### Filtering Process (F1)

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| **User case ID** | UC04 /05 | |
| **Use case name** | Data Filtering 1 (F1) | |
| **Actors** | DRS | |
| **Description** | * Use case describes the process of filtering data gathered from existing SLT systems (OSS, BS, and CRM). * The data is filtered according to following parameters/criteria will be omitted and rest will be categorized based on arrears amount. * These Filtering criteria can be enabled , disabled or can add more. * Current filtering criteria is below,   F1 - Credit class = VIP  F2 - Arrears level < threshold limit (depends)  F3 - Customer type name = SLT  F4 - Main product status = Active  F5 - Product status = suspend (can be remove or not)  F6 - Specific customer name (manually)  F7 - Customer segment = 2467 | |
| **Pre-conditions** | * The data should be collected from three sources and API endpoints of OSS, BS, CRM systems. * Status should be “***Data gathered***”. * The cases should have   + arrears   + arrear and cp. | |
| **Post-conditions** | * Some cases will be kept away and those cases will be forwarded to the user with the reason/cause. * User can proceed the kept away case again back to the Filtering. * The rest will be forwarded to another “select criteria”.  1. Condition 1 : if the arrears amount is **< 1000** – forward to collect CP units. 2. Condition 2 : if the arrears amount is **between 1000 & 5000** – send to the Direct LOD tray . 3. Condition 3 : if the arrears amount **> 5000** – forward cases to DRA | |
| **Back - end / front - end** | Back - end | |
| **Pre status** | ***Data Gathered*** | |
| **Post status** | Condition 1,3 *-* ***Open no agent ,***  Condition 2 –***Direct LD*** | |
| **Massage of status** | ***< filtered reason >*** | |
| **Notification** | ***DRS Operator – fail count*** | |
|  | **Action** | **System Response** |
| **Success path** | **-** | **-** |
| **Alternate path** | - | |
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