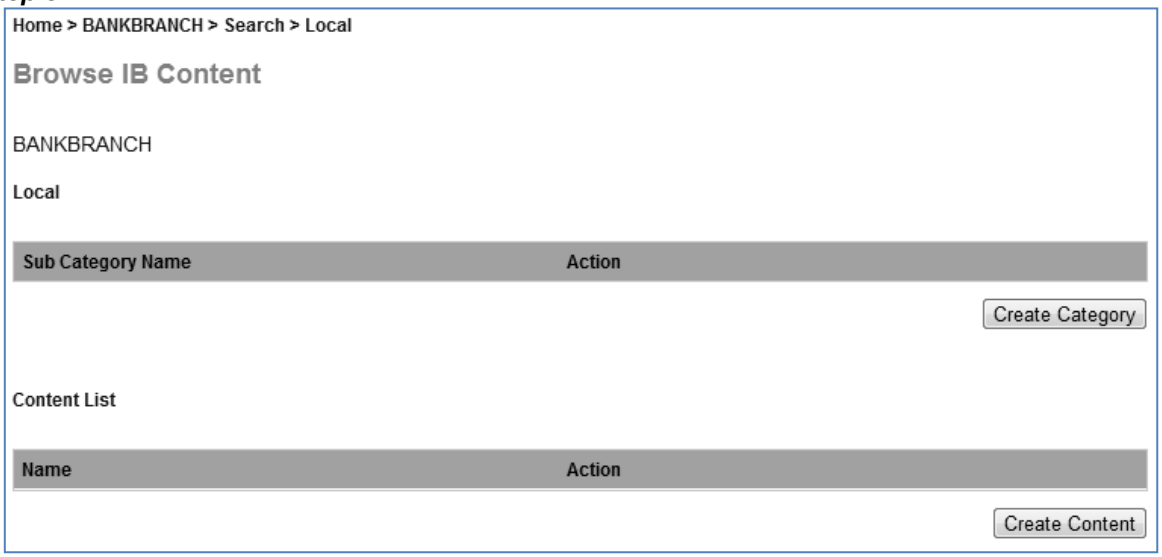


Figure 93 – Create Content

1. Click on ‘create content’.

Step 6:

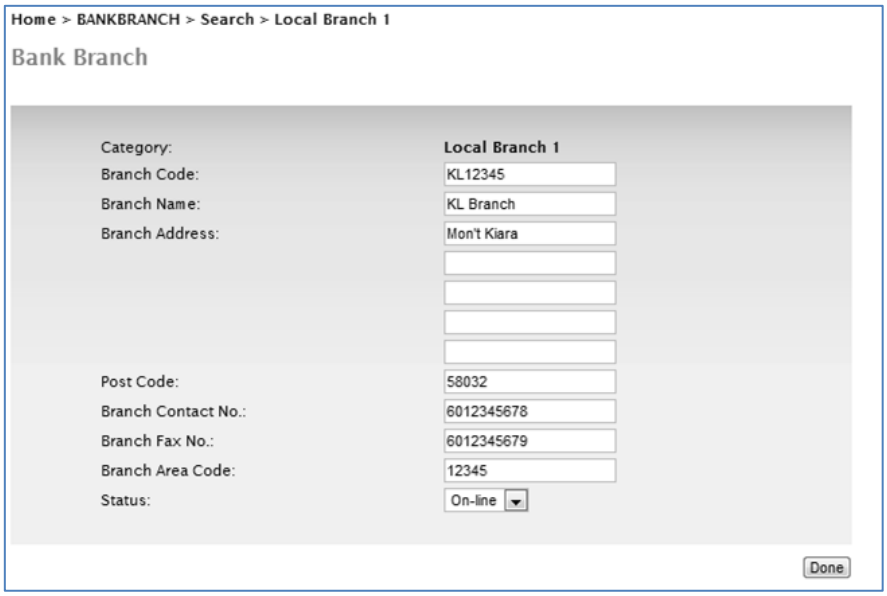


Figure 94 – New Bank Branch Creation

1. IBAM System shows the empty 'Bank Branch' Form.
2. IBAM user keys in the branch bank details.
3. IBAM System saved the bank branch details inside the database and shows the bank branch under the BANKBRANCH category.

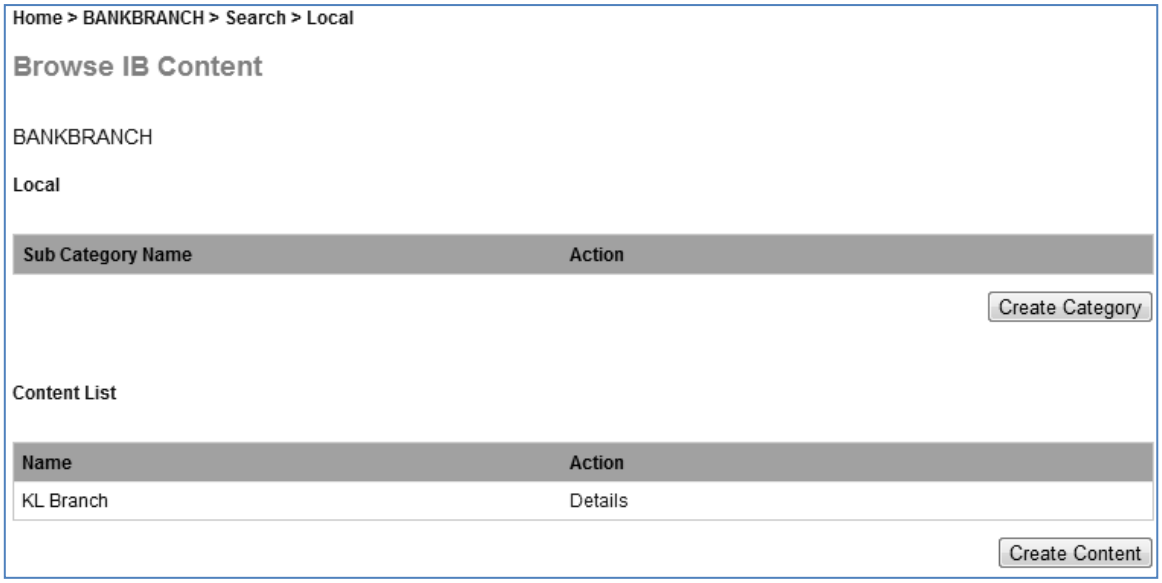


Figure 18.1.3.7 New Bank Branch List

6.1.2 Edit Bank Branch

6.1.2.1 Features Description

Allow admin user to edit bank branch details.

6.1.2.2 Process Flow

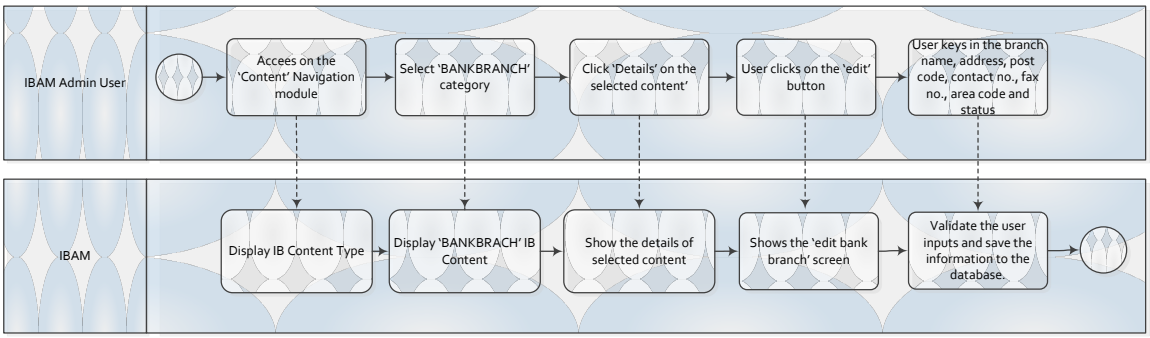


Diagram 29 – Edit Bank Branch Flow Diagram

6.1.2.3 Screen Flow

Step 1:

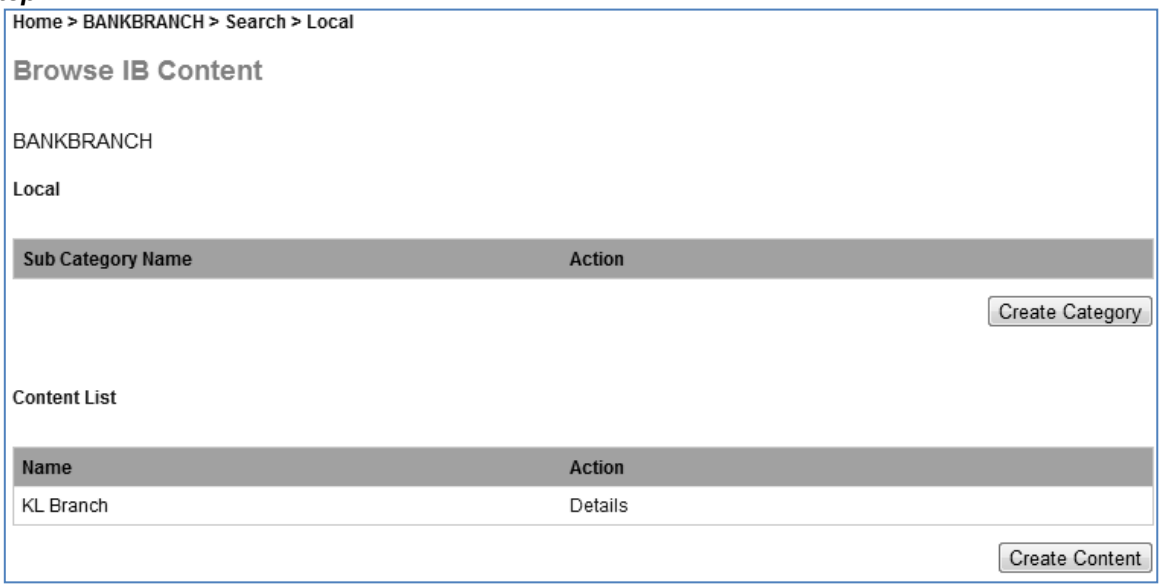


Figure 95 – Click on Details on selected Content

1. IBAM user clicks on the selected content.
2. IBAM System shows the IB Content within the selected content.

Step 2:

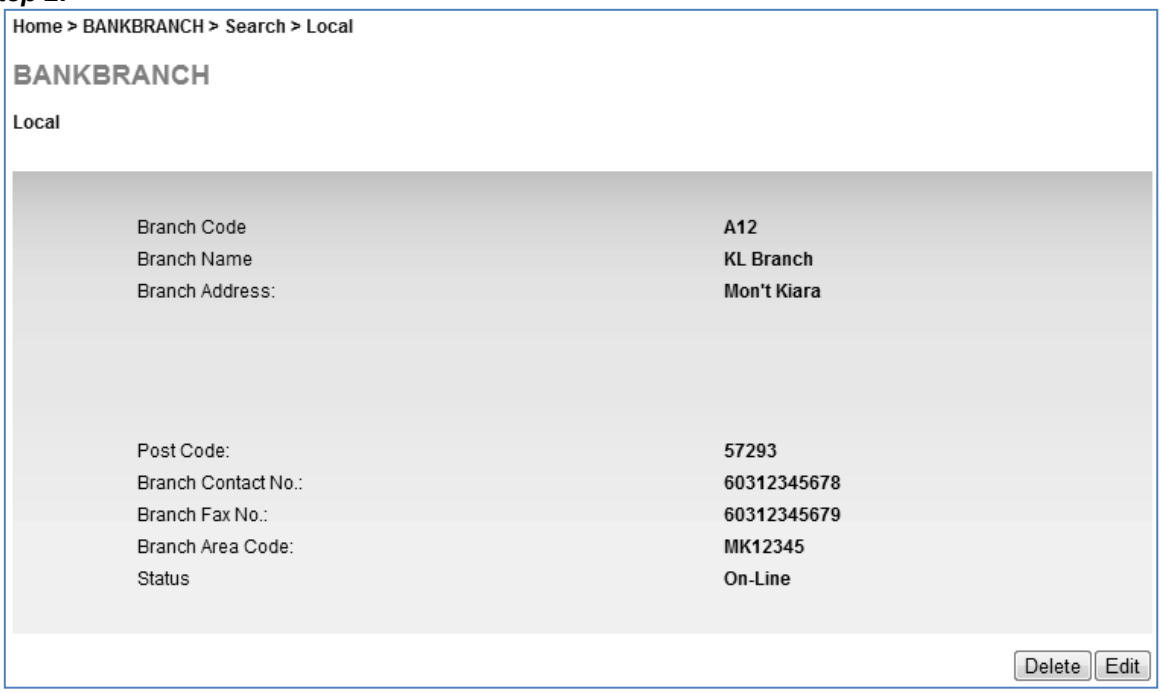


Figure 96 – Details of selected content

1. IBAM system shows the details of the selected content.
2. IBAM user clicks on the 'edit' button.

Step 3:

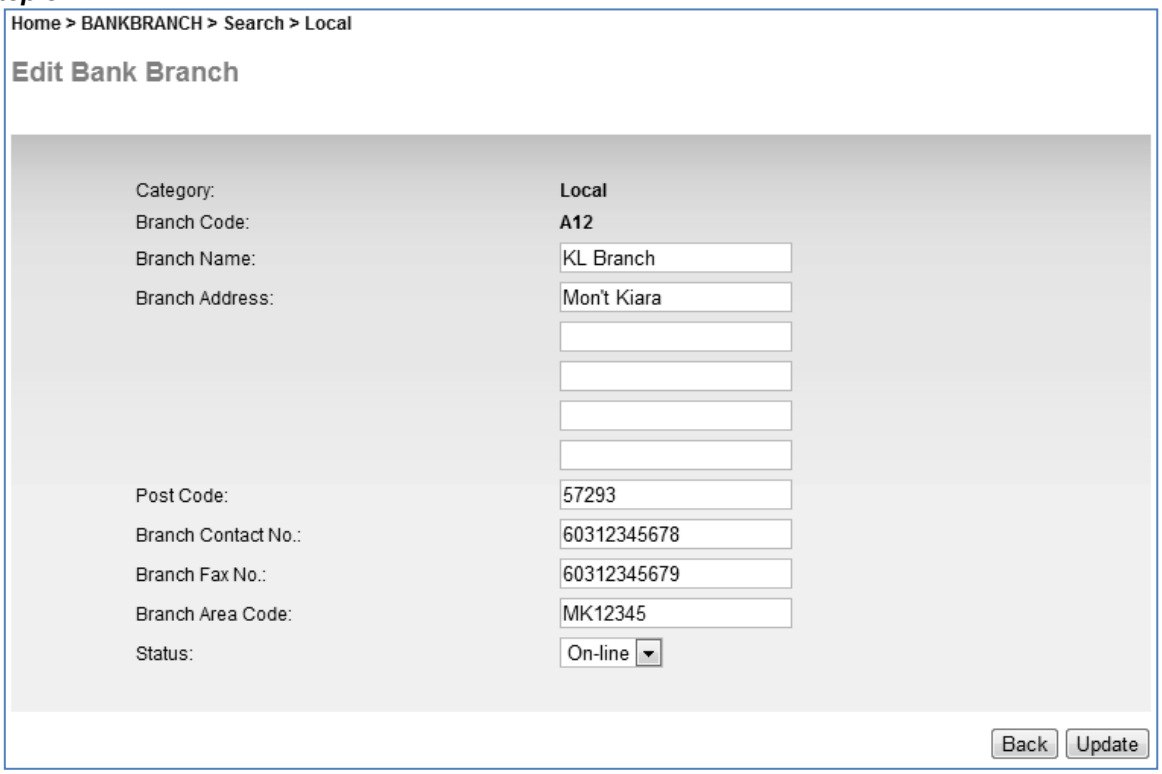


Figure 97 – Edit Details of Selected Content

1. IBAM system displays the editable form to allow IBAM user make changes on the existing content.
2. IBAM user keys-in the detail and click 'update'.

3. IBAM system saves the information back to the database.

6.1.3 Delete Bank Branch

6.1.3.1 Features Description

Allow admin user to edit bank branch details.

6.1.3.2 Process Flow

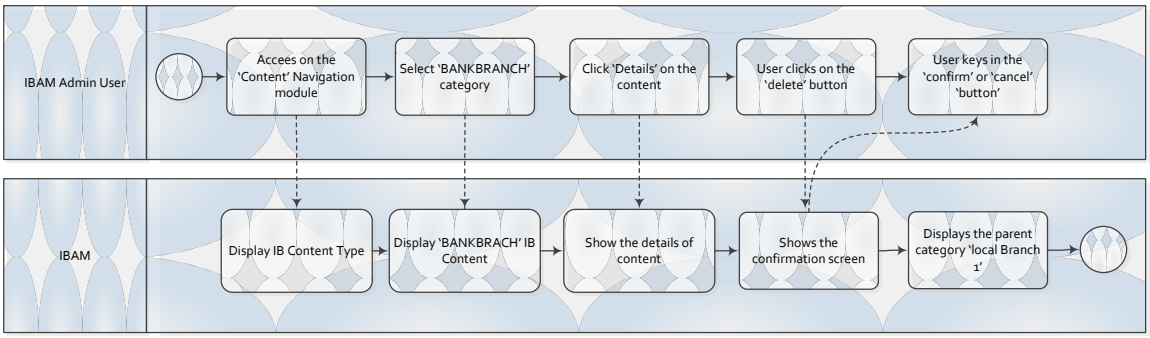


Diagram 30 – Delete Bank Branch Flow Diagram

6.1.3.3 Screen Flow

Step 1:

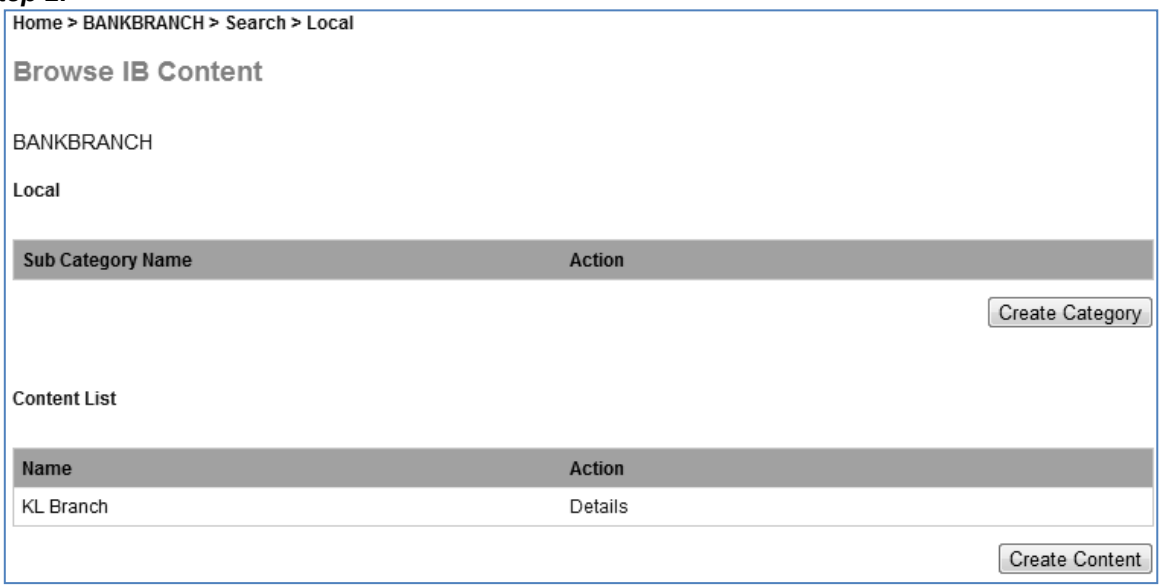


Figure 98 – Click on Details on selected content

1. IBAM user clicks on the selected content.
2. IBAM System shows the details of content.

Step 2:

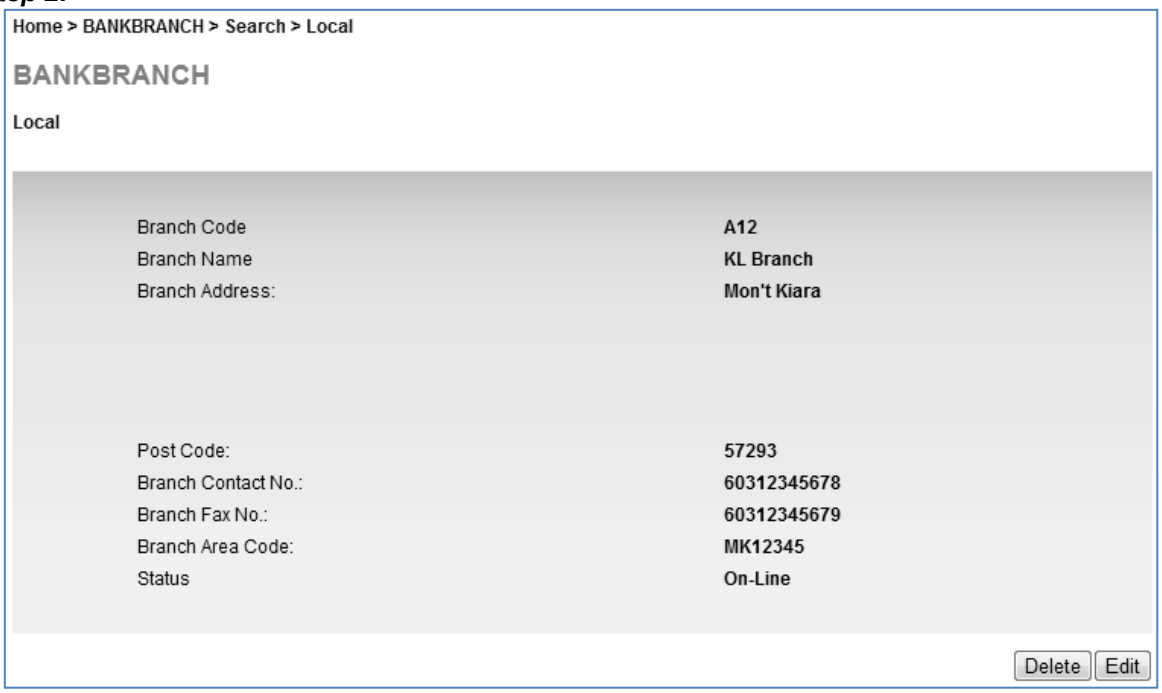


Figure 99 – Details of KL Branch

1. IBAM system shows the details of the 'KL Branch'.
2. IBAM user clicks on the 'delete' button.

Figure 100 – Confirmation upon Deletion

3. IBAM system displays the confirmation page whether the Admin user decides to confirm the deletion or cancel the action.
4. IBAM system shows the parent directory back.

6.2 Product Type

6.2.1 Create Product Type

6.2.1.1 Features Description

Allow admin user to add bank product type that is offered to Retail Internet Banking customers.

6.2.1.2 Process Flow

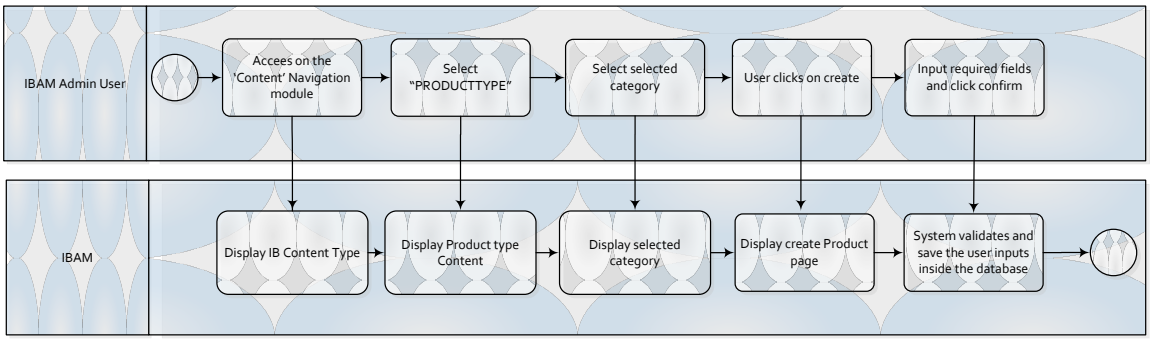


Diagram 31 – Create Product Type Flow Diagram

6.2.1.3 Screen Flow

Step 1:

Figure 101 – Content Module

1. Admin user clicks on 'content' navigation.
2. IBAM System displays the 'IB Content Type'.
3. Admin user clicks on the 'PRODUCTYPE'.

Step 2:

Figure 102 – Create Category Screen

1. IBAM System displays the 'category list' which is displayed under the PRODUCTTYPE parent directory.
2. Admin user clicks on the 'Create Category'.

Figure 103 – Parent Category Name Input

Step 3:

1. IBAM System displays the 'Create Category' Enquiry Form. Type 'Agrobank' for example.
2. IBAM shows the category list parent, and newly created category name will be displayed.
3. Admin user chooses the category name 'Agrobank'.
4. Create content

Figure 104 – New Category Name Listing

5. IBAM System displays the 'create category' screen page.
6. Admin user keys in the parent category name.
7. Admin user click 'done' button.
8. IBAM System saves the parent category that has been created in the database.
9. IBAM System shows the parent category that has been created.
10. Admin users click on the parent category that has been created.

Step 5:

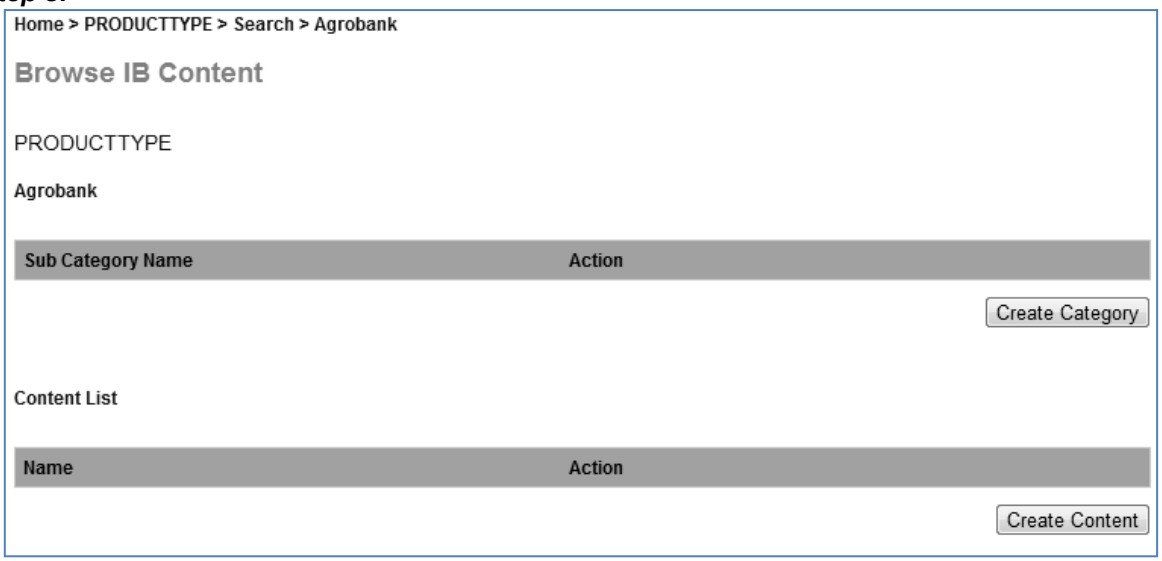


Figure 105 – Create Content Screen

1. Click on 'create content'.

Step 6:

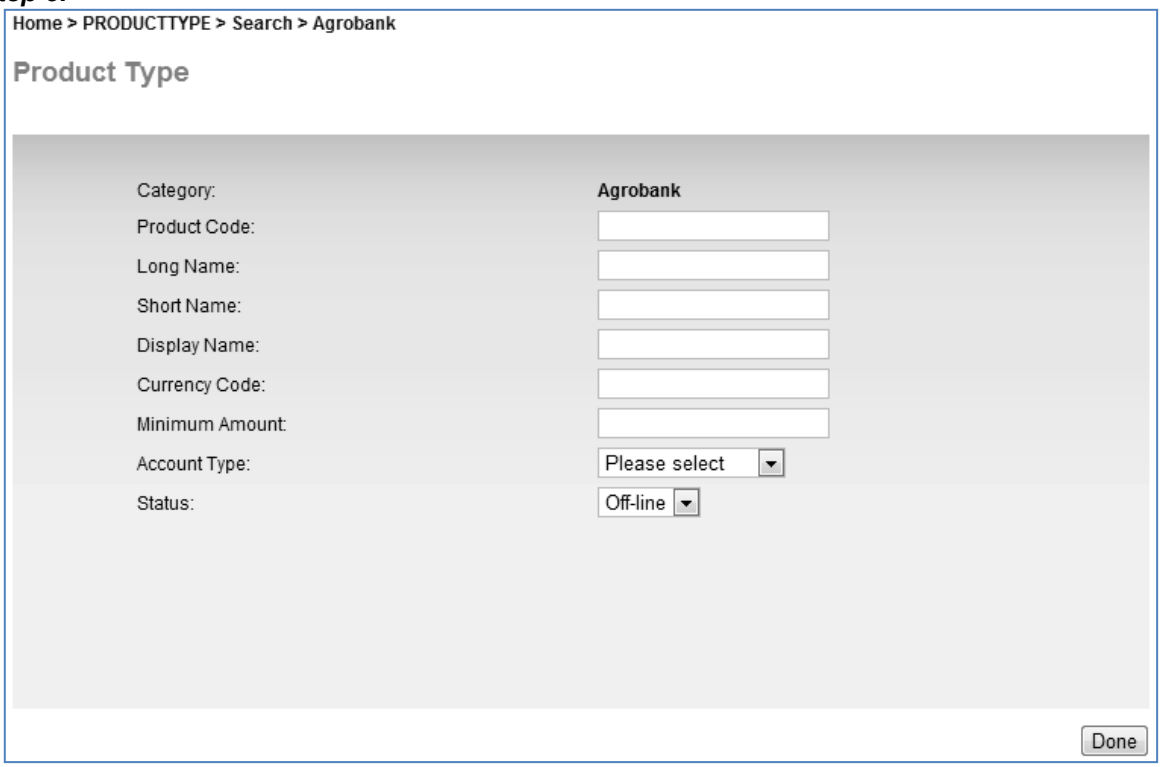


Figure 106 – New Product Creation

1. IBAM System shows the product creation page.
2. Admin user keys in the branch bank details.

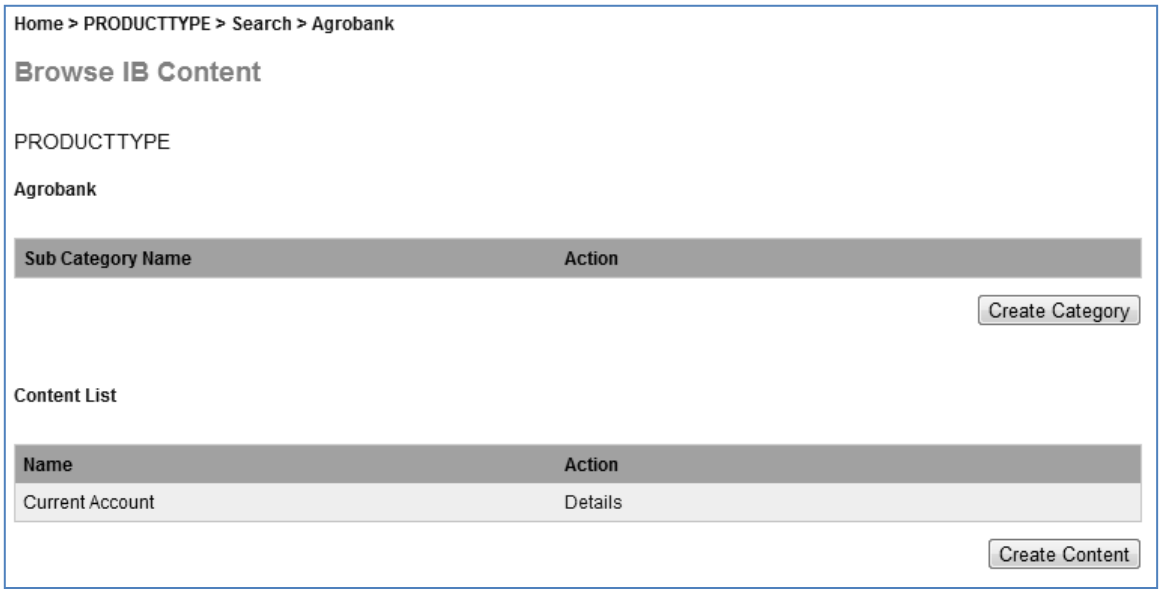


Figure 107 – Refreshed Product List

3. IBAM System saved the product into IB database and reloads the content list to reflect the changes.

6.2.2 Edit Product Type

6.2.2.1 Features Description

Allow admin user to edit bank product type that is offered to the bank user.

6.2.2.2 Process Flow

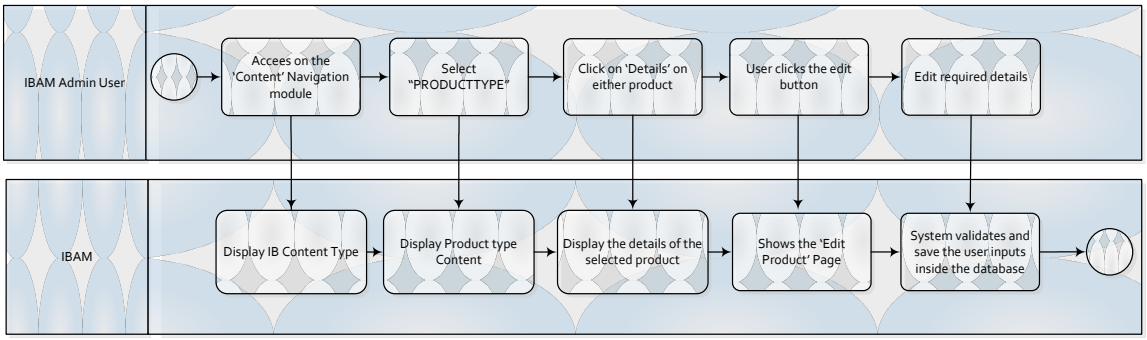


Diagram 32 – Edit Product Type Flow Diagram

6.2.2.3 Screen Flow

Step 1:

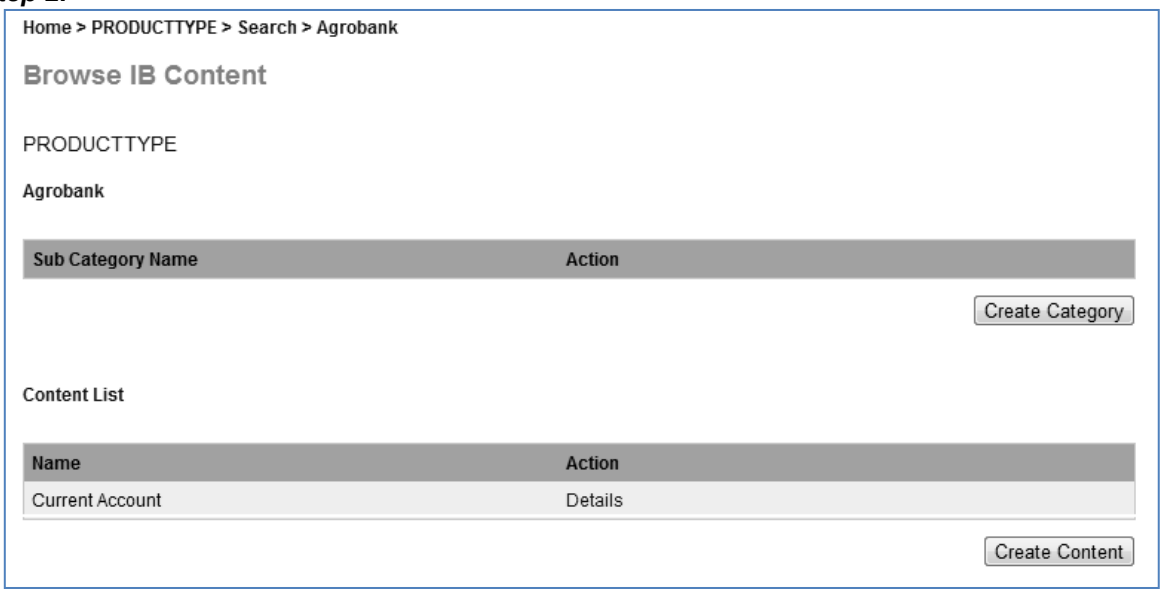


Figure 108 – Product Type Menu

1. IBAM User access to Content Menu and Selects on PRODUCTTYPE.

Step 2:

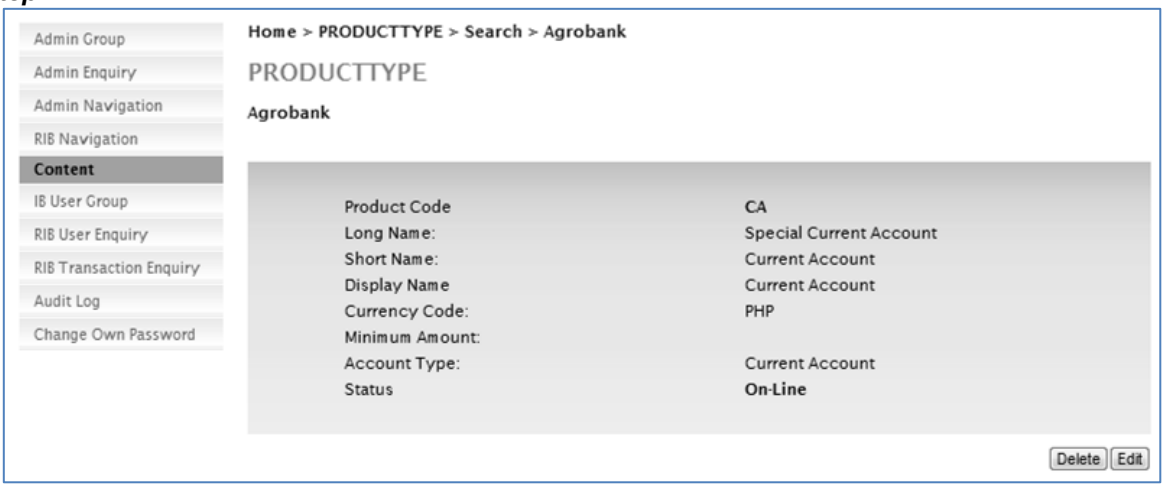


Figure 109 – Product Type Detail Menu

1. IBAM User clicks on one of the products available.
2. IBAM displays details on the product type.

Step 3:

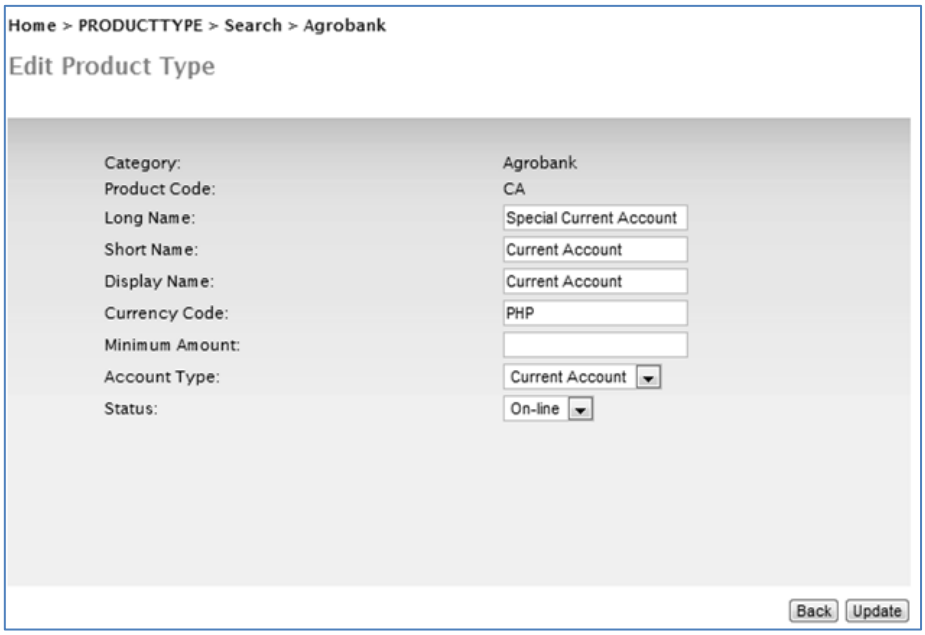


Figure 110 – Product Type Edit Menu

1. IBAM user edits the necessary information and click on “Update”.
2. IBAM will update the changes into database.

6.2.3 Maintaining Service List Details

6.2.3.1 Features Description

This feature allows authorized IBAM user to edit the allowable services belongs to each product in product type content.

6.2.3.2 Process Flow

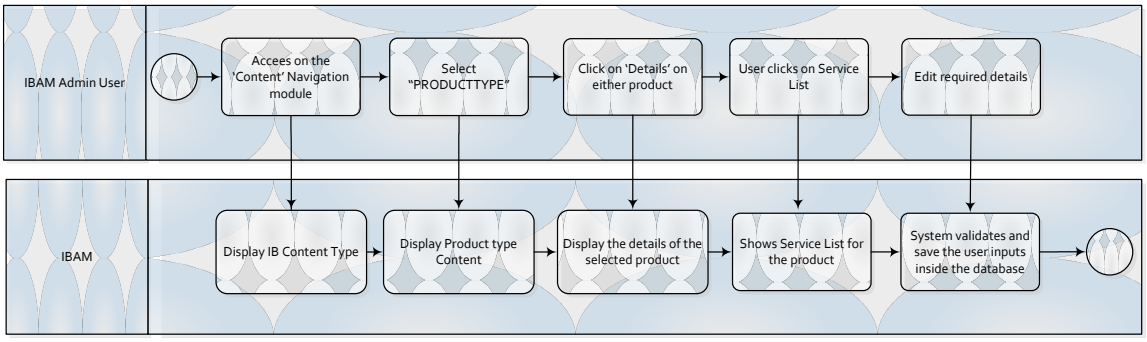


Diagram 33 – Edit Service List Flow Diagram

6.2.3.3 Screen Flow

Step 1:

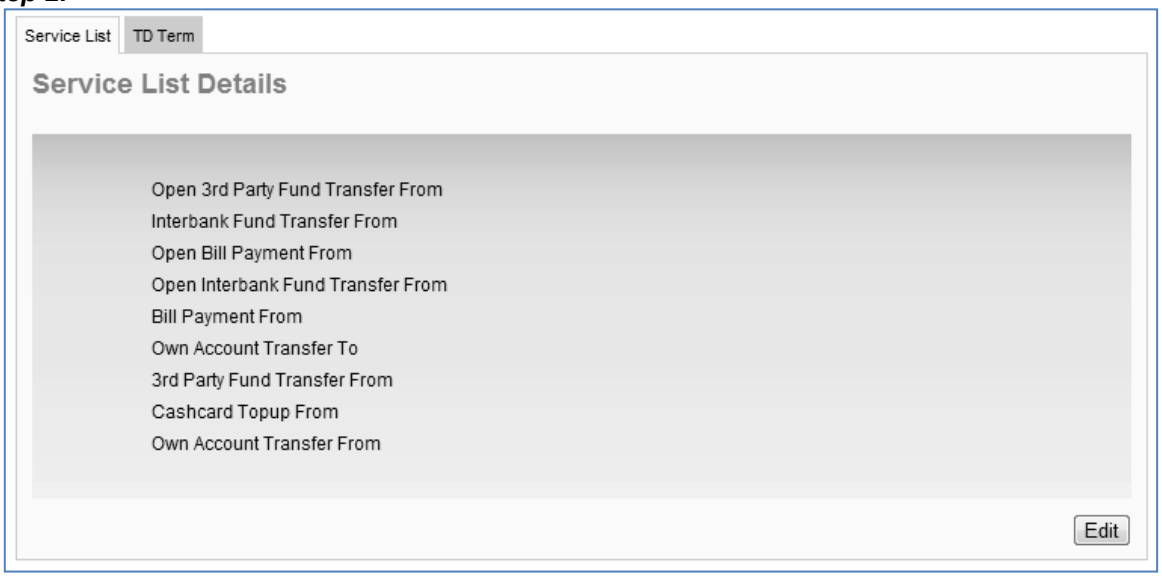


Figure 111 –Service List Details

1. Within a selected product, clicks on Service List tab.
2. IBAM displays the allowable services for the product to be use in Retail Internet Banking.

Step 2:

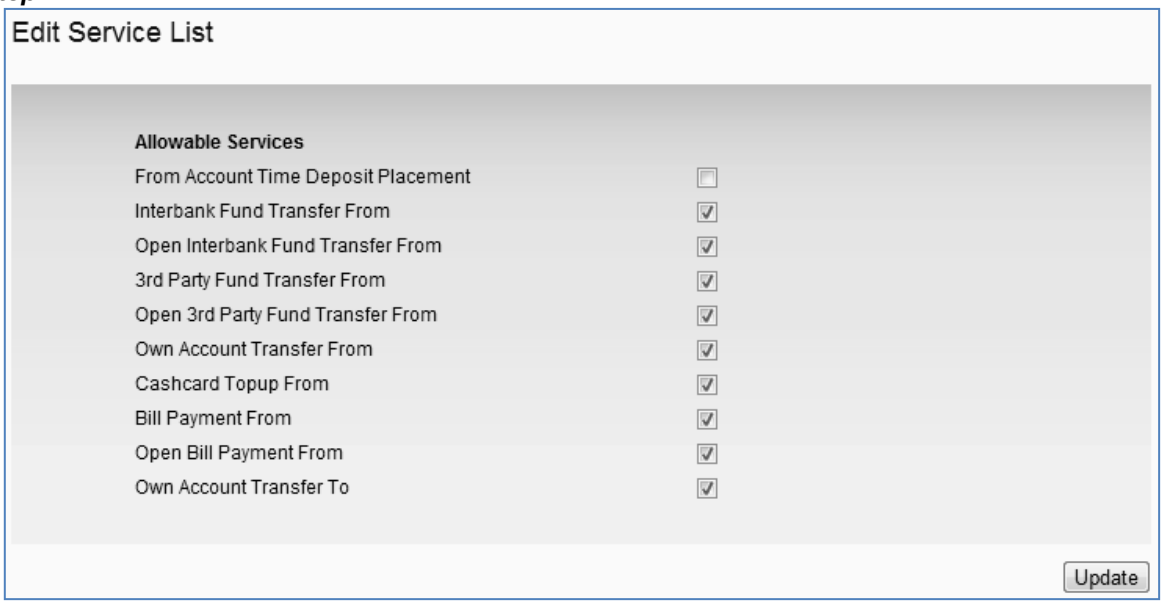


Figure 112 – Edit Service List Page

1. IBAM User selects required service for the specified product.
2. IBAM User clicks on Update to save the changes.
3. IBAM will save the required services into IB database.

6.2.4 Maintaining Fixed Deposit Term Definition

6.2.4.1 Create Fixed Deposit Term Definition

6.2.4.1.1 Features Description

This feature allows authorized IBAM user to create a fixed deposit term belongs to each fixed deposit product in product type content.

6.2.4.1.2 Process Flow

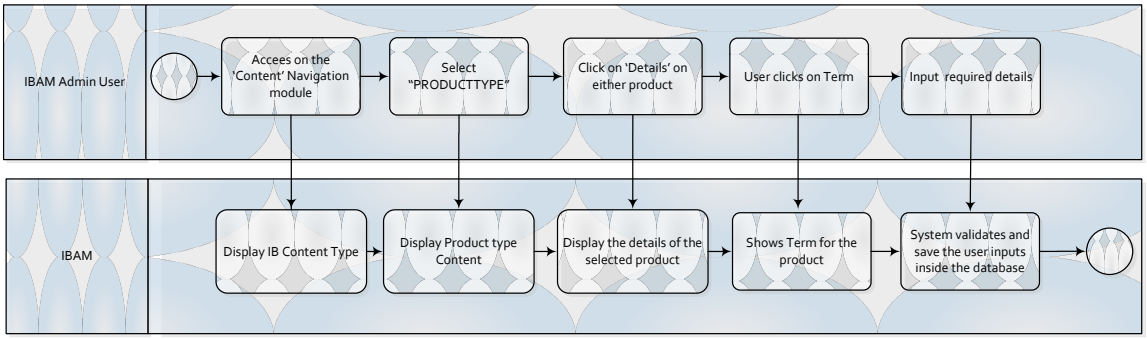


Diagram 34 – Create Fixed Deposit Term Flow Diagram

6.2.4.1.3 Screen Flow

Step 1:

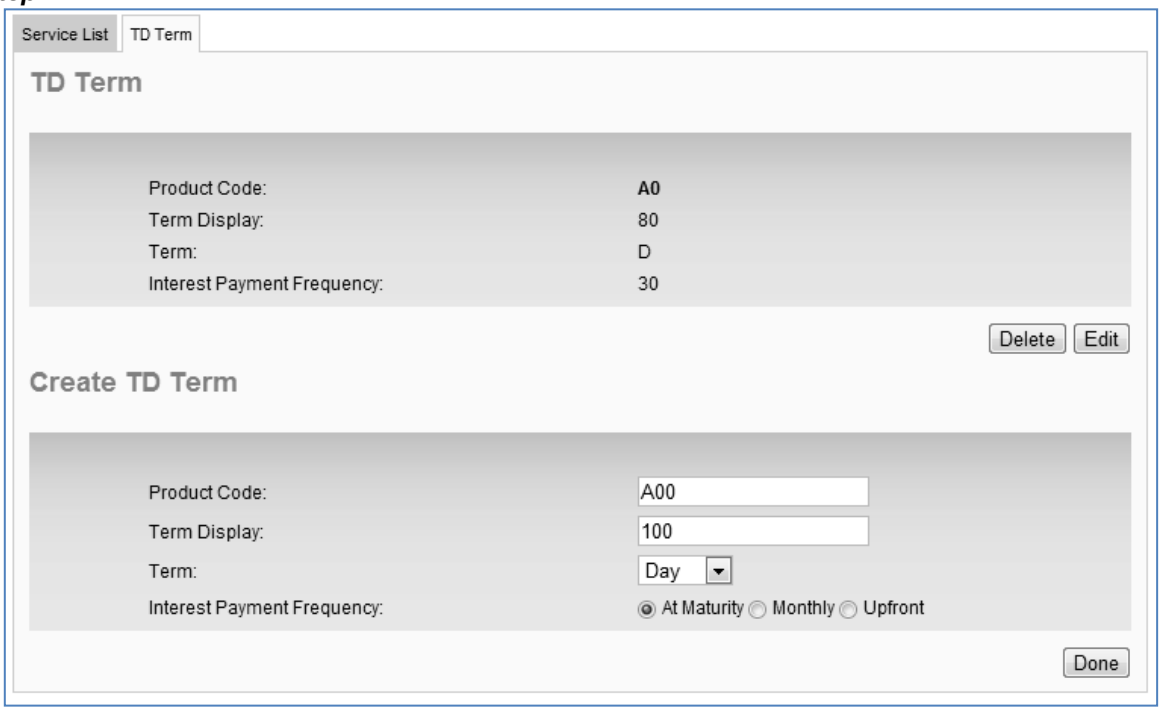


Figure 113 – Create Fixed Deposit Term Page

1. Within a selected product, clicks on Fixed Deposit Term tab.
2. IBAM displays the available term for the FD product to be use in Retail Internet Banking.
3. IBAM User input the required product code, term display and term for each FD product.
4. IBAM User clicks on “Done” to save the changes.
5. IBAM will save the required term into IB database.

6.2.4.2 Edit Fixed Deposit Term Details

6.2.4.2.1 Features Description

This feature allows authorized IBAM user to edit the available term belongs to each fixed deposit product in product type content.

6.2.4.2.2 Process Flow

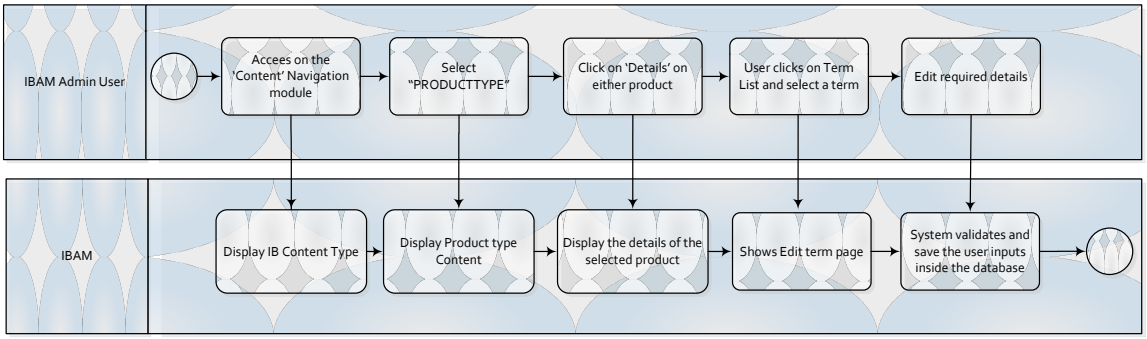


Diagram 35 – Edit Service List Flow Diagram

6.2.4.2.3 Screen Flow

Step 1:

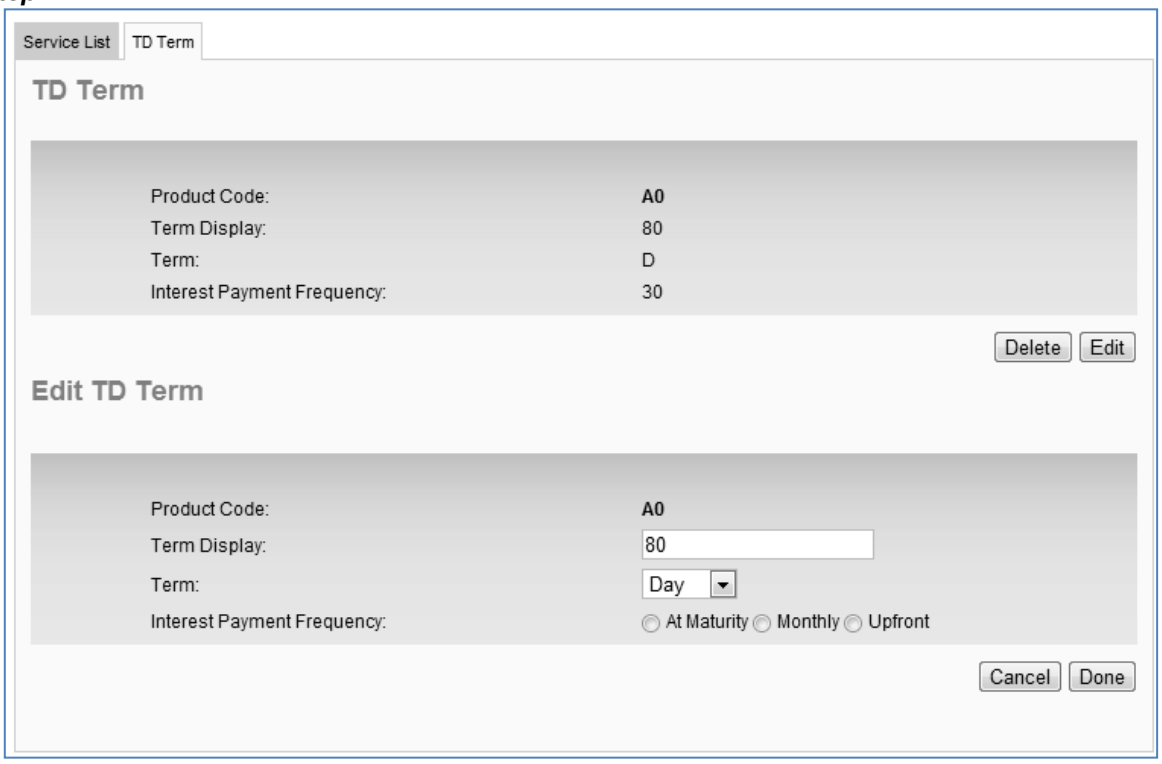


Figure 114 – Edit Existing Fixed Deposit Term Page

1. Within a selected product, clicks on Fixed Deposit Term tab.
2. IBAM displays the available term for the FD product to be use in Retail Internet Banking.
3. IBAM User clicks on “Edit” button.
4. IBAM display the selected term to be edited.
5. IBAM User edits the required details for the selected term.
6. IBAM will save the edited term into IB database.

6.2.5 Delete Product Type

6.2.5.1 Features Description

This feature allow authorized IBAM user to delete a product type.

6.2.5.2 Process Flow

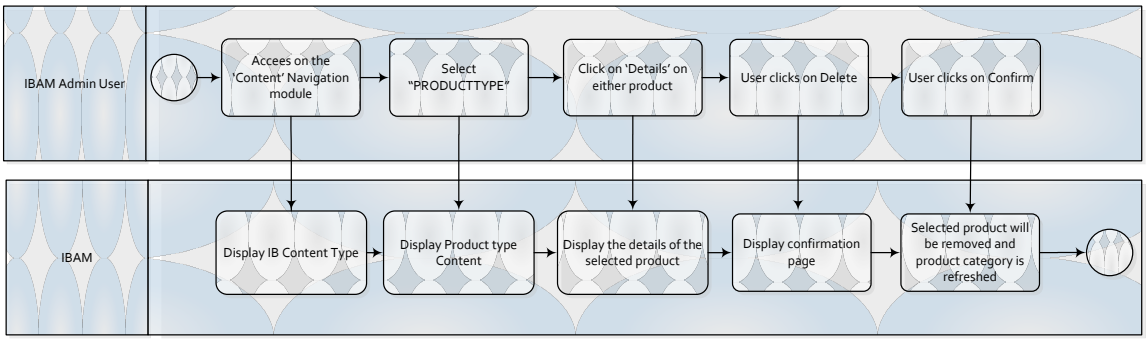


Diagram 36 - Delete Product Type Flow Diagram

6.2.5.3 Screen Flow

Step 1:

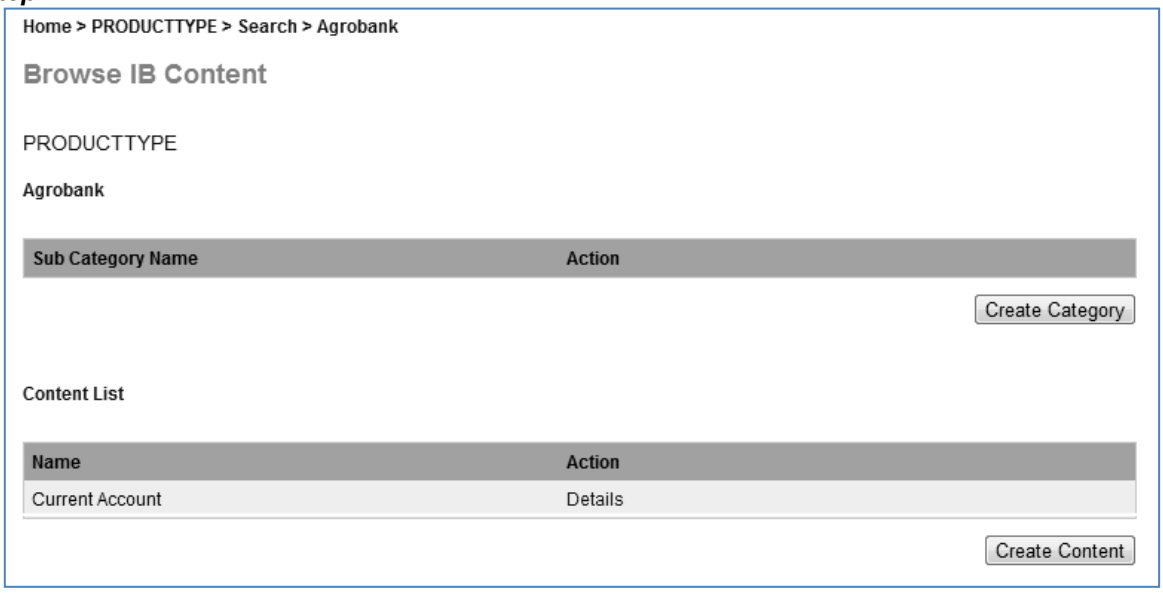


Figure 115 – Product Type Content Page

1. IBAM User selects PRODUCTTYPE in Content.
2. IBAM displays product type category.
3. IBAM User selects a category.
4. IBAM displays the available content in the selected category.

Step 2:

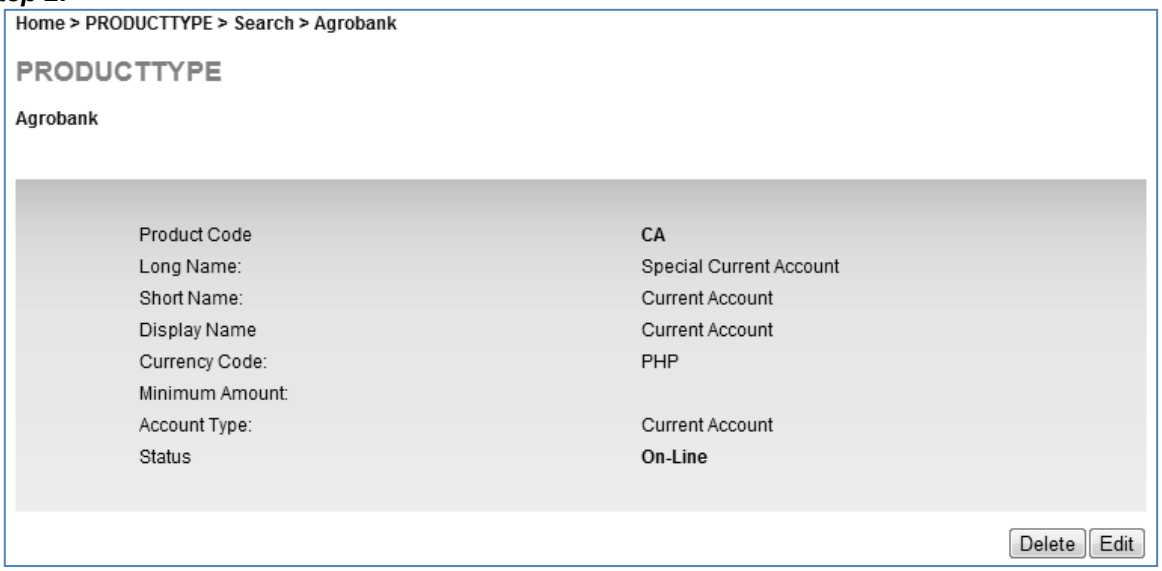


Figure 116 – Product Type Content Details Page

1. IBAM User clicks on the selected product.
2. IBAM displays the details of the selected product.

Step 3:

Figure 117 – Product Delete Confirmation Page

1. IBAM User clicks on 'Delete'.
2. IBAM displays the delete confirmation page.

Step 4:

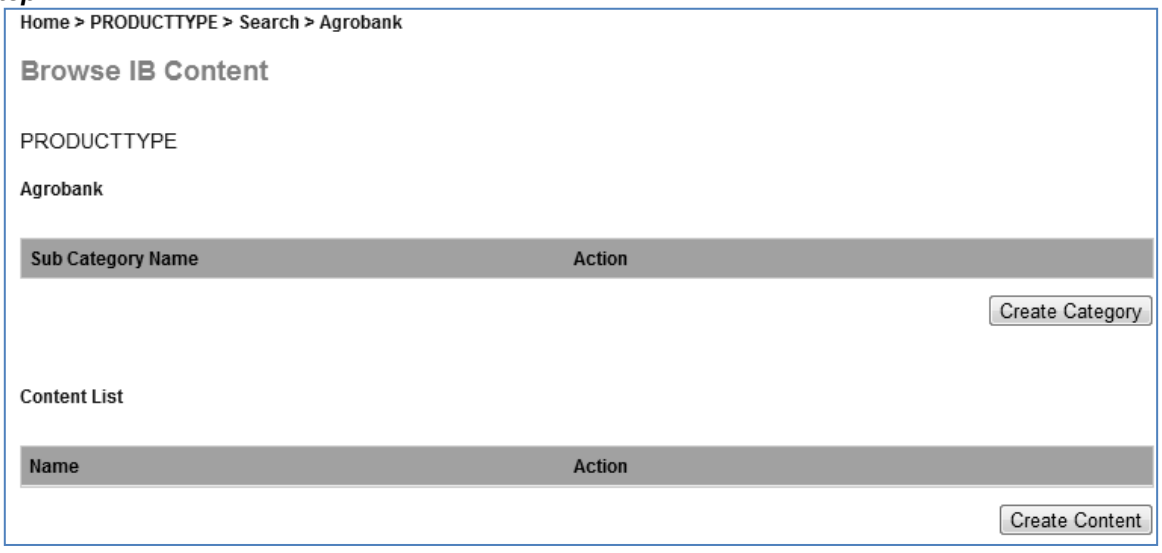


Figure 118 – Refreshed Product Type Content Page

1. IBAM User clicks on 'Confirm'
2. IBAM deletes the selected production of IB Database.

3. IBAM refreshes the content list to reflect the changes.

6.3 Currency Code

6.3.1 Create Currency Code

6.3.1.1 Features Description

This feature allows banks to manage their currency content to provide such services to their banking customer. For instance, customers are allowed to make transaction based on Malaysian Ringgit (MYR) if MYR is supported in the currency code content.

6.3.1.2 Process Flow

Note: For process flow description, this part describes on how to manage currency code offered to bank customer as the general example

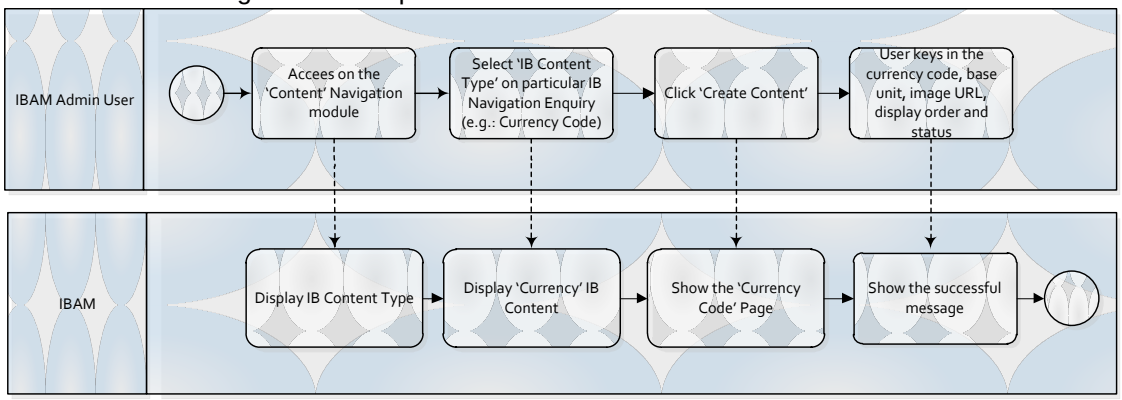


Diagram 37 – Currency Code Creation Flow Diagram

6.3.1.3 Screen Flow

Step 1:

Figure 119 – Currency Code Content Menu

1. IBAM user clicks on the 'content' navigation menu.
2. IBAM System shows the home screen of the IB Content Type.
3. Admin user selects the currency code to edit the default base transaction currency.

Step 2:

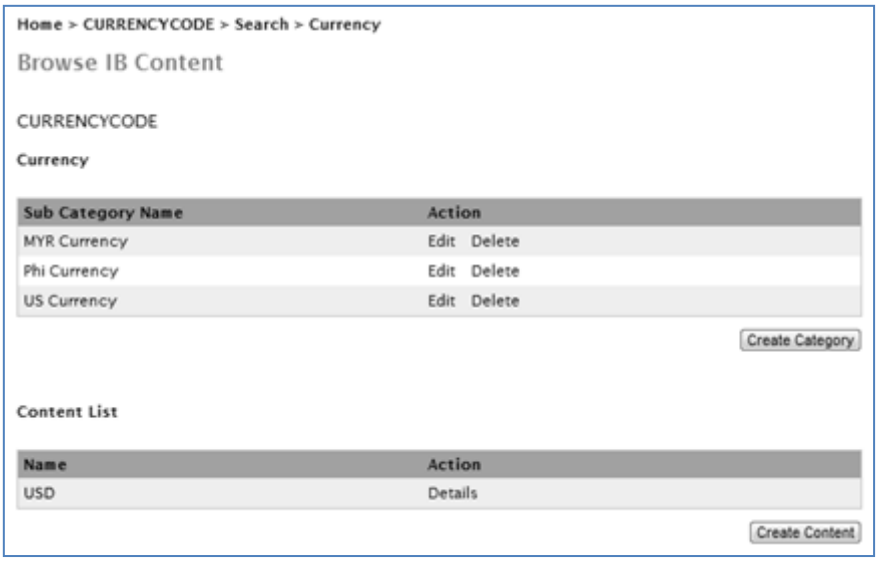


Figure 120 – Currency Code Menu

1. IBAM System shows the 'IB Content; to allow admin user to browse on it.
2. Admin user clicks on the 'create content' to add new base currency.

Step 3:

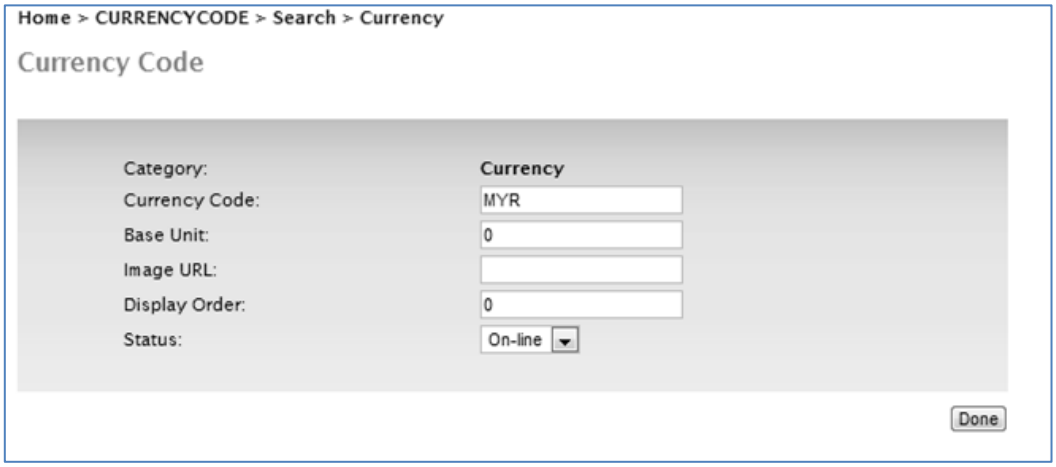


Figure 121 – Currency Code Create Page

1. IBAM shows the 'Currency Code" screen to allow admin user adding new currency code.
2. Admin user keys in the currency code, base unit, image URL, display order, and status. **
3. Admin user must click 'Done' in order to save the changes to the database.
4. IBAM System will show the 'Successful' message.

**Note*:

- *Image URL contains the picture of the respecting currency code. For example, for USD, admin user has the ability to provide the image URL that will look like 'US$' symbol.*
- *Display order '0' means, the 'MYR' currency code will always be displayed at first place every time bank user makes transaction.*
- *Status 'On-line' means that the 'MYR' currency code is only available when the bank user is online.*

6.3.2 Edit Currency Code

6.3.2.1 Features Description

This feature allows banks to change the current currency code settings.

6.3.2.2 Process Flow

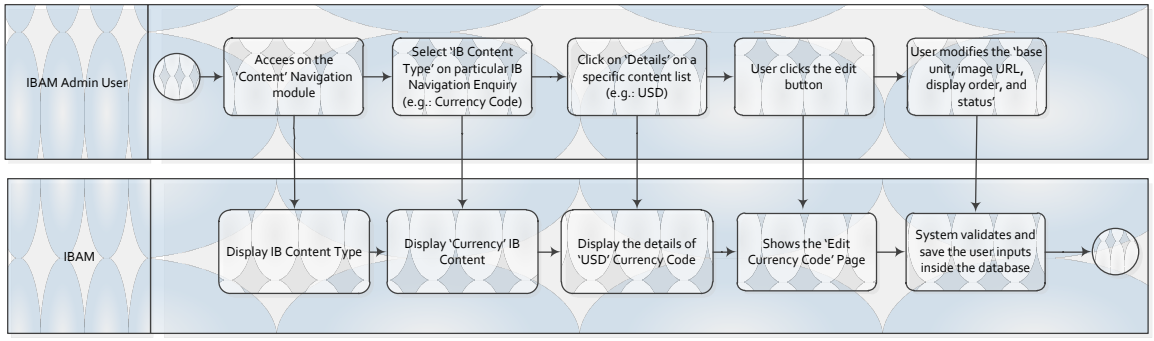


Diagram 38 – Edit Currency Code Flow Diagram

6.3.2.3 Screen Flow

Step 1:

Figure 122 – Currency Code Details Page

1. IBAM User goes to specific currency code and click 'edit'.

Step 2:

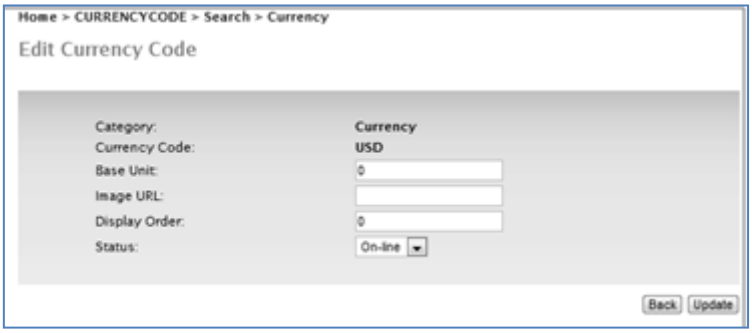


Figure 123 – Currency Code Edit Page

1. IBAM System shows editable 'Currency Code' page.
2. Admin user clicks on 'update'.
3. The settings will be changed immediately and stored into the database.

6.3.3 Delete Currency Code

6.3.3.1 Features Description

This feature allows banks to change the current currency code settings.

6.3.3.2 Process Flow

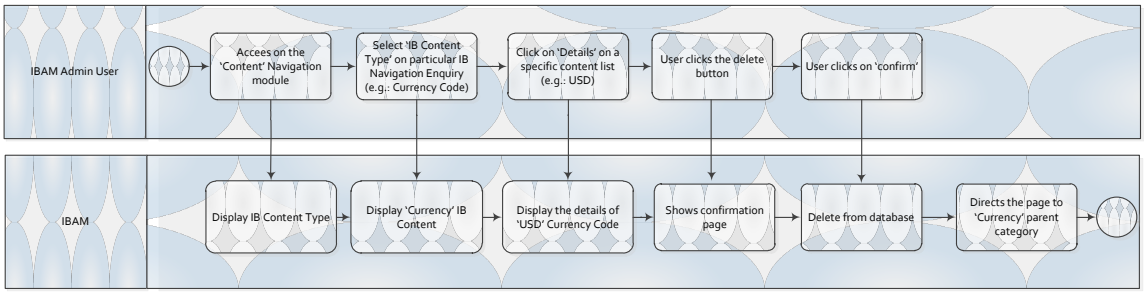


Diagram 39 – Delete Currency Code Flow Diagram

6.3.3.3 Screen Flow

Step 1:

Figure 124 – Currency Code Details

1. Admin User goes to specific currency code and click ‘delete’.

Step 2:

Figure 125 – Currency Code Delete Confirm

1. IBAM System shows the confirmation page.
2. User clicks on the ‘confirm’ button.

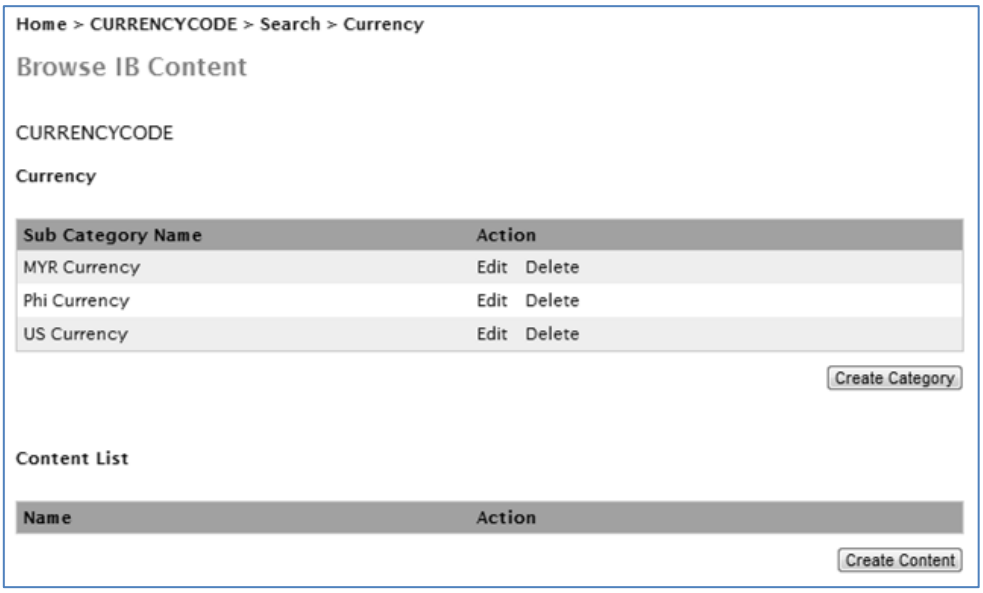


Figure 126 – Redirection Page after Deletion

3. IBAM System directs the page to 'Currency'Parent Category

6.4 Payee

6.4.1 Create Payee

6.4.1.1 Features Description

This feature allows IBAM user to create payee to cater for different payees in Retail Internet Banking bill payment transfer.

6.4.1.2 Process Flow

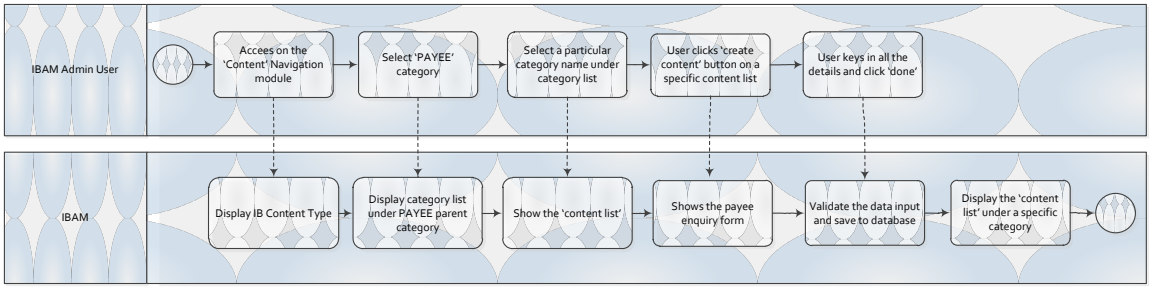


Diagram 40 – Create Payee Flow Diagram

6.4.1.3 Screen Flow

Step 1:

Figure 127 – IB Content Main Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.

Step 2:

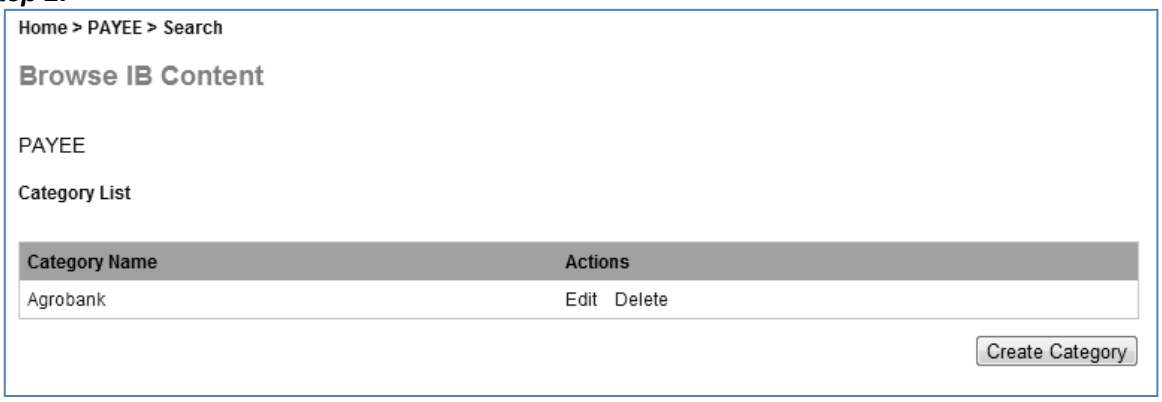


Figure 128 – Payee Main Page

1. IBAM User clicks on PAYEE content.
2. IBAM displays PAYEE category list.

Step 3:

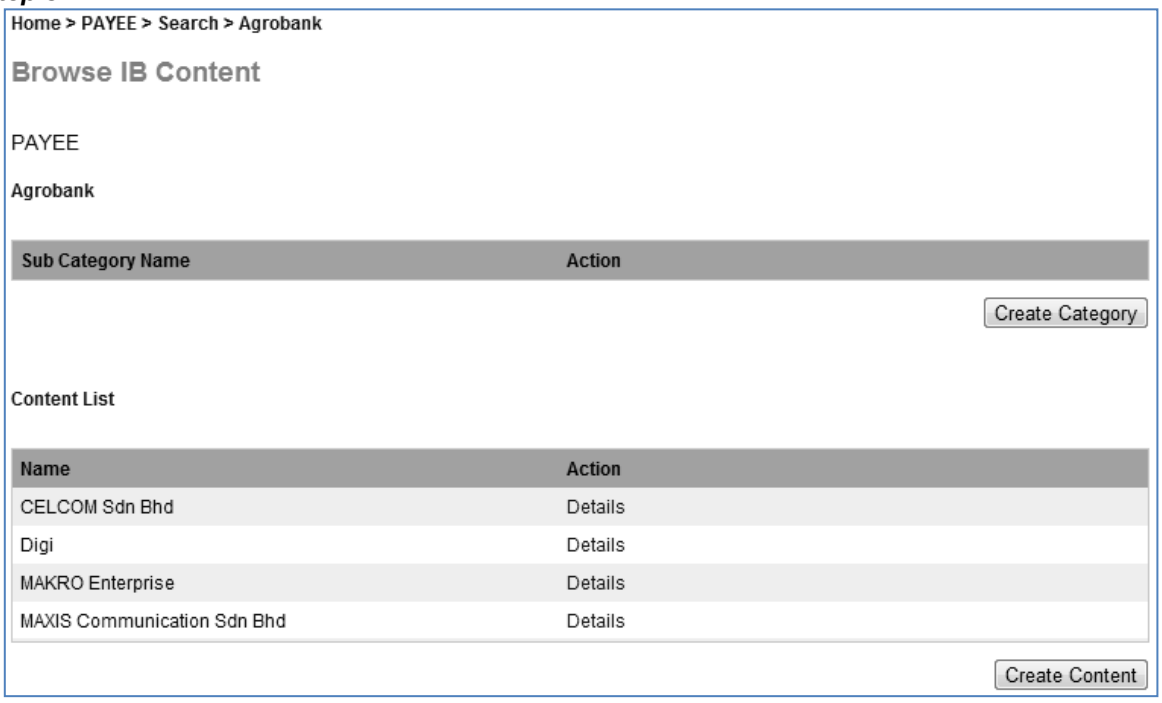


Figure 129 – Payee Content List Page

1. IBAM User selects a category.
2. IBAM display the content within the selected category.

Step 4:

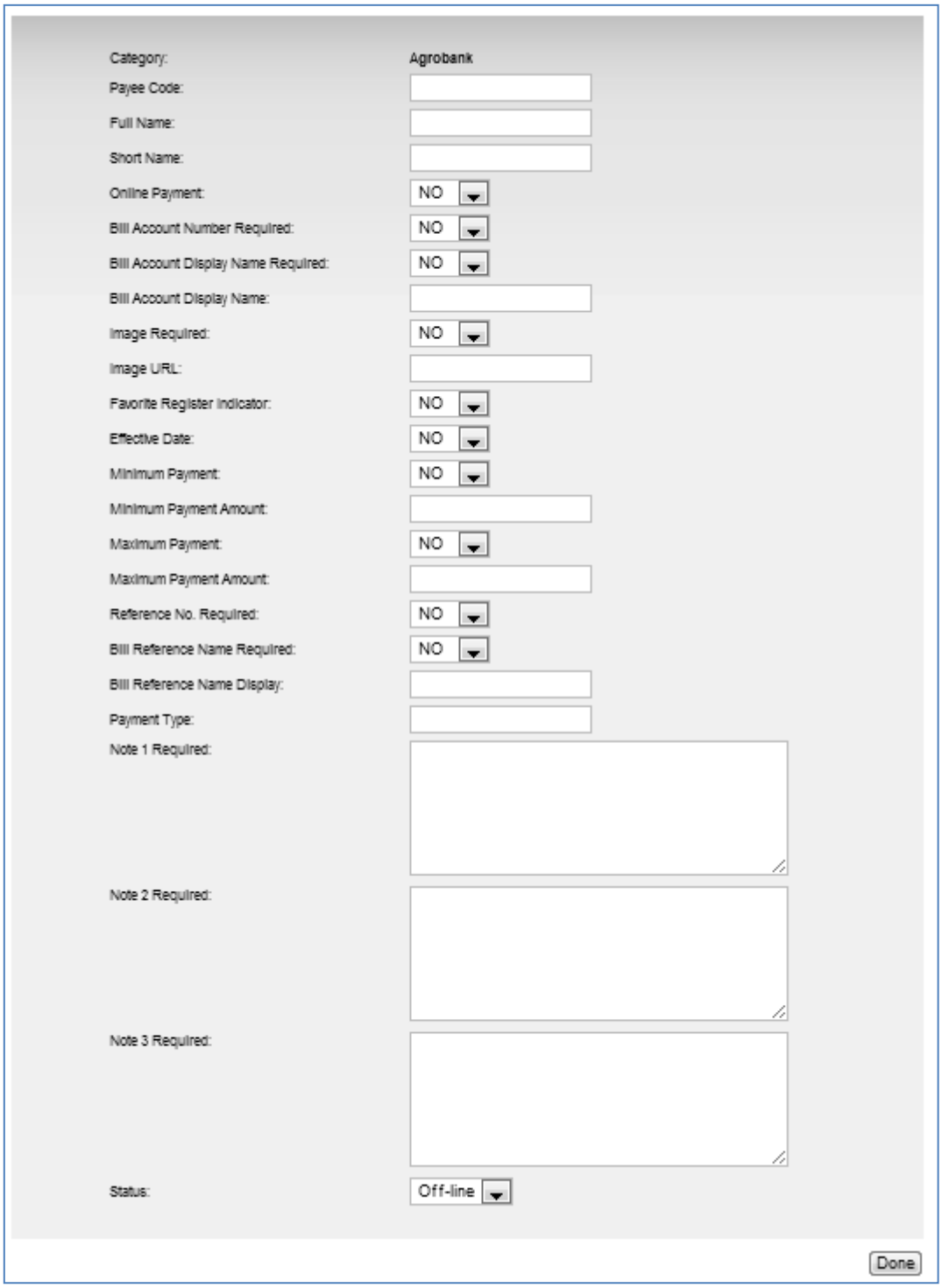


Figure 130 – Create Payee Page

1. IBAM User clicks on Create Content.
2. IBAM display Payee creation page.
3. IBAM User input required fields and click on Done.

Step 5:

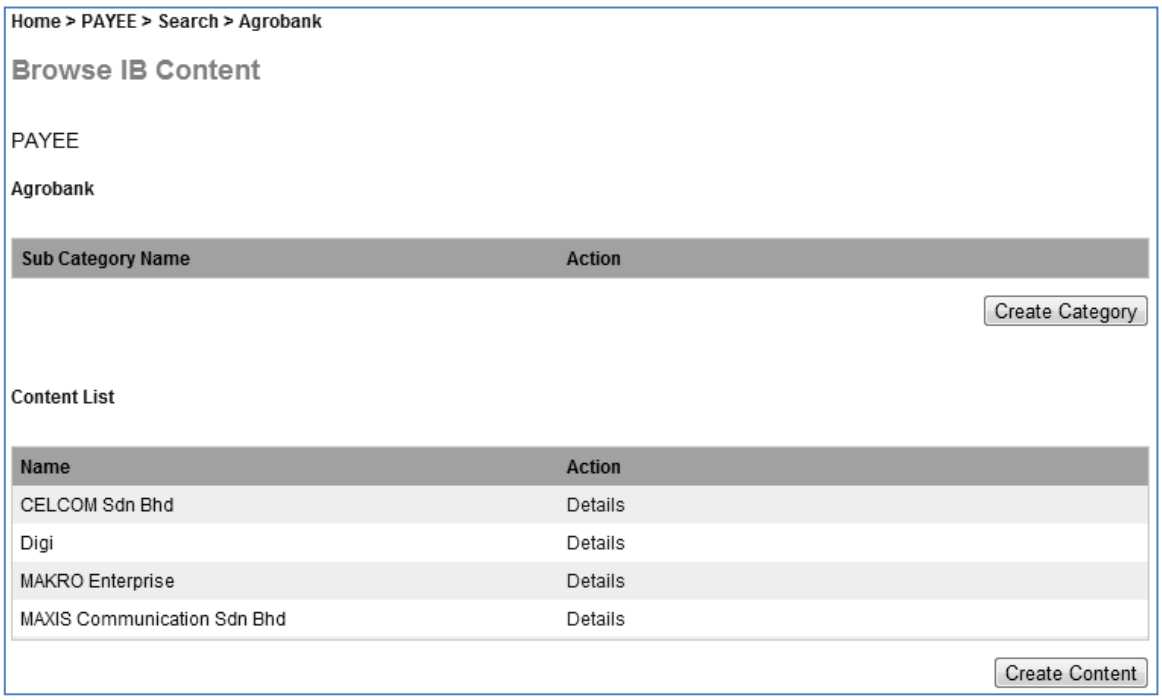


Figure 131 – Payee Listing Page (Refreshed)

1. IBAM saves the new payee into IB Database.
2. IBAM displays the latest content list to reflect the changes.

6.4.2 Edit Payee

6.4.2.1 Features Description

This feature allows authorized IBAM user to edit payee details.

6.4.2.2 Process Flow

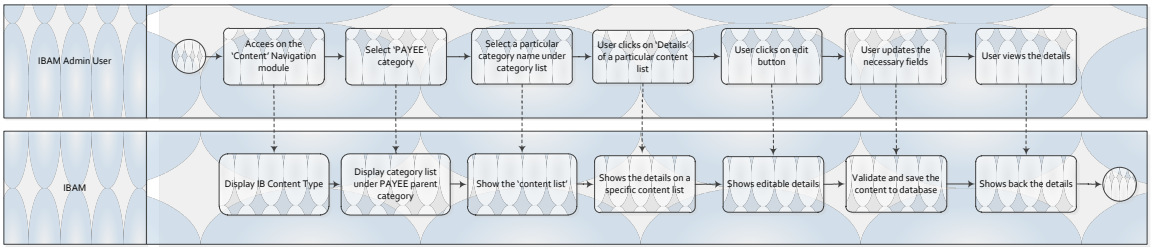


Diagram 41 – Edit Payee Flow Diagram

6.4.2.3 Screen Flow

Step 1:

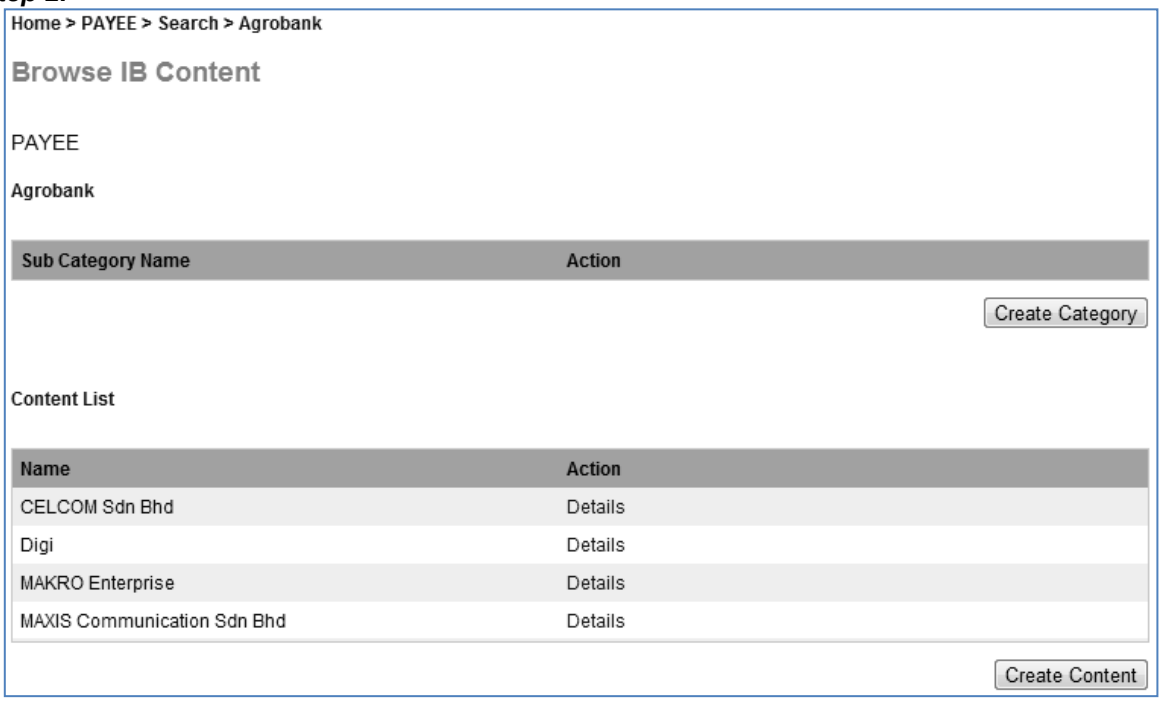


Figure 132 – Payee Content List Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.
3. IBAM User clicks on PAYEE.
4. IBAM displays categories available for PAYEE.
5. IBAM User selects a category.
6. IBAM displays the available payee tied to the selected category.

Step 2:

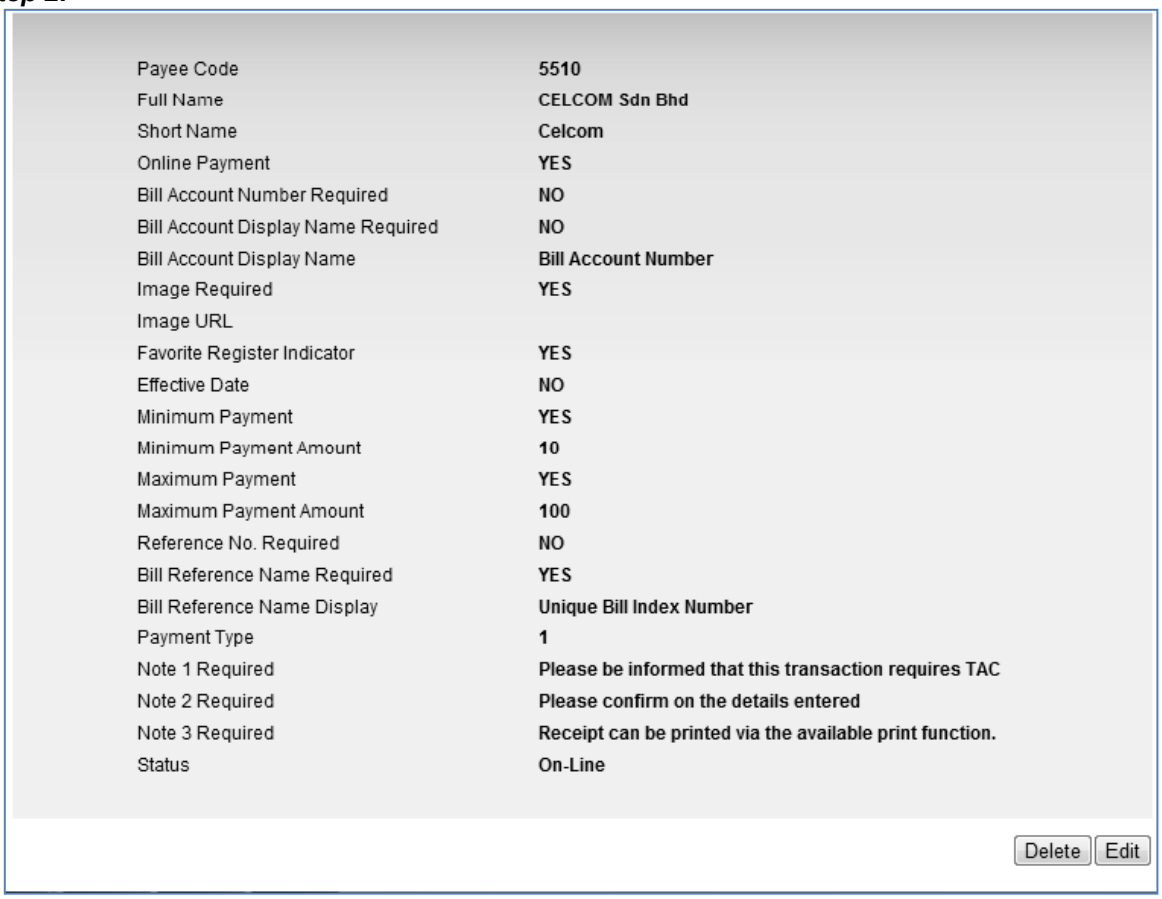


Figure 133 – Payee Details Page

1. IBAM User selects a payee.
2. IBAM displays the details of the payee.
3. IBAM User clicks on ‘Edit’.

Step 3:

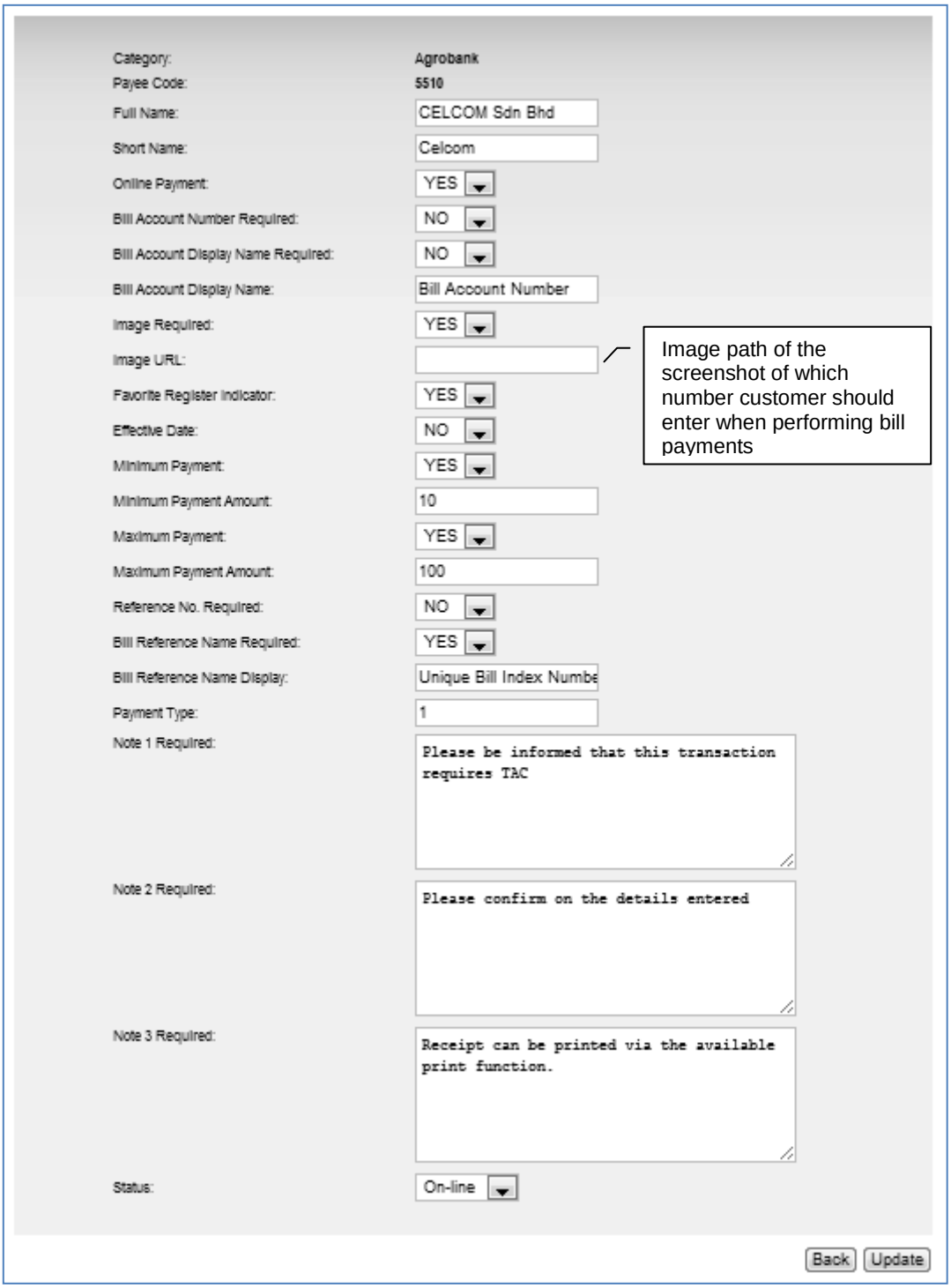


Figure 134 – Payee Edit Page

1. IBAM displays the payee edit page.
2. IBAM User performs edit on the selected payee and click on ‘Update’.
3. IBAM saves the changes into IB database.

6.4.3 Delete Payee

6.4.3.1 Features Description

This feature allows an authorized IBAM user to delete a payee.

6.4.3.2 Process Flow

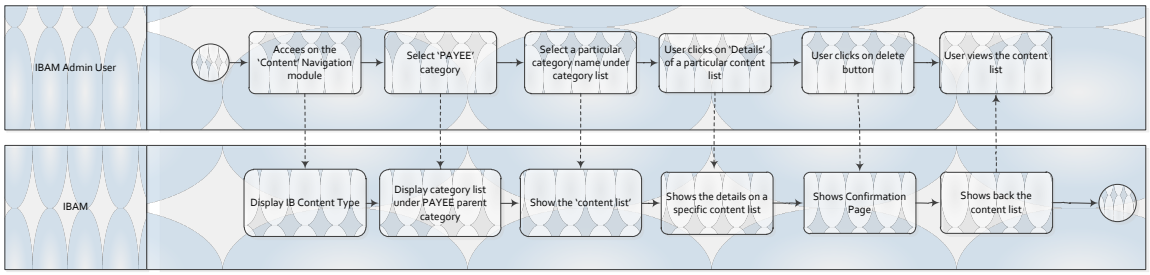


Diagram 42 – Delete Payee Flow Diagram

6.4.3.3 Screen Flow

Step 1:

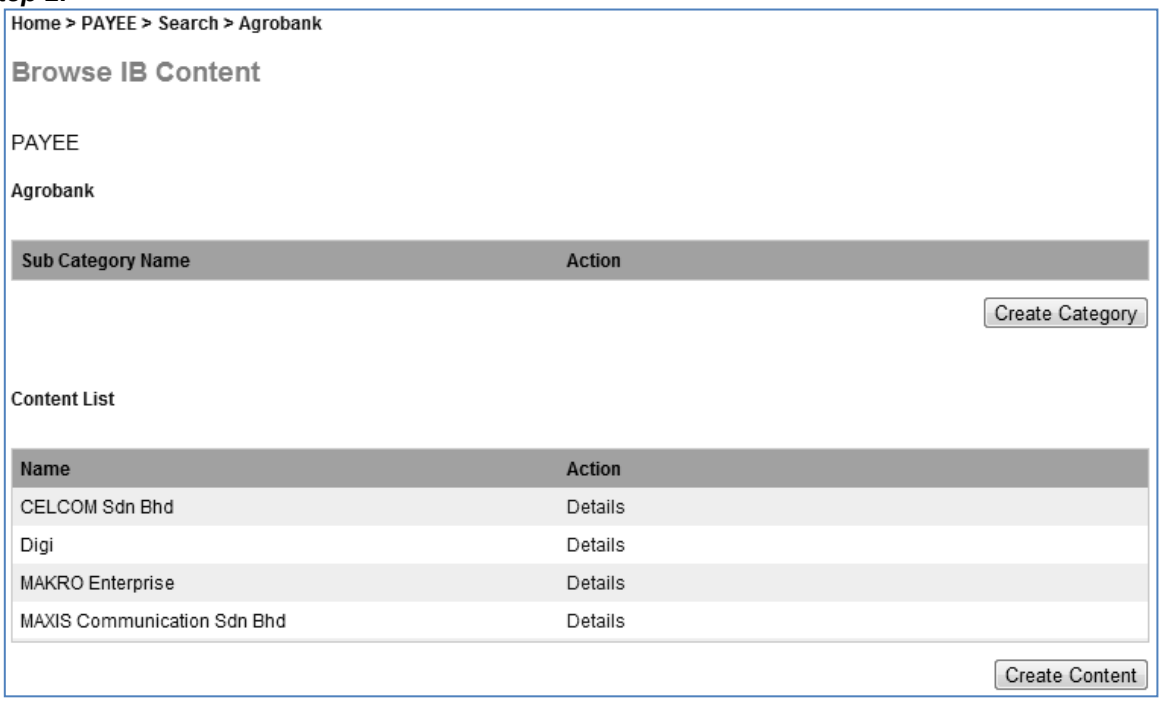


Figure 135 – Payee Content List Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.
3. IBAM User clicks on PAYEE.
4. IBAM displays categories available for PAYEE.
5. IBAM User selects a category.
6. IBAM displays the available payee tied to the selected category.

Step 2:

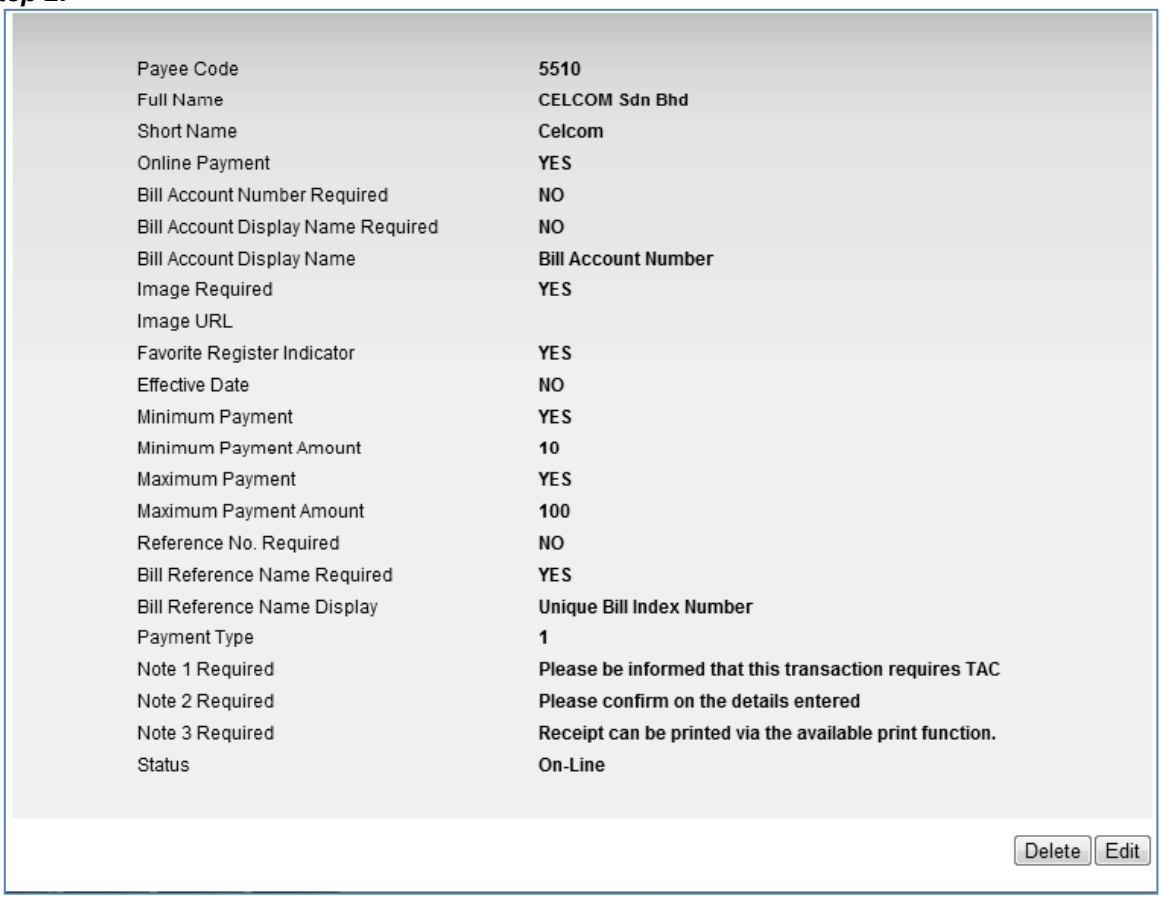


Figure 136 – Payee Details Page

1. IBAM User selects a payee.
2. IBAM displays details of the selected payee.
3. IBAM User clicks on 'Delete'.

Step 3:

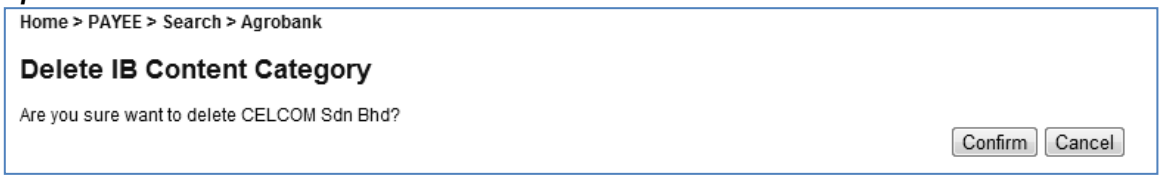


Figure 137 – Payee Delete Confirmation Page

1. IBAM displays delete confirmation page.
2. IBAM User clicks on 'Confirm'.
3. IBAM removes the payee from IB Database.

Step 4:

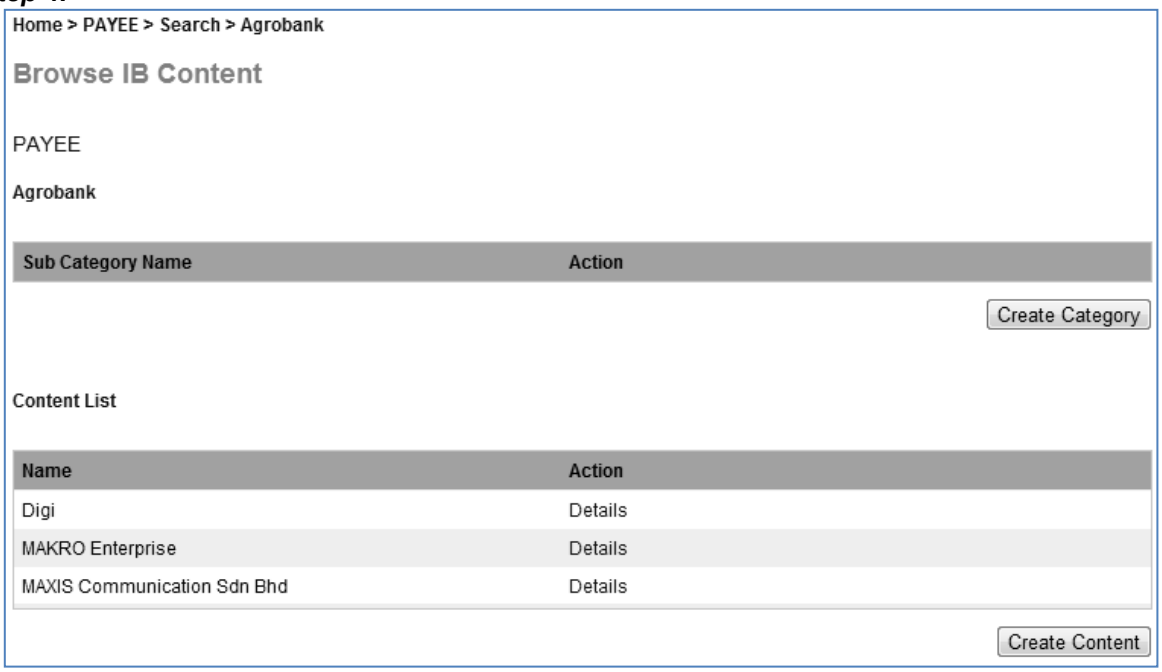


Figure 138 – Refreshed Payee Content List Page

1. IBAM reloads the latest payee content list page to reflect the changes made.

6.5 Service Info

6.5.1 Create Service Info

6.5.1.1 Features Description

This feature allows IBAM user to create service info for Retail Internet Banking in order to display information based on different services (e.g. Own Account Transfer, Third Party Transfer, Bill Payment etc)

6.5.1.2 Process Flow

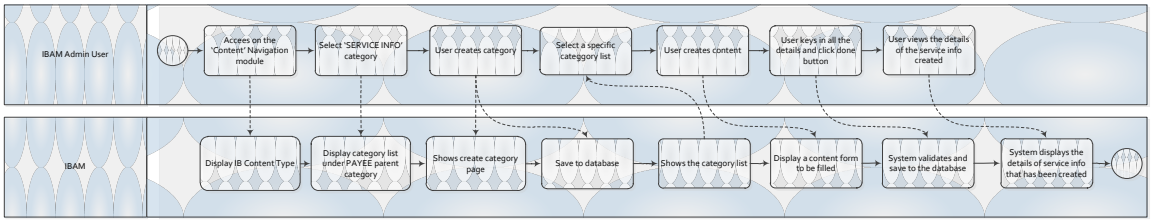


Diagram 43 – Create Service Info Flow Diagram

6.5.1.3 Screen Flow

Step 1:

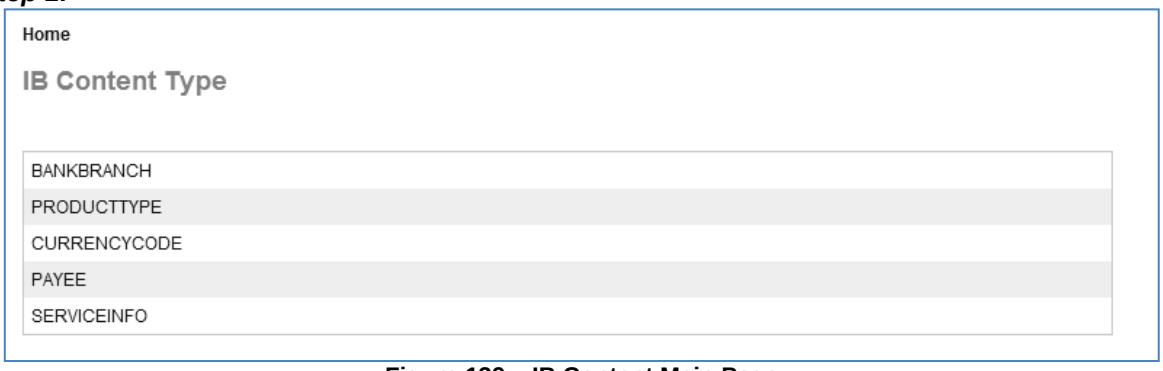


Figure 139 – IB Content Main Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.

Step 2:

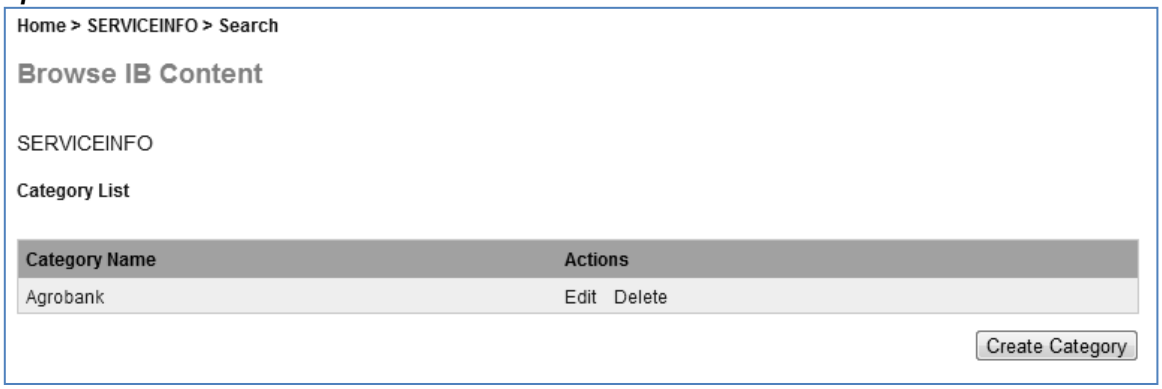


Figure 140 – Service Info Category Page

1. IBAM User clicks on SERVICEINFO
2. IBAM displays the available category on SERVICEINFO

Step 3:

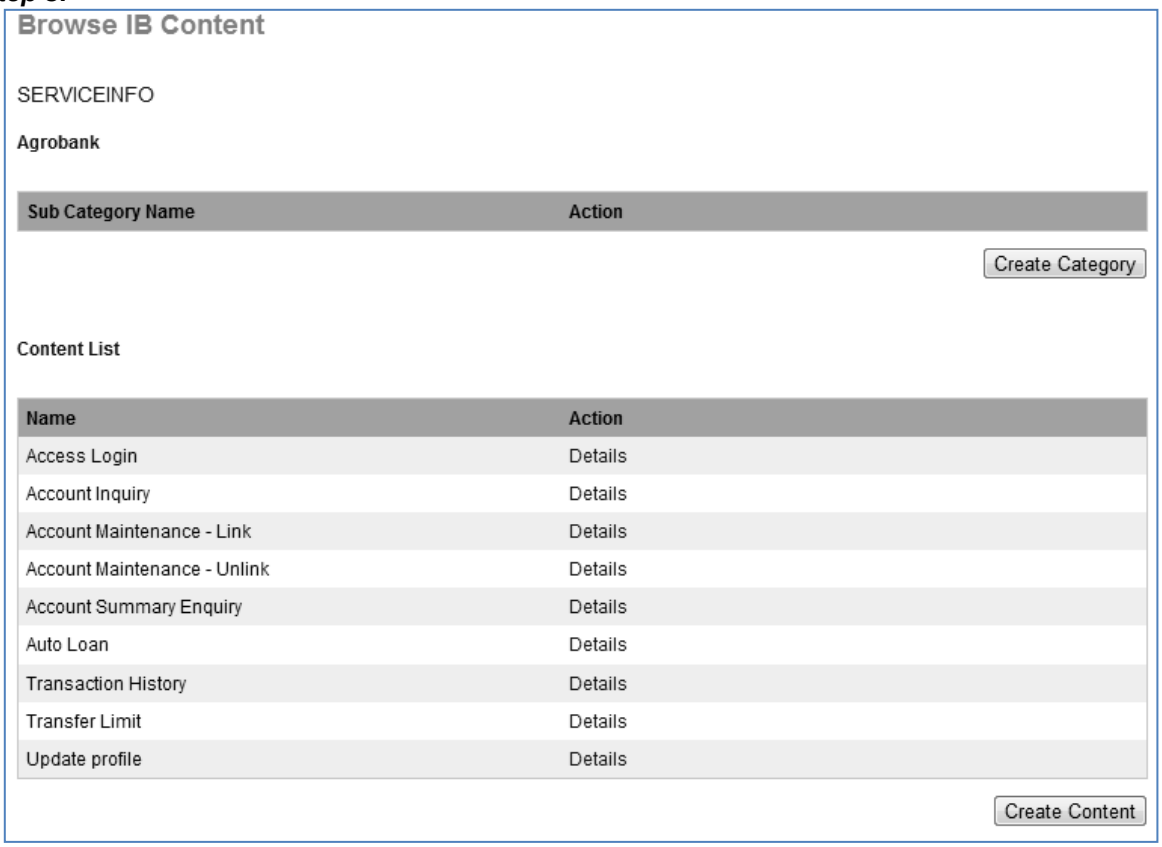


Figure 141 – Service Info Tied to a Category

1. IBAM User clicks on “Create Content”.

Step 4:

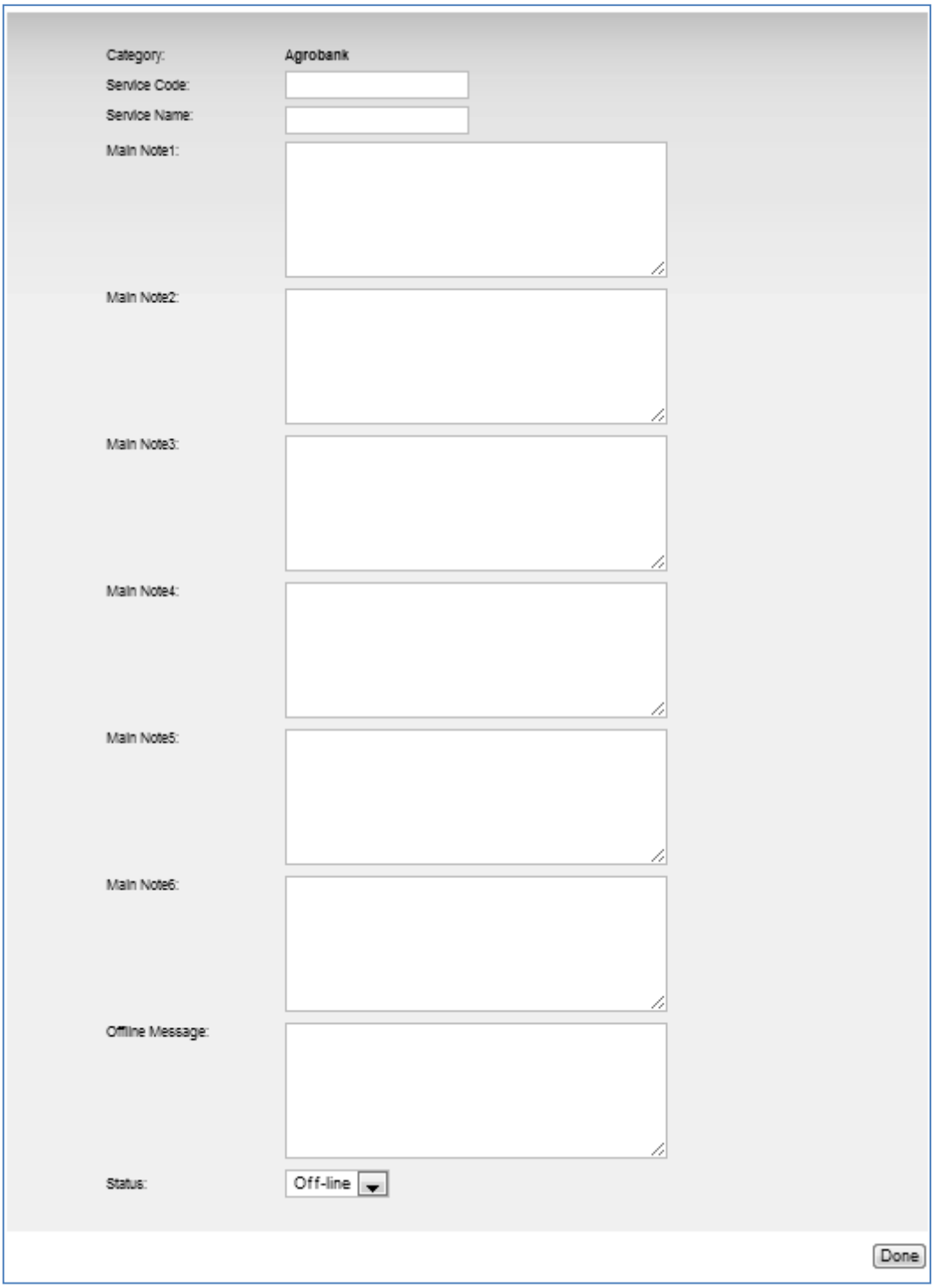


Figure 142 – Service Info Creation Page

1. IBAM displays Service Info creation page.
2. IBAM User input required fields of service info and click ‘Done’.
3. IBAM saves the new serviceinfo into IB database.

6.5.2 Edit Service Info

6.5.2.1 Features Description

This feature allows an authorized IBAM user to edit existing service info.

6.5.2.2 Process Flow

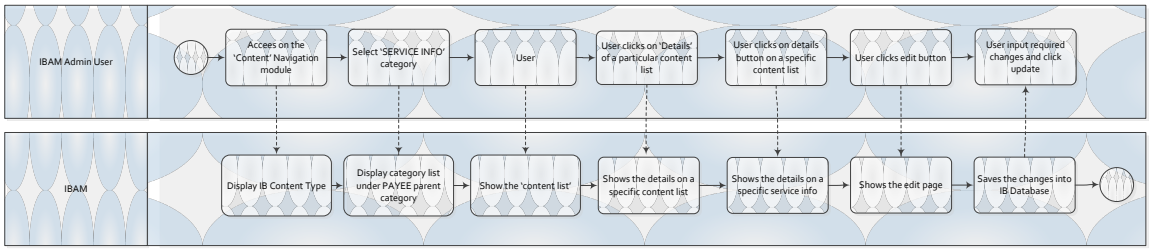


Diagram 44 – Edit Service Info Flow Diagram

6.5.2.3 Screen Flow

Step 1:

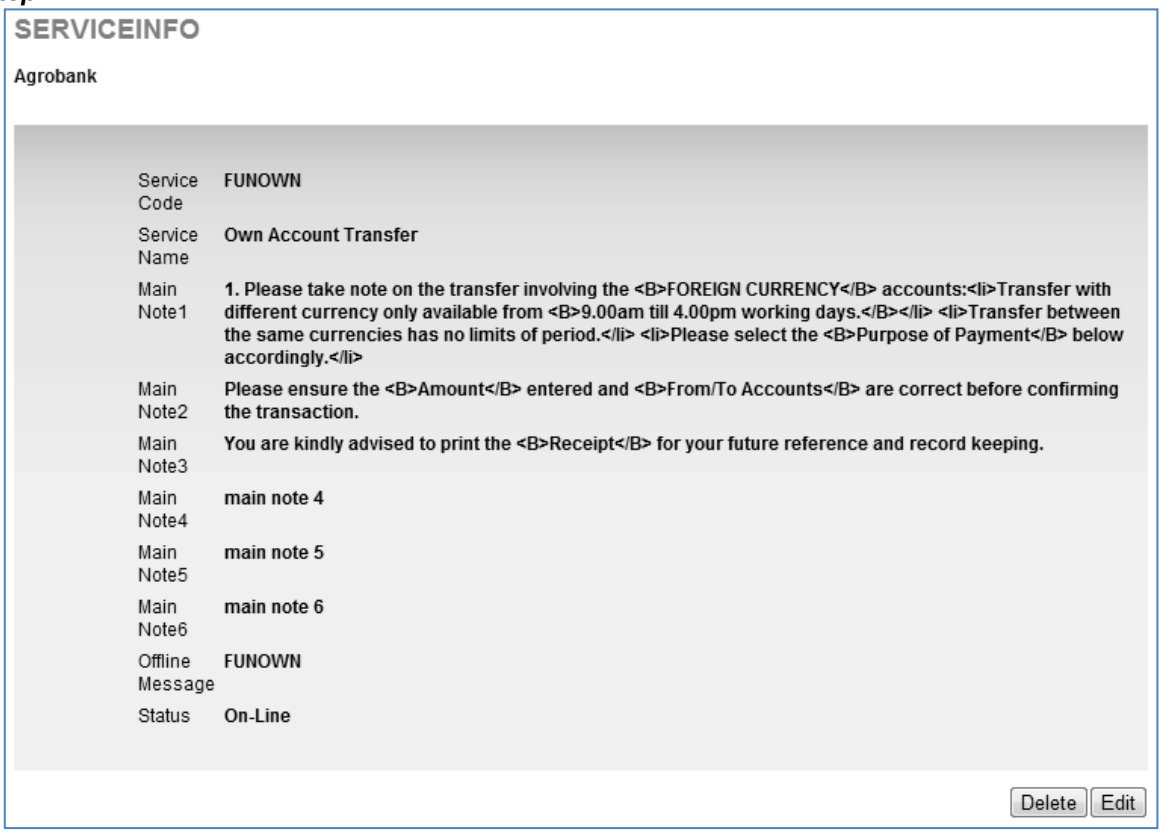


Figure 143 – Service Info Details Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.
3. IBAM User clicks on SERVICEINFO.
4. IBAM displays the available category on SERVICEINFO.
5. IBAM User clicks on the selected category.
6. IBAM displays the content tied to the selected category.
7. IBAM User selects a service info.
8. IBAM displays the service info details.

Step 2:

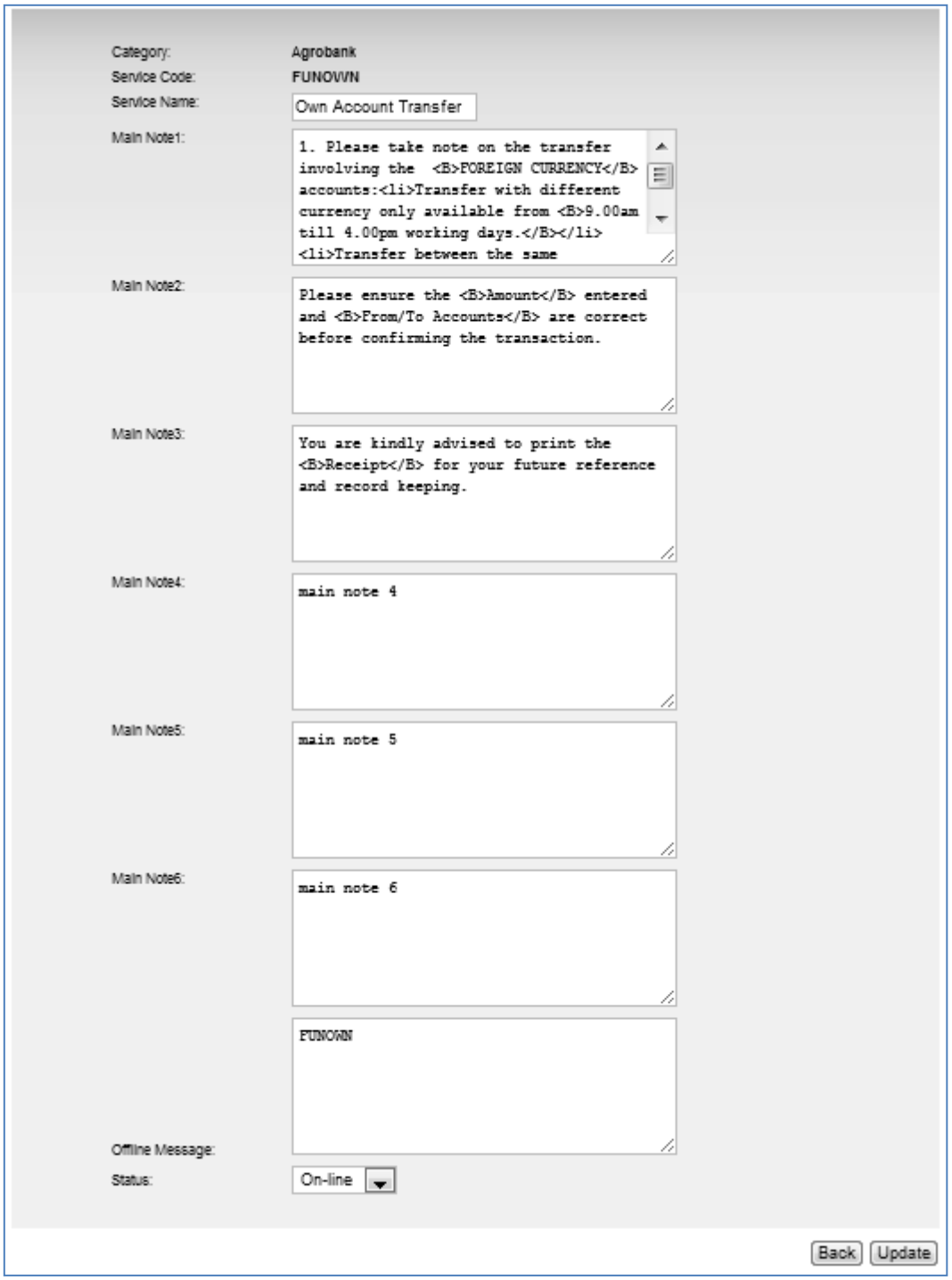


Figure 144 – Edit Service Info Page

1. IBAM displays Service Info edit page.
2. IBAM User input required changes of service info and click ‘Update’.
3. IBAM saves the amended service info into IB database.

6.5.3 Delete Service Info

6.5.3.1 Features Description

This feature allows IBAM user to delete selected service info.

6.5.3.2 Process Flow

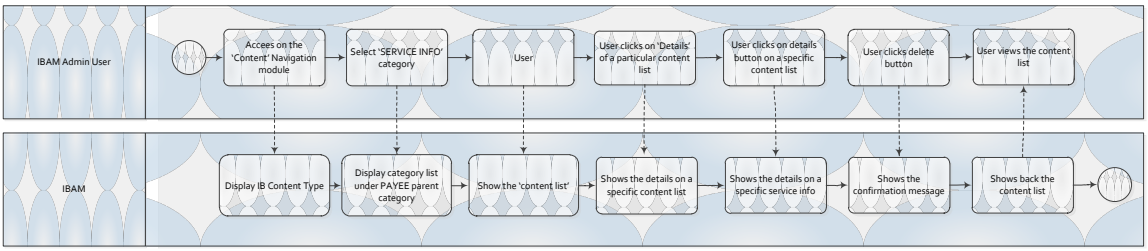


Diagram 45 – Delete Service Info Flow Diagram

6.5.3.3 Screen Flow

Step 1:

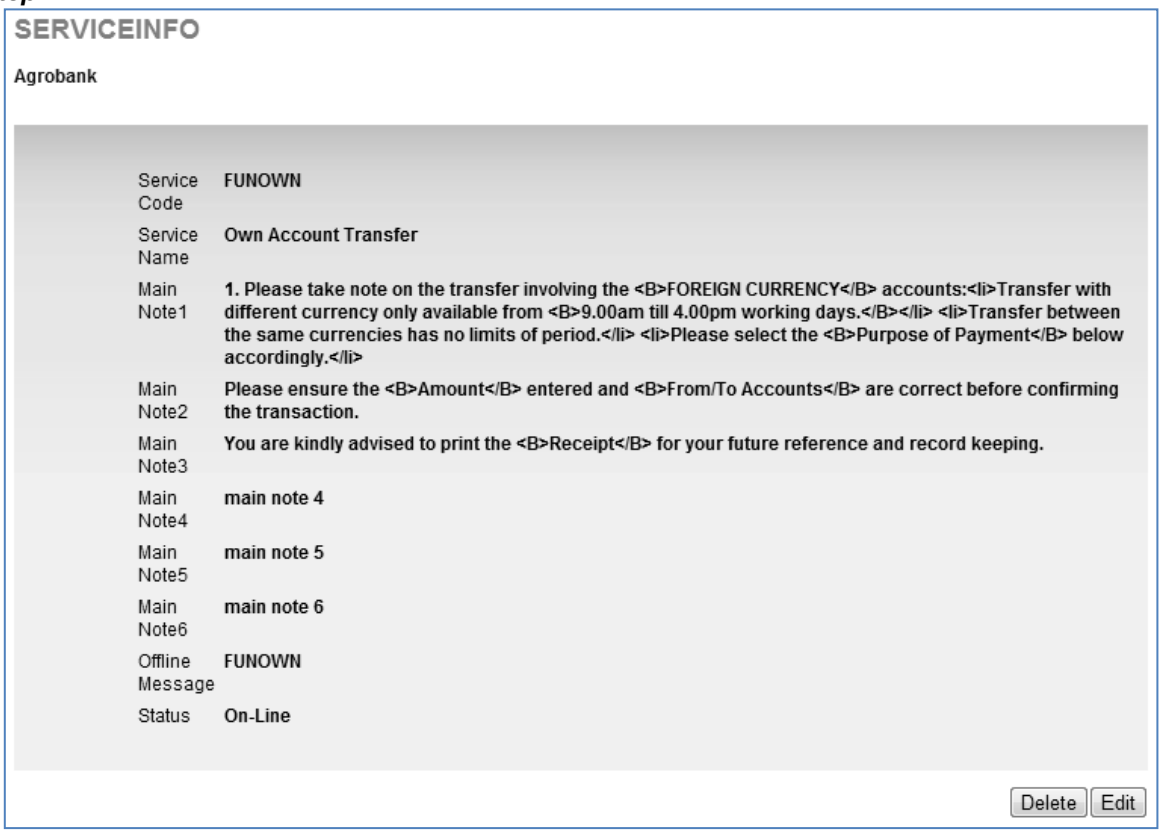


Figure 145 – Service Info Details Page

1. IBAM User clicks on Content.
2. IBAM displays IB Content list.
3. IBAM User clicks on SERVICEINFO.
4. IBAM displays the available category on SERVICEINFO.
5. IBAM User clicks on the selected category.
6. IBAM displays the content tied to the selected category.
7. IBAM User selects a service info.
8. IBAM displays the service info details.

Step 2:

Figure 146 – Service Info Delete Confirmation Page

1. IBAM User clicks on ‘Delete’.
2. IBAM displays the delete confirmation page.
3. IBAM User clicks on ‘Confirm’.
4. IBAM removes the selected service info from IB Database.

7 Personalization

7.1 Change own password

7.1.1 Features Description

This feature allows IBAM users to their own password as necessary.

7.1.2 Process Flow

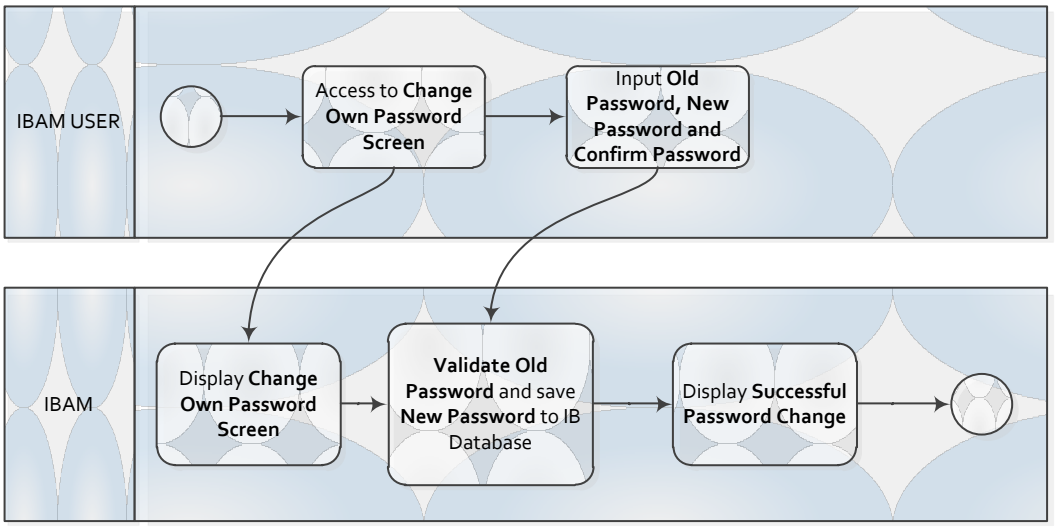


Diagram 46 – Change Own Password Flow Diagram

There are 2 participants involved in this process which is User and IBAM. The following are the steps:

Step 1:

1. Admin access to Change Password Screen.
2. IBAM display Change Password Screen.
3. Admin input Old Password, New Password and Confirm Password.
4. IBAM validates Old Password and save New Password to IB Database.

Step 2:

1. IBAM display the result page.

7.1.3 Screen Flow

Step 1:

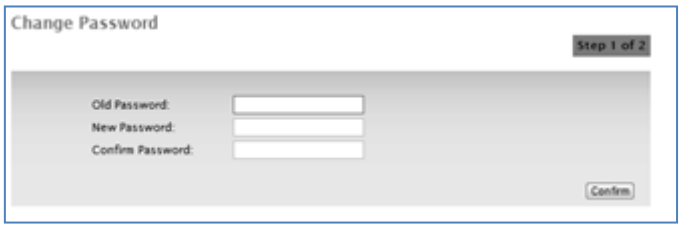


Figure 147 – Change Password Screen

1. Admin can access to Change Password Screen by clicking on the “Change Password” link on the left navigation menu
2. IBAM display the Change Password Screen.
3. Admin input Old Password, New Password and Confirm Password and clicked the “Change” button

Step 2:

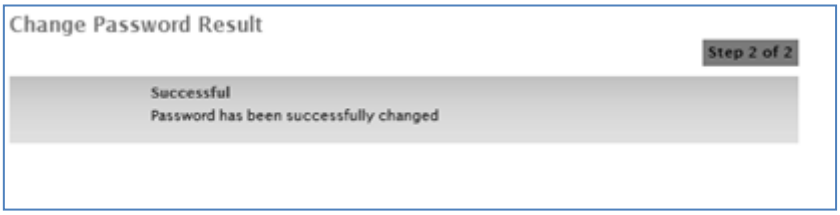


Figure 148 – Change Password Result Screen

1. IBAM validates Old Password and save New Password to IB Database and display the result screen to the admin.

~~~ End ~~~