

Temenos Infinity

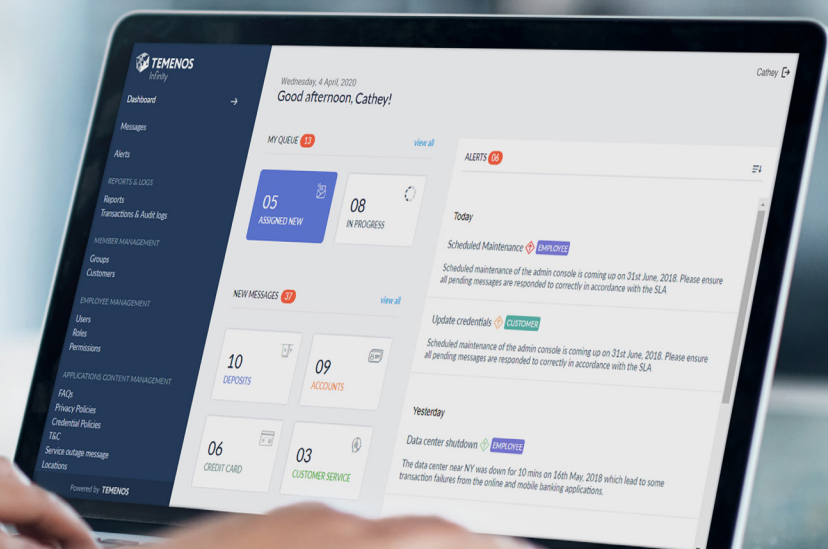
Spotlight

Temenos Infinity Spotlight is a portal for bank staff to manage and assist account holders in their banking journeys. It collects everything the banker needs to know about their account holder in a convenient web based interface, with data matching what the account holder sees from their own mobile or online interface.

Designed with Banks and Credit Unions in Mind

At the heart of Temenos Infinity Spotlight is a common data model that has been designed based on years of experience working with leading banks and credit unions. The application is designed and developed in close collaboration with real users of those banks and credit unions—with all feedback taken into consideration. For example, web services are exposed in case external systems need to access

this application. All account holder data is stored in a database designed by Temenos, and the customer has to host the database. Alternatively, if a bank chooses to use its own database or a third-party user management system, the integration services must be modified and suitably mapped to a standard data model. The Temenos Infinity Fabric messaging product is used for push notifications and emails. At the same time, sending email via third-party websites is also supported. The user interface is internationalization-ready, browser-based, and validated by employees of these financial institutions.



The Temenos Infinity Spotlight solution caters to multiple types of internal users, including but not restricted to:



Lines of Business



Account Holder Service



Digital Banking Team

(manage products, static content, transaction queues, etc.)



IT/Security Team

At a high level, Temenos Infinity Spotlight provides the following capabilities:

Employee Management

Create and manage employee accounts along with their roles and permissions for using the admin console.

Master Data Management

Creation and management of master lists of information like account holder care centers, bank/ATM locations, list of services offered by the bank in digital banking applications, and more.

Reports and Logs

View and maintain activity logs for employees and account holders on digital channels; summary reports for activities and transactions.

Account Holder Management

View and manage account holder profile details as required; view and assist in updating account holder alert preferences; view history of alerts sent to account holder; assign groups and entitlements to manage the retail banking application behavior for individuals or groups of account holders; open accounts for consumers and create/submit loan applications on behalf of account holders.

Identity Management

Authentication and Credentials Management for Retail Customers, prospects (new consumers), Business Banking users, Micro Business users; Device Tracking and Registration; Multi-factor Authentication Rules and Configurations.

Account Holder Service

Capability to view and respond to messages sent by account holders; view and update account holder profiles. Select administration users also have the capability to remotely log in on behalf of account holders and help them with their online banking troubleshooting.

Dashboard

Landing page with summary of messages received and information useful for employees.

Alert Management

Configure and manage alert categories, group alerts for Global and User alerts; Manage alert templates.

Application Content Management

Configure the static content displayed in end-user applications like Terms and Conditions, Privacy Policies, FAQs, etc.