FRS - Document

Functional Requirement Specification

e-Care (Self-Care) Portal

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Feature Description

Applicability & Confidentiality

Document History

No.	Date	Author	Comments
1.6	10 - Jun - 2020	Product Team	Initial Document
1.7	15 - Jul - 2024	Product Team	Apply Wafa’s comments raised during Review Sessions
1.8	29 - Jul - 2024	Product Team	Apply Wafa’s comments sent on last version

About this Document

The Functional Requirement Specification (FRS) document related to the e-Care (Self-Care) portal outlines the essential functionalities and features that the portal must possess to effectively facilitate online telecom services. It describes in detail the requirements that the software elements of the portal need to meet to ensure seamless operation and user satisfaction.

Purpose

The FRS document provides a comprehensive overview of the dependencies among different software components within the e-Care portal, enabling developers to understand the interactions and integrations required for its functionality. It serves as a vital guide for the development team, ensuring that the portal aligns closely with the specified requirements to deliver a user-friendly and efficient online telecom platform. The detailed specifications outlined in the FRS document aim to make the portal accessible and readable for all users while maintaining a high level of functionality and reliability.

Target Audience

The target audience for the Functional Requirement Specification (FRS) related to the telecom e-Care (Self-Care) portal includes a diverse group of stakeholders involved in the development, implementation, and maintenance of the portal. This encompasses software developers, system architects, quality assurance teams, project managers, user experience designers, telecom domain experts, and business analysts.

Scope

The scope of FRS document related to the telecom e-Care (Self-Care) portal outlines the specific features, functionalities, and constraints that the portal will encompass. It illustrates the user interactions, system interfaces, data management, security measures, and performance requirements that must be considered during the development and implementation phases.

Navigation

To facilitate ease of access, the document includes a table of contents, table of figures or bookmarks that allow readers to navigate directly to the sections of interest. This helps users quickly find the information they are looking for and ensures a user-friendly experience.

Table of Contents

Features | Description | Flow | Diagram

1 Language Support

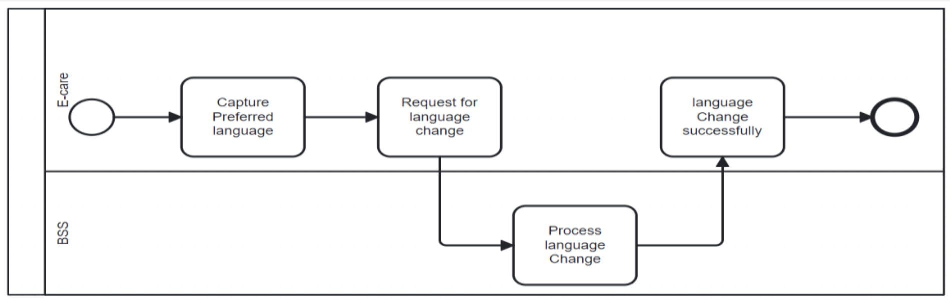
1.1 Preferred Language [Application]

Use Case ID	**UC.LS.001**
Actors	Guest User / Customer
Description	The dual language support feature enables customer to switch between two default languages i.e. English & Arabic, feature allowing user to select their application languages for navigation[1] and portal content[2].
Pre-Conditions	1. Arabic and English language have been configured in the system. 2. Integration with content management system.
Post-Conditions	1. Changes in language to reflect instantly across the portal.
Normal Flow	1. Upon accessing the E-care, users are provided with an option to select their preferred language (once at a time) from a list of supported languages [English & Arabic]. 2. Once a language is selected, E-care to memorize the selection so customer will have the interface in his/her preferred language. 3. Upon selection of the preferred language, the portal's interface, including navigation menus, buttons, and labels to be displayed in the selected language. 4. All word-based content within the portal to be displayed in preferred language such as promotional banners, notifications, packages, FAQs[3] and support related information.
Alternative Flow	1. E-care carries the selected language in every session selected by the customer unless it is not changed again from the system setting.
Flow Diagram	NA
Business Rule	NA

1.2 Preferred Language [Notification]

Use Case ID	**UC.LS.002**
Actors	Customers[4] (Postpaid & Prepaid)
Description	The dual language support feature enables customer to switch between two default languages [English & Arabic], feature allowing customer to change their preferred languages for notification in BSS.

Back to Content

Pre-Conditions	1. All active customers (prepaid / postpaid) with valid credentials[5] to access the E-care portal (Mobile / Web). 2. E-care to securely authenticate customer by using their login credentials. 3. Customer can access Profile setting > Preferred language setting section. 4. Customer to select single language (Arabic or English). 5. Changing the BSS preferred languages for notification is supported.
Post-Conditions	1. Changes the BSS preferred languages for notification.
Normal Flow	1. E-care to provide with the option to select or change the default language (English) in to preferred language i.e. Arabic. 2. Customer to go to profile setting > language setting and to select preferred language option and then to select language. 3. Upon language selection, BSS preferred languages for notification to be changed in selected language.
Alternative Flow	NA
Flow Diagram	
Business Rule	NA

2 User Management

2.1 Overview

E-care supports different types of users typically have distinct roles and permissions.

Normal User.
Normal users can access the E-care platform through a web-based interface. They would log in using a username/email and password combination. Once new user created, he will assign to default role and this role will have set of permissions to access certain functions.

Corporate Admin User.
Corporate admin can access the E-care platform through a web-based interface. Admins have a set of permissions to manage user accounts within their organization like create new member, add/remove members, assign member to certain group, take certain order actions like Suspend/resume subscription, download invoices, pay invoices and request certain service.

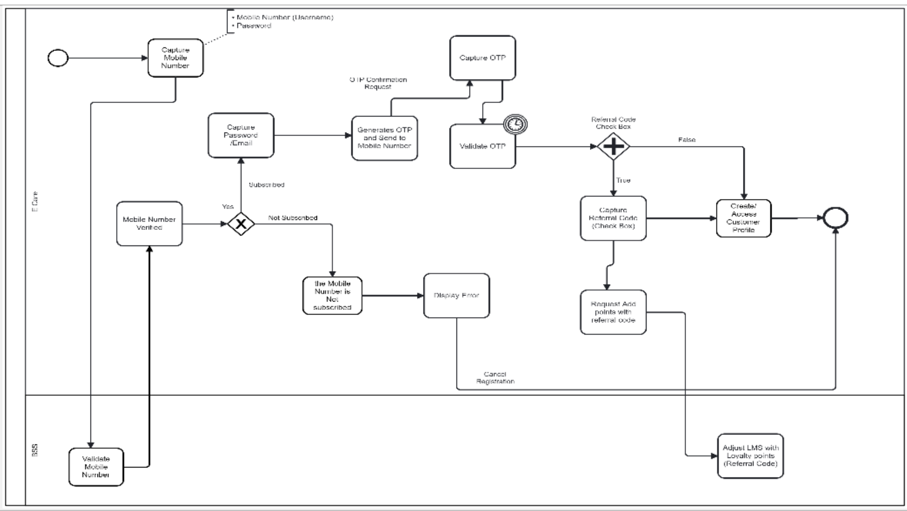
Super Admin User.
Super Admins are responsible for overall system governance and management, he has full access to the administrative features of the E-care platform through a secure web-based admin portal. They would log in with privileged credentials to manage user accounts and permissions for all users within the system, including other admins and regular users. This includes creating new accounts, resetting passwords, assigning roles, configure system settings, and oversee the platform's operations.

Internal User.
Internal users focus on specific operational areas. such as Wafatel employees would access the E-care platform through a secure web portal. They would log in with their specific credentials assigned by the admin user.

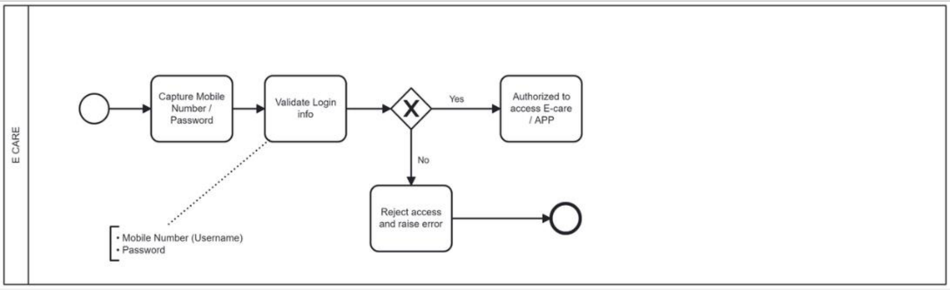
External User.
External system authentication with E-care through service account. Each service account will have a set of permissions to access certain functions within E-care and that service account might be assigned to different external systems that require such features.

2.2 Registration

Use Case ID	**UC.UM.001**
Actors	Customers (Postpaid & Prepaid)
Description	E-care supports registration of customers having active account(s).
Pre-Conditions	1. E-care system is up and running. 2. Customer has an active account(s) on BSS. 3. Customer is not registered on E-care.

Post-Conditions	1. Customer profile is created on E-care system.
Normal Flow	1. Customer to access registration page. 2. Customer to enter Mobile Number[6] 3. E-care to validate the mobile number with BSS and to ensure that Mobile is not registered with any other profile. 4. Upon validation, customer to enter the following information: **"Password & Email"** (email is optional during registration). 5. E-care to validate the email as a new customer and to ensure that email is not registered with any profile. 6. E-care initiates the OTP process by sending SMS to the target mobile number to allow access. 7. E-care to allow the customer to enter the OTPs sent to Mobile number. 8. Upon clicking "***submit***" button, new customer profile to be created on E-care portal.
Alternative Flow	1. If mobile number format is not correct, then "***error message***" to be displayed. 2. If email format is not correct, then "***error message***" to be displayed. 3. If password pattern is not correct, then "***error message***" to be displayed. 4. If the mobile number is registered with another profile, then "error message" to be displayed 5. If the customer has a referral code, the he can use it during the registration process. 6. If registering with the same mobile number that installed in device the application shall auto detect the OTP.
Flow Diagram	

2.3 Login

Use Case ID	**UC.UM.002**
Actors	Customers (Postpaid & Prepaid)
Description	E-care application must support access of customers to the web portal or mobile app by providing credentials: • Mobile Number or Email ID • Password
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created.
Post-Conditions	1. Customer is able to login to the system. 2. Customer is able to view his/her homepage. 3. Active customer will be able to access all E-care features. 4. Non-Active customer will not be able to access E-care features which calling BSS except for payment.
Normal Flow	1. Customer to access registration page and to enter following required information: **Mobile Number & Password** 2. The E-care to validate the format of above parameters. 3. Upon clicking "***submit***" button, customer to be logged-in to E-care portal.
Alternative Flow	1. If mobile number format is not correct, then error message to be displayed. 2. If mobile number is not found, then "***error message***" to be displayed. 3. If password is not correct, then "***error message***" to be displayed. 4. If the social login has been chosen by customer then e-care will allow user using it while accessing.
Flow Diagram	

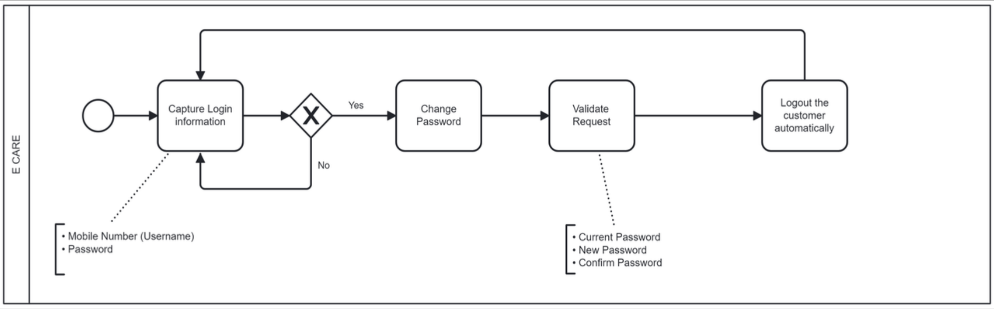
2.4 Log-out

Use Case ID	**UC.UM.003**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system supports log-out functionality to allow customers to safely exit from E-care portal (web or mobile).

Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and user logged in eCare System.
Post-Conditions	1. Customer successfully logged-out from the portal.
Normal Flow	1. E-care solution to support logout of customers. 2. Customer to access login screen and to enter his/her **Mobile Number** and password. 3. Customer to view the home page. 4. Customer to click on "***Logout***" button to logout from current session only. 5. E-care to terminate the login session.
Alternative Flow	N/A

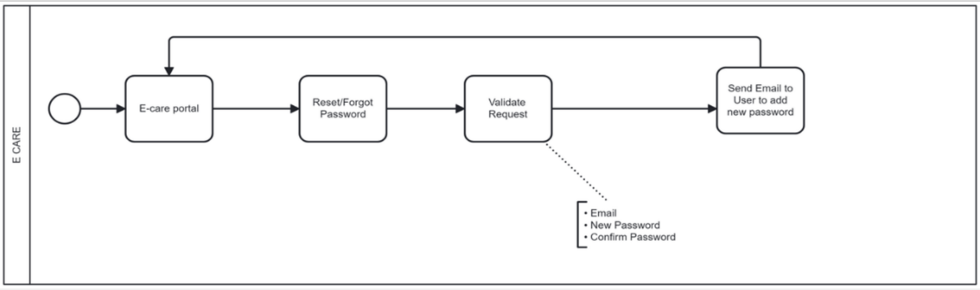
2.5 Change Password

Use Case ID	**US.UM.004**
Actors	Customers (Postpaid & Prepaid)
Description	E-care solution supports the functionality of Change Password, system to allow customers to change their password of E-care portal (web or mobile) whenever they required to.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login.
Post-Conditions	1. Customer successfully generated his/her new password and logged in to E-care with changed password. 2. Customer will use the new password in the next log in and the current session after changing the password will keep logged in.
Normal Flow	1. E-care solution must support changing the password of customers. 2. Customer to access login screen and to enter his/her mobile number and password. 3. Customer to view the home page. 4. Customer to navigate to customer profile page. 5. Customer to click on "***Change Password***" button. 6. Customer to enter: • Current Password • New Password • Confirm Password 7. System to save the new password. 8. The customer can use the new password in the next log in.
Alternative Flow	1. If the current password is not correct, then "***error message***" to be displayed.

	2. If the new password does not match confirm password, then “error message” to be displayed
Flow Diagram	

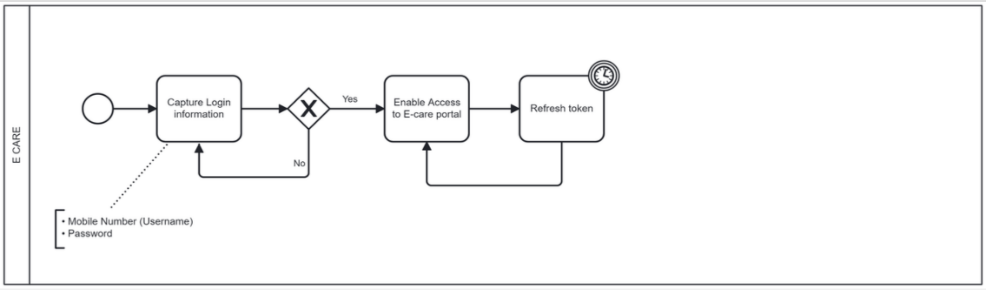
2.6 Reset / Forget Password

Use Case ID	**UC.UM.005**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system supports to reset/forgot password functionality, system to allow customers to reset their password of E-care portal (web or mobile).
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login.
Post-Conditions	1. Customers generated their new password successfully.
Normal Flow	1. E-care solution to support reset/forget password of customer’s login. 2. On the login screen, “***Reset / Forget password***” button or link to be available on login page. 3. Click on button or link. ***By Using Captcha:*** 4. E-care to initiate Captcha (image) to enter the text. 5. Customer to enter captcha text 6. E-care to validate the captcha text. ***By Generating OTP:*** 1. E-care to initiate OTP and to send to registered mobile number (4 digits) or email (4 digits). 2. E-care to populate a screen to enter OTP in a single text box. 3. Customer to enter OTP. 4. E-care to populate a screen to allow customer to reset his/her password. 5. Customer to enter: · New Password · Confirm Password 6. E-care to validate the password sensitivity & format. 7. E-care to send notification (SMS & Email) to customer “Password changed successfully”

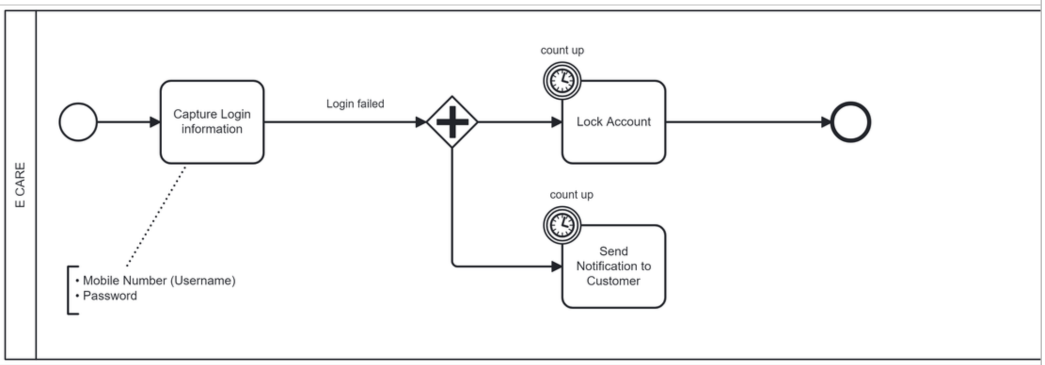
Alternative Flow	1. If E-care observed any format of following is not correct then “***error message***” to be displayed. a. OTP (Email or SMS) b. New Password c. Confirm Password
Flow Diagram	

2.7 Keep Logged for Valid Token

Use Case ID	**UC.UM.006**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system must login customer in their first attempt and keep them logged-in as long as the login token remains valid.
Pre-Conditions	1. E-care system is up and running. 2. Customer is already created on E-care portal and is able to login.
Post-Conditions	1. Customer is able to login to the portal or mobile app. 2. Customer is able to view his/her home page. 3. Login session to be activated as long as login token remains valid.
Normal Flow	1. Customer to access login screen and enter following required information: **Mobile Number & Password** 2. E-care to validate the format of above parameters. 3. Upon clicking “***submit***” button, customer to be logged-in to E-care portal.
Alternative Flow	1. If mobile number format is not correct, then error message to be displayed. 2. If mobile number is not found, then “***error message***” to be displayed. 3. If password is not correct, then “***error message***” to be displayed.

Flow Diagram	

2.8 Notify Customer on Failed Login

Use Case ID	**UC.UM.007**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system must show alerts to indicate customer about their failed login attempts.
Pre-Conditions	1. E-care system is up and running. 2. Customer is already created on E-care portal and is able to login. 3. Customer entered wrong password.
Post-Conditions	1. If customer fails to login to their E-care account, then an alert notification to be sent to their registered mobile number or email.
Normal Flow	1. Customer to access login screen and to enter following required information: **Mobile Number & Password** 2. If any of the data is incorrect, then E-care must not allow customer to login. 3. E-care to initiate an alert notification about failed login attempts to be sent to registered email or Mobile number.
Alternative Flow	1. If mobile number format is not correct, then error message to be displayed. 2. If mobile number is not found, then "***error message***" to be displayed.
Flow Diagram	

Back to Content

2.9 Auto-Lock Customer's Account

Use Case ID	**UC.UM.008**
Actors	System
Description	E-care portal must allow system to Auto-Lock[7] customer account[8] in response to multiple attempts of login with invalid credentials.
Pre-Conditions	1. E-care system is up and running. 2. Customer is already created on E-care and is able to login.
Post-Conditions	1. Customer to see ***"Auto-Lock"*** message and eventually cannot access to his/her account.
Normal Flow	1. E-care solution must support login of customers in an easy way with minimum hassle. 2. Customer to access login screen and to enter following required information: **Mobile Number & Password** 3. If password is incorrect, customer will not be able to login. 4. System to view alert about the failed login attempts. 5. Failed logins attempt to be configured on E-care through the system configuration. 6. E-care to automatically lock the customer profile if he/she exceeds their failed login attempts. 7. E-care to send notification to customer's registered mobile number that "***Your account is been LOCKED due to several FAILED login attempts***".
Alternative Flow	N/A

2.10 Manual Unlock Customer's Account

Use Case ID	**UC.UM.009**
Actors	Admins
Description	The E-care portal must allow admins to manually unlock the customer's account.
Pre-Conditions	1. E-care system is up and running.
Post-Conditions	1. Customers to access retrieved or unlocked account.
Normal Flow	1. Admin to access unlocked accounts. 2. Admin to verify the customer's provided information. 3. Admin to unlock customer's account after verification of provided documents or information.

Alternative Flow	N/A

2.11 View Active Devices

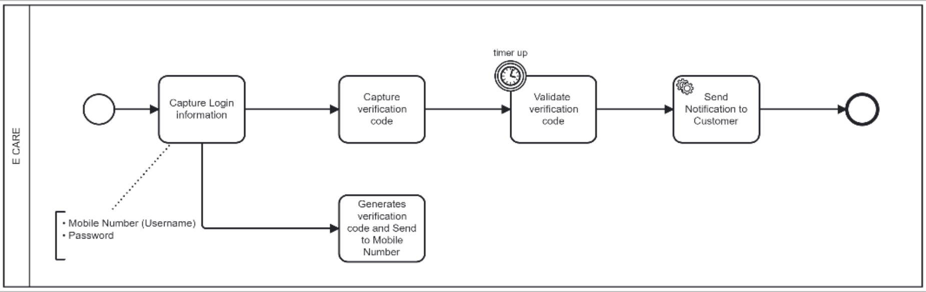
Use Case ID	**UC.UM.010**
Actors	Customers (Postpaid & Prepaid)
Description	E-care portal to allow customers to view their active devices.
Pre-Conditions	1. E-care system is up and running. 2. Customer is already created on E-care portal and is able to login.
Post-Conditions	1. Customers can view active devices.
Normal Flow	1. Customer to access login screen and to enter following required credentials: **Mobile Number & Password** 2. Upon login, the customer to navigate to "***Active Devices***" page to view all active devices linked with his/her account.
Alternative Flow	N/A

2.12 Notify Customer on Login

Use Case ID	**UC.UM.011**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system to support to notify the customer about new login. This functionality to be enabled by default and can be enabled by customer.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login.
Post-Conditions	1. Customer enabled the option to receive notification upon login. 2. System generated push notification and sent to customer upon each successful login.
Normal Flow	1. Customer to access login screen and to enter following required credentials: **Mobile Number & Password** 2. If any of the data is incorrect, customer will not be able to login. 3. A push notification to be sent to the registered mobile number on every successful login.
Alternative Flow	N/A

2.13 Two-Factor Authentication Login

Use Case ID	**UC.UM.012**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system to support Two-Factor Authentication (2FA[9]) login upon customer discretion.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. 2FA enabled and configured during registration process.
Post-Conditions	1. Customer successfully generated 2FA login credentials.
Normal Flow	1. Customer to enter ***Mobile Number and Password*** and press ***login*** button then E-care to validate username and password are correct. - If the credentials are incorrect, the customer to notify with an error message "***incorrect Mobile Number or Password***". - If the credentials are correct, the customer to proceed with 2FA steps.

	2. E-care to send 2FA code to the customer’s chosen method (e.g. SMS or email). 3. Customer to receive 2FA code on their selected (e.g. email or SMS). 4. E-care prompts the customer to enter the received code. 5. Customer to enter the received 2FA code into the provided field on the login page within certain period (ex:60 sec). 6. E-care to verify the code is correct and has not expired. a. If the code is correct, then E-care to allow customer to access his/her account. b. If the code is not correct or expired, then the customer be notified with an ***error message*** and prompted to re-enter the code. 7. Customer logged into E-care and redirected to dashboard page.
Alternative Flow	N/A
Flow Diagram	

2.14 Enable Two-Factor Authentication Login

Use Case ID	**UC.UM.013**
Actors	Customers (Postpaid & Prepaid)
Description	E-Care system to support to enable Two-Factor Authentication login upon customer discretion.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login.
Post-Conditions	1. Customer successfully generated 2FA login credentials.
Normal Flow	1. Customer to access login screen and to enter their login credentials. 2. Customer logged into E-care. 3. Customer to navigate to ***Security Setting***. 4. Customer to select the option to setup 2FA. 5. The customer to choose his/her preferred 2FA method (e.g., SMS, email, authentication app). 6. **For SMS**: Customer to enter their phone number. 7. **For Email**: Customer to verify their email address.

	8. <u>**For Authentication App**</u>: Customer to scan a QR code with their authentication app. 9. E-care to send a test 2FA code to the selected method. 10. Customer to enter the test code to verify the setup. 11. E-care to notify the customer that 2FA ***configured successfully***.
Alternative Flow	N/A

2.15 Disable Two-Factor Authentication Login

Use Case ID	**UC.UM.014**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system to support to disable Two-Factor Authentication login upon customer discretion.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. Customer has already enabled Two-Factor Authentication login.
Post-Conditions	1. Customer successfully disabled 2FA login.
Normal Flow	1. Customer to access login screen and to enter his/her credentials. 2. E-care to redirect the customer to dashboard, then the customer to choose ***Security Setting*** to disable 2FA - *Two-Factor-Authentication information*. 3. Customer to disable 2FA by ***uncheck*** 2FA option to de-active the functionality. 4. Once customer disabled 2FA, E-care to send verification code to the customer to confirm disabling the feature (by SMS, email as per notification method). 5. E-care redirects the customer to login into the system.
Alternative Flow	N/A

3 Customer Profile

3.1 Display Customer Profile

Use Case ID	UC.CP.001
Actors	Customers (Postpaid & Prepaid)
Description	E-care portal to provide customers with the ability to view & update their information (name, gender, birthday, city, picture etc.), change passwords, change preferred language and sign out through a comprehensive customer profiling functionality.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. Customers with the parent account privilege are able to access customer's profile setting within the E-care portal.
Post-Conditions	1. Changes made to profile settings to reflect in real-time and store securely in the system.
Normal Flow	1. Customer to navigate to "***Customer Profile***" section and to navigate to "***Account Setting Page***". **<u>Change Password:</u>** 2. *Refer to* ***Change Password***. **<u>Change Language:</u>** 3. *Refer to* ***Preferred Language***. **<u>Log-Out:</u>** 4. *Refer to* ***Log-out*** **<u>Fixed Information:</u>** 5. In customer profiling page, customer to experience some unchangeable fields, those fields cannot be edited by the customer. If any changes are required customer to contact with "***Customer Services***", fixed fields may identify as: a. ***Mobile Number,*** refer to unique Mobile Number of each customer. b. ***Account Creation Date***[10], system generated information. c. ***Last Login Details***[11], system generated information. d. ***Historical Transactions***[12], system generated information. **<u>Validation of Newly Entered Values:</u>** 6. Customer to select the fields to enter the new values such as address, phone number or email. 7. Customer to input the new values into the designated fields. 8. Upon adding new values by customer, system to perform real-time validation checks to verify if the entered information is in the predefined format. If it's not in the predefined format, system to generate "***Error Message***" so customer can re-enter the value. **<u>Validation of Critical Information:</u>**

	9. E-care to assist customer to information fields, where customer to add standard information, such as name, address and critical information such as contact number & email. 10. Customer to add critical information accurately in relevant fields in predefined formats such as email format, phone number format (with IDD code). 11. E-care to validate if the entered information is in the predefined format. If it's not, system to generate "***Error Message***" so customer can re-enter correct values.
Alternative Flow	1. If a customer forgets their password, the system to provide a password reset link via email or SMS for account security ***(Refer to section 3.4 Reset or Forget Password)***. 2. For enhanced security, customers to have the option to enable two-factor authentication within the customer profiling settings ***(Refer to section 2.12 2FA Login)***.
Business Rule	

3.2 Update Customer Information

Use Case ID	**UC.CP.002**
Actors	Customers (Prepaid / Postpaid)
Description	Customer can access E-care portal, customer profile so that he/she can view, change personal information.
Pre-Conditions	1. The customer logs in to E-Care APP or Web portal, and service number is created E-Care account in E-Care system.
Post-Conditions	1. Customer information is updated.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-care. 2. Customer to click '**manage profile**' button. 3. Customer to add/change contact email, account password, preferred language, address, gender or others. 4. Customer to initiate save changes.
Alternative Flow	NA
Flow Diagram	NA

4 Dashboard

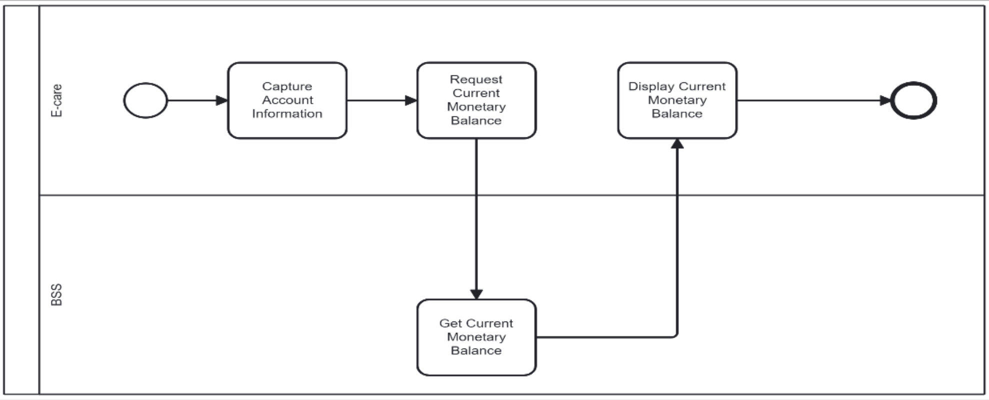
4.1 Quick Snapshot

4.1.1 Balance Information

Use Case ID	**UC.DB.001**
Actors	Customers (Postpaid & Prepaid)
Description	E-Care system to display a quick & intuitive dashboard and to provide information about customer's account balance information on the screen.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. Customers to have their active subscription plans (prepaid / postpaid).
Post-Conditions	1. Customer to successfully login to the E-care portal and able to access dashboard.
Normal Flow	1. A screen with multiple information or insights related to customer's account to display. 2. The function to support real-time updates on customer's account balances, ensuring that the information is most updated and accurate. 3. Prepaid customers to show account balance[13] of their subscribed package[14] / after a certain usage of voice, SMS, data bundle etc. 4. Postpaid customers to show the current usage out of their subscribed postpaid package.
Alternative Flow	1. E-care to display the expiry of subscription for prepaid customers. 2. E-care to display the due date for postpaid customers. 3. E-care to provide customer with the option to pay outstanding amount or recharge the balance instantly if remaining balance is observed 'Low or Nil'.
Flow Diagram	NA
Business Rule	NA

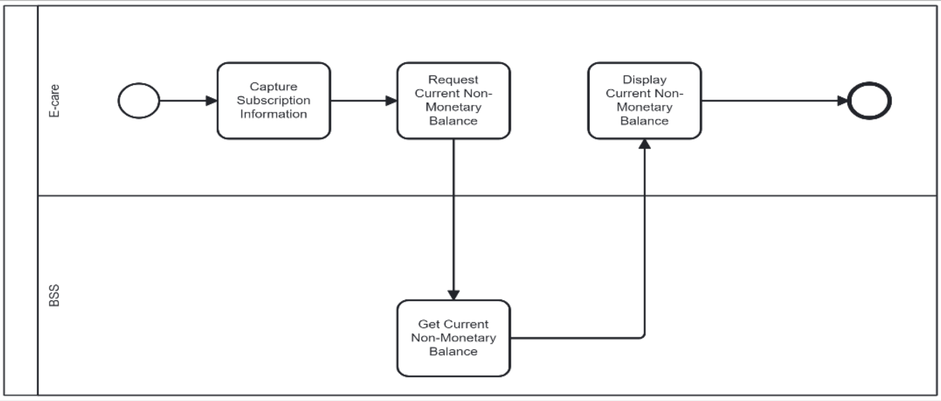
4.1.2 Display Monetary Balance

Use Case ID	**UC.DB.002**
Actors	Prepaid Customers
Description	Display monetary balance[15] function in a self-care portal, is to show the remaining amount against customer's account[16].

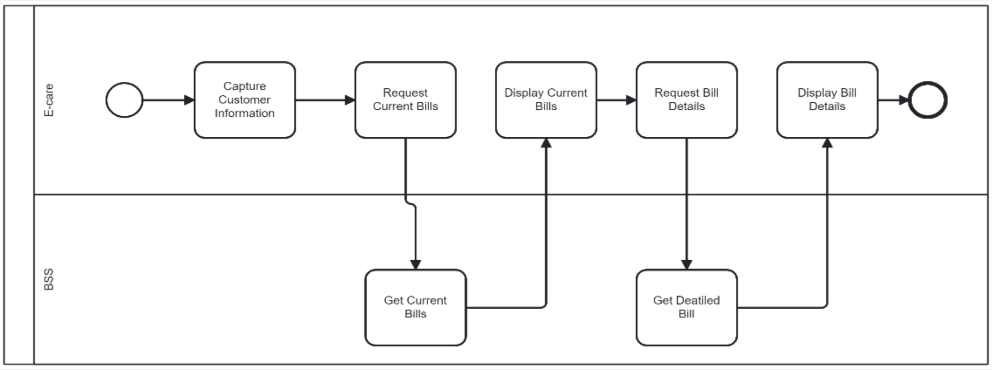
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. Customers have their active subscription rate plan (prepaid) in BSS.
Post-Conditions	1. Customer to successfully login to the E-care portal and able to access dashboard and to view monetary balances with validity.
Normal Flow	1. A screen with multiple information related to customers' account & their monetary balances to be appeared. 2. The e-care to support real-time updates against the customer account by calling BSS to get the current monetary balance. 3. The e-care to show the available monetary balance.
Alternative Flow	NA
Flow Diagram	
Business Rule	NA

4.1.3 Display Non-Monetary Balances

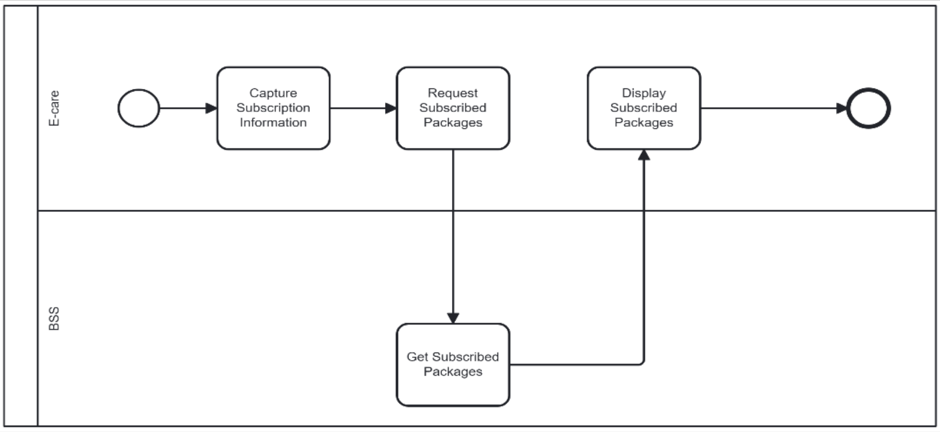
Use Case ID	**UC.DB.003**
Actors	Customers (Postpaid & Prepaid)
Description	Display non-monetary balance[17] function in a self-care portal is to provide the detailed utilization of each segment of the subscribed packages such as voice bundle, SMS and data bundle.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. Customers must have their active subscription plans (prepaid / postpaid) in BSS
Post-Conditions	1. Customers to successfully login to the E-care portal and to view non-monetary balances.
Normal Flow	1. A screen with multiple information related to customers' accounts & their non-monetary balances to be appeared.

	2. The e-care to support real-time updates against the customer's packages by calling BSS to get the current non-monetary balance and its validity. 3. E-care to display package consumption of all services such as voice, data, SMS, and other related categories. 4. E-care to display the non-monetary balances with appropriate information such as remaining balance of voice to be marked as Minutes (Mins), remaining data to be marked as MB/GB and respectively remaining SMS to be marked with SMS.
Alternative Flow	1. E-care to provide the option to unsubscribe the current services. 2. E-care to show new available packages to the customers. 3. E-care to have the option to rate the current subscribed package.
Flow Diagram	
Business Rule	NA

4.1.4 Display Bill Information

Use Case ID	**UC.DB.004**
Actors	Postpaid Customer
Description	The E-care system to display detailed bill statements to active subscribers in real-time through the dashboard.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. Postpaid customers must have their active subscription rate plans in BSS.
Post-Conditions	1. Postpaid Customers to successfully login to E-care portal and to access bill details.
Normal Flow	1. The displayed bill information should reflect and show the most recent and accurate data available in the system. 2. E-care to show the bill period (month & year) for the displayed bill amount, including the start and end dates of the billing cycle. 3. E-care to display due amount along with due date prominently to remind customers about their expected bill payment. 4. The function to have '***Pay Now***' option including various payment methods. 5. E-care to allow postpaid customers to download their recent bill in pdf format to view and analyze the utilization. 6. The dashboard to allow customers to access previous bill statements through '***View Bill History***' for tracking payment history, comparing bills, and monitoring usage trends.
Alternative Flow	1. E-care to provide option to customer to select single account (at a time) to view bill information / view history from multiple registered accounts under one main account.
Flow Diagram	
Business Rule	NA

4.1.5 Display Subscribed Packages

Use Case ID	**UC.DB.005**
Actors	Customers (Postpaid & Prepaid)
Description	E-Care system to support customers by showing most attractive packages with respect to current subscribed package and by evaluating overall utilization (historical usage).
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. Customer to have their active subscription plan (prepaid / postpaid). 4. E-Care portal to integrate with product catalogue[18].
Post-Conditions	1. Customer successfully view subscribed packages & plans.
Normal Flow	1. The function to be accessible through home page or a dedicated section (dashboard) within the portal. 2. E-care to display subscribed packages on the main screen (e.g. predefined number of packages 3 or 4), with an option to view more packages and to choose or subscribe for a single or multiple packages as desired. 3. E-care to provide complete information of particular package such as package detail, benefits that customers can avail, applied terms and conditions[19] once package is selected, validity period of the package.
Alternative Flow	NA
Flow Diagram	
Business Rule	NA

4.2 View Main Package

Use Case ID	**UC.DB.006**
Actors	Customers (Prepaid / Postpaid)
Description	Customer can access E-care portal home page (that is Account Overview page), so customer can access/view the main package info, additional packages info and customer current balance.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number.
Post-Conditions	1. Customer can view the content on the home page and can view current balance and main package & link to detailed package.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to view the current balance on home page. 4. Customer to view the main package. 5. Customer to access package details by click on more detail link.
Alternative Flow	1. Customer to access account the main package and all other services by click on Plans & Service on the top bar in home screen of E-care portal after login to E-Care.
Flow Diagram	NA

4.3 View Additional Packages

Use Case ID	**UC.DB.07**
Actors	Customers (Prepaid / Postpaid)
Description	Customer can access E-care portal home page (that is Account Overview page), so customer can access/view Additional Packages.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number.
Post-Conditions	1. Customer to view the content on the home page and navigate through the package details, and to access all additional packages he / she intended to subscribe.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to get the plan info on home page. 4. Customer to click on package/more detail to get the detailed info. 5. Customer to view the additional packages he/she subscribed on.
Alternative Flow	1. Customer to access account the main package and all other services by clicking on Plans & Service on the top bar in home screen of E-care portal after login to E-Care. 2. Customer to click on package/more detail to get the detailed info. 3. Customer to access additional packages he/she subscribed in.

4.4 View Outstanding Balances (Unbilled, Main Package & Usage) overview

Use Case ID	**UC.AM.008**
Actors	Postpaid Customer
Description	Customer can access E-care portal home page (that is Account Overview page), so customer can access/view the main package info, Outstanding amount, Unbilled amount, Usage & Package Details.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number.
Post-Conditions	1. Customer is able to view the content on the home page and to view main package info, Outstanding amount, Unbilled amount, Usage Details, package details.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to view the outstanding amount[20]. 4. Customer to view the main package[21]. 5. Customer to view the usage overview[22]. 6. Customer to view the unbilled amount[23].
Alternative Flow	1. Customer to access account Billing & Payments from top bar menu of E-care portal after login to E-Care. 2. E-care to display the list of billing services. 3. Customer to select the billing details.
Flow Diagram	NA

4.5 Unattended Notifications & Alerts

Use Case ID	**UC.DB.009**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system to support customers by showing all unattended alerts which may include payment alerts (late, paid & due payment), package utilization alerts, and security alerts.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. Customers to have their active subscription plans (prepaid / postpaid) in BSS.
Post-Conditions	1. Customer to successfully login to E-care portal and to view unattended notifications & alerts.
Normal Flow	1. The Unattended Alerts function to be accessible and manageable by the customers across all registered devices. 2. The function to offer a variety of alert types, such as account notifications, service disruptions, bill reminders (due payments, late payments), data usage warnings, promotional packages, and other relevant updates. 3. E-care to allow customers to customized their alert preferences, including choosing the preferred communication channel (email, SMS, push notifications, In-App alerts etc.). 4. E-care to allow customers to customize and prioritize alerts according to their individual preferences and needs.
Alternative Flow	1. E-care to allow customers to access past alerts for reference, tracking, and record-keeping purposes.
Flow Diagram	NA
Business Rule	NA

4.6 Customized Action Buttons

Use Case ID	**UC.DB.010**
Actors	Customers (Postpaid / Prepaid) & Admins
Description	E-Care system to support to configure customized action button through configurable URL function. It allows admins to define and manage customized URLs for specific pages or functionalities for different groups of customers within the dashboards.
Pre-Conditions	1. Admins to define customer group[24] based on segmentation criteria such as usage pattern, demographics, or preferences.

	2. An admin with valid credentials to access E-Care portal. 3. E-care must securely authenticate admins by using their login credentials.
Post-Conditions	1. Admins to successfully configure customized action buttons. 2. Customers to access customized buttons.
Normal Flow	1. The function to accessible through home page or a dedicated section (dashboard) within the portal. 2. Upon logging into E-care portal, customers to see personalized action button on dashboard assigned to their group. 3. Each action button to lead customers to relevant services or functionalities specific to their segment. 4. Admins to have the access to update the assigned actions or services linked to each customized button when needed or requested.
Alternative Flow	Corporate Subscribers: 1. If postpaid subscription is a corporate user they would have limited actions than the regular postpaid customer, they shall only view all their information, but they can't see corporate bills or change main package or adding additional package.
Flow Diagram	NA
Business Rule	NA

4.7 Visibility of Dashboard Elements

Use Case ID	**UC.DB.011**
Actors	Customers (Postpaid / Prepaid)
Description	All the dashboard elements[25] to be visible over a single screen so customers don't have to scroll-down or to visit other pages to view subscription or package utilization, bill information over the both channels, Mobile & Web.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. Customer to have their active subscription plan (prepaid / postpaid).
Post-Conditions	1. Customer to successfully accesses dashboard and related elements.
Normal Flow	1. E-care to display customer's account information prominently on the screen, including their name, profile picture, account status, current subscription, due date, and contact information. 2. E-care portal to include a panel or section displaying quick actions where customers can quickly perform preferred actions, such as pay bills, recharge balances, view recent activities, or accessing support services etc. 3. E-care to support customizable widgets[26] that customers can add, remove, or rearrange on the screen (web / Mobile) to personalize their portal experience such as upcoming promotions, new packages or any other personalized recommendations based on customer preferences. 4. E-care to have the search functionality available on the dashboard, that enable customer to search for specific information, resources or services available within the self-care portal.
Alternative Flow	1. The function to support help and support section[27] providing access to FAQs, guides, tutorials, and contact options for customer assistance.
Flow Diagram	NA
Business Rule	NA

5 Account Management

5.1 Overview

The E-care solution allows active customers to manage and view the status of subscribed packages and services via a web browser or mobile application without support of physical staff, this ultimately leads to reducing operating cost of CSP and enhance customer satisfaction.

An active customer can login to E-Care system and submit requests for a specific service. Requests can range from customer information requests, subscriber information requests to product and billing requests. All requests are routed through CRM system[28] which supports appropriate actions to gather and publish the requested information.

5.2 Account Manager (Customer) Components

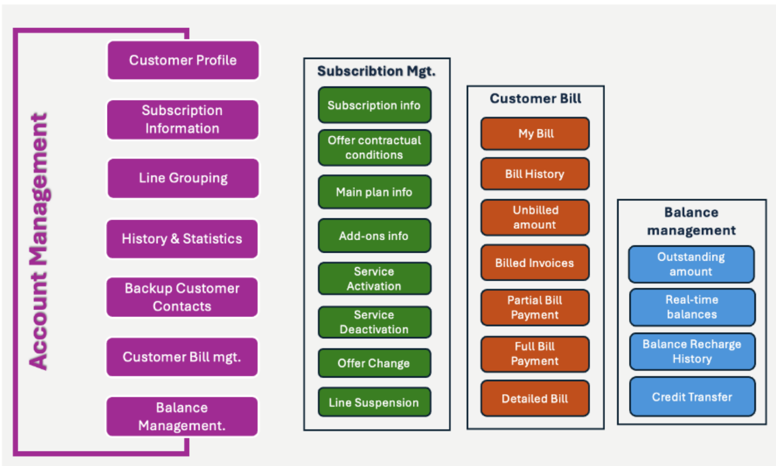


Figure 6.2: Account Management (Consumer) Components

5.3 Account Management (Customer) Business Process Flow

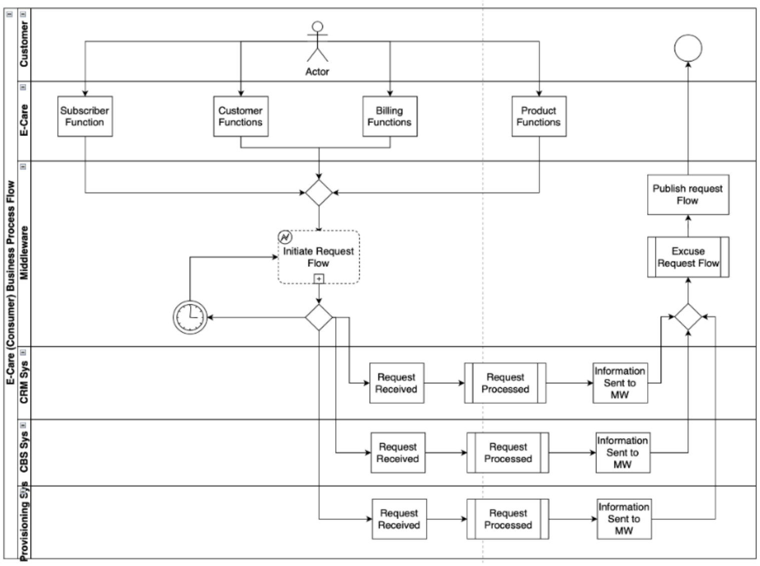


Figure 6.3: Account Management (Consumer) Business Process Flow

Back to Content

5.4 Account Management

a) E-care system to provide the ability to view customer profile by query CRM based on mobile number that used to login E-Care portal.

b) E-care to check the subscriber billing mode if it is prepaid or Postpaid.

i. E-care to adapt the account overview[29] page based on subscriber billing.

c) E-care to query CRM to view customer data[30];

- Personal Information
- Registered Bank cards (if exists)

d) E-care to allow customer to edit registered email.

e) E-care to allow customer to update their preferred language (English or Arabic).

f) E-care to allow customer to navigate between his/her registered mobile numbers associated to their account within the same login by asking change mobile number:

i. E-care to check if the customer has access on mobile number or not.

ii. If customer have access to the selected mobile number, E-care to display the mobile number on the customer profile home page[31].

iii. E-care to allow customer to request access to active mobile number associated to his/her profile.

iv. E-care to initiate the OTP process by sending SMS to the registered mobile number to grant access.

v. E-care to display a pop-up window to allow customer to enter the OTP.

vi. E-care to manage the expiry of OTP within 60 Sec after OTP issuance.

vii. E-care to allow customer to request another OTP (Resend OTP).

viii. If customer request to Resend another OTP before the expiry of last generated one, E-care to disable the first OTP then to generate a new OTP.

ix. E-care to validate the new generated OTP.

- If customer enters wrong OTP, E-care to highlight the error.
- If customer enters correct OTP, E-Care to highlight the success and allow customer to access E-care home page (Web portal or Mobile App).

g) E-care to allow customer to add multiple Bank cards[32] (Credit or Debit cards) cards in payment gateway.

h) E-care to allow customer to define the default credit or debit[33] card out of multiple cards stored in payment gateway.

i) E-care to allow customer to update credit card expiry date.

j) E-care to integrate with payment gateway[34] to be able to add new cards information.

k) E-care to allow customer to delete any of his/her registered credit or debit cards cards in payment gateway.

l) E-care to associate all customer's debit or credit card to customer profile, therefore customer can pay/recharge services, packages or Additional Packages[35] belongs to their subscriptions.

m) E-care to allow customers to check and redeem his loyalty program points

5.5 Billing Management

a) E-care to allow customer to pay online supported by payment gateway.
b) E-care to allow customer to select which mobile number needs to manage the billing.
c) E-care to allow customer to view the account balances.
d) E-care to allow customer to recharge his/her account balances.
e) E-care to allow customer to transfer balance to another mobile number.
f) E-care to allow customer to select one of mobile number that associated to his/her account or pay for other mobile number.
g) E-care to allow subscribers to query outstanding amounts, including real-time and historical invoices.
h) E-care to allow postpaid customer to view bill summary[36].
i) E-care to allow postpaid customer to view detailed bill[37].
j) E-care to allow postpaid customer to view the outstanding amount[38].
k) E-care to allow postpaid customer to pay his/her bill:
l) E-care to allow customer to download the detailed invoices.
m) E-care to allow settle full payment.
n) E-care to allow settle partial payment.
o) E-care to keep the bill amount and update the outstanding amount based on payment value.
p) E-care to allow bill payment using Bank cards (Debit or Credit Cards).
q) E-care to allow bill payment Recharge Card:
   i. In case of invalid recharge card number, E-care to display error message and decline the payment.
   ii. In case of valid card number, E-care to process the payment.
r) E-care to allow customer to view bill history:
   i. E-care to query the generated bill for the past 6 months.

5.6 Subscription Management

a) E-Care to allow customers to subscribe in available packages.
b) E-care to display available packages based on eligibility rules[39] defined on BSS system.
c) E-Care to allow customer to unsubscribe from subscribed packages.
d) E-Care to allow customer to change his/her package from the available packages.
e) E-care to check customer balance / credit limit based on subscriber billing mode in order to proceed with new package subscription/ change package.
f) E-Care to allow customer to Suspend and reactivated line.

Back to Content

5.7 Add Account to Manage

Use Case ID	**UC.AM.001**
Actors	Customers (Postpaid & Prepaid)
Description	This use case describes how an active customer can add an account to manage under E-care.
Pre-Conditions	1. Customer to have an active profile on E-care. 2. All accounts which shall be added are the child accounts to the same customer on BSS/OSS.
Post-Conditions	1. Customers added an account to E-Care profile to manage successfully.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. E-Care to display the accounts associated to the logged profile. 3. Customer to select add an account. 4. Customer to select the option to send OTP to registered mobile number against selected account. 5. Customer to receive & insert OTP. 6. If OTP is inserted successfully and matches with the OTP sent to the registered mobile number. 7. E-care to add the account and linked to the profile.
Alternative Flow	1. If OTP is inserted wrongly, then “***error message***” to be displayed.
Flow Diagram	NA
Business Rule	NA

5.8 Remove Managed Account

Use Case ID	**UC.AM.002**
Actors	Customers (Postpaid & Prepaid)
Description	This use case describes how the existing customer remove account to manage.
Pre-Conditions	1. Customer to have an active profile on E-care.
Post-Conditions	1. Active customers successfully removed an account to E-Care profile to manage.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. E-Care to display the associated accounts to the logged profile.

	3. Customer to select remove an account to manage.
Alternative Flow	NA
Flow Diagram	NA
Business Rule	NA

5.9 Switch to Managed Account

Use Case ID	**UC.AM.003**
Actors	Customers (Postpaid & Prepaid)
Description	This use case describes how an active customer can switch between managed accounts.
Pre-Conditions	1. Customer to have an active profile on E-care.
Post-Conditions	1. Logged-in mobile number switched successfully between the accounts.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. E-Care to display the associated accounts to the logged profile. 3. Customer to select the account. 4. Customer to click on confirm to switch to selected account.
Alternative Flow	N/A
Flow Diagram	N/A
Business Rule	N/A

5.10 Add Bank Card

Use Case ID	**UC.AM.005**
Actors	Customers (Prepaid / Postpaid)
Description	Customer can access E-care portal home page to add bank payment card to use it for bill payment and recharge balances.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. E-care Integrate with Payment Gateway is available, otherwise the function won't be supported.
Post-Conditions	1. Customer's bank card (debit & credit) added to his/her profile and customer can view the card record on their profile page.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. Customer to click '**manage profile**' button. 3. Ecare call payment gateway to '**add bank card**' button. 4. Customer to fill the required parameters. 5. Payment gateway validate parameters. 6. Payment gateway Indicates card is valid. 7. Payment gateway save card information and add card record.
Alternative Flow	1. Ecare call payment gateway to '**add bank card**' button. 2. Customer to fill the required parameters. 3. payment gateway validate parameters. 4. payment gateway Indicates card information is not valid: 5. Card Number is not correct 6. Expiry date is not valid 7. Customer to decline add card process.
Flow Diagram	NA

5.11 Edit Bank Card Expiry Date

Use Case ID	**UC.AM.006**
Actors	Customers (Prepaid / Postpaid)
Description	Edit bank card functionality supports customer to edit existing bank cards and their expiry.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. E-care Integrate with Payment Gateway is available, otherwise the function won't be supported. 4. Customer has existing bank card(s).
Post-Conditions	1. Customer's Bank Card expiry date updated and reflected in card information window.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. Customer to click '**manage profile**' button. 3. Customer to click '**manage my Bank cards**'. 4. Ecare call payment gateway to enter bank card. 5. Customer to select the card record. 6. Customer to initiate edit expiry date. 7. Payment gateway to populate the edit window. 8. Customer to update expiry date and initiate save. 9. payment gateway to validate expiry date. 10. payment gateway to indicate expiry date if it is valid. 11. payment gateway to update card record with the new expiry date. 12.
Alternative Flow	1. Customer to initiate edit expiry date. 2. E-care call payment gateway to populate edit window. 3. payment gateway to update expiry date and save the information. 4. payment gateway to validate expiry date. 5. payment gateway to indicate expiry date if it is not valid. 6. Customer to decline changes.
Flow Diagram	NA

5.12 Delete Bank Card

Use Case ID	**UC.AM.007**
Actors	Customers (Prepaid / Postpaid)
Description	Delete bank card functionality supports customer to delete saved bank cards which might not valid or not required by customer for any financial transaction.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number, and bank cards are saved in customer's account. 2. E-care Integrate with Payment Gateway is available, otherwise the function won't be supported.
Post-Conditions	1. Customer card removed from manage My Cards information window. 2. Card record archived in database (record status updated to archived).
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. Customer to click '**manage profile**' button. 3. Customer to select '**manage my bank cards**'. 4. Ecare call payment gateway to select the card record. 5. Customer to initiate delete card. 6. Payment gateway to populate the warning/confirmation popup message. 7. Customer to confirm delete card. 8. Payment gateway to remove the card
Alternative Scenario	1. Customer to initiate delete card. 2. payment gateway to populate the warning/confirmation popup-message. 3. payment gateway decline delete action. 4. Customer decline delete action and close the window.
Flow Diagram	NA

5.13 Delete e-Care Account

Use Case ID	**UC.AM.008**
Actors	Customers (Prepaid / Postpaid)
Description	E-care system to provide the functionality to delete customer delete E-care account.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number.
Post-Conditions	1. Customer logged out directly from E-care, and account archived. 2. Saved bank card(s) can be deleted or archived by the customer. 3. Customer cannot login with same account credential, as he/she must create new account. 4. E-care Integrate with Payment Gateway is available, otherwise the function won't be supported
Normal Flow	5. Customer to access account overview page of E-care portal after login to E-care system. 6. Customer to click '**manage profile**' button. 7. Customer to initiate '**Delete Account**'. 8. E-care populates a warning/confirmation popup. 9. A Subscriber confirms delete Account. 10. E-care Archive the account.
Alternative Scenario	1. Customer to click '**Delete Account**'. 2. E-care system to populate the warning/confirmation popup-message. 3. Customer to decline delete action. 4. Customer to decline delete action, and close the window.
Flow Diagram	NA

5.14 Balance Recharge with Bank Card

Use Case ID	**UC.AM.009**
Actor	Prepaid Customer
Description	Customers can access E-care portal to recharge balance using Bank card.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number. 2. E-care to integrate with payment gateway otherwise function won't be supported.
Post-Conditions	1. Account Balance has been increased by the amount of recharging.
Normal Flow	1. Customer to access account overview page of E-care portal after logging in to E-Care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to click '**recharge balance**' 4. E-care to open the recharge balance window 5. Customer to select which number required to recharge. o Customer can recharge balance for the login account. o E-care to display the list of mobile numbers that are associated with the main account. o A customer selects one of mobile numbers that belongs to his/her account. 6. Customer to click '**recharge with banks card**'. 7. Customer to click '**pay**'. 8. Ecare call payment gateway page to enter bank card details and amount. 9. E-care to call the payment gateway to process the payment. • In case of success, E-care displays confirmation message. • In case of failed transaction of payment processing. 10. E-care to display error message and decline the transaction.
Alternative Scenario	NA
Flow Diagram	NA

5.15 Bill Payment | Full Payment

Use Case ID	**UC.AM.010**
Actors	Postpaid Customers
Description	Postpaid Customer can access E-care portal to pay the issued invoice or outstanding payment.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number. 2. Postpaid Subscriber 3. Issued bill is not yet paid. 4. E-care to integrate with payment gateway otherwise function won't be supported.
Post-Conditions	1. Bill is paid, and invoice status changed to paid. 2. Outstanding amount reset to zero.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-care. 2. E-care to adapt profile view based on customer's billing mode (Postpaid). 3. E-care to display the outstanding amount and "***Active Pay***[40]" bill button. 4. Customer to click ***Pay*** bill button. 5. E-care to open the pay bill window includes issued invoice, records to indicate (issue date, due date, bill amount etc.). 6. Customer to select the invoice record. 7. E-care displays the recharge method. o Bank card (debit or credit) 8. Customer to select recharge with banks card. 9. Customer to select bank card (if there are multiple cards, customer can select to pay with one of them). 10. Customer to enter full amount to pay. 11. Customer to click pay. 12. E-care triggers the payment integration method to process the payment. 13. In case of success, E-care to display confirmation message. 14. In case of failed transaction of payment processing. 15. E-care display error message and decline transaction.
Alternative Scenario	NA
Flow Diagram	NA

5.16 Bill Payment | Partial Payment

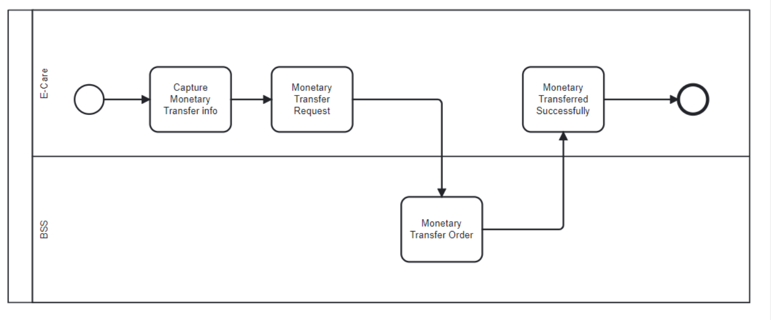
Use Case ID	**UC.AM.011**

Actors	Postpaid Customers
Description	Customer can access E-care portal to pay the issued invoice.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number. 2. Postpaid Subscriber 3. Issued bill is not yet paid. 4. E-care shall integrate with payment gateway otherwise function won't be supported.
Post-Conditions	1. Bill status still not paid 2. Outstanding amount shall be = bill amount – Paid amount.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-care. 2. E-care to adapt profile view based on customer's billing mode (Postpaid). 3. E-care to display the outstanding amount and Active Pay bill button. 4. Customer to click on Pay bill button. 5. E-care to open pay bill window includes issued invoice records indicates (issue date, due date, bill amount): 6. Customer to select the invoice record. 7. E-care to display the recharge methods of Bank card 8. Customer to select bank card (if there are multiple cards, customer can select to pay with one of them). 9. Customer to enter the amount to pay (partial amount). 10. Customer to click pay. 11. E-care triggers the payment integration method to process the payment. 12. In case of success, E-care display confirmation message. 13. In case of failed transaction of payment processing. 14. E-care to display error message and decline transaction.
Alternative Flow	NA
Flow Diagram	NA

5.17 Transfer Monetary Balance

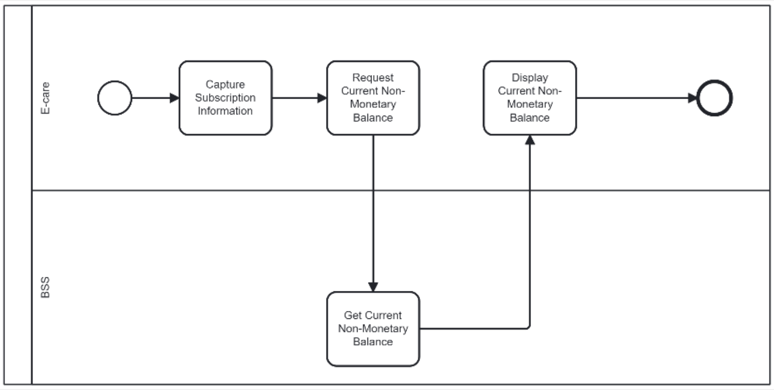
Use Case ID	UC.AM.012
Actors	Prepaid & Postpaid Customer
Description	Customer can access E-care portal to transfer monetary balance to one of his/her associated mobile number or to any other mobile number.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number.
Post-Conditions	1. Balance transferred successfully; balance updated for both mobile numbers.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to open services. 4. E-Care to display the list of available services. 5. Customer to select balance transfer. 6. E-care to display the balance transfer window with two options: o My Mobile Numbers o Other Mobile number 7. Customer to select option of My Mobile Number. 8. E-care to display the list of associated mobile numbers. 9. Customer to enter or select target mobile number for transfer. 10. Customer to enter the amount to be transferred. 11. Customer to click "***transfer***" button. 12. E-care to send a request to BSS to transfer requested amount to selected mobile number. 13. In case of successful transfer, E-care to display "***Amount transferred successfully***". 14. In case of failure, E-care to display "***Balance Transfer is Failed***".
Alternative Flow	N/A

Back to Content

Flow Diagram	

5.18 Transfer Non-Monetary Balance

Use Case ID	**UC.AM.013**
Actors	Prepaid Customer
Description	Customer to access E-care portal to transfer non-monetary balance to one of the associated mobile numbers with his/her or to any other mobile number.
Pre-Conditions	Customer login to E-care APP or Web portal, E-care account created through mobile number.
Post-Conditions	Balance transferred successfully; balance updated for both mobile numbers.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to open services. 4. E-care to display the list of available services. 5. Customer to select balance transfer. 6. E-care to display the balance transfer window with two options: a. My Mobile Numbers b. Other Mobile number 7. Customer to select option of "***My Mobile Number***". 8. E-care to display the list of associated mobile numbers. 9. Customer to enter or select target mobile number. 10. Customer to choose one of non-monetary balance type (like minutes, SMS or Data) 11. Customer to enter the non-monetary balance to be transferred. 12. Customer to click ***transfer*** button. 13. E-care to send a request to BSS to transfer requested non-monetary balance to the selected mobile number. o In case of successful transfer, E-care to display "***transfer done successfully***" o In case of failure, E-care to display "***transfer failed to the selected mobile number***".
Alternative Flow	NA

Flow Diagram	

5.19 View Bill Summary | Detailed Bill | Bill History

Use Case ID	**UC.AM.014**
Actors	Postpaid Customer
Description	Customer can access E-care portal home page (that is Account Overview page), so customer can view Bill Summary, Detailed bill, Bill History.
Pre-Conditions	1. Customer login to E-care APP or Web portal. 2. Customer can view his issued invoices
Post-Conditions	1. Customer to view the content on the bill summary page and can view bill summary info.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to open billing & payment window. 4. E-care to display list of billing & payments so customer can select one of them. 5. Customer to select view bill summary. 6. E-care to display the bill summary info (issue date, amount, service duration, due date).
Alternative Flow 1	1. Customer to access account Billing & Payments from top menu of E-care portal after login to E-Care. 2. E-care to display list of billing services. 3. Customer to select billing details. 4. E-care to display all invoices issued to the customer. 5. Customer to download the file and get all invoice details.
Alternative Flow 2	1. Customer to access account Billing & Payments from top bar menu of E-care portal after login to E-Care. 2. E-care to display the list of billing services. 3. Customer to select bill history. 4. E-care to display all invoices issued to this customer for last the 6 months only. 5. Customer to select the novice and download the file and get all invoice details.
Alternative Flow 3	1. Customer to access account Billing & Payments from top bar menu of E-care portal after login to E-Care. 2. E-care to display the list of billing services. 3. Customer to select payment history. 4. E-care to display all payment history for last 6 months only. 5. E-care to display payment records (succeeded transaction only). 6. E-Care to display transaction classified by payment methods. 7. Customer to download file with all payment transactions.

Alternative Flow 4	1. Customer to access account Billing & Payments from top bar menu of E-care portal after login to E-care. 2. E-care to display the list of billing services. 3. Customer to select Credit Transfer History. 4. E-care to display all credit transactions for past 6 months maximum. 5. Customer to download file with transaction details.
Flow Diagram	**NA**

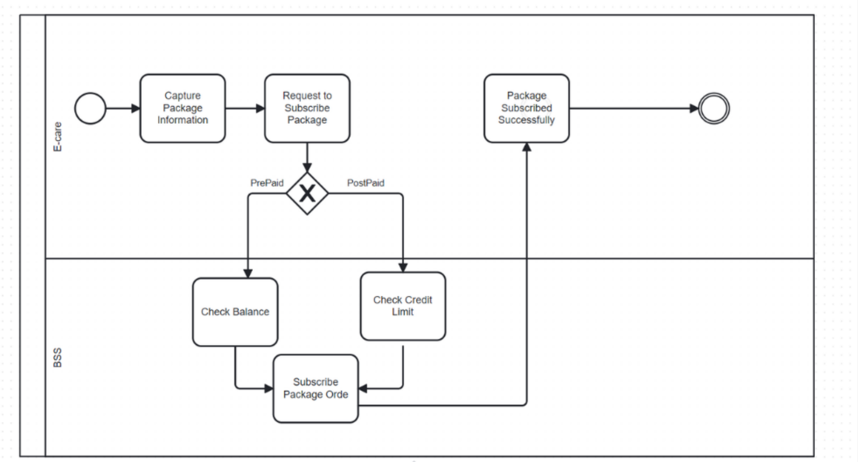
5.20 View Package Contractual Conditions

Use Case ID	**UC.AM.015**
Actors	Postpaid & Prepaid Customers
Description	Customer can access E-care portal home page (that is Account Overview page), so customer can access/view the main package info, Additional packages, contractual conditions.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number.
Post-Conditions	1. Customer to view the content on the home page and navigate through the package details and access the contractual conditions.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-care. 2. E-care to adapt profile view based on subscriber billing mode. 3. Customer directly to get the plan info on home page. 4. Customer to click on package/more detail to get the detailed info. 5. Customer to find link to open the contractual conditions.
Alternative Flow	1. Customer to access account the main package and all other services by click on Plans & Service on the top bar in home screen of E-care portal after login to E-care. 2. Customer directly to click on package/more detail to get the detailed info. 3. Customer to find link to open the contractual conditions.
Flow Diagram	NA

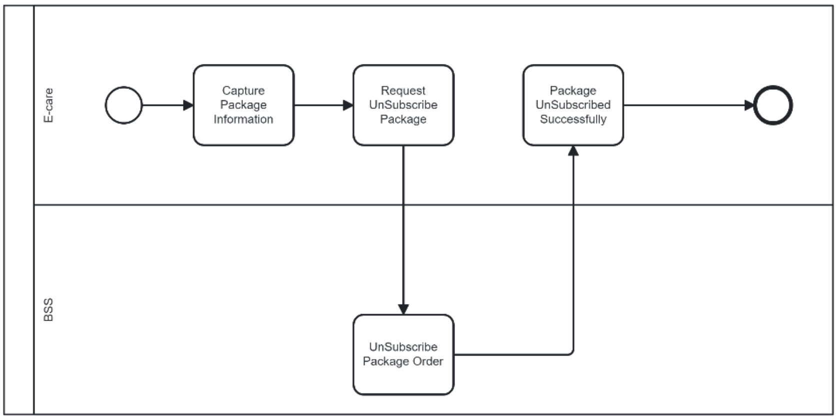
6 Order Management

6.1 Subscribe to Package

Use Case ID	**UC.OM.001**
Actors	Customers (Prepaid / Postpaid)
Description	Customer can access E-care portal home page (that is Account Overview page), so customer can view all eligible packages and can subscribe to package.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number. 2. customer has sufficient balance or credit limit allow him to subscribe to package.
Post-Conditions	1. In case of prepaid customer; o Package displayed as part of subscribed Packages within the dashboard. o Balance deducted successfully 2. In case of postpaid subscriber; o Customer subscribed to package successfully o Unbilled amount increased by package amount o Package displayed as part of subscribed packages within the dashboard.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to open plans & services window. 4. E-care to display list of available plans & services (overview, Manage Plan, Additional Packages), customer to select one of them. 5. E-care to display the list of available services / additional packages. 6. Customer to select any service / additional packages to subscribe. 7. E-care to send request to BSS to proceed as per below validation: o In case of prepaid customer, check current balance. o In case of current balance covers the selected package, E-care to proceed with package subscription. 8. In case of sufficient balance, E-care will receive transaction ***completed successfully***. 9. In case current balance is not sufficient, E-care will decline transaction and display error "***Insufficient balance to subscribe the package***".
Alternative Flow	1. E-care to send a request to BSS to proceed according to below validation:

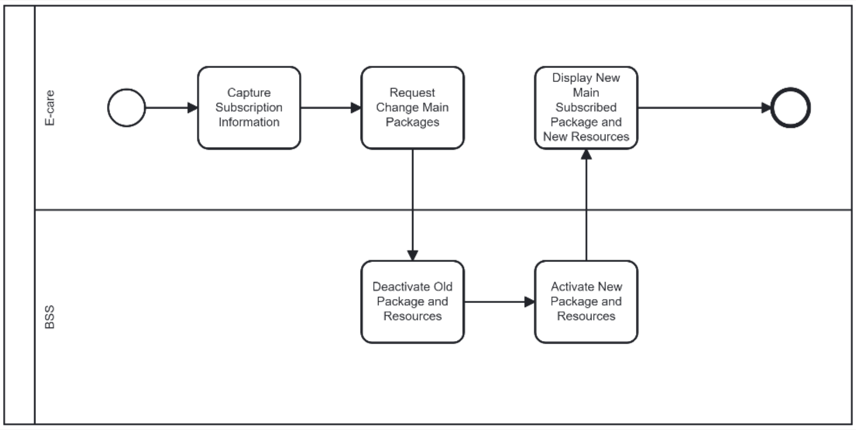
	○ In case of postpaid customers, check customer credit limit. ○ In case of credit limit covers the selected package, E-care will proceed with package subscription. ○ In case credit limit is not enough, E-care will decline the transaction and display error “***your credit limit is not enough to subscribe is this package***”
Flow Diagram	

6.2 Unsubscribe from Package

Use Case ID	**UC.OM.002**
Actors	Customers (Prepaid & Postpaid)
Description	Customer can access E-care portal home page (that is Account Overview page), so customer can view all his subscribed packages.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number.
Post-Conditions	1. Customer Unsubscribed the package.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to open plans & services window. 4. E-care to display the list of plan & services (Overview, Manage Plan, Additional Packages), customer can select one of them. 5. Customer to select mange plan. 6. Customer to select any of his/her subscribed packages. 7. Customer to unsubscribe the package. 8. E-Care to display message, "***you are about to unsubscribe form the package***". 9. Customer to confirm or decline. 10. In case of customer confirm, E-care deactivate the service. 11. In case of customer decline, E-care will decline the transaction.
Flow Diagram	

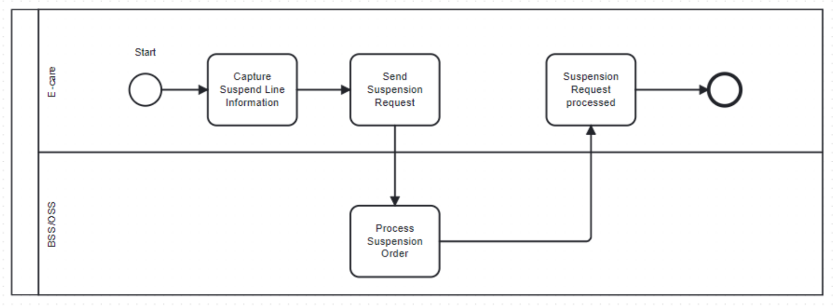
6.3 Change Main Package

Use Case ID	UC.OM.003
Actors	Customers (Prepaid & Postpaid)
Description	Customer can access E-care portal home page (that is Account Overview page), so customer can view all eligible packages and can change main package.
Pre-Conditions	1. Customer login to E-care APP or Web portal, E-care account created through mobile number. 2. customer has sufficient balance[41] or credit limit[42] allow him/her to subscribe or change the main package. 3. Customer will lose the remaining usage of deactivated package and Ecare display updated usage from BSS.
Post-Conditions	1. In case of prepaid customer. o Package displayed as part of subscribed packages within dashboard. o Balance deducted successfully. o Deactivate the old package. o E-care to update non-monetary balance. o E-care to fetch the new resources from BSS. 2. In case of postpaid customer; o Package displayed as part of subscribed packages within dashboard. o Unbilled amount increased by package amount. o Deactivate the old package. o E-care to remove old package resources. o E-care to update non-monetary balances.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to open plans & services window. 4. E-care to display list of plan & services (Overview, Manage Plan, Additional Packages). 5. E-care displays the list of available main packages. 6. Customer to select one of the illegible main packages for him/her. 7. E-care to send request to BSS to proceed as per order validation. 1. E-care to display message indicates the options to confirm / decline In case balance / limits cover chosen package, 8. Customer shall confirm the action. 9. E-care to grant new package resources to customer and remove the old package.

Alternative Flow	2. In case of balance/limit covers the selected package. 3. E-care to display message indicates the options to confirm / decline. 4. Customers select decline action, E-care to decline the transactions.
Flow Diagram	

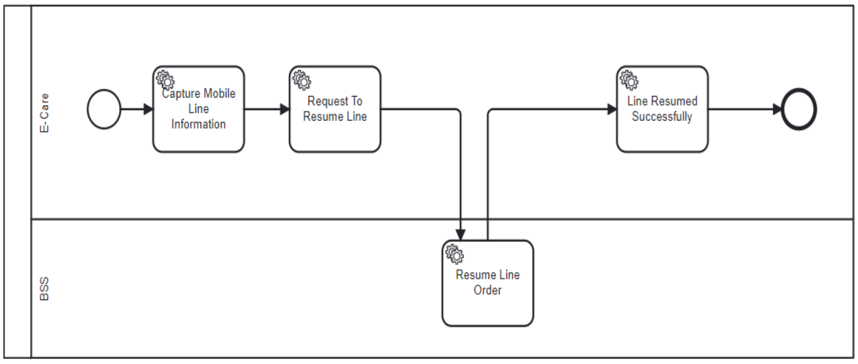
6.4 Line Suspension

Use Case ID	**UC.OM.004**
Actors	Customers (Prepaid & Postpaid)
Description	Customer can access E-care portal home page (that is Account Overview page), so customer suspend line.
Pre-Conditions	1. Customer login to E-care APP or Web portal. 2. Mobile number is in active state.
Post-Conditions	Mobile number suspended successfully.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to open the account overview page. 4. Customer to choose to suspend his line. 5. Customer to enter suspension duration. 6. E-care to display the list of suspension reasons asking the customer to select one. 7. Customer to select the suspension reason. 8. Customer to click on **"suspend"** button. 9. Customer to select to proceed. 10. E-care send the suspend request to BSS to suspend the mobile number.

Flow Diagram	
Alternative	1- Case BSS requir payment , eCare shall show the user that payemnt is required to proceed. 2- Case BSS reuire Deactivae all packages and Services before suspension , eCare shall show message to inticate the user for required action to proceed.

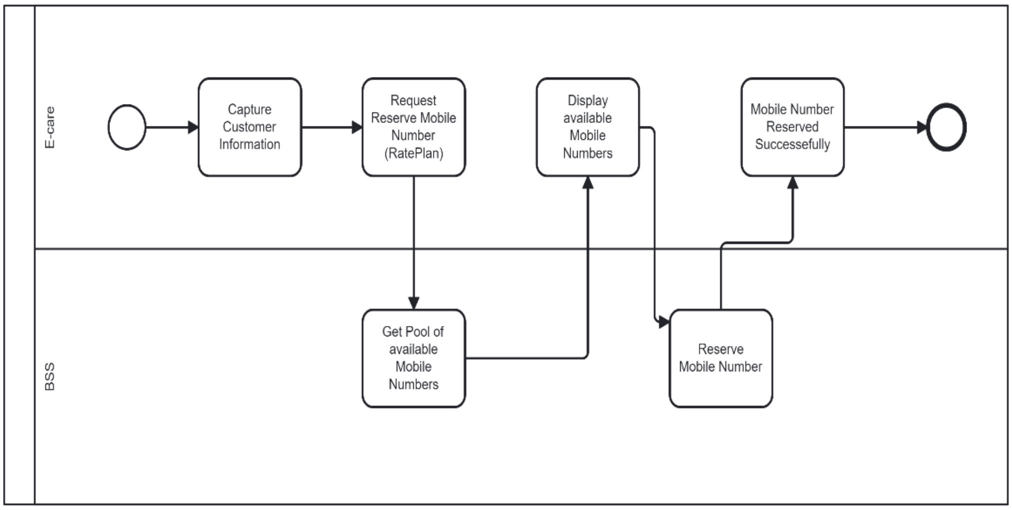
6.5 Reactivate Line

Use Case ID	**UC.OM.005**
Actors	Prepaid Customer
Description	This use case describes how an active customer can reactivate the suspended line.
Pre-Conditions	1. Customer to login to E-Care APP or Web portal with registered mobile number. 2. Customer in suspend state.
Post-Conditions	1. Customer reactivated successfully. 2. **Prepaid customer:** Balance deducted based on package amount and validity renewed. 3. **Postpaid customer:** Outstanding amount fully paid, has no outstanding and new unbilled amount applied based on subscribed package. 4. Customer will be able to access all E-care features.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to initiate the request of reactivate line. 4. E-care to send request to BSS to resume the line. 5. E-care show message the request in progress and once BSS replied back with success message then E-care to display success message "***Line resumed successfully***". 6. In case of Prepaid customer, customer to recharge balance: ○ Bank Card (debit or credit) 7. Customer to recharge balance from E-care portal. ○ Backend systems detect that balance recharged.

	○ Backend systems reactivate subscriber and renew the validity of customer.
Alternative Flow	1. The mobile number might be activated automatically from BSS side when the customer pays his outstanding invoices.
Flow Diagram	
Business Rule	NA

6.6 MSISDN Reservation

Use Case ID	**UC.OM.008**
Actors	Customers (Postpaid & Prepaid)
Description	This use case describes how an active customer can reserve MSISDN (Mobile Number).
Pre-Conditions	1. Customer to have an active profile on E-care.
Post-Conditions	1. Customers successfully reserve MSISDN (Mobile Number).
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. Customer to select request reserve MSISDN (Mobile Number). 3. E-Care to call BSS/OSS to get all available MSISDN (Mobile Number). 4. E-care should display all available MSISDN (Mobile Number). 5. Customer to select MSISDN (Mobile Number). 6. Customer to fill required data. 7. Customer to click reserve MSISDN (Mobile Number). 8. E-care to call BSS/OSS to submit request. 9. E-Care to display a message to customer that the "***request is in process***", and customer will receive a confirmation notification once the request is completed.

Alternative Flow	N/A
Flow Diagram	
Business Rule	NA

7 Manage Plans & Bundles

7.1 View History of Customer Plans & Bundles

Use Case ID	**UC.PB.001**
Actors	Customer (Postpaid & Prepaid)
Description	This use case describes how active customer are able to view the historical data of subscribed packages/plans.
Pre-Conditions	1. Customer login to E-Care APP or Web portal, and service number is registered on E-Care portal with active package.
Post-Conditions	1. Customer is able to view package history.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-Care. 2. E-care to adapt profile view based on customer's billing mode. 3. Customer to select Plans & Services from the top bar. 4. E-care to display the list of package types (Plan, Services, Additional Packages, History). 5. Customer to select history tap. 6. E-care to display the following: ○ Deactivated Plans[43], Services, Additional Packages (indicates subscription date, Deactivation date)

	○ Suspended Additional Packages[44] (i.e. Renewable) with subscription date, and suspension date
Alternative Flow	NA
Flow Diagram	NA
Business Rule	NA

7.2 Reactivate Additional Packages

Use Case ID	**UC.PB.003**
Actors	Prepaid Customer
Description	This use case describes how an active customer can view suspended Additional Packages and reactivate it.
Pre-Conditions	1. Customer login to E-care APP or Web portal, and mobile number is registered on E-Care portal with active main package, and has suspended Additional Package.
Post-Conditions	1. Additional Packages reactivated successfully. 2. **Prepaid customer:** Additional Packages amount deducted from account balance.
Normal Flow	1. Customer to access account overview page of E-care portal after login to E-care. 2. Customer to access account overview page. 3. E-care to adapt profile view based on customer's billing mode. 4. Customer to select Plans & Services from the top bar of main home page. 5. E-care to display the list of package types (Plan, Services, Additional packages). 6. Customer to select additional packages. 7. E-care to display the following: o Active subscribed Additional Packages (either one time or renewable). o Suspended Additional Packages (i.e. Renewable). o Eligible Additional Packages for this customer that can subscribed on. 8. Customer to select which suspended Additional Packages need to reactive. 9. Customer to initiate reactivate Additional Packages. 10. E-care to send resume request to BSS to resume the additional package as per below validation: o In case balance is not enough, E-care will decline transaction and display error "***Balance is not enough to reactivate this Additional Package***". o In case of current balance covers the selected package, E-care to proceed with reactivation of ***Additional Package***.
Alternative Flow	NA
Flow Diagram	NA
Business Rule	NA

Figure 8.3: Reactivate Additional Packages

8 Referral Program

8.1 Automatic Referral Detection & Login Process

Use Case ID	**UC.RP.001**
Actors	Customers (Postpaid & Prepaid)
Description	The self-care portal to support referral program[45] where a new customer to enter the referral code during the login process.
Pre-Conditions	1. E-care to allow new customer to enter referral code while registering. 2. E-care to integrate with referral program otherwise function won't be supported.
Post-Conditions	1. Upon login, E-care to identify that the referral code is associated with existing & active customer. 2. Referrers to receive proper credit, points for successful referrals once the new customer's login is detected with the referral code.
Normal Flow	**New Customer Login:** 1. New customer to get access to the main login page of web self-care portal. 2. E-care to provide a section of '***Referral Code***' on main page where new customer can enter referral code to proceed his/her account registration. 3. New customer to setup new credentials (Customer ID & Password) for the first time. **Reward Posting:** 4. Upon successful registration of new customer with referral code, E-care to initiate the rewards with referral system to send benefits to the referrer's account as per the policy.
Alternative Flow	NA
Business Rule	NA

8.2 Customer Mobile Number or Social Identity as a Referral Code

Use Case ID	**UC.RP.002**
Actors	Customer (Postpaid & Prepaid)
Description	The functionality allows customers to use their Mobile Number (MSISDN) or social identity as referral codes within the self-care portal. This enables customers to easily share their mobile number or social media profiles as referral codes, facilitating referral programs and tracking referrals effectively.
Pre-Conditions	1. All active customers (prepaid & postpaid) with valid credentials to access E-care portal (Mobile & Web). 2. E-care must securely authenticate customers by using their login credentials. 3. E-care to must have the ability to consider customer's mobile number as a referral code or to convert or associate social identities in to a unique referral code. 4. E-care to validate and authenticate social media profiles of the customer if they opt to associate their social media accounts with self-care portal. 5. E-care to integrate with the referral program otherwise function won't be supported.
Post-Conditions	Referral code sent successfully to BSS
Normal Flow	**New Customer Login:** 1. Within the customer profiling section, customer to choose their mobile number or social identity as a referral code. 2. E-care system to generate a unique referral code for easy sharing. 3. E-care system to track the utilization of generated referral codes, and accrediting successful activations to the referrer. **Reward Posting:** 4. Upon successful registration of new customer with referral code, E-care to initiate the rewards or to send benefits to the referrer's account as per the policy.
Alternative Flow	1. E-care system to include a verification process to authenticate the use of Mobile Number or social identity-based referral codes to prevent misuse or unauthorized sharing. 2. E-care System to notify the existing customer about the benefits they may receive against sharing the referral code with their contact.
Business Rule	

8.3 Creation of Referral Code

Use Case ID	**UC.RP.003**

Actors	Customers (Postpaid & Prepaid)
Description	The E-care system to support the functionality to enable existing customer to generate referral or codes within the customer profiling section.
Pre-Conditions	1. All active customers (prepaid & postpaid) with valid credentials to access the e-Care portal (Mobile / Web). 2. E-care system to securely authenticate customers by using their login credentials. 3. Customer to access their profiling section within the self-care portal. 4. Customer to able to generate sharable referral code. 5. E-care to integrate with the referral program otherwise function won't be supported.
Post-Conditions	1. Upon successful sharing the generated referral code by active customers & respectively utilization of the same code by the new customers, rewards or points are precisely accredited to the referrer's account.
Normal Flow	**Generating Referral Code:** 1. Existing customers to navigate to the "***Referral Program***" section under "***Customer Profiling***" section to generate new referral code. 2. Customer to initiate the process with referral system to generate unique code for further sharing with their contacts or over the social media. 3. E-care provides multiple options to customer to share generated referral code with their contact such as via communication channels such as email, what's app, SMS etc. **Reward Posting:** 4. Upon successful registration of new customer with referral code, E-care to initiate the rewards process with referral program to send benefits to the referral's account as per the policy.
Alternative Flow	N/A
Business Rule	

9 Notification Preferences

Use Case ID	UC.NP.001
Actors	Customers (Postpaid & Prepaid)
Description	The E-Care provides the notification function which enables customers to receive notifications through the Mobile app or Web portal for predefined events. The functionality also allows customer to choose their preferred notification channels[46] (such as Email & Push Notifications). E-care system to allow customers to disable or enable notification for services, plans, bundles, and security events. E-care system to allow integration with different notification channels: • **Desktop [POPUP/Notification bar/Push message]** • **Email** • **SMS**
Pre-Conditions	1. E-care system to authenticate customers by their login credentials. 2. Customers (Postpaid or Prepaid) to have a registered account of Self-Care Portal.
Post-Conditions	1. The new selected notification channel will be reflected on customer's profile. 2. The preferred language to receive notification is successfully updated. 3. Customer is able to enable/disable the notification.
Normal Flow	1. Customer to enter his/her profile page, then click on information tab so the customer information is queried and displayed. 2. Customer to choose his preferred channel of notification: SMS, Push message or Email. 3. E-care to validate the customer input before submit. 4. Customer to choose the preferred language to receive notification. 5. Customer is to opt enable/disable notification.
Alternative Flow	1. If customer enters a wrong email format and click "***submit***" then E-care to display an error message "***Wrong email format, please re-enter***".

10 Admin Portal

10.1 Overview

The E-care system supports the admins feature which allows to operate numerous admin functions, such as:

- Sign-up
- Sign-in
- Logout
- Change Password
- Reset / Forget Password

10.2 Sign-Up

Use Case ID	**UC.AP.001**
Actors	Admins[47]
Description	E-care system supports sign-up functionality to enable admins to access to e-Care portal through web or mobile app.
Pre-Conditions	1. E-care system is up and running. 2. Admin is not registered on E-care. 3. Admin have an active account(s) on BSS.
Post-Conditions	2. Admins profile is created on E-care system.
Normal Flow	1. E-care system to support registration of customers in an easy way with less efforts for the admins. 2. Admins to access registration page. 3. Admin fill the below needed information: **"Email & Password".** 4. E-care to validate the password and email as an active customer and to ensure that email is not registered with any profile. 5. Upon clicking "***submit***" button, new admin profile to be created on E-care portal.
Alternative Flow	N/A

10.3 Sign-in

Use Case ID	**UC.AP.002**
Actors	Admins
Description	E-care system supports sign-in functionality to allow login to e-Care portal.

Pre-Conditions	1. Admins must be a registered account. 2. Admins to have Mobile Number issued by the CSP.
Post-Conditions	1. Admins successfully logged in.
Normal Flow	1. The E-care solution must support registration of customers in an easy way with minimum hassle for the customer. 2. Admins to open login screen and enter his/her Email and password. 3. E-care to validate the provided credentials with the stored information. 4. Upon clicking "***Login***" button, the admins to land at Home Page.
Alternative Flow	5. If email format is not correct, then error message to be displayed. 6. If email is not found, then "***error message***" to be displayed. If password is not correct, then "***error message***" to be displayed.

10.4 Log-out

Use Case ID	**UC.AP.003**
Actors	Admins
Description	E-care system supports the log-out functionality to allow admins to safely exit from E-care portal.
Pre-Conditions	1. Admins must be logged in to portal.
Post-Conditions	1. Admins successfully log-out from the portal.
Normal Flow	1. E-care system must support Logout of admins. 2. Admins to open login screen and enter his/her Mobile Number and password. 3. Admin to view home page. 4. Upon clicking on ***logout***, admin to get exists from E-care and login session to be terminated.
Alternative Flow	N/A

10.5 Change Password

Use Case ID	**UC.AP.004**
Actors	Admins
Description	E-care system supports the functionality to Change Password to enable admins to change his/her password of E-care portal.
Pre-Conditions	1. Admins must be logged in to portal.
Post-Conditions	1. Admins successfully changed his/her password.

Normal Flow	1. E-care system to support Change Password of admins. 2. Admins to open login screen and enter his/her email and password. 3. Then admins to view the home page. 4. Upon clicking on ***Change Password*** button. 5. Admins to enter: • Current Password • New Password • Confirm Password 6. E-care to logout the admins automatically and allow them to login with the new password.
Alternative Flow	N/A

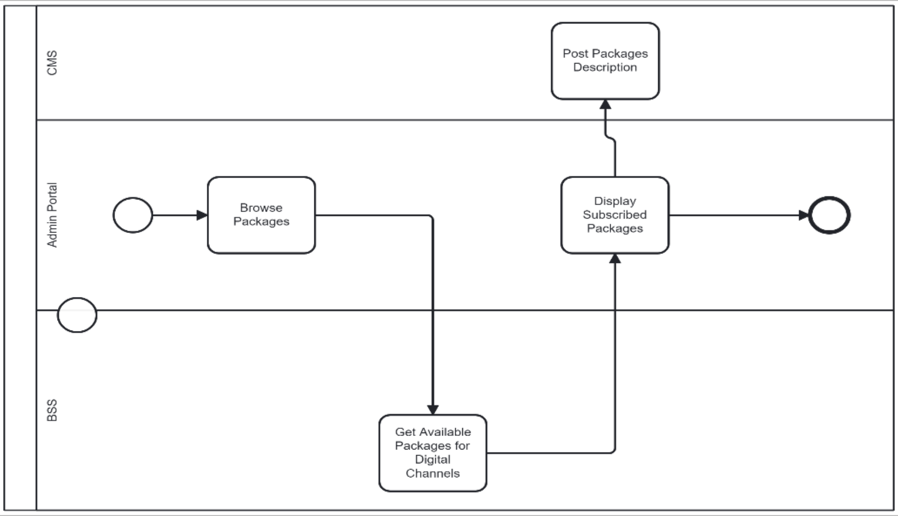
10.6 Reset Forgot Password

Use Case ID	**UC.AP.005**
Actors	Admins
Description	E-care system supports Reset Forgot Password functionality to facilitate admins to reset their forgot password using web portal.
Pre-Conditions	1. Customer must have registered account. 2. Customer must have registered email.
Post-Conditions	1. Admins has successfully reset his/her password.
Normal Flow	7. E-care solution to support rest/forget password of customer's login. 8. On the login screen, "***Reset / Forget password***" button or link to be available on login page. 9. Click on button or link. ***By Using Captcha:*** 10. E-care to initiate Captcha (image) to enter the text. 11. Customer to enter captcha text 12. E-care to validate the captcha text. ***By Generating OTP:*** 13. E-care to initiate OTP and to send to registered email (4 digits) and email (4 digits). 14. E-care to populate a screen to enter OTP. 15. Customer to enter email OTP. 16. Ecare validate the OTP and then populate a screen to allow customer to reset his/her password. 17. Customer to enter: • New Password • Confirm Password

	18. E-care to validate the password sensitivity & format. 19. E-care to send notification Email to Admin "***Password changed successfully***".
Alternative Flow	2. If E-care observed any format of following is not correct, then "***error message***" to be displayed. a. OTP (Email) b. New Password c. Confirm Password

10.7 Add Packages to Catalog

Use Case ID	**UC.AP.006**
Actors	Admins
Description	E-care system supports the functionality to add packages[48] to product catalog which must be synchronized with CRM and digital sales channels[49].
Pre-Conditions	1. Admins are authorized to access portal. 2. Packages are synchronized with CRM and digital sales channels.
Post-Conditions	1. Packages are commercially published to different digital channels (Mobile/Web) successfully.
Normal Flow	1. Admins login to the E-Care. 2. Admins to choose to configure packages. 3. E-care to allow browsing available packages. 4. Admins to browse both simple and bundle packages. 5. Admins to add unique commercial package name for both languages (English/Arabic). 6. Admins to add package description in both languages (English/Arabic). 7. Admins to add package price description like discount, one-time, promotion with different languages. 8. Admins to add package specification in both languages (English/Arabic). 9. Admins to add package specification characteristic name in both languages (English/Arabic). 10. Admins to associate additional packages to specific category. 11. Admins to define a display order for packages /price / package specification / package specification characteristic. 12. Admins to add terms and conditions in both languages (English/Arabic). 13. Admins to click "***confirm***" to proceed. 14. E-care to submit the newly configured packages. 15. E-care to display a ***confirmation message*** to Admins that the packages are configured successfully.
Alternative Flow	1. E-care to raise ***error message*** when browsing packages doesn't reflect any results.

Flow Diagram	

10.8 Query Packages in Catalog

Use Case ID	**UC.AP.007**
Actors	Admins
Description	E-care system supports the functionality to query all available packages associated and synchronized with CRM and digital sales channels.
Pre-Conditions	1. Admins are authorized to access E-care portal. 2. Packages are synchronized with CRM and digital sales channels. 3. packages will be sorted as per predefined criteria like priority, alphabetic order, price and validity.
Post-Conditions	1. Available packages able to be queried and viewed successfully.
Normal Flow	1. Customer to login to E-Care. 2. Customer to choose to query packages. 3. E-care to browse all available packages using search of one or more of below criteria: • Package Plan: Postpaid / Prepaid • Package Type: Package / Additional Packages 4. E-care to display package attributes as below: **Packages:** -Package ID (CRM) -Package English Description (Digital) -Package English Description (Digital) -Package Arabic Description (Digital) -Package English Name (Digital) -Package Arabic Name (Digital) -Package Name (CRM) -Package Display Order (Digital) -Channel (Ex: web / Mobile) -Terms and Conditions (Digital) -Terms and Conditions (CRM) **Secondary Packages:** -Package ID (CRM) -Package English Description (Digital) -Package Arabic Description (Digital) -Package English Name (Digital) -Package Arabic Name (Digital) -Package Name (CRM) -Package Price (CRM) -Package characteristic English (Digital Ex: Flex/ Minutes) -Package characteristic Arabic (Digital Ex: وحدات/ دقائق) -Package characteristic (CRM Ex: Free Unites/ Minutes) -Package Display Order (Digital) **Additional Packages:**

	-Package English Name (Digital) -Package Arabic Name (Digital) -Package English Description (Digital) -Package Arabic Description (Digital) -Package Name (CRM) -Package Price (CRM) -Package characteristic English (Digital Ex: Flex/ Minutes) -Package characteristic Arabic (Digital Ex: وحدات/ دقائق) -Package characteristic (CRM Ex: Free Unites/ Minutes) -Category (Predefined tree list) -Channel (Ex: web / Mobile)
Alternative Flow	1. E-care to raise ***error message*** when browsing packages doesn't return any packages.
Flow Diagram	NA

10.9 Update Packages to Catalog

Use Case ID	**UC.AP.008**
Actors	Admins
Description	E-care allows admins to update packages under the catalog that shall be published from CRM to the digital sales channels.
Pre-Conditions	1. Admins are authorized to access portal. 2. Packages are synchronized from CRM to digital sales channels.
Post-Conditions	1. Packages are successfully published to the different digital channels (Mobile/Web) with new updates.
Normal Flow	1. Admins to login to E-Care. 2. Admins to choose ***update packages***. 3. E-care to allow browsing all available packages using search of one or more of below criteria: • Package Plan: Postpaid / Prepaid • Package type: Packages / Secondary Packages / Additional packages • Additional Packages Category: (Pre-Configured Data) 4. Admins to update one or more of below attributes that specified for digital channels: ex: -Package Name (Digital) -Package Description (Digital) -Package Display Order (Digital) – priority. -Package Channel (Ex: web / Mobile) -Package Terms and Conditions (Digital). 5. Admins to click “***confirm***” to proceed. 6. E-care to submit the newly configured Package. 7. E-care to display a ***confirmation message*** to the admins that the package has been updated successfully.
Alternative Flow	NA
Flow Diagram	NA

10.10 Delete Packages from Catalog

Use Case ID	**UC.AP.009**
Actors	Admins
Description	E-care supports the functionality to delete packages from catalog, admins are authorized to update or delete the package which are already published from CRM to the digital sales channels.
Pre-Conditions	1. Admins are authorized to access portal. 2. Packages are synchronized from CRM to digital sales channels.
Post-Conditions	Packages are successfully deleted from Ecare configuration, and it will impact both digital channels (Mobile/Web).
Normal Flow	1. Admins to login to E-Care. 2. Admins to choose the package to delete. 3. E-care to allow browsing all available package using search of one or more of below criteria: • Package Plan: Postpaid / Prepaid • Package type: Packages / Secondary Packages / Additional Packages • Additional Packages Category: (Pre-Configured Data) 4. Admins to delete one or more packages from digital channels. 5. Admins to click confirm to ***proceed***. 6. E-care to display a ***confirmation message*** to the admins that the packages are deleted successfully.
Alternative Flow	NA
Flow Diagram	NA

10.11 Updated Logo & Slogan

Use Case ID	**UC.AP.010**
Actors	Admins
Description	The functionality to update slogan and logo within the E-care system is to enable Admins to customize and refresh their branding elements dedicated to the corporate accounts. This functionality allows admins to personalize their portal experience by changing the slogan and logo to align with their branding requirements.
Pre-Conditions	1. All active Admins with valid credentials to access E-care portal (Mobile / Web) with appropriate permissions to modify the slogan and logo. 2. E-care must support the upload and display of custom logos & slogans.
Post-Conditions	1. Changes to the slogan and logo are successfully displayed across the portal for the particular corporate group & to its customers.
Normal Flow	1. Admin to navigate to the ***branding settings*** section within the self-care portal. **Updating / Uploading Logo:** 2. Admin to choose new logo file (png, svg or jpg files) to upload from their device or select from a pre-approved library[50] of logos embed with E-care. 3. If uploading a direct file then E-care to validate the logo file format and dedicated dimensions to ensure compatibility with the portal's design requirements. **Updating / Re-do Text Slogan:** 4. Admin to input or modify the slogan text in a designated field within the branding settings. 5. Admin to have the preview option to ensure how the updated slogan will appear over the portal interface[51] (Web & Mobile). **Confirmation / Preview:** 6. Admin to have the option to preview the updated logo & slogan. 7. Admin to '***save***' the changes made in logo & slogan.
Alternative Flow	1. For corporate clients, E-care to provide with the bulk upload[52] option of multiple logos and there must be a timeframe defined against each logo to be displayed. **<u>Such as</u>**, if a logo & slogan to be displayed for a certain time frame (a week or two), system to allow customer to set the timeframe for that particular logo or slogan to display for a certain time period over all digital channels.

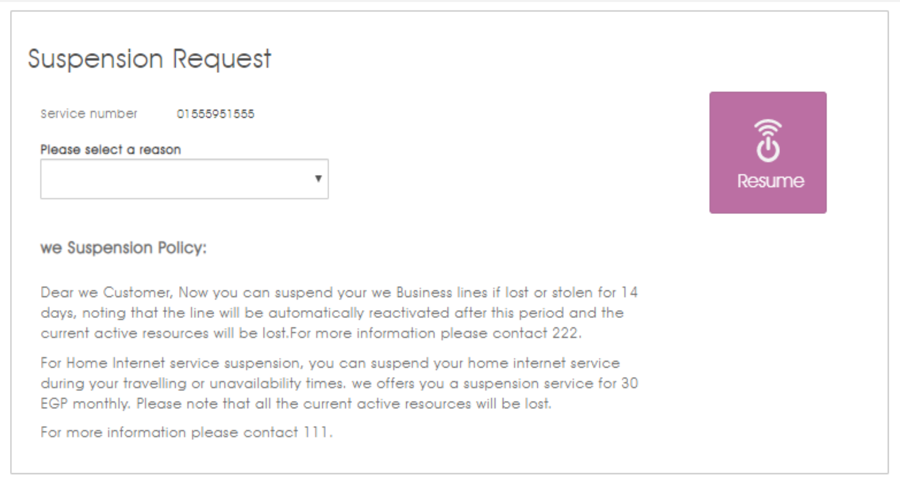
Flow Diagram	NA
Business Rule	NA

11 Corporate

11.1 Account Overview | Corporate Group

Use Case ID	**UC.CG.001**
Actors	Admins
Description	Admins can view and manage corporate members, view invoices and unbilled, apply payment against outstanding invoices.
Pre-Conditions	1. Admin is an active SPOC[53] number and already signed in.
Post-Conditions	1. Corporate group main information. 2. The functions of SPOC can be based on their defined roles.
Normal Flow	1. Admin to login to E-Care. 2. Admin to select one of the authorized corporate groups for him/her as SPOC admin. 3. Once admin selects one of the authorized corporate groups, he/she will be able to see the information related to their corporate group within the page. 4. The page to display the following: • The first section to display "***corporate customer Name***" • Corporate customer Register Date, SPOC number, outstanding amount and unbilled amount and the ability to select another group. • The second section "***Manage Corporate***" that contains the functionalities which SPOC can do based on his/her roles, which are: o Adding member o Manage corporate member o Query corporate group invoice and unbilled fee o Corporate group payment and payment history query (history for 3 months only) • The third section display "***usage overview***".
Alternative Flow	
Flow Diagram	
Business Rule	

11.2 Suspend Services | Corporate Group

Use Case ID	**UC.CG.002**
Actors	Admins (Corporate Group)
Description	The functionality allows Admin to suspend the service for any member within the corporate group.
Pre-Conditions	1. The corporate customer is in the active state.
Post-Conditions	1. A corporate customer is in the suspend state.
Normal Flow	1. Admin to login to E-Care. 2. Admin to suspend customer. 3. Press "***Suspend Service***" button from side menu. 4. Admin to select suspension reason from drop down list. 5. Admin to select suspension duration. 6. Press "***Suspend***" button. 7. Press "***Confirm***" button to proceed. 8. E-care to call BSS/OSS to submit suspension request. 9. E-Care should display a message to the customer that the "***request is in process"***, and admin to receive a confirmation notification once the request is completed.
Alternative Flow	1. Admin to enter selected suspended duration and in that case the service will be resume automatically once it completes suspension period.
Flow Diagram	
Business Rule	
UI	

11.3 Resume Service | Corporate Group

Use Case ID	UC.CG.003
Actors	Admin (Corporate Group)
Description	The functionality allows group admin to resume the service for any suspended account within the corporate account.
Pre-Conditions	1. A corporate customer is in suspend state.
Post-Conditions	1. The corporate customer account is in active state.
Normal Flow	1. Admin to login to E-Care. 2. Admin to resume suspended subscriber. 3. Admin to press on "***Reactivate Service***" button from side menu. 4. Admin to select suspended account from drop down list. 5. Admin to press "***Confirm***" button to proceed. 6. E-care to call BSS/OSS to submit resume request. 7. E-Care to display a message to the customer that the "***request is in process***", and admin to receive a confirmation notification once the request is completed.
Alternative Flow	1. Customer might reactivate automatically after the selected suspend duration pass.
Flow Diagram	NA
Business Rule	NA

11.4 Adding New Account | Corporate Group

Use Case ID	**UC.CG.004**
Actors	Admins (Corporate Group)
Description	E-care system enables admins to add new accounts to current managed group.
Pre-Conditions	1. Corporate group is running properly and communicates with external NEs[54] properly. 2. Admin is an active SPOC and already signed in. 3. Admin mobile number is eligible to run corporate account.
Post-Conditions	1. New accounts are added successfully.
Normal Flow	1. Admin to login to E-Care. 2. Admin to add new corporate account under corporate group. 3. Admin to create new account and to check the availability of mobile number. 4. E-care to check if the mobile number doesn't exist within BSS (interface need to be provided from BSS side to send request to validate the mobile number and return back with available or not). 5. Admin to select to add new account to the corporate. 6. Admin to provide the mobile number needed to add. 7. In case the mobile number is eligible, E-care to allow admin to provide the required information of the account holder, such as: 8. Customer main information like name, ID number. 9. The main package of the new number. 10. E-care to set the payment relation[55] such as 100% for the new account as default, and admin cannot modify it. 11. E-care to call BSS/OSS to submit add number request. 12. E-Care to display a message to admin that the "***request is in process***", and to receive a confirmation notification once the request is completed.
Alternative Flow	1. If the number is not eligible to be added, then display a message "***This account cannot be added***". 2. When try to add number which already exists, then display a message "***This account already exists***". 3. If group quota maximum number of accounts reached, then BSS to raise error and the following message to be displayed as "***Group quota already exhausted, cannot add new account***".
Flow Diagram	NA
Business Rule	NA

Back to Content

11.5 Manage Accounts | Corporate Group

Use Case ID	**UC.CG.005**
Actors	Admin (Corporate Group)
Description	Admin can manage accounts listed under corporate group by selecting one of the accounts and to change main package or add/remove new supplementary package. Admin may need to manage specific accounts.
Pre-Conditions	1. Admin portal is running properly and communicates with external NEs properly. 2. Admin is an active SPOC number and already signed in.
Post-Conditions	1. Account matched with the SPOC registered Mobile and is displayed with all packages installed to the particular account.
Normal Flow	1. Admin to login to E-Care. 2. Admin to query corporate account listed under his/her corporate portal. 3. Admin to query their account's usage. 4. The query of account usage to query one by one, E-care to display the account list, but usage not displayed automatically, Admin to click manage button for specific account to see the usage detail. 5. Admin to navigate to "***Manage Corporate***" section and select "***manage account***". 6. The page to contain option to list all members in the corporate to select one of them to handle or to provide account number and get the account information directly. 7. Admin to select mobile number. 8. Admin to select the list of all corporate active group accounts; he/she may select to show (Active members/Suspended members/Bar members/All). 9. E-Care to display maximum **10** account numbers per page (as per predefined configuration to display how many accounts within the page) and may select to navigate between pages to select specific number. 10. When Admin selected particular accounts, E-Care corporate portal queried the account information, with all packages installed to that particular account.
Alternative Flow	1. Group Admin will provide mobile number then press ***query*** to get the information of this account which ***already exists*** in the corporate group. 2. If the account already exists and associated to the corporate group, Admin to query the member information, with all packages installed to this account. 3. If the mobile number is not associated to current corporate group, E-care to notify that the number is not part of current corporate group.
Flow Diagram	NA

Business Rule	NA

11.6 Change Package | Corporate Group

Use Case ID	**UC.CG.006**
Actors	Admin (Corporate Group)
Description	The functionality enables admins to change the current main package for active corporate accounts.
Pre-Conditions	1. Admin is an active member and already registered with E-care. 2. Accounts under corporate groups are already subscribed to one of the packages.
Post-Conditions	1. Package changed successfully.
Normal Flow	1. Admin to login to E-Care. 2. Admin to access and view main package. 3. Admin to change current package for selected accounts within his/her corporate group. 4. Admin to click "***change package***" button to execute the change request. 5. E-care to call BSS/OSS to send a request to retrieve available packages. 6. E-care to call BSS/OSS to change the package request. 7. E-Care to display a message to the admin that the "***request is in process***", and admin will receive a confirmation notification once the request is completed.
Alternative Flow	NA
Flow Diagram	NA
Business Rule	NA

11.7 Manage Additional Package | Corporate Group

Use Case ID	**UC.CG.007**
Actors	Admin (Corporate Group)
Description	The functionality enables admins to manage (view / add / unsubscribe / new) additional packages to existing accounts.
Pre-Conditions	1. Admin already have or haven't any additional package.
Post-Conditions	1. Removal or addition of new additional package is successfully completed.
Normal Flow	1. Admin to login to E-Care. 2. Admin to view / add / remove any additional package. 3. Admin to change current packages for selected mobile numbers within his/her corporate group. 4. E-care to call BSS/OSS to send a request to either add/remove Additional Packages. 5. E-Care to display a message to the admin that the "***request is in process***", and to receive a confirmation notification once the request is completed.
Alternative Flow	NA
Flow Diagram	NA
Business Rule	NA

11.8 Member List | Corporate Group

Use Case ID	**UC.CG.008**
Actors	Admin (Corporate Customer)
Description	E-care system enables corporate admin to change current group to another group by routing to account overview.
Pre-Conditions	1. Active account already part of one of corporate group. 2. Admin to authorize to operate more than one corporate group.
Post-Conditions	1. Corporate group changed successfully.
Normal Flow	1. Admin to login to E-Care. 2. Admin to change current corporate group of a member. 3. Admin to click the "***change group***" button to change current group. 4. Admin to download report for current member for last 3 months. 5. E-care to call BSS/OSS to send a request to change current member corporate group.

	6. E-Care to display a message to the customer that the "***request is in process***", and to receive a confirmation notification once the request is completed.
Alternative Flow	NA
Flow Diagram	NA
Business Rule	NA

11.9 Invoices | Corporate Group

Use Case ID	**UC.CG.009**
Actors	Admin (Corporate Group)
Description	E-care system enables admin to query their invoices and unbilled fee of corporate group accounts and he/she can download the invoices.
Pre-Conditions	1. Outstanding invoices for current corporate group and unbilled.
Post-Conditions	1. E-care display the invoices related to working corporate group.
Normal Flow	1. Admin to login to E-Care. 2. Admin to query outstanding invoices by selecting "***group invoices***" menu item under "***corporate invoices***" menu. 3. Admin to open the page with following two sections: 4. The first section displays the total outstanding amount and pay button that enables admin to pay his/her group bills. 5. The second section displays bills for the current group for last 6 months by adding ability of downloading or disputing one of it. 6. E-care to call BSS/OSS to request for open invoices. 7. Admin to create a new request for invoice dispute, this request to contain the invoice number, the due amount, and change reason. 8. Admin account to send the request contains the above information as a ticket to be handled by operation team.
Alternative Flow	NA
Flow Diagram	NA
Business Rule	NA

11.10 Payment | Corporate Group

Use Case ID	**UC.CG.010**
Actors	Admin (Corporate Group)
Description	E-care system enables admin to pay their bill of corporate group account.
Pre-Conditions	1. Invoices are outstanding.
Post-Conditions	1. Payment applied successfully (Invoices paid).
Normal Flow	1. Admin to login to E-Care. 2. Admin to query outstanding invoices by selecting "***Payment***" menu item under "***corporate invoices***" menu. 3. E-care to show all outstanding invoices information such as: a. Invoice number b. Invoice date c. Invoice due date d. Invoice amount e. Total amount to pay 4. Payment method is either credit/debit card 5. Amount to pay 6. Admin to choose one of the above payment methods and enter the amount to pay and then submit the request. 7. The payment request to be logged into the system for tracking payment for past 6 months. 8. E-care to call BSS/OSS to submit payment request. 9. E-care to display a message to the customer that the "***request is in process***", and to receive a confirmation notification once the request is completed.
Alternative Flow	1. If there is any issue with payment gateway, the payment page will receive "***error message***" for the reason of payment failure.
Flow Diagram	NA
Business Rule	NA

11.11 Payment History | Corporate Group

Use Case ID	**UC.CG.011**
Actors	Admin (Corporate Group)
Description	E-care system enables admins to query and track payment history for past 6 months.
Pre-Conditions	1. There are some payments done during last 6 months.
Post-Conditions	1. Payment history displayed successfully.
Normal Flow	1. Admin to login to E-Care. 2. Admin to query payment history by selecting "***Payment history***" menu item under "***corporate invoices***" menu. 3. E-care to show the payment information for last 6 months as follow: a) Payment date b) Payment channel c) Amount 4. E-care to call BSS/OSS to submit request to get last 6-month payment history.
Alternative Flow	1. If there is no payment applied during the last 6 months, the page will display "***No data available***".
Flow Diagram	NA
Business Rule	NA

12 General

12.1 Customized Banners & Campaigns

Use Case ID	**UC.GN.001**
Actors	Admins
Description	The E-care system to have the functionality to display customized banners, numerous campaigns such as reward campaigns, promotional campaigns, and other engaging activities for customers based on their preferences, search history and current active plans.
Pre-Conditions	1. Admins to define customer groups based on segmentation criteria[56] such as usage pattern, demographics, or preferences. 2. An admin with valid credentials to access E-Care portal. 3. E-care must securely authenticate admins by using their login credentials.
Post-Conditions	1. Customers to successfully view published banners & campaigns.

Normal Flow	1. The function to apply over the main dashboard of E-care portal. 2. The function to support to publish campaigns, exclusive packages or important announcements. Customers to click these banners to learn more about the featured promotions, participate in contests, redeem discounts, or access additional content related to the displayed campaigns. 3. The function to provide a seamless way for customers to navigate to relevant sections without disrupting their browsing experience.
Alternative Flow	1. Banners to be responsive and optimized for various screen sizes and devices.
Flow Diagram	NA
Business Rule	NA

12.2 Support Hint & Help Message

Use Case ID	**UC.GN.002**
Actors	Customers (Postpaid & Prepaid)
Description	The hint and help message function support contextual hints and assistance within the self-care portal. This functionality aims to guide customers to extend support and to facilitate smoother navigation and utilization of portal features.
Pre-Conditions	1. All active customers (prepaid / postpaid) with valid credentials to access E-care portal (Mobile / Web). 2. E-care to securely authenticate customers by using their login credentials. 3. E-care interface to highlight query able words with '***superscript digits*** ***(1, 2 3 …)***' and features with '***superscript question mark***?' where hints and help messages can be helpful for customers. 4. E-care to answer all sort of customer's query or display hint against any related search or help message.
Post-Conditions	1. Customer to access relevant hints and help messages any time during the usage of self-care portal.
Normal Flow	1. Customer to hover or click on a specific word or feature within the E-care portal. 2. For Web Portal, E-care to display the answers of the particular query by showing a message box on the screen. 3. For Mobile App, E-care to display the answers of particular query by opening a new window with ***close*** option.
Alternative Flow	1. If in some cases customers don't hover or click on a specific word but customer still want to have detailed answer against his/her

	query, then customer to navigate to ***Search Bar*** and to type query keywords and press "***Search***" to have detailed answer or feature process to have better understanding and results.
Business Rule	NA

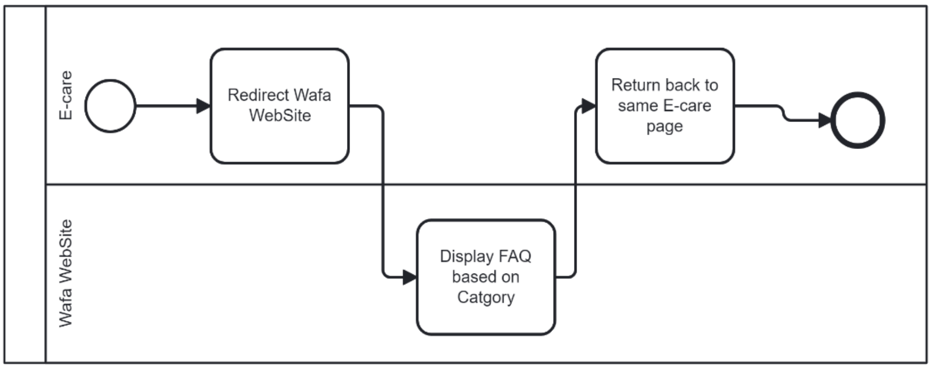
12.3 QR Code Generator & Reader

Use Case ID	**UC.GN.004**
Actors	Admin user
Description	The function to provide E-care portal with the function related to generating QR codes for URLs, this allows easy sharing and accessing URL using QR codes, enhance user convenience and interaction.
Pre-Conditions	1. E-care system is up and running. 2. Customer profile is already created on the system and able to login. 3. QR code
Post-Conditions	Customers to successfully generate & read QR codes.
Normal Flow	Admin users can configure URLs within your application to generate QR codes effectively, enhancing user interaction and convenience. Ecare provides a text field where users can directly enter the URL. Ecare automatically generates QR codes for specific URLs within your application such as documents, or specific pages. Once the URL is defined or input by the user, then Ecare generates and displays the QR code for admin users to validate and ensure its generated correctly. The QR code can be customized with the following options: - Size: Users can specify the size of the generated QR code (small, medium, large). - Color: Allow users to customize the color scheme of the QR code (foreground and background colors). - Pattern: allow user to select patterns of generated QR codes. Ecare allows the customers to download the QR code image directly from the Ecare or scan it using their mobile devices. The below example for URL www.googlemaps.com.

Alternative Flow	NA
Flow Diagram	NA
Business Rule	NA

13 FAQs & Support

13.1 FAQs from Wafa's KM

Use Case ID	**UC.FAQ.001**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system to incorporate a robust Knowledge Management[57] of WAFA's system to display Frequently Asked Questions (FAQs) based on category.
Pre-Conditions	1. All customers (prepaid & postpaid) with valid credentials access the E-care portal (Mobile or Web). 2. E-care to securely authenticate customers by using their login credentials. 3. Knowledge Management[58] of WAFA's is up and running.
Post-Conditions	1. E-care to redirect to relevant FAQs based on system category.
Normal Flow	1. E-care to redirect to WafaTelecom Site. 2. E-care displays the most recent and repeated questions based on category.
Alternative Flow	NA
Flow Diagram	
Business Rule	NA

13.2 Search Option in FAQs

Use Case ID	**UC.FAQ.002**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system to support the functionality of search option within the FAQs section, this function enables the customer to quickly search for related FAQs by typing relevant keywords in search bar and system respectively shows all available FAQs against those keywords.
Pre-Conditions	1. All active customers (prepaid & postpaid) with valid credentials to access the E-care portal (Mobile or Web). 2. E-care system to securely authenticate customers by using their login credentials. 3. Knowledge Management[59] of WAFA's is up and running.
Post-Conditions	1. Customers can effectively search for and access specific information within the FAQs section based on their search queries.
Normal Flow	1. Customer to navigate to the "***Support***" or "***Help***" section. 2. Customer to select the option to view Frequently Asked Questions (FAQs). 3. E-care to Redirect to Knowledge Management[60] of WAFA's to present a list of FAQ categories or topics for customer selection with a search bar on the top of FAQ categories. 4. Upon adding keywords, a list of relevant questions along with the answers appears on the screen.
Alternative Flow	NA
Flow Diagram	NA
Business Rule	NA

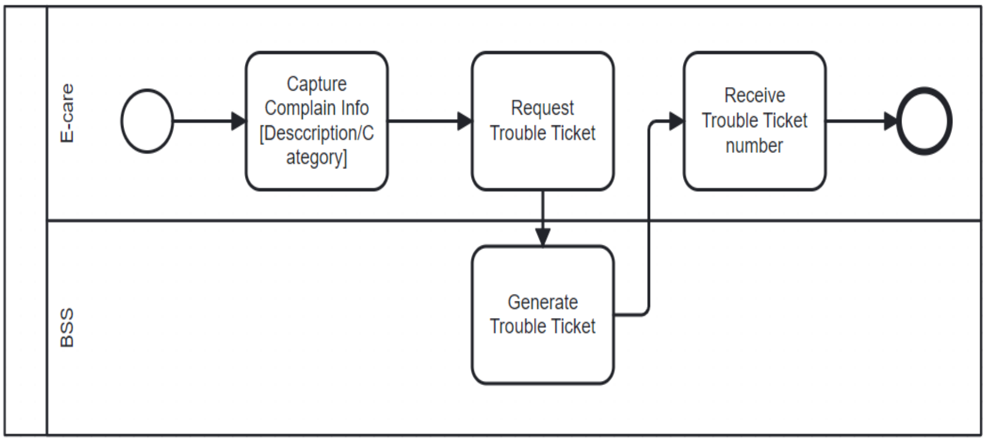
13.3 Collapse & Expand FAQs

Use Case ID	**UC.FAQ.003**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system shall redirect to FAQ centralized system (Wafatel website) to display FAQs categories.
Pre-Conditions	1. All active customers (prepaid & postpaid) with valid credentials to access the E-care portal (Mobile or Web). 2. E-care to securely authenticate customer by using their login credentials. 3. Customer to have their active subscriptions (prepaid & postpaid). 4. Predefined FAQ categories already defined within the system.
Post-Conditions	1. E-care to maintain the selected expand/collapse state for each customer's session for consistent UX[61].

Normal Flow	1. Customer to navigate to the "***Support***" or "***Help***" section. 2. Customer to select the option to view Frequently Asked Questions (FAQs). 3. E-care to present a list of FAQ categories or topics for customer selection. 4. Upon selection of a category or topic by the customer, a list of relevant questions along with the answers to be appeared on the screen. 5. Every question under FAQ category support with + / - sign to indicate expand and collapse functionality. 6. Expand & Collapse indicator also be accompanied to each FAQ category.
Alternative Flow	1. In addition, If the customer navigates to another page and return to the FAQs section during the same session, the expand/collapse state remains unchanged for continued customer convenience.
Flow Diagram	NA
Business Rule	NA

13.4 Issue New Trouble Ticket

Use Case ID	**UC.FAQ.004**
Actors	Customer (Postpaid & Prepaid)
Description	E-care system to support the functionality to allow customers to raise new trouble tickets to report service-related issues or seek any assistance from customer support. This feature to facilitate efficient problem resolution, track customer's concerns, and enhance customer support.
Pre-Conditions	1. All active customers (prepaid & postpaid) with valid credentials to access the e-Care portal (Mobile / Web). 2. E-care to securely authenticate customers by using their login credentials. 3. Customer to have their mobile number (prepaid / postpaid). 4. E-care to integrate with ticketing system to perform required action otherwise function won't be supported.
Post-Conditions	1. Ticket details to be stored in the ticketing system with unique identifier for tracking and support.
Normal Flow	1. Customer to navigate to the "***Support***" or "***Help Desk***" section and access to ticketing system. 2. Customer to select the option to raise a new ticket or report an issue. 3. Customer to provide relevant information about the issuance of ticket, including description, category, severity, and any supporting documents to be attached. 4. Customer to upload screenshots, error messages, or other necessary evidence to provide enough details about the reported problem.

	5. Customer to review the entered details to ensure accuracy and completeness. 6. Customer to confirm the submission. 7. E-care to issue a confirmation message with a unique ticket number and expected resolution time. 8. Customer to track the ticket progress by review the ticket status in "***My Tickets***" section. 9. E-care to provide updates on the ticket status, including changes in progress and resolution.
Alternative Flow	1. If the customer submits a ticket with missing information, E-care prompts the customer to provide the necessary details before final submission.
Flow Diagram	
Business Rule	NA

13.5 Trouble Ticket Status Change

Use Case ID	**UC.FAQ.005**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system to supports the functionality of notifying customer about the status change of raised tickets. The feature is to keep customers informed about the progress of their reported issues, to enhance transparency and timely resolution.
Pre-Conditions	1. All active customers (prepaid & postpaid) with valid credentials to access the e-Care portal (Mobile / Web). 2. E-care to securely authenticate customers by using their login credentials. 3. Customer to have their mobile numbers (prepaid / postpaid). 4. E-care to integrate with ticketing system to perform required action otherwise function won't be supported.
Post-Conditions	NA
Normal Flow	1. E-care shall send request to ticketing system to get customer tickets. 2. User shall choose target ticket. 3. E-care shall send request to get relevant details per ticket.
Alternative Flow	NA
Flow Diagram	NA

13.6 Supporting Tools

Use Case ID	**UC.FAQ.006**
Actors	Admins (corporate & system), Customers (Postpaid & Prepaid)
Description	The E-care system to supports the functionality of providing access to important numbers, available points of sale (POS)[62], and available sub-dealers to facilitate seamless communication and service accessibility for customers.
Pre-Conditions	1. Admins to have permission to add new section or to update existing section of supporting tool. 2. All active customers (prepaid & postpaid) with valid credentials to access the e-Care portal (Mobile & Web). 3. E-care to securely authenticate customers by using their login credentials. 4. Defined sections of Important numbers, available POS and sub-dealers to be accessible by the customer. 5. Maps service like Google Maps should be supported, otherwise the function won't be supported.

Post-Conditions	1. The information on important numbers, available POS, and sub-dealers is kept current and accurate for customer assistance.
Normal Flow	**Accessing Important Numbers:** 1. Customer to navigate to "***Support Tools***" section on E-care supporting tools. 2. Customer to view a categorized list of important numbers, such as customer service, help line (emergency, police etc.), and technical support. 3. Customer to click on a specific number to initiate a direct call from the portal if supported by the device. **Locating available POS:** 4. Customer to select "***POS Locator***" section from E-care supporting tools. 5. E-care to display available / nearest POS or a list of POS locations, including addresses, contact information, and operating hours. **Finding available Sub-Dealers:** 6. Customer to choose "***Sub-Dealers***" option from E-care supporting tools. 7. Customer to specify the service or product they are seeking from a sub-dealer. 8. E-care to present a list of available sub-dealers along with their respective contact details and locations.
Alternative Flow	1. In case there are no available POS or sub-dealers in the specified area, E-care to provide alternative suggestions or prompts the customer to contact customer service for further assistance.
Flow Diagram	NA
Business Rule	NA

13.7 Questionnaire & Surveys within the system

Use Case ID	**UC.FAQ.007**
Actors	Customers (Postpaid & Prepaid)
Description	E-care system shall redirect to Wafatelcom site to support the functionality to display questionnaires, surveys, and customer feedback. This functionality aims to enhance customer engagement, improve service offerings, and address customer needs effectively.
Pre-Conditions	1. All active customers (prepaid & postpaid) with valid credentials access the e-Care portal (Mobile or Web). 2. E-care to securely authenticate customers by their login credentials. 3. E-care to have their active mobile number (prepaid & postpaid). 4. Knowledge Management[63] of WAFA's is up and running
Post-Conditions	1. E-care to submit surveys to third party.
Normal Flow	1. Customers to navigate to the "***survey or questionnaires system***" that possibly accessible thorough the dashboard, all available surveys to display. 2. E-care to redirect collected info to the survey system.
Alternative Flow	NA
Flow Diagram	NA
Business Rule	NA

14 Configuration

14.1 Language Definition

User Case ID	**UC.CN.001**
Actors	Admins
Description	The language definition feature supports E-care to define the language, system to carry the setting through-out the customer journey unless not changed.
Pre-Conditions	1. Admins to access to the E-care system. 2. Admins to define the language with in the E-care. 3. Admins to authenticate and access the E-care portal.
Post-Conditions	1. The selected language settings are applied to the portal interface for all customers as per admin's configuration as a default language. 2. Language preferences are saved and consistently enforced across the portal for the specified customers.
Normal Flow	1. Admin to have the option to select the preferred language for all customers from predefined supported language which are Arabic and English. 2. Admin to choose form the available supported languages. 3. Once the preferred language is selected, admin to apply the settings. 4. Admin to receive a confirmation message indicating that the language settings have been "***updated successfully***". 5. The selected language will be reflected as default language for new registered customers.
Alternative Flow	NA
Flow Diagram	NA
Business Rule	NA

14.2 Currency Definition

User Case ID	UC.CN.002
Actors	Admins
Description	The currency configuration functionality allows admins to customize the currency setting.
Pre-Conditions	1. Admin to access & login to the E-care system. 2. Currency Abbreviation/Code, decimal is fractional separator are available and it is supported by the E-care for displaying financial values in the preferred currency.
Post-Conditions	The selected currency settings are applied to the portal, and it will be reflected on all Ecare/Mobile APP payment pages.
Normal Flow	1. Admin to navigate to the "***currency configuration***" section within the admin panel or settings. 2. Admin to have the option to set the currency for all customers. 3. Admin to select the format for fractional separator, [decimal point, Comma Separator] as predefined operators. 4. Once the fractional separator is selected, the admin applies the settings. 5. Admin to receive a confirmation message indicating that the currency settings have been "***updated successfully***" for the targeted customer group.
Alternative Flow	Currency Abbreviation/Code will appear as part of currency configuration as read only since its already predefined based the language of the current user change. - EN: "SYP" - AR: "ل.س"
Flow Diagram	NA
Business Rule	NA

Glossary

[1] **Navigation:** Guidelines to perform certain actions by visiting specific elements within the E-care portal.

[2] **Portal Content:** Numerous elements of E-care portal such as menus, customer profiling, notifications (alerts), packages, campaigns, referrals, FAQs & support and other portal management & configurations setups.

[3] **FAQs:** A list of pre-defined & possible questions which customer may intent to inquire about.

[4] **Customer:** A user who has an active account with Wafa-Tel and accesses the self-care portal to manage their account, view usage details, pay bills, change subscription plans, purchase additional services, and perform other account-related activities online. A customer can be categorized as following:

- Prepaid Customer
- Postpaid Customer

[5] **Credentials:** The unique information related to customer to login E-care portal (web or mobile App) such as Username / ID & Password.

[6] **Mobile Number:** Mobile Number describes a unique identifier assigned to a mobile phone user. It is known as a phone number (line number) and consists of a country code, a mobile network code, and a subscriber number.

[7] **Auto-Lock:** Refers to disable the customer account by system.

[8] **Customer Account:** It contains detailed information about the customer's account status, usage data, billing history, subscription plans, services availed, and other relevant details.

[9] **Two-Factor Authentication (2FA):** 2FA is a security process which allows user to set their single credentials to access multiple devices.

[10] **Account Creation Date:** Refers to the date when a new customer account was created in E-care.

[11] **Last Login Detail:** Refers to the time stamp of last login.

[12] **Historical Transactions:** Refer to a past record, such as payments, service usage, purchases, or other financial and operational interactions within the portal.

[13] **Account Balance:** The amount of money remaining in customer's account.

[14] **Subscribed Packages:** The package or plan which is selected by the customer for their active line.

[15] **Monetary Balance:** The remaining amount balance from the charged amount or top-up amount of prepaid customer's account.

[16] **Promotional Balances:** Promotional Balances are additional credits that are offered to customers as part of a promotional campaign or special package.

[17] **Non-Monetary Balances:** These are the balances are such as data usage limits, text message quotas, voice call minutes, and other non-monetary allocations that define the customer's usage within their service plan.

[18] **Product Catalog:** Product Catalogue represents the listing of various services, plans, packages, and additional offerings available for customers to purchase or subscribe to offered by CSP.

[19] **Applied Terms & Conditions:** Applied Terms & Conditions refers to the specific rules, guidelines, policies, and contractual agreements between CSP & customers.

[20] **Outstanding Amount:** It refers to remaining balance or unpaid charges (invoice) which are due to pay within the bill date or certain time.

[21] **Main Package:** Refers to the main package that activate the line.

[22] **Usage Overview:** Usage Overview is a section within the self-care portal that provides a summarized view of the customer's consumption and utilization of telecom services.

[23] **Unbilled Amount:** Refers to the total charges that have been accrued by the customer but have not yet been included in a billing statement.

[24] **Customer Group:** Customers those belongs to specific customer groups that receive targeted packages, customized services, or specialized support based on their group profile.

[25] **Dashboard Elements:** Dashboard elements include interactive charts, notifications, usage summaries, service alerts, quick links to packages & campaigns that provide customers with essential information and tools at a glance.

[26] **Customized Widgets:** Customized Widgets are personalized and configurable components within the user interface that allow users to tailor their dashboard or interface to meet their specific preferences and needs.

[27] **Help & Support Section:** A section which helps customers to answer their FAQs & queries and to contact with support agents.

[28] **CRM System:** CRM system integrates to enhance customer support, personalize services, and streamline communication with customers.

[29] **Account Overview:** Account Overview is a summary section within the self-care portal that provides customers with a snapshot of their account status and key information.

[30] **Customer Data:** The data that stored by CSPs which includes personal details such as name, address, contact information, account preferences, service subscriptions, billing history, usage patterns, and any other relevant information necessary for managing the customer's account.

[31] **Home Page:** It is the main landing page of web portal or mobile app where customers can view and manage their personal information, account settings, preferences, and related details.

[32] **Bank Cards:** Bank payment cards (Debit or Credit) to make certain payments (bill payment, recharge, top-ups etc.) through customer's associated banks under the self-care portal.

[33] **Default Debit or Credit Cards:** The only debit or credit out of multiple added cards that is set as default, system to process every payment from the default card only unless not changed by the customer.

[34] **Payment Gateway:** Payment Gateway is a secure online service integrated with self-care portal that facilitates the electronic processing of financial transactions, such as bill payments, service recharges, purchases, and other monetary transactions.

[35] **Additional Packages:** It refers to additional services or packages that customers can subscribe to enhance their existing telecom service packages.

[36] **View Bill Summary:** It allows customers to access a concise summary of their billing information for a specific billing cycle or period. It typically includes details such as total due amount, itemized charges for services utilized, any applicable taxes or fees, payment due date, and payment history.

[37] **View Bill Details:** It allows customers to access a comprehensive breakdown of their billing information for a specific billing cycle or period.

[38] **Outstanding Amount:** The bill amount which is due towards customer and yet to pay against their subscribed package or services.

[39] **Eligibility Rules:** The rules that outline the requirements that customers must meet to be eligible for certain packages or benefits provided by CSPs. Eligibility Rules may include factors such as account tenure, service subscription status, payment history, usage criteria, geographical location, or any other qualifying criteria specified by the CSPs.

[40] **Active Pay Bill:** Customers to initiate and complete the payment process for their current or outstanding bills.

[41] **Sufficient Balance:** A balance (in customer's account) that is adequate to cover the costs of desired services, packages or activities.

[42] **Credit Limit:** Credit Limit refers to the maximum amount of credit extended to a customer.

[43] **Deactivated Plans:** Deactivated Plans refers to subscriptions or packages that have been disabled or turned off for a customer within the self-care portal.

[44] **Suspended Additional Packages:** Suspended Additional Packages refers to an additional service or feature that has been temporarily disabled or put on hold by the CSP within the self-care portal.

[45] **Referral Program:** A Referral Program within a telecom self-care portal is a marketing initiative where existing customers are referring to new customers through self-care portal for rewards or benefits.

[46] **Notification Channels:** These are the mediums through which customers receive the notifications and alerts, the channels may be SMS, Email, What's App etc.

[48] **Packages:** Refer to the assorted service plans, promotions, bundles, and special deals provided to customers to choose from.

[49] **Digital Sales Channels:** Digital sales channels refer to the online platforms and methods through which telecom products and services are marketed, sold, and distributed to customers.

[50] **Pre-Approved Library:** A pre-approved library refers to a collection of content, services, or products that have been verified and considered to use by the users of the self-care portal.

[51] **Portal Interface:** The visual layout and design (GUI) of the self-care portal that customers interact with to access and manage their accounts, services, and information.

[52] **Bulk Upload:** Bulk upload refers to the process of transferring or adding a large volume of data, files, or records at once.

[53] **Single Point of Contact (SPOC):** The SPOC acts as a central contact person or team responsible for managing and addressing inquiries, escalations, support requests, and feedback related to the self-care portal and related services.

[54] **External Network Elements (NEs):** An external network element refers to a component or device that exists outside the core infrastructure of CSP but is relevant to the services or functionalities accessible through the self-care portal.

[55] **Payment Relation:** It refers to the agreed relation and terms of payment for the individual associated with any corporate group or account.

[56] **Segmentation Criteria:** Segmentation Criteria refers to the specific attributes, characteristics, or parameters used to define certain customer groups.

[57] **Knowledge Management:** A strategic tool to capture, store, retrieve, and distribute knowledge assets such as support articles, FAQs and other relevant content aimed at enhancing user understanding & UX as well as self-service capabilities.

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[61] **User Experience (UX):** UX refers to the overall interaction and satisfaction level of users that how a user navigates, use, and engage with self-care portal's interface, features, and services.

[62] **Single Point of Sales (POS):** POS refers to the physical or digital location where a transaction takes place between CSP and the customer.

[63] **Knowledge Management:** A strategic tool to capture, store, retrieve, and distribute knowledge assets such as support articles, FAQs and other relevant content aimed at enhancing user understanding & UX as well as self-service capabilities.

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