



Wafa Telecom J.S.C

Commercial Registration No 19452, dated 19/09/2021

Fully Paid-Up Capital: Ten Billion Syrian Pounds

(10,000,000,000 SYP)

## KIOSK NEW SIM Service

### High Level Design

Date: 4/11/2024

#### Introduction:

This document has been prepared and updated based on number internal brainstorming meetings between all stakeholders.

The target is to have the best process design in regard to time and quality of service with minimum need for data entry and assistant form customer service.

BSS and E-Care restrictions have been considered in the process design.

#### Stakeholders:

Marketing, Customer Service, IT Application Support, BSS and Project Management.

#### New SIM Process:

1. **Step1 - 1:** Select the New SIM Service.
2. **Step2 – 2:** Provide the National ID Scan front and back pages and keep images in the backend (Arabic OCR and Reading the MRZ code is required).
  - Kiosk will take Silent photo for the customer.
  - **Kiosk will call an API** to check ID status in the backend (return if the customer is new and if he has reserved number)
  - If there is no error in the result: then continue
3. **Step3 – 3:** Scan Finger print and save it as photo.
4. **The user does not have a reserved number:** the customer should select a number:

##### a. If the user is new:

- i. **Step4:** The user will need to complete additional information (by WAFA's employee) such as
  1. Email (free text and validate email format),
  2. Location or address (Free text),
  3. Alternative contact number (could be landline or mobile)

- b. **Kiosk will call an API** to get the available GSMS

**Note:** The result is 3 GSMS

- c. **Step5:** The Kiosk will show the GSMS

- i. Option to enter a Code: there are 2 types of code (with offer or without offer)



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ii. **Kiosk will call an API** to get reserved GSM info.

1. The API output should be

- a. Has an offer
  - i. GSM
  - ii. Package
  - iii. Rate Plan
  - iv. Line type
  - v. Generation
- b. Has no offer
  - i. GSM

d. **Step6:** The user will choose a rate plan.

e. **Step7:** Customer will choose package with a skip option.

f. **Step8:** Customer will choose line type.

**Note:** Ability to add checkbox in the confirmation page for line type and generation.

g. **Kiosk will call an API** to send the selected number and the details to the backend

- 5. **If the user has a reserved number:** the kiosk will receive the GSM number and all the needed details from the backend.
- 6. **Step9 – 4:** A confirmation message will appear on the screen, including the chosen number, rate plan, line type, line generation, and package details, in addition to the payment amount due included taxes if (required to paid or already paid through e-care)
- 7. If the user does not confirm **Kiosk will call an API** to cancel the process.
- 8. If confirmed:
  - a. Take a customer photo silently.
  - b. **Kiosk will call an API**, the System will create a customer (in case the customer is new or not paid through e-care) and subscriber with rate plan, package, line type and line generation
  - c. **Step10 – 5:** Then user will be prompted to make the payment if it wasn't paid.
    - i. Cash
    - ii. E payment: there are two ways for e-payment (Card, QR (Payment transaction))
    - iii. Configuration to allow or prevent each choice. For example, check box to enable or disable.
  - d. If the user didn't start the payment or cancel it:



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- i. **Kiosk will call an API** to cancel the process and terminate the account and the subscriber immediately or by timeout from Kiosk and BSS
  - e. If the payment done successfully:
    - i. **Step11 – 6:** Then the SIM will be issued then will be delivered to the user.
    - ii. **Kiosk will call an API** to link the SIM with GSM and complete the process.
  - f. If the payment faced any issue:
    - i. It becomes a reconciliation
9. **Step12 – 7:** Customer Feedback – Smiley faces (1 to 5).