Filtering Process (F1)

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| **User case ID** | UC04 /05 | |
| **Use case name** | Data Filtering 1 (F1) | |
| **Actors** | DRS, SLT Staff | |
| **Description** | * The process of filtering data gathered from existing SLT systems (OSS, BS, and CRM). * The data is filtered according to the following parameters/criteria will be omitted and the rest will be categorized based on arrears amount. * These Filtering criteria can be enabled, disabled, or can add more. The current filtering criteria are below,   1 - Credit class = VIP  2 - Arrears level < threshold limit (depends)  3 - Customer type name = SLT  4 - Main product status = Active  5 - Product status = suspend (can be removed or not)  6 - Specific customer name (manually)  7 - Customer segment = 2467 | |
| **Pre-conditions** | * The data should be collected from three sources and API endpoints of OSS, BSS, and CRM systems. * Status should be “*Data gathered*”. * Case type should be   + Arrears   + Arrears and CPE. | |
| **Post-conditions** | * Cases which fulfill the F1 options will display with the filtered reason. * Cases will display in three Tabs according to the following conditions.  1. Condition 1: if the arrears amount **> 5000** – display case details with DRA selection list - (Tab1) 2. Condition 2: If the arrears amount is **< 1000** – Display case details with the DRA selection list (to collect CP) - (Tab2) 3. Condition 3: If the arrears amount is **between 1000 & 5000** – display cases list with Direct LOD sending options. (Tab3) | |
| **Back-end/front-end** | Back-end 🡪 Filter according to the filtering criteria add filter reason  Front-end 🡪 Display cases in the relevant tab with details | |
| **Pre status** | *Data Gathered* | |
| **Post status** | Tab 1 - *Open no agent*  Tab 2 - *Open no agent*  Tab 3 - *Direct LD* | |
| **Massage of status** | *Filtered Reason* | |
| **Notification** | DRS Operator – Fail count | |
|  | **Action** | **System Response** |
| **Success path** | If the cases are fulfilling the F1 criteria.  Then  Else,  If the arrears < 1000, Then  Else, if the arrears are between 1000 and 5000, Then  Else (arrears > 5000), | Display filtered reason  Display in ‘Collect CP’ tab (Tab 2)  Display in ‘Direct LOD’ tab (Tab3)  Display in ‘Distribute to DRC’ (Tab 1) |
| **Alternate path** | If the customer type = Cooperate, Then  Mail send to the account manager | |