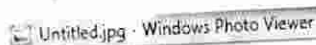


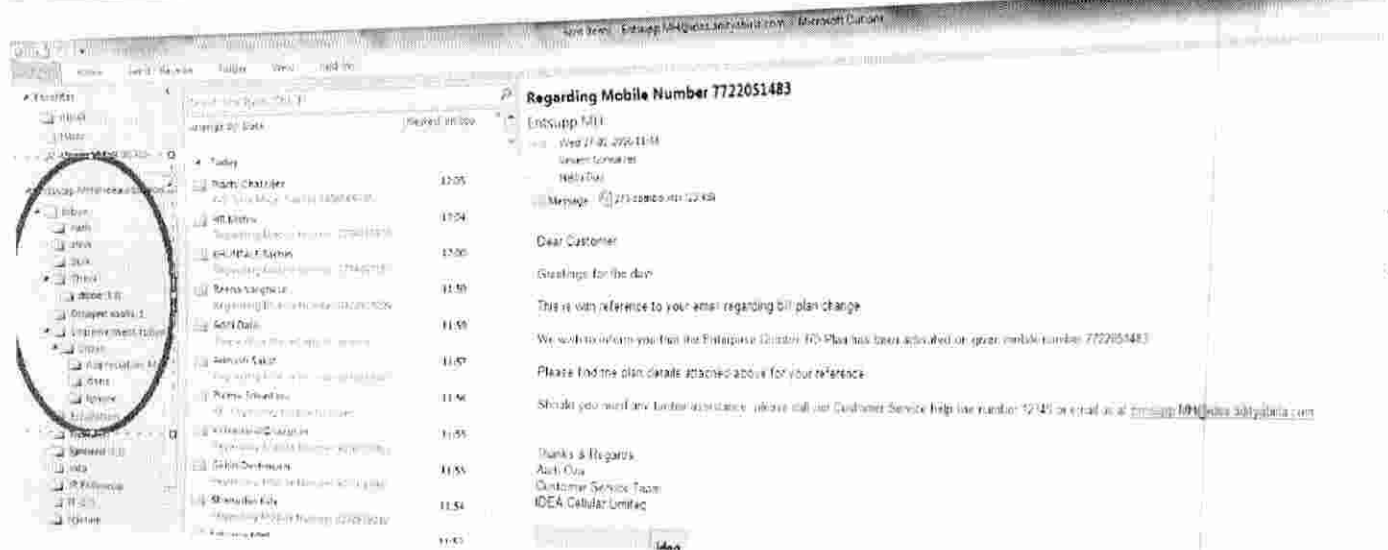
Aryan Imaging and Business Consultants Pvt. Ltd.



### Existing process of CRM and Inbox Management



File Print E-mail Burn Open



CG-9



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## CRM Project Introduction



After activating postpaid sim card, a customer had been sending mails to Idea Customer Care for doing changes in activated services. But, customer care was not able to provide prompt services to COCP connections. And hence it was decided to share 10% load with Aryan for processing requests.

Now Aryan receives 10% COCP/COIP and 50 IOIP requests for processing. Two mail ids are created MH and MH1. Customer care has shared it with its customers. Now customers directly send request to Aryan.



### Features to be built in software application

12. Admin should be able to delegate its work responsibility to others if absent/ on short leave. Frontend utility requires here. Here 2 options are available 1) Role Management – if you give access of setting categories to only ADMIN Role, then while delegating work, an admin will change agents role as admin. After changing role, the agents who have "Admin" role can access all the special admin's rights. Or 2) give frontend form for entering email id of agent
13. As per logic all mails get downloaded FIFO basis among agents. . FIFO means what? Categories marked as high should get allocated on the priority. And remaining mails should get allocated on mail receiving datetime. If one agent is absent, then frontend utility requires to move its mail to others.
14. Crosschecking of mobile request count – It should be mandatory for an agent to enter mobile number count after taking action in crystal. IF count entered by Admin and agent is different, generate report for same. Admin will check such cases again.
15. Agents can't take action on some requests without approval of RM. Or sometimes RM takes action instead of Agent. An agent will move such cases to TL and TL will close without giving reply to customers and raising ticket numbers. After opening email, give "Move To TL" option to agent.
16. After auto allocation, admin's web inbox should get changed. Before allocation, all the requests should be in inbox. After allocation, subfolders per agent should get created automatically with contents just like existing manual inbox management.