



# **Business Requirement Document For WhatsApp Web and Email Processing Version -V1.0 Issue Date -25-May-2018**



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# 1. Introduction

## 1.1 Background

This document provides the overview of the deep dive study conducted by Grid Infocom at MAX LIFE INSURANCE for WhatsApp Web and Email Processing. This also provides the detailed current process and solution, which need to be implemented.

## 1.2 Project Scope

This is a brief description of what is to be included and excluded from the product or solution, divided into the following sub-sections.

### 1.3 Include In Scope

- Receiving documents from customers via WhatsApp and E-mail.
- Download documents without any constraint of documents type.
- Renaming of the documents via manual user.
- Uploading of documents to Omni docx.

### 1.4 Out of Scope

- Replying on customer query in WhatsApp or Email.
- Answering of any call in WhatsApp
- Calling from WhatsApp to other no.
- The process, which are not listed in the document are out of scope.

## 2. Problems Statement

Under the present, study of the What App & Email Processing. It is a process, which requires specific skill sets, however currently this is manual process and depend upon the human intelligence and skills set. Increase in the team strength; result in costs for Max Life Insurance management team. The main intention for going automation is to perform activity daily in a structured way and standardized manner. Other than business faces the challenges listed below.

Ref	Process	Description	Affected Stakeholder Group	Importance (High, Medium, Low)
Problem 001	WhatsApp	Unread message missed to download & partial download.	Manmeet Singh	High
Problem 002	WhatsApp	If Policy No. not present in chats, then user need reply on customers chat stating "Please provide your policy No" and wait for their reply.	Manmeet Singh	High
Problem 003	WhatsApp	Memory space in tab, because presently it stores locally stored in in tab memory.	Manmeet Singh	Medium
Problem 004	WhatsApp	Internet speed if low then images takes time to download & might possibility not download.	Manmeet Singh	Medium
Problem 005	E-Mail	If customer sends the documents but policy no missing.	Shraddha. Shukla	Medium
Problem 006	E-Mail	Huge amount of mails are there and difficult to segregate the mails which are from Email+attachment+Policy No., Email+attachment+Policy No. +Customers query+Email only have query	Shraddha Shukla	High

### 3. Assumptions and Dependencies

With reference to the project scope, process study done and proposed solution, the following pre-requisites and assumptions have been identified which are required to be considered for completing the project execution.

- Max life Insurance is responsible for the installation and configuration of desktop hardware and operating systems to execute this project.
- Required access to base application to be provided to GIC Team
- The level of detail and topics covered in the reports will be driven by the availability of information, priority, and time.
- Process SME to be made available during the Project Development.
- Max life Insurance will complete all desktop security hardware required as per their IT Security Policy.
- Max life Insurance will provide all the required access to Emails, WhatsApp No. & other applications project / scenarios / use cases to GIC Technical Consultants & Solution Architect.
- Process scope / applications will be same as per the signed-off process map.

### 4. Business Requirements

Max life Insurance customers sends there documents like Pan Card, Driving Licence etc. to max life using two ways of communication channel. One is WhatsApp and another one via Email.

#### WhatsApp Process –

- In the current scenario customers sends their data with policy no. or without policy no.
- User from Operational Team download the documents, Policy no exist then attached all documents and shared these documents to next team using email.
- Now next team download the documents this documents and save locally. After the correctness in the documents if found ok in terms of fulfilment of then the process of naming starts on the bases of identification of documents.
- Moreover, last process involves for uploading the documents with Policy no.to Omni Docx, so as this is typical case of manual judgement and time consuming process.

#### Email Process –

- There is another provision to share the documents to max life-using email.
- In this customer, directly share the documents with the policy no written in the subject line or in email body.
- If the documents found to be ok then preparing the documents policy no wise folder creation and the paste the files into it and uploading manually to Omni Docx.

## 5. Business Benefit Category

Circle the applicable scale for the requirement(s) category

Category	Scale			Remarks
	High	Medium	Low	
Cost Saving/Productivity Improvement	>25 L *	15 – 25 L *	<15 L *	
Revenue Generating	>25 L *	15 – 25 L *	<15 L *	
Regulatory**	High	Medium	Low	Please mention the justification for the choice
Customer Service**	High	Medium	Low	Please mention the justification for the choice
Others** (Please specify)	High	Medium	Low	Please mention the justification for the choice

### Business Process Assessments

List	WhatsApp	E-mail
Average Handling Time For Request	10 Min	12 Min
Turn Around Time For Request	No TAT	No TAT
Request In a Day	250-300/day	500/days
Expected Efficiency	2-3 Min	3-4 Min
FTE Involved	2 User	3-4 User

## 6. UAT Testing Considerations

Feature to be tested.

Sr.No	Item Being Tested	Business Scenario Being Tested
1	WhatsApp Web/E-Mail	Opening of document on the bases of FIFO logic
2	WhatsApp Web/E-Mail	Downloading of document
3	WhatsApp Web/E-Mail	If not downloaded in one turn, Then try it 5 more times
4	WhatsApp Web/E-Mail	Policy No Captures correctly
5	WhatsApp Web/E-Mail	Reply To customer bases of criteria
6	Folder Creation	Phone No/Email wise>>Policy No>>Documents wise
7	GUI With Policy No	With Policy No. Phone No/Email Population
8	GUI With Policy No	Population of Policy No.
9	GUI With Policy No	Text field Superseding logic
10	GUI With Policy No	Entering other policy no, Using check box
11	GUI With Policy No	Previous/Next navigation
12	GUI With Policy No	Dropdown Selection and association to documents
13	GUI With Policy No	Approve,Reject,Not to Uploaded logic
14	GUI With Policy No	Enabling of submit and after that.
15	GUI Without Policy No	Entering nine numeric value and association
16	Policy Wise Folder Creation	Policy Wise>>Document name>>Images
17	Omni Docx	Folder uploading to Omni Docx with success rate

**\*\*Detail test scenarios shared at the time of UAT**

### Roles and Responsibility

- Validate system set-up for transactions and user access
- Confirm use of system in performing business processes
- Verify performance on business critical functions
- Confirm integrity of converted and additional data, for example values that appear in a look-up
- Assess and sign off go-live readiness
- A number of defined test cases using quality data to validate end-to-end business processes.
- A comparison of actual test results against expected results
- A meeting/discussion forum to evaluate the process and facilitate issue resolution.

## 7. Business Processes Affected

The brief summary of the requirements addressed in this document as below:

### Reduce Manual Operation Work.

- Following are the observation, which slows down the agent performance, hence hampers the daily production
- Manual reading each chats and email is a monotonous and tedious task.
- Verification and validating each chats activity is complex and high chances of human error.
- Manual Verification and validating the E-mail/Chat is time consuming and require multiple touchpoints for obtaining.

### Structured Verification & Validation

- Currently the analyzation done by happening on day to day basis and consumes lot of time

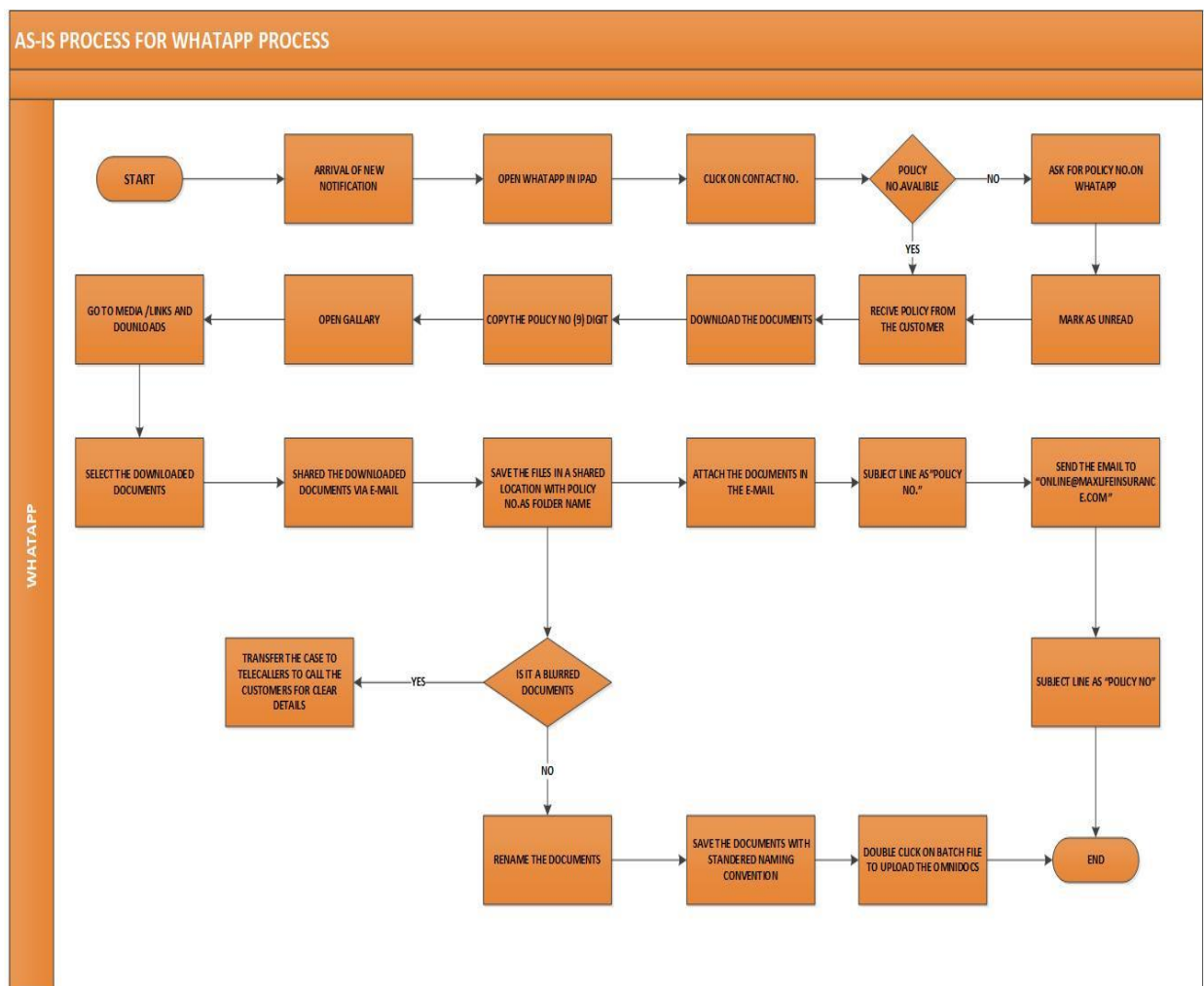
- Structured outputs from automation will help to easily analyze the differences and take appropriate action

## 8. Applications

#	Application Description	Version	Purpose / Function
1	What App	2.18.142	For downloading the documents.
2	Outlook mail		For downloading and fetching the info required
3	Utility Tool		For document uploading to Omni Docx

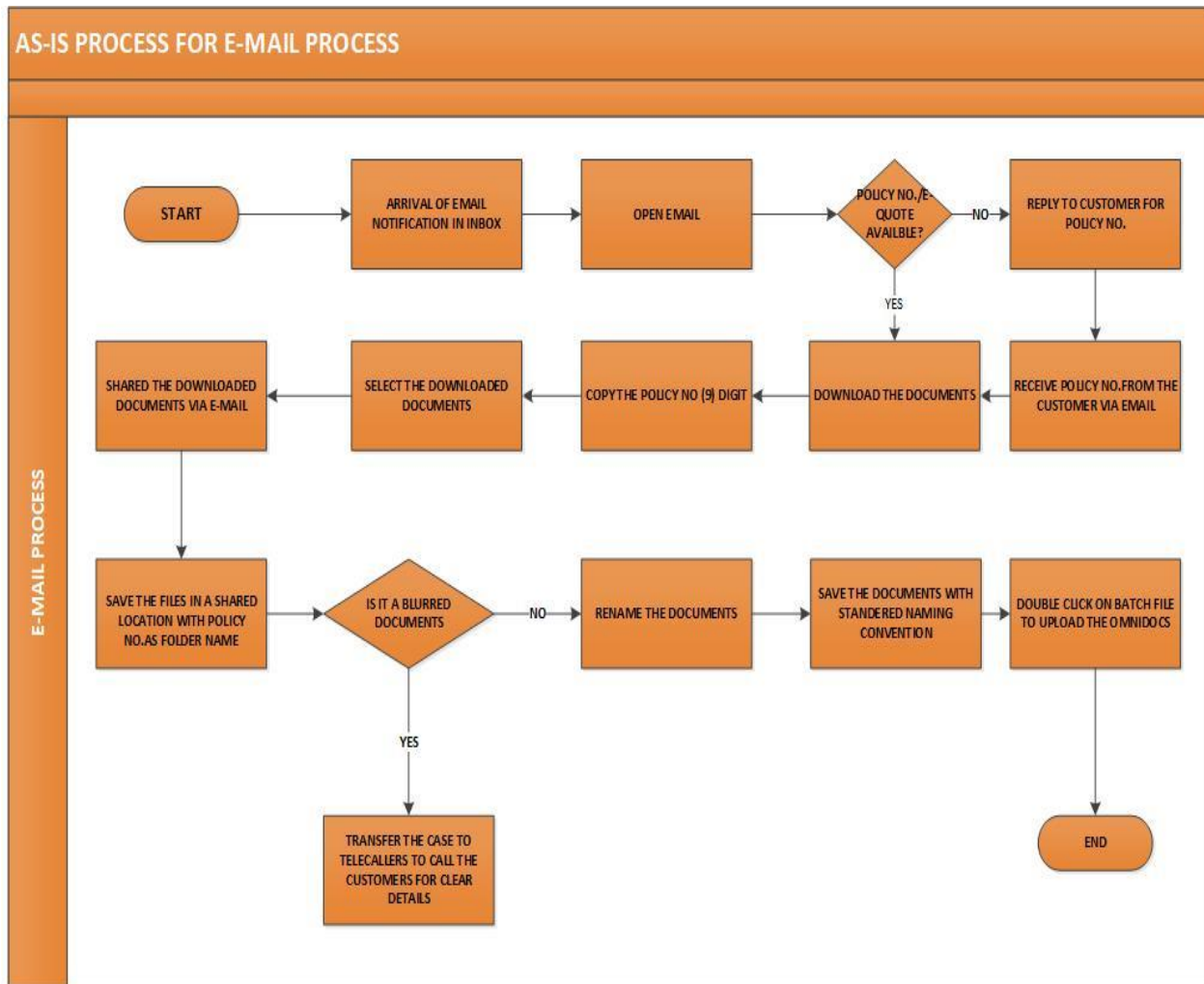
## 9. BUSINESS PROESS FLOW -AS IS

### 9.1 Process Flow As-Is for WhatsApp





## 9.2 Process Flow As-Is for E-Mail

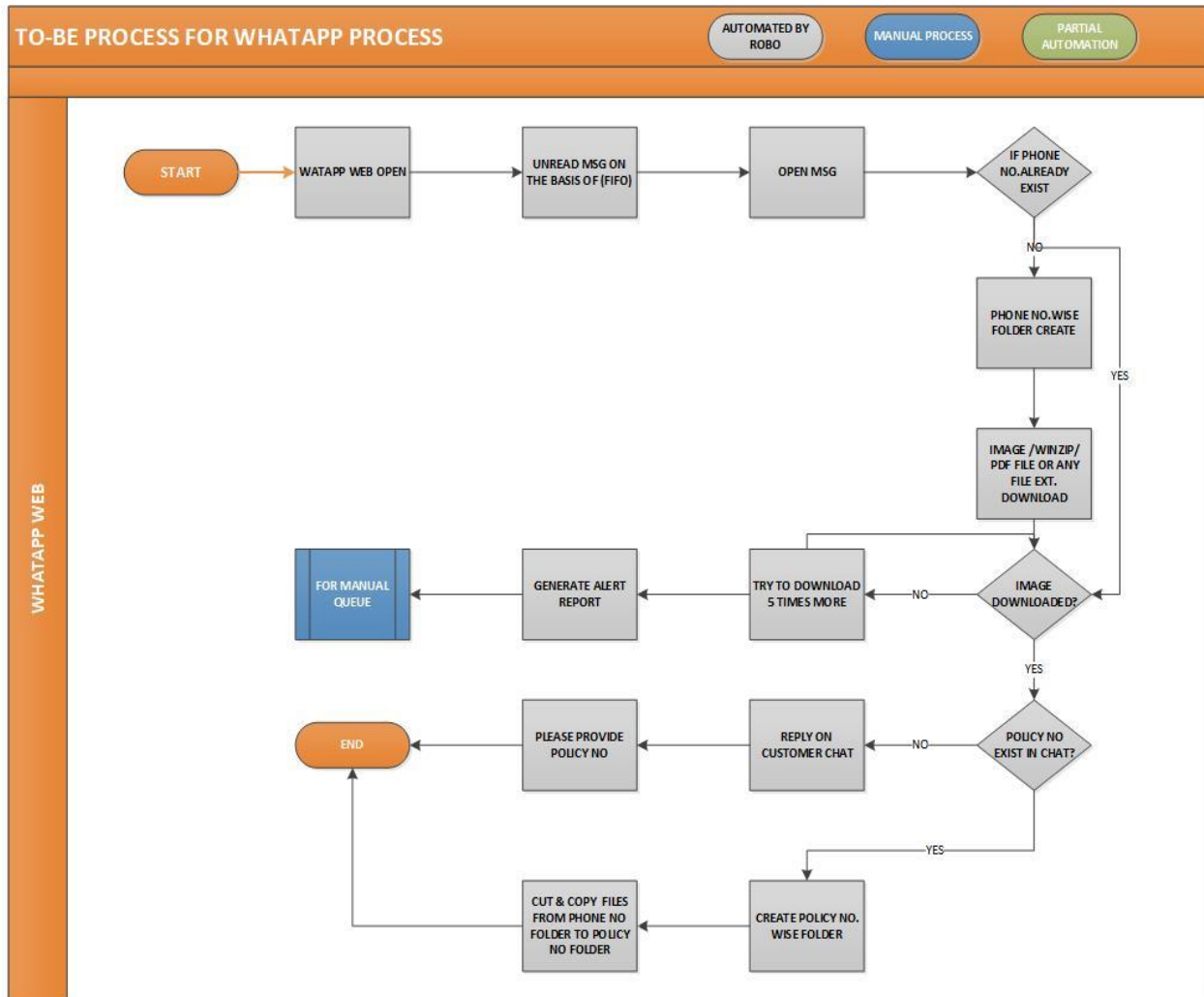


## 10. BUSINESS PROCESS FLOW –To-Be

The proposed To-Be process diversified into six sub stages from receiving a document to uploading documents to Omni docx.

- Download Customer Documents Shared via WhatsApp
- Internal Folder Creation Flow for WhatsApp.
- Download Customer Documents Shared via E-Mail
- Internal Folder Creation Flow for E-Mail
- Downloaded Documents for Identification and Renaming from Manual User Uploading to Omni Docx.
- Folder Processing to Omni Docx for WhatsApp & Email

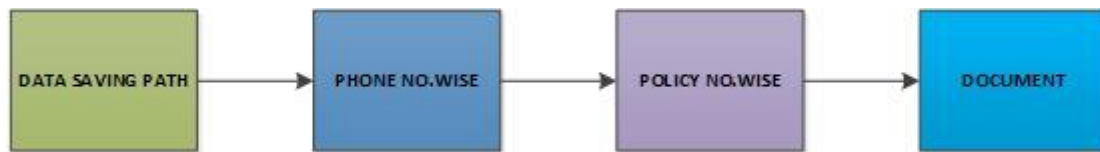
## 10.1 Process Flow To-Be for Download Customer Documents Shared via WhatsApp



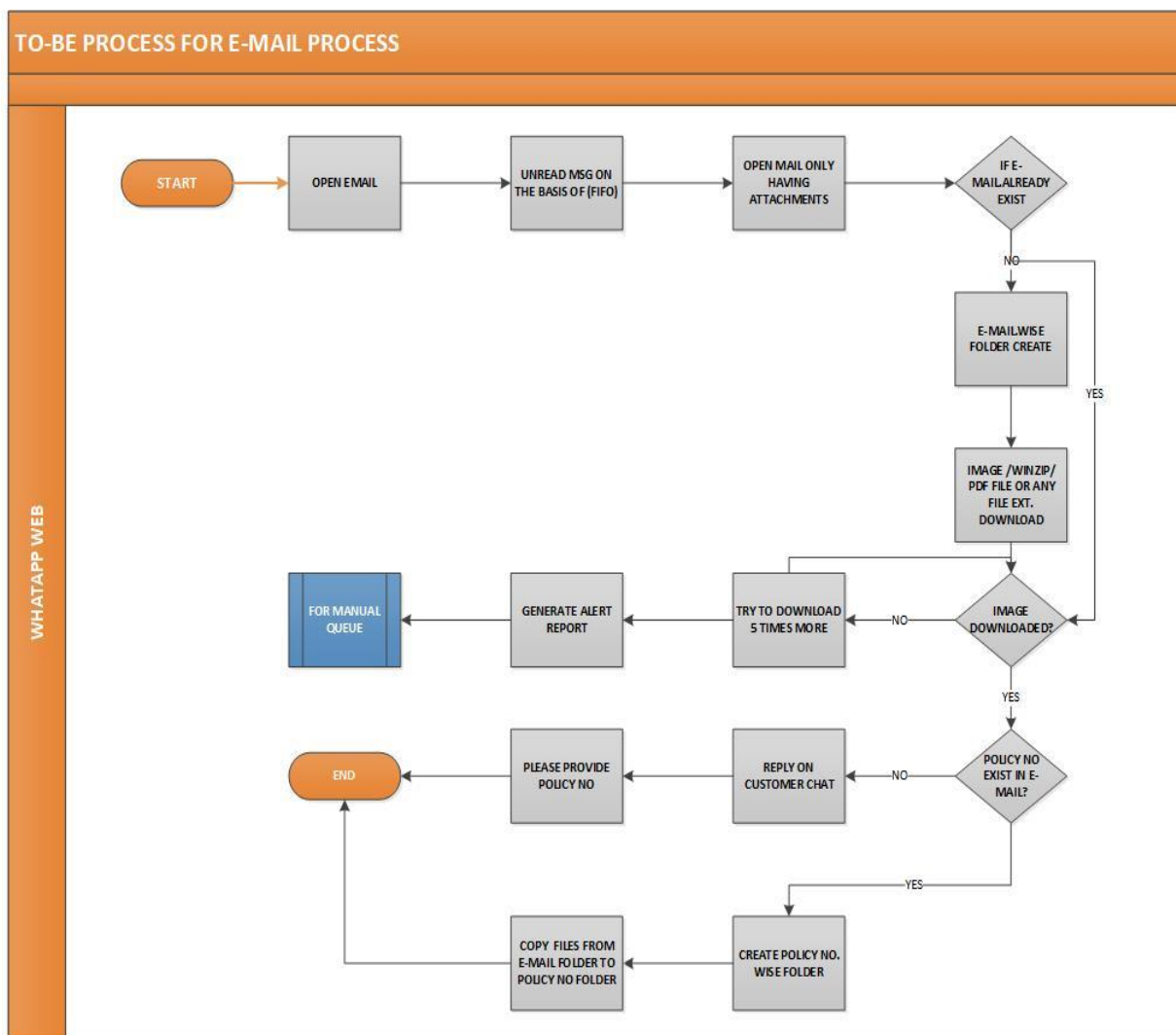
- Robo opens WhatsApp web application with associated phone number.
- Open message on the base of logic first in first out start the processing.
- Check internally from database phone no exist or not, If not then create and it is a fresh case then create folder Phone No. Wise
- Download the file without any dependency of extension and size constraints.(WinZip and WinRAR)
- Check all files downloaded or not, If not try to download it five more times, there after not downloaded, through this case in Red event excel for manual processing.
- If all documents downloaded successfully, then take this file and paste into phone no wise folder.
- After that check for policy no. in chat. The identification of policy no is it is a nine digit no.
- If nine digit no not found in chat reply on customer chat "Dear Sir/Madam Please Provide Policy No."
- In case where customer give policy which not meets the criteria of nine digit then reply on customer chat "Dear Sir/Madam Please Provide Correct Policy No."
- After some time if customers reply with correct policy no then follow below point.

- **Straight Case** - If nine digit no found in chat, consider this is a true policy no. without any crosschecking create a new folder under phone no >>Policy No. >>Now, select all downloaded file and cut and paste under Policy No. folder.
- When policy no wise folder successfully created and files are into it then reply on customers chat “Dear Sir/Madam we successfully received your documents and Processing for further step”
- In case where customers sends more than one policy no, then in that case create total no of policy in chat present and dump the downloaded file into one folder.

## 10.2 Internal Folder Creation Flow for WhatsApp.

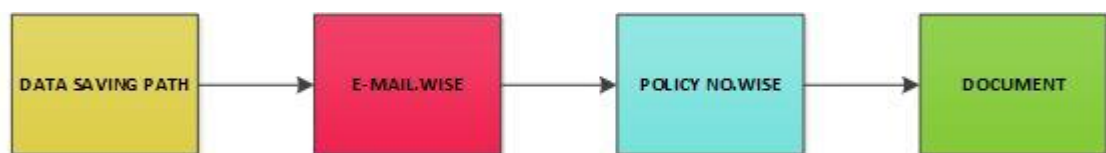


## 10.3 Process Flow To-Be for Download Customer Documents Shared via E-Mail



- E-Mail Process starts with opening of Email with associated ID.
- Robo only open emails having attachments on the bases of FIFO logic.
- Check internally from database email exist or not, If not then create and it is a fresh case then create folder email Wise.
- Download the file without any dependency of extension and size constraints. .(WinZip and WinRAR)
- Check all files downloaded or not, If not try to download it five more times, there after not downloaded, through this case in Red event excel for manual processing.
- If all documents downloaded successfully, then take this file and paste into E-MAIL wise folder.
- After that check for policy no. in whole mail means subject line or in body. The identification of policy no is it is a nine digit no.
- If nine digit no not found in same mail use Reply all option on customer Email “Dear Sir/Madam Please Provide Policy No.”
- In case where customer give policy which not meets the criteria of nine digit then reply to customer Email “Dear Sir/Madam Please Provide Correct Policy No.”
- After some time if customers reply with correct policy no then follow below point.
- **Straight Case** -If nine digit no found in E Mail, consider this is a true policy no. without any crosschecking create a new folder under phone no >>Policy No. >>Now, select all downloaded file and cut and paste under Policy No. folder.
- When policy no wise folder successfully created and files are into it then reply on customers email “Dear Sir/Madam we successfully received your documents and Processing for further step”
- If policy no already exist and if fresh documents has arrived then it moves into same policy no folder and if fresh document arrived with new policy no then new folder of policy no has been created

#### 10.4 Internal Folder Creation Flow for E-mail.



#### 10.5 Downloaded Documents for Identification and Renaming from Manual User.

Documents, which was downloaded by robo now comes for manual check and renaming of the documents. This process now done using GUI by user. In this GUI four separate listed below.

- WhatsApp with Policy No
- WhatsApp without Policy No.
- E-Mail with Policy No
- E-Mail without Policy No

i. WhatsApp with Policy No

WITH POLICY NO

Phone No

--select--

+91-7715965767

+91-7024169185

+91-9301403259

Policy No.

Policy no auto populated as per phone no

9808899

ENTER POLICY NO

Split Doc.

OFF

Page No.

Images details

Previous

Next

1

2

3

4

5

6

7

--select--

PANCARD

DRIVING LICENCE

APPROVE

REJECT

NOT TO BE UPLOADED

SUBMIT

ONLY PICTORIAL PRESENTATION

- **Phone No** – In Phone No.values, populating on the bases of number assigned with policy no.This drop down comes with search functionality into it.
- **Policy No.**-In these values populated on the bases of policy no available it might single or multiple. With checkbox selection facility. This helps user for assigning the documents with multiple policy exist.
- **Enter Policy No.**-This functionality works on the bases, when user wants to change policy number by selecting policy no.in the dropdown. The value which is entered in this text area is supersede with selected policy no.
- **Other Policy No.** - By clicking on this user able add one more policy no in dropdown that is not listed.
- **Split Doc** –Document, which are shown in the screen as a thumbnail images that customers shared with us with page no into it. When images sent are in bunch by clicking on the image and clicking on split document user able to view insight view of every page it caters two cases. User having capability of click on images and enlarge them.
 

**Case 1--** If user wants to split document and rename them by single page wise, So In that user by selecting doc and clicking onto split button, the documents gets splits and user easily rename it.

**Case 2-**If bunch of document belongs to single document type. Then user switch off the split button as a result the documents get resemble in its original type as it is. Now user easily associated document type by selecting document
- **Page no-** Option is also provided for user to direct select the page no and associate this pages in to the document type directly  
User having capability of click on images and enlarge them.

- **Previous-Next-** On clicking on previous, next button or by using tab user able to view single images. After that move forwarded for selection of document type from dropdown. This dropdown also have a feature of auto search by entering single word using like condition. After selecting the information when user wants to reconfirm if the selection is correct or not. User will go back to previous images, the data, which was selected earlier by user, should be auto populated in the screen and user can validate, confirm and if wants to change anything will do that and save the information.
- **Approve** –By default approve button is selected in dropdown list for user compatibility for expediting process. The meaning of approve is document found to be in correct format and ready for upload after this.
- **Reject** – When user select reject option, it means document shared by customers are not fulfilling the criteria of passing ,So that case after post this action of completion images selected for rejection are replayed back to customer with attached images stating “Dear Sir/madam Request you please resend this documents because image quality is not so good for processing”
- **Not To be Uploaded-** This means image is not useful or redundant for uploading. So discard this image from queue.
- **Submit** – Submit button only enable when all document trail over with selection.
- **Navigation Through TAB** – User able to use keyboard TAB option to navigate from Phone no>>Policy No>>Previous>>Next>>Document type selection>>Discussion making (Approve,Reject,Not to be Uploaded) >>Submit and vice –versa.

## ii. WhatsApp without Policy No.

WITHOUT POLICY NO

Phone No

--Select--

+91-7715965767

+91-7024169185

+91-9301403259

Policy No.

Split Doc.

OFF

Page No.

Images details

Previous

Next

1

2

3

4

5

6

7

--Select--

PANCARD

DRIVING LICENCE

APPROVE

REJECT

NOT TO BE UPLOADED

SUBMIT

ONLY PICTORIAL PRESENTATION

- **Phone No** – In Phone No.values, populating on the bases of number assigned only with downloaded documents .This drop down comes with search functionality into it.
- **Policy No.** - User able to enter policy no. manual. Validation in text box entered value numeric and of nine digit.

- **Split Doc** –Document, which are shown in the screen as a thumbnail images that customers shared with us with page no into it. When images sent are in bunch by clicking on the image and clicking on split document user able to view insight view of every page it caters two cases. User having capability of click on images and enlarge them.  
**Case 1--** If user wants to split document and rename them by single page wise, So In that user by selecting doc and clicking onto split button, the documents gets splits and user easily rename it.  
**Case 2--** If bunch of document belongs to single document type. Then user switch off the split button as a result the documents get resemble in its original type as it is. Now user easily associated document type by selecting document
- **Page no-** Option is also provided for user to direct select the page no and associate this pages in to the document type directly  
User having capability of click on images and enlarge them.
- **Previous-Next-** On clicking on previous, next button or by using tab user able to view single images. After that move forwarded for selection of document type from dropdown. This dropdown also have a feature of auto search by entering single word using like condition. After selecting the information when user wants to reconfirm if the selection is correct or not. User will go back to previous images, the data, which was selected earlier by user, should be auto populated in the screen and user can validate, confirm and if wants to change anything will do that and save the information.
- **Approve** –By default approve button is selected in dropdown list for user compatibility for expediting process. The meaning of approve is document found to be in correct format and ready for upload after this.
- **Reject** – When user select reject option, it means document shared by customers are not fulfilling the criteria of passing ,So that case after post this action of completion images selected for rejection are replayed back to customer with attached images stating “Dear Sir/madam Request you please resend this documents because image quality is not so good for processing”
- **Not To be Uploaded-** This means image is not useful or redundant for uploading. So discard this image from queue.
- **Submit** – Submit button only enable when all document trail over with selection.
- **Navigation Through TAB** – User able to use keyboard TAB option to navigate from E-Mail>>Policy No>>Previous>>Next>>Document type selection>>Discussion making (Approve,Reject,Not to be Uploaded) >>Submit and vice –versa.



### iii. E-Mail with Policy No

- **E-Mail** – In mails values, populating on the bases of Email assigned with policy no. This drop down comes with search functionality into it.
- **Policy No.** - In these values populated on the bases of policy no. available it might single or multiple. With checkbox selection facility. This helps user for assigning the documents with multiple policy exist.
- **Enter Policy No.** - This functionality works on the bases, when user wants to change policy number by selecting policy no. in the dropdown. The value which is entered in this text area is supersede with selected policy no.
- **Other Policy No.** - By clicking on this user able add one more policy no in dropdown that is not listed.
- **Split Doc** – Document, which are shown in the screen as a thumbnail images that customers shared with us with page no into it. When images sent are in bunch by clicking on the image and clicking on split document user able to view insight view of every page it caters two cases. User having capability of click on images and enlarge them.  
**Case 1--** If user wants to split document and rename them by single page wise, So In that user by selecting doc and clicking onto split button, the documents gets splits and user easily rename it.  
**Case 2--** If bunch of document belongs to single document type. Then user switch off the split button as a result the documents get resemble in its original type as it is. Now user easily associated document type by selecting document.
- **Page no** - Option is also provided for user to direct select the page no and associate this pages in to the document type directly.  
 User having capability of click on images and enlarge them.
- **Previous-Next** - On clicking on previous, next button or by using tab user able to view single images. After that move forwarded for selection of document type from dropdown. This dropdown also have a feature of auto search by entering single word using like condition.  
 After selecting the information when user wants to reconfirm if the selection is correct or not. User will go back to previous images, the data, which was selected earlier by user, should be



auto populated in the screen and user can validate, confirm and if wants to change anything will do that and save the information.

- **Approve** –By default approve button is selected in dropdown list for user compatibility for expediting process. The meaning of approve is document found to be in correct format and ready for upload after this.
- **Reject** – When user select reject option, it means document shared by customers are not fulfilling the criteria of passing ,So that case after post this action of completion images selected for rejection are replayed back to customer with attached images stating “Dear Sir/madam Request you please resend this documents because image quality is not so good for processing”
- **Not To be Uploaded-** This means image is not useful or redundant for uploading. So discard this image from queue.
- **Submit** – Submit button only enable when all document trail over with selection.
- **Navigation Through TAB** – User able to use keyboard TAB option to navigate from Phone no>>Policy No>>Previous>>Next>>Document type selection>>Discussion making (Approve,Reject,Not to be Uploaded) >>Submit and vice –versa.

#### iv. E-Mail without Policy No.

- **E-Mail**– In email values, populating on the bases of email assigned only with downloaded documents .This drop down comes with search functionality into it.
- **Policy No.** - User able to enter policy no. manual. Validation in text box entered value numeric and of nine digit.
- **Split Doc** –Document, which are shown in the screen as a thumbnail images that customers shared with us with page no into it. When images sent are in bunch by clicking on the image and clicking on split document user able to view insight view of every page it caters two cases. User having capability of click on images and enlarge them.  
**Case 1--** If user wants to split document and rename them by single page wise, So In that user by selecting doc and clicking onto split button, the documents gets splits and user easily rename it.

**Case 2-** If bunch of document belongs to single document type. Then user switch off the split button as a result the documents get resemble in its original type as it is. Now user easily associated document type by selecting document.

- **Page no-** Option is also provided for user to direct select the page no and associate this pages in to the document type directly.  
User having capability of click on images and enlarge them.
- **Previous-Next-** On clicking on previous, next button or by using tab user able to view single images. After that move forwarded for selection of document type from dropdown. This dropdown also have a feature of auto search by entering single word using like condition.  
After selecting the information when user wants to reconfirm if the selection is correct or not. User will go back to previous images, the data, which was selected earlier by user, should be auto populated in the screen and user can validate, confirm and if wants to change anything will do that and save the information..
- **Approve** –By default approve button is selected in dropdown list for user compatibility for expediting process. The meaning of approve is document found to be in correct format and ready for upload after this.
- **Reject** – When user select reject option, it means document shared by customers are not fulfilling the criteria of passing ,So that case after post this action of completion images selected for rejection are replayed back to customer with attached images stating “Dear Sir/madam Request you please resend this documents because image quality is not so good for processing”
- **Not To be Uploaded-** This means image is not useful or redundant for uploading. So discard this image from queue.
- **Submit** – Submit button only enable when all document trail over with selection.
- **Navigation Through TAB** – User able to use keyboard TAB option to navigate from E-Mail>>Policy No>>Previous>>Next>>Document type selection>>Discussion making (Approve, Reject, Not to be Uploaded) >>Submit and vice –versa.

## 10.6 Login Form & User Creation

LOGIN FORM

LOGIN ID

PASSWORD

ENTER

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\*\* ONLY PICTORIAL PRESENTATION

- Two types of user created in the system one is super admin and another one is general users.

USER CREATION FORM

LOGIN ID

PASSWORD

USER TYPE

⌵

SUPER ADMIN

GENERAL USER

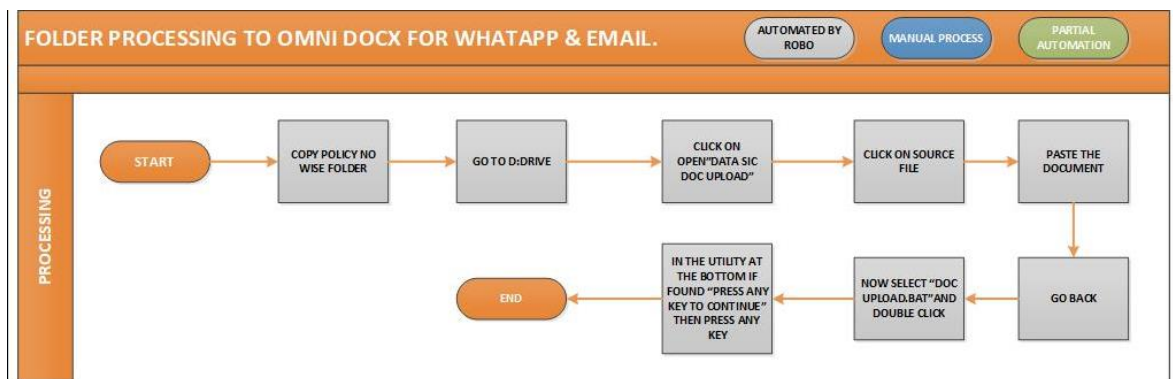
ADD

SR.NO.	LOGIN ID	PASSWORD	USER TYPE	EDIT	DELETE
1	109883	Dhiraj@123	SUPER ADMIN		
2	197678	Sibu@765	GENERAL USER		
3	983773	KISHOR@123	General User		

\*\* ONLY PICTORIAL PRESENTATION

- Super Admin entitled to create user, which are accessing the system on regular bases.

## 10.7 Folder Processing to Omni Docx for WhatsApp & Email



- Now the last stage is to process the policy No folder from WhatsApp and email in consolidate fashion.
- Cut the folder from location.
- Go to D:drive >>open "Data Sic Doc Upload">>Click on source file>>Paste the document>>Click to go back>> Double click on exe. "Doc Upload. Bat"
- Now utility starts running after, sometime at the bottom the screen a message comes "Press any key" then press key enter" and process gets ended.
- Policy no wise folder move to Omni docx, when bunch of 10 policy no. folder is present in folder.

## 10.8 Reports-

A separate section is provided for reports with date range selection.

- Alert Report For WhatsApp (Document Not Downloaded)

Sr.No	Mobile No	Date	Time
-------	-----------	------	------

- Alert Report For Email (Document Not Downloaded)

Sr.No	Email	Date	Time
-------	-------	------	------

- E-mail report.

Sr.No	Date	Email Sender	Subject Line	Body
-------	------	--------------	--------------	------

- Omni Docx Report.

Sr.No	Date	Time	Policy No.	Processed Status
-------	------	------	------------	------------------

- History Report.- With phone no, email & policy no. user enters into search box and he is able to extract to the report date & medium wise.

Sr.No	Phone No	Date In	Downloaded	Downloaded Dt	Status	Policy No	Document Count	UI Processing Date	Omni Docx Processing Dt.
-------	----------	---------	------------	---------------	--------	-----------	----------------	--------------------	--------------------------

**Reports Section**

Report

--Select--
Alert Report For WhatsApp
Alert Report For Email
E-mail report.
Omni Docx Report.

Customized report

--Select--
AAA
BBB
CCC
DDD
EEE
DDD

Auto reply WhatsApp Switch
ON
Auto reply Email Switch
ON

History Report

Date To
Date From

ONLY PICTORIAL PRESENTATION

- **Customized report option.** This CRO takes all database table info and values and with the help of check box user able to extract the report. All report fetch on the bases of date range selection.
- **Auto reply WhatsApp Switch-** This switch will control the sending of messages to customer or not on whatsapp. "Dear Sir/Madam Please Provide Correct Policy No."
- **Auto reply E-mail Switch-** This switch will control the sending of messages to customer or not on E-mail. "Dear Sir/Madam Please Provide Correct Policy No."

## 11. Robot System Hardware Specification

### Environment Requirement:

Environment	Role	Remark
Development	Development and testing	For development and integration testing
User Acceptance Testing (UAT)	New versions implemented and tested prior to migration to production and for weekly demo	For UAT, once a week during the development phase, and 6 days during the UAT phase
Production	Final Deployment	For Go live

### Software requirements:

Software	Version	Environment	Remark
UiPath Studio	2016.2	Development	For interrogating the base application, UiPath studio is required. We need this application to be installed on the remote machine where base applications are available
UiPath Runtime (Robot)	2016.2	Development, UAT & Production	We required this software to execute the solution (Robot) developed in UiPath
UI Path Nuget Package		Development	For incorporating custom, code within Robot.
Microsoft Visual Studio	2015	Development	For the creation of Nuget packages
SQL Server Database	2014	Development, UAT & Production	To capture all the data enter through the Web based GUI

### Development Machine Specifications

Requirement - 2 No.

	Minimum	Recommended
CPU	1.4 GHz 32-bit (x86)	Dual Core 64-bit (x64)
RAM	4GB	4GB
Operating System	Windows 7	Windows 7+
.NET Framework	4.5.2	4.6

### Development Machine Specifications:

Requirement - 2 No.

	Minimum	Recommended
CPU	1.4 GHz 32-bit (x86)	Dual Core 64-bit (x64)
RAM	4GB	4GB
Operating System	Windows 7	Windows 7+
.NET Framework	4.5.2	4.6

## 12. Process Contacts

Sr.No	Name	Email	Designation	Phone No
1	Manmeet Singh	manmeet.singh4@maxlifeinsurance.com	Sr.Manager	09818124741
2	Sarika Aggarwal	sarika.aggarwal@maxlifeinsurance.com	Sr.IT.Consultant	09818326626
3	Sumedha Sharma	sumedha.sharma@gridinfocom.com	Sales Manager	09711201489
4	Amit Jain	amit.jain@gridinfocom.com	Project Manager	09820511275
5	Sreeja Phirose	sreeja.phirose@gridinfocom.com	Solution Architect	08130926103
6	Charu Rathi	charu.rathi@gridinfocom.com	Technical Consultant	09833013172
7	Abhijeet Ashish	abhijeet.ashish@gridinfocom.com	Technical Consultant	07903393277
8	Apoorv Ambesh	apoorv.ambesh@gridinfocom.com	Business Analyst	07715965767

## 13. Things to Consider

Please note, it is our endeavor to help Max Life Insurance realize the above benefits. The results of the proposed automation solution may vary due to dependencies in Max Life Insurance operating environment and other factors.

- The proposed solution is based on the deep dive process study and preliminary requirements given Max Life Insurance in writing and verbally at the time of providing process walkthrough.
- Apart from the requirement that is written in BRD anything consider to in change request and comes under cost.
- The performance, behavior and desired results of the final solution may vary subject to the following factors:
- Any change in the input reports provided during preliminary requirement gathering.
- Any change in the back end source applications during or after the solution deployment
- Any known or unknown, anticipated or unanticipated limitations or bugs of the source applications

- Network delay or undesirable high latency that may prevent timely presentation of the data
- Any change made by the customer in the runtime code that is not tested or approved by Grid Infocom
- Known or unknown dependencies on the Max Life Insurance IT and Application-operating environment.

## 14. Document Control

### 14.1 Document Information

<b>Prepared by:</b>	Apoorv Ambesh
<b>Project Manager:</b>	Amit Jain

### 14.2 Revision History

Version	Date	Author	Description
V1.0	25-May-2018	Apoorv Ambesh	First Draft

### 14.3 Approvals

BR Name	Department	Band 3 Approver Name	Signature and Date	Cross Patch Name, Sign off and Date
< BR 1 >				
< BR 2 >				