**Filtering Process (F1) and Select Criteria**

| **Use case ID** | UC013 | |
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| **Use case name** | Filtering process 01 and Select Criteria | |
| **Process ID** | *1.6BP & 1.8 BP* | |
| **Actors** | DebtX (Debt Recovery System), SLT Staff | |
| **Description** | * The process of filtering the gathered data from the sources for the accounts that are terminated. * The incidents that fall under the following criteria will be tagged as pending rejected.   1 - Credit class = VIP, 3, 7, 10, 43  2 - Arrears level < threshold limit  3 - Customer type name = SLT  4 - Main product status = Active  5 - Product status = TA, SU  6 - Specific customer name (manually)  Banks  Brandix  MAS  Mobitel  Hutch  Etisalat  Airtel  Lanka Bell  Dialog  Suntel  7 - Customer segment = 2, 4, 6, 7   * The incidents which do not meet the criteria will be go through the below conditions and divided into 3 process paths.   + Condition 1: if the arrears amount > 5,000: the incidents will be moved to the Assign DRC (Debt Recovery Company) list   + Condition 2: If the arrears amount is < 1,000: the incidents will be moved to the Collect CPE process.   + Condition 3: If the arrears amount is between 1,000 & 5,000: incidents will move to the Direct LOD process. | |
| **Pre-conditions** | * + Data from the data lake is fetched successfully.   + The respective data for the inputs should be collected.   + Action type = ‘only CPE’ incidents should be omitted and added to the CPE collect list. | |
| **Post-conditions** | 1. Incidents fulfilling the F1 are added to the reject pending list. 2. Based on the conditions the incidents should be divided for the relevant processes. | |
| **Back-end/front-end** | Back-end : Filter according to the filtering criteria add filter reason | |
| **Pre status** | *Incident Done* | |
| **Post status** | Reject Incidents—*Reject\_Pending*  Condition 01—*Open\_No\_Agent*  Condition 02—*Open\_CPE\_Collect*  Condition 03—*Direct\_LOD* | |
| **Message of status** | - | |
| **Notification** | SLT Sta  Document with relevant details of the cases where marketing concerns should be sent. | |
|  | **Action** | **System Response** |
| **Success path** | Incidents which are fulfilling the F1 criteria  Incidents which are not fulfilling the F1 criteria  If the arrears < 1000  If the arrears > 1000 and < 5000  If Arrears > 5000  Account manager type :  CS1\_GOV  CS1\_VLB  CS2\_CM1  CS2\_CM2  SME  and Customer Type Name:  Diplomats & Delegates  Government organizations | Add incident to the Reject Pending list along with the filtered reason  Add incident to ‘Collect CPE’ list  Add incident to ‘Direct LOD’ list  Add incident to ‘Assign DRC’ list  Create a list and send to the marketing team for marketing concerns |
| **Alternate path** |  | |