

# Solutions Metrix Fiserv Premier Bunking Hub User Guide

## Installation

The application is installed using the standard Creatio tools. You need to install the application package on your system version.

## Configuration

You need to set the following system settings:

| Name                          | Code                    | Description   |
|-------------------------------|-------------------------|---|
| Fiserv User Name              | SMFiservUserName        | User name for Banking Hub API   |
| Fiserv Password               | SMFiservPassword        | User password for Banking Hub API   |
| Fiserv auth token service URL | SMFiservAuthService URL | Path to Banking Hub authentication service. By default, it contains <a href="https://cert.api.fiservapps.com/fts-apim/oauth2/v2">https://cert.api.fiservapps.com/fts-apim/oauth2/v2</a> |
| Fiserv Organization Id        | SMFiservOrganization Id | Organization identifier that should be used for integration in format {"OrganizationId":"XXXXXXXX"}   |
| SM Fiserv base service URL    | SMFiservBaseService URL | Base path to Banking Hub integration services. By default, it contains  |

|                                       |                                   |  |
|---------------------------------------|-----------------------------------|--|
|                                       |                                   | <a href="https://cert.api.fiservaps.com/banking/efx/v1">https://cert.api.fiservaps.com/banking/efx/v1</a>  |
| SM Fiserv outcome integration enabled | SMFiservOutcomeIntegrationEnabled | If it is true, Creatio can send data to Fiserv. Otherwise, Creatio will only receive data from Fiserv.   |
| Fiserv check for new PartyId count    | SMFiservMaxPartyChecks            | The max attempts count that the system should perform to try find a new Party from Fiserv is used in the "SM Fiserv Load last party from Fiserv" process (SMGetPartyFromFiserv UserTask).<br><br>The default value is 4. |
| Fiserv Last migrated PartyId          | SMFiservLastMigratedPartyId       | Last Fiserv party's integration id   |
| SMFiservSFTPHost                      | SMFiservSFTPHost                  | SFTP host to load file with party id to update   |
| SM Fiserv SFTP Port                   | SMFiservSFTPPort                  | SFTP port  |
| SM Fiserv SFTP User name              | SMFiservSFTPUsername              | SFTP user name   |
| SM Fiserv SFTP Password               | SMFiservSFTPPassword              | SFTP password  |
| SM Fiserv SFTP source folder          | SMFiservSFTPSourceFolder          | SFTP folder with file(s)   |
| SM Fiserv SFTP file template          | SMFiservSFTPFileTemplate          | SFTP file name template. Use regex. Escape "." as "\.". E.g.   |

|                                     |                                  |  |
|-------------------------------------|----------------------------------|--|
|                                     |                                  | fiserv_integration\d+\.log<br>will mean files like<br>fiserv_integration0.log<br>fiserv_integration1.log<br>.... |
| SMFiserv SFTP move imported file    | SMFiservSFTPMoveImportedFile     | Boolean flag if we need to move the uploaded file to another folder.   |
| Fiserv SFTP move imported file path | SMFiservSFTPMoveImportedFilePath | Folder for uploaded files  |

### Background data integration

Based on SMFiservLastMigratedPartyId SysSetting, the process “SM Fiserv Load last parties from Fiserv“ can migrate the party’s data from Fiserv to Creatio. It runs once a minute and checks several subsequent party IDs in Fiserv. The number of identifiers that are checked is set by the SMFiservMaxPartyChecks system setting. For example, if SMFiservLastMigratedPartyId stores value 100 and SMFiservMaxPartyChecks stores 4, the system will try to integrate from Fiserv Party ID 101, 102, 103, 104. If this integration is successful, the system changes SMFiservLastMigratedPartyId value to the last integrated Party ID. You can manually change this setting to migrate existing data from Fiserv to Creatio on the project startup.

Fiserv Premier connector can use SFTP files with the party's ID on each line for background update. Use SMFiservSFTP... settings to configure this integration.

### Configuring SFTP File-Based Integration for Fiserv Premier Connector in Creatio

This section describes how to configure the Fiserv Premier Connector for Creatio to process daily file-based data imports via SFTP.

The integration expects files to be placed in a specified SFTP folder, each containing **PartyId** values that need to be loaded into Creatio.

A scheduled process runs once per day to download, archive, and process these files.

## 1. Overview of the Process

1. External systems export files to the configured SFTP location.
2. Files match a specific naming pattern (configured via a regex template).
3. The daily Creatio process:
  - Connects to the SFTP server.
  - Downloads the matching file(s) from the source folder.
  - Moves processed files to the configured "imported" folder (if enabled).
  - Processes each row in the file asynchronously.

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## 2. Configuration Parameters

| UI Field                            | System Setting Code                   | Description   |
|-------------------------------------|---------------------------------------|---|
| <b>SM Fiserv SFTP Host</b>          | <code>SMFiservSFTPHost</code>         | Hostname or IP address of the SFTP server. Example: <code>sftp.example.com</code>               |
| <b>SM Fiserv SFTP Port</b>          | <code>SMFiservSFTPPort</code>         | Port of the SFTP service. Default: <code>22</code> .  |
| <b>SM Fiserv SFTP Username</b>      | <code>SMFiservSFTPUsername</code>     | SFTP account username.  |
| <b>SM Fiserv SFTP Password</b>      | <code>SMFiservSFTPPassword</code>     | SFTP account password.  |
| <b>SM Fiserv SFTP source folder</b> | <code>SMFiservSFTPSourceFolder</code> | Path to the source folder containing the exported files. Example: <code>/export/fiserv</code> . |

|  |   |  |
|--|---|--|
| <b>SM Fiserv SFTP file template</b>        | <code>SMFiservSFTPFileTemplate</code>         | <p>Regular expression pattern for matching file names. Escape dots as <code>\.</code></p> <p>Example:</p> <pre> fiserv_integration\d+\.log </pre> <p>will match:</p> <pre> fiserv_integration0.log , fiserv_integration1.log , etc. </pre> |
| <b>SM Fiserv SFTP move imported file</b>   | <code>SMFiservSFTPMoveImportedFile</code>     | <p>Boolean flag. <code>true</code> — move processed files to another folder; <code>false</code> — keep them in the source folder.</p>  |
| <b>Fiserv SFTP move imported file path</b> | <code>SMFiservSFTPMoveImportedFilePath</code> | <p>Target folder for processed files if the move option is enabled. Example:</p> <pre> /export/fiserv/processed </pre>   |

### 3. File Requirements

- **Content:** Each line should contain a valid `PartyId` to be imported into Creatio.
- **Format:** Plain text.
- **Encoding:** UTF-8 is recommended.
- **Naming:** Must match the configured `SMFiservSFTPFileTemplate` regex pattern.

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#### 4. Daily Import Process

1. At the scheduled time, the Creatio process:
  - Connects to the SFTP server using the configured host, port, username, and password.
  - Searches for files in the **source folder** matching the regex template.
  - Downloads matching files to the local processing area.
2. If **Move Imported File** is enabled:
  - Moves the processed files to the **Move Imported File Path** on the SFTP server.
3. Each line in the file is processed asynchronously:
  - Valid **PartyId** entries trigger updates in Creatio.
  - Errors or invalid entries are logged for review.

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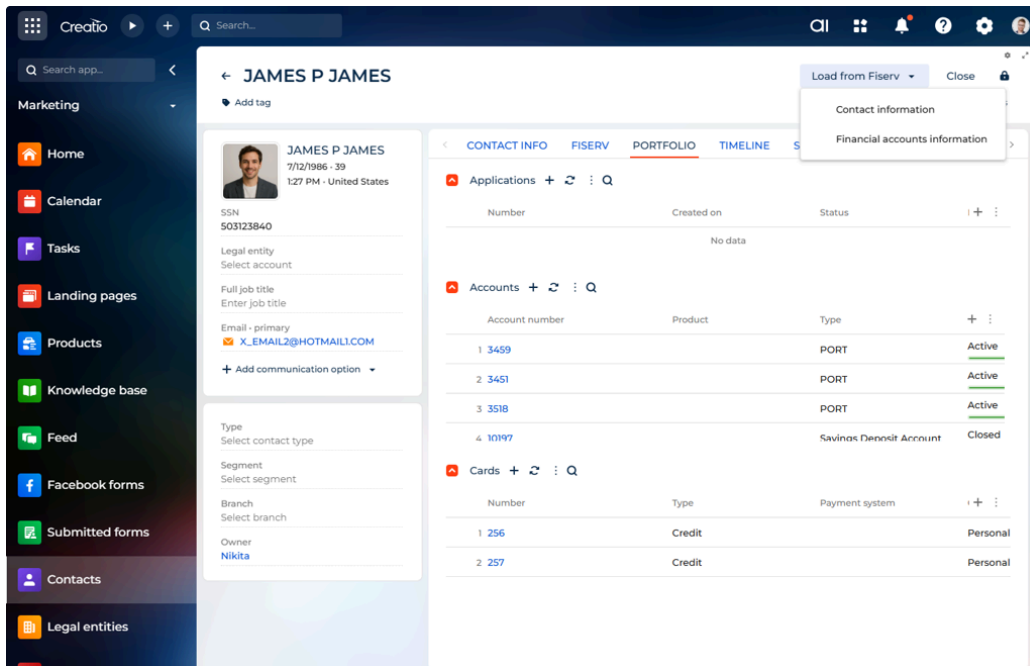
#### 5. Best Practices

- Use a dedicated SFTP account with read/write access only to the necessary folders.
- Ensure your file naming convention strictly matches the regex pattern to avoid skipped files.
- Configure the process to run during low-traffic hours to reduce system load.
- Regularly monitor the "processed" folder to confirm files are being moved and archived correctly.
- Secure the SFTP password using Creatio's system settings encryption.

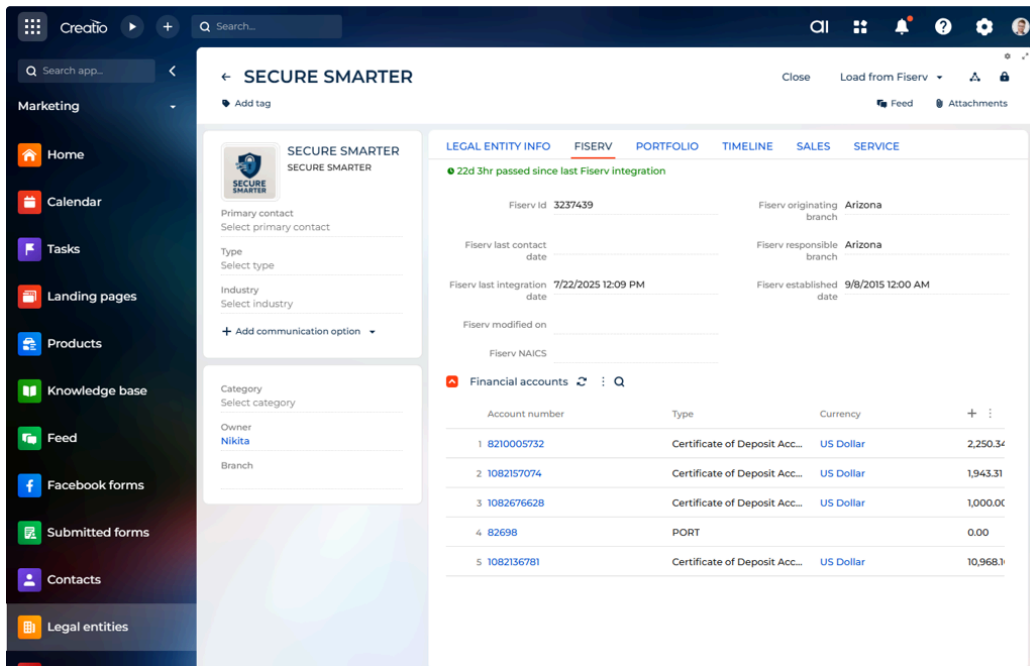
#### User interface

Our product adds new fields, details, and controls to the Contact and Legal entity pages, allowing users to view Fiserv information and load it from Fiserv to Creatio.

Examples of contact and legal entity pages with our product installed are listed below.



Contact page with information from Fiserv




Legal entity page with information from Fiserv

You can load person / legal entity information from Fiserv by clicking “Contact information“ / “Legal entity information” option in ”Load from Fiserv” menu on according page. For loading financial accounts data from Fiserv select “Financial accounts information” option in the same menu.

If you need Creatio to load information from Fiserv automatically on opening contact / legal entity page (person / legal entity data, without financial accounts, they can be loaded only

manually), then you can activate this functionality by enabling system settings named “Load Fiserv data for contact on opening page” / “Load Fiserv data for legal entity on opening page”.

 **Warning!** Enabling this functionality can cause system performance issues (depending on the number of users who are loading data from Fiserv simultaneously). By default, this functionality is disabled. Use it only at your own risk!