Software Requirements Specification

For

CR on RSO App

Version 1.0 (Proposed)

Prepared by

PRIME TECH
SOLUTINOS LTD.
THE DOOR TO APPROPRIATE TECHNOLOGY

13, Kazi Nazrul Islam Avenue, TK Bhaban (Level 7),
Dhaka 1215, Bangladesh
Web: www.primetechbd.com
Email: info@primetechbd.com

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Revision History

Name	Date	Reason For Changes	Version

1. Introduction

1.1. Purpose

RSOs are our front-liners in battle with competition and interface to retailers and customers. So empowering them with company updates and trade benefits are crucial to get most from them. Keeping this into consideration business is focusing to provide an app solution with additional facilities regarding information and service ease. This app will be usable for all Banglalink RSOs having code in DMS. After the launch based on voice of RSOs (App User Feedback), few enhancements, new feature, performance improvements and bug fixing required for the app better app experience. In this aspect, Prime Tech is thankful to Banglalink for the opportunity to offer its professional services for developing the system.
Prime Tech is willing to work together with Banglalink to achieve its goals, thereby strengthening the foundation for long-term partnership with Banglalink. With the changes with business, KPIs and regional requirements modification in different interface and reports have become evident which is the scope of this document.

1.2. Intended Audience and Reading Suggestions

This document is to be read by the development team, the project managers, QA Engineers, supporting staff, testers, documentation writers, and all other stakeholders of RSO. The SRS has been organized approximately in order of increasing user specificity requirements. The developers and project managers need to become intimately familiar with the SRS to understand the development requirements and track change request.

1.3. Product Scope

- Automatic Notification on live low / critical balance retailer
- RSO Stock and Sales Section
- Device Registration with OTP
- Password Policy and Forget Password
- Notification Revamp
- Ticker Message Revamp
- Ticker Message in retailer Dashboard (retailer wise notification)
- Popup Flash/pop-up message Revamp
- RSO App Home rearrangement in Web Panel
- Points on App Usage
- Training section
- Adhoc report publish
- Biometric device return
- Configurable Upper limit
- RSO Sales Memo API
- PIN Unblock
- RSO Checkout Feedback
- Visit Plan revamp
- Multiple Region Selection in Web module
- Report inclusion in App

- Report inclusion in Web
- Retailer Target in Web
- App crash and app mal-functioning reporting
- RSO Dashboard data issue fixing,
- Multiple SMS fixing
- RSO Commission summery, RSO earning and campaign bug fixing
- App Use issue in Low Data Speed Area
- RSO Footsteps View fixing
- RSO Survey Revamp
- Special Version report
- Offline App usage capability

2. Operating Environment

Development platform for Web Application:

- Operating System: Windows server 2012 or higher
- Development Technology: .Net
- Database: ORACLE 11g or Higher
- IDE: Visual Studio 2017/2019

Development Environment:

- Development Language: ASP.NET MVC with C#
- Framework Version: .Net Framework 4.5
- Database: ORACLE 11g or Higher

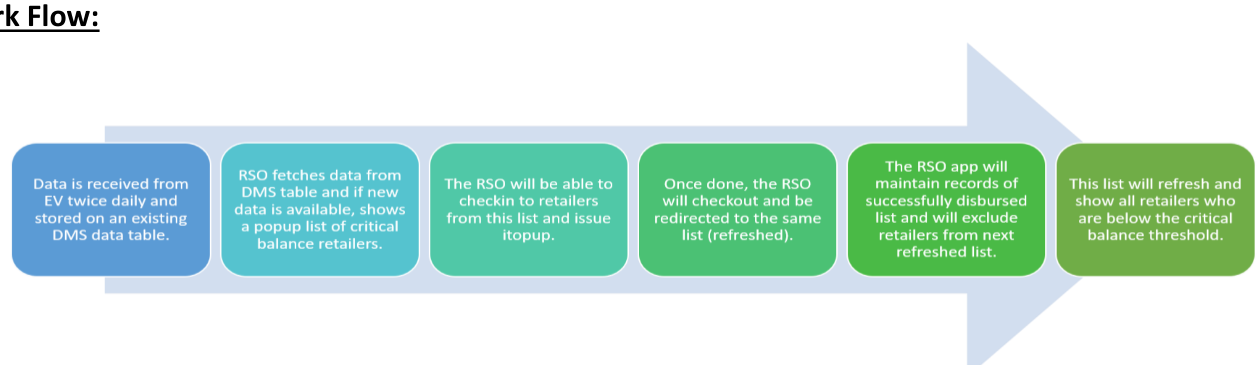
3. Technical Requirements/Interfaces

3.1. Automatic Notification on live low / critical balance retailer

Ref: FR1 (Business Requirements Document)

Similar critical retailer list is already there where D-1 retailer list is generated. This new option will enable live critical balance (will be configurable, one-time monthly retailer wise excel upload is suggested, if retailer wise balance is uploaded than consider excel balance or current logic on critical balance) update to RSO for any retailer mapped to the RSO for both in-route/out-route.

<u>**Work Flow:**</u>



Work flow Description:

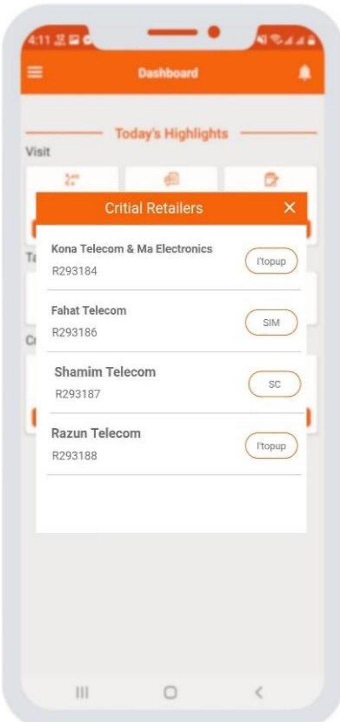
1. Data will be received from EV system daily twice depending on the data availability on the EV system and DMS will store the data on existing DMS data table. If DMS data exist a popup will be appeared.
2. Once RSO clicks the popup, it will redirect to separate view / section where live critical balance retailer list will appear. This list (critical balance retailer's list) can also be accessed through the menu (as critical retailer).
3. RSO will be able to check-in to any retailer from the list to issue product also will be able to issue the product from the side menu under the critical balance option.
4. Once checkout is done, critical retailer's list will be redirected and refreshed. Also, this list (critical balance retailer's list) can be accessed from the Sidebar menu.
5. The RSO app will maintain records of successfully disbursed list (through API) and will exclude retailers from next refreshed list if the retailer balance is over critical balance.
6. This critical retailer list will contain the retailers who has balance under or equal to the critical balance margin (which depends on the data availability frequency).

Rules / Validations:

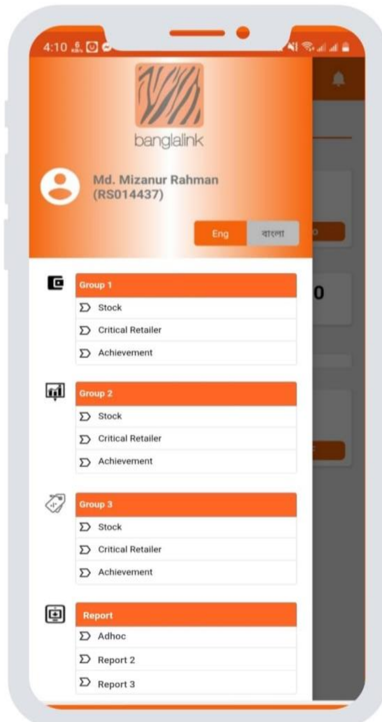
- Popup will appear twice in a day when data available in system.
- RSO will get the retailer list which are tagged on this RSO in critical retailer list view.
- After issuing product, if retailer balance is over than critical balance then this retailer will be excluded from the critical retailer list view.
- After issuing product, if retailer balance is less than or equal to critical balance then this retailer will be remain in the critical retailer list view.

User Interface

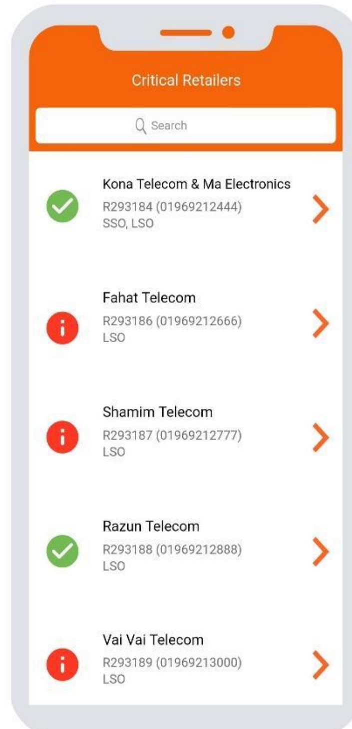
1. Critical Retailer Pop-Up



2.Critical Balance Retailer Sidebar



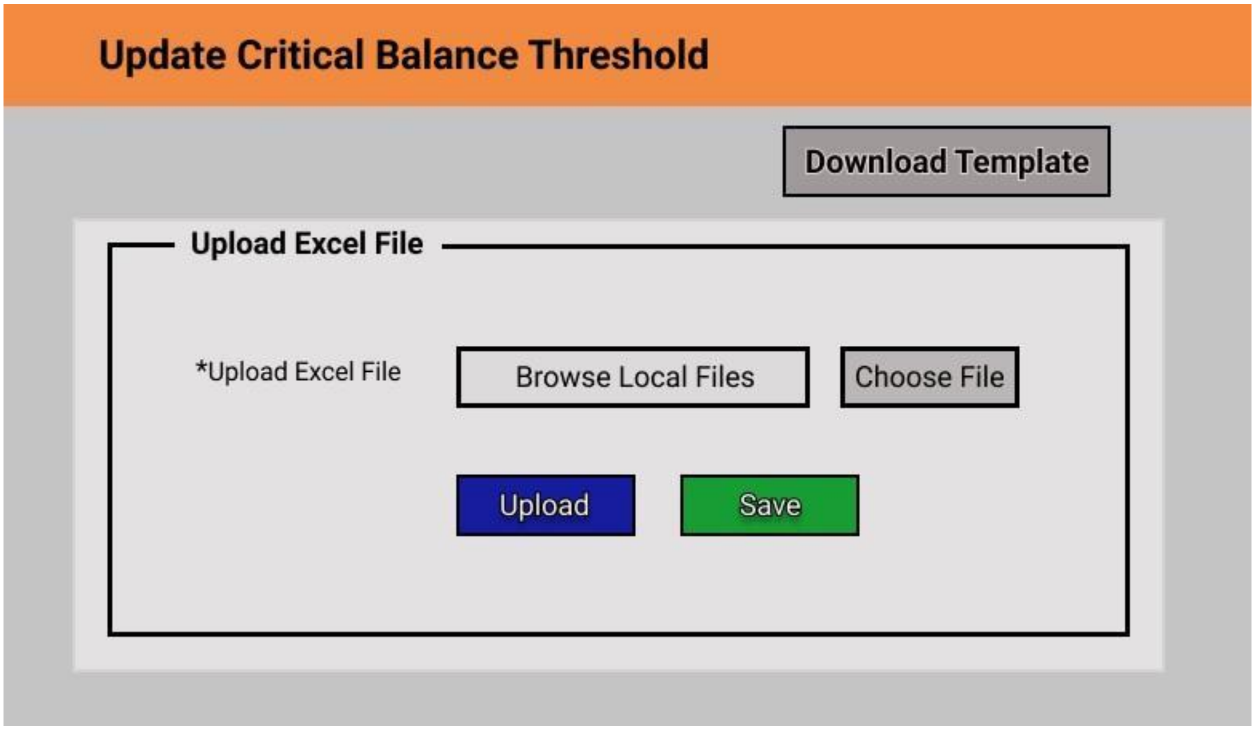
3.Critical Balance Retailers Check-in Menu



1. Whenever the system receives critical balance retailer data from the EV system, a popup will show. This popup contains a list of critical balance retailers. Tapping on an itopup critical balance retailer will take the RSO to screen 3 and take necessary step and pop up will close automatically.
2. In addition to the popup, an RSO has the option to view a list of critical retailer from the side menu under the button “Critical Retailers”.
3. Once the RSO taps on a critical retailer in screen 1, he will be taken to a list of critical balance retailers. This screen can also be accessed by tapping on “Critical Retailers” on the sidebar menu in screen 2. Screen 3 shows a list of critical balance retailers where the RSO can checkin and take actions like itopup balance.

Excel Upload of Critical Retailer Balance

If Business want to upload critical balance balance for all or specific retailer instead of the current logic in place, a new UI will be developed where the user will upload an excel file that will define the new critical balance of the retailer.



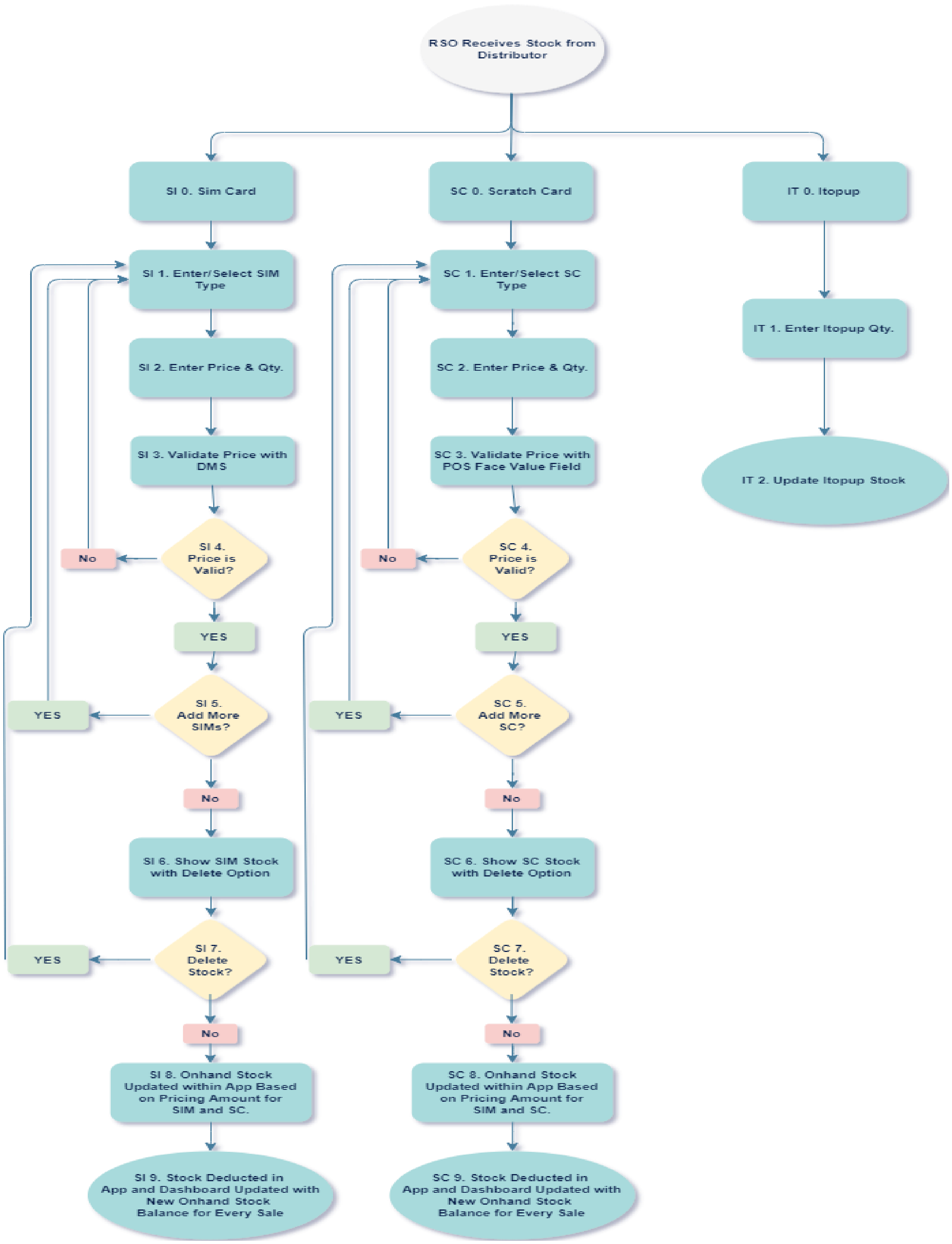
3.2. RSO Stock & Sales Section

Ref: FR2 (Business Recruitments Document)

This section provides an RSO the options to Update, View & Return Stock. The RSO will use this feature to input and maintain track of stock received from a distributor. It will also be used to keep track of returns made by the RSO at the end of the day.

Work Flow Diagrams:

1. Update Stock



Work Flow Description (Updated Stock):

The RSO goes to the Distributor to collect his stock and in the process, opens the stock section on the sidebar on his RSO App. After this, he taps on the "+" add icon to add new stock.

i. SIM & Scratch Card Update Stock

1. **SI 1. & SC 1.** The RSO selects the product type from the dropdown.

2. **SI 2. & SC 2.** The RSO selects the particular product he is going to stock from a second dropdown.

3. **SI 3. & SC 3.** The RSO enters the selling price of the product and the quantity he is taking from the distributor.

4. **SI 4. & SC 4.** The price entered by the RSO is checked and validated against a price table from the DMS. In case of SC, the price is validated from POS Face Value Field.
   a. ***SI 4. & SC 4.*** *Condition: Price Not Valid – The RSO app redirects to SI 1./SC 5.*
   b. ***SI 4. & SC 4.*** *Condition: Price Valid – The RSO app redirects to SI 5./SC 5.*

5. **SI 5. & SC 5.** The RSO App asks if the user wants to add more products.
   a. ***SI 5. & SC 5.*** *Condition: Add More Products – The RSO App Redirects to SI 1. /SC 1.*
   b. ***SI 5. & SC 5.*** *Condition: Don't Add More Products – The RSO App redirects to SI6. /SC 6.*

6. **SI 6. & SC 6.** The RSO is now shown his current SIM and SC Stock with an option to delete in the event that he has made a mistake in his entry.

7. **SI 7. & SC 7.** If the RSO chooses to delete his stock, the app prompts him for a delete confirmation.
   a. ***SI 7. & SC 8.*** *Condition: Confirm Deletion – The app redirects to SI 1. /SC 1.*
   b. ***SI 7. & SC 8.*** *Condition: Cancel Deletion – The app redirects to SI 8. /SC 8.*

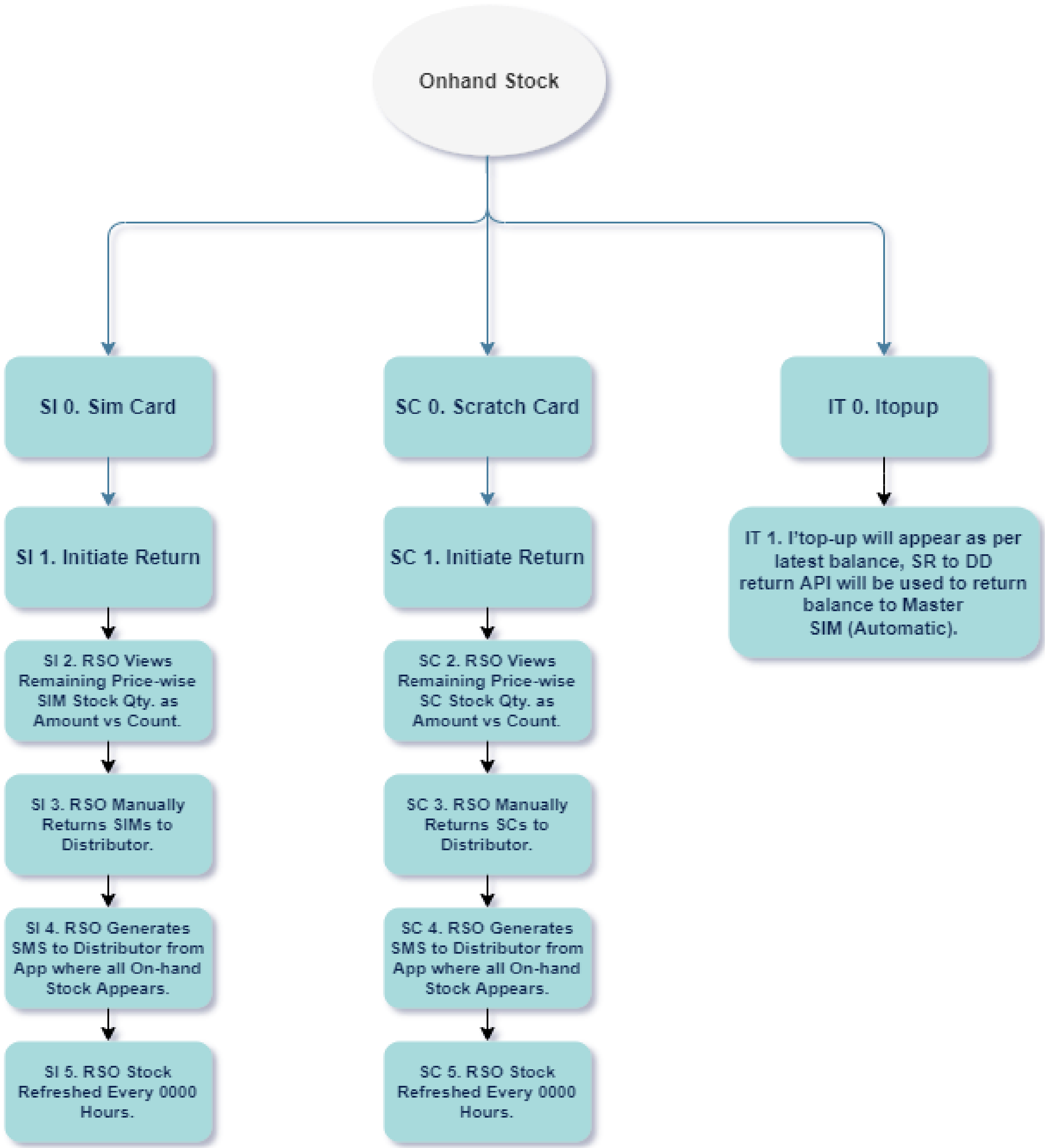
8. **SI 8. & SC 8.** The RSO sees his updated onhand stock on based on the pricing amount and quantity.

9. **SI 9. & SC 9.** During a sale, the stock is deducted according to the sales quantity in the App and the dashboard will show this based on the pricing amount of the products.

ii. Itopup Update Stock

1. **IT 1.** The RSO Enters the Itopup Quantity.
2. **IT 2.** The RSO app is updated with stock of the Itopup Quantity that has been taken.

2. Return Stock



Work Flow Description (Return Stock):

At the end of the day, the RSO returns to the distributor to return his remaining stock. In order to do this, he/she has to follow the stock return workflow from the stock section in the RSO App sidebar.

iii. SIM Card & Scratch Return

1. **SI 1. & SC 1.** The RSO will tap on the return option in the stock section of his app.

2. **SI 2. & SC 2.** The RSO sees his/her remaining stock in the form of price-wise quantity as amount vs count for each individual product.

3. **SI 3. & SC 3.** The RSO completes the physical manual process of returning physical goods to the distributor.

4. **SI 4. & SC 4.** The RSO Generates an SMS to the Distributor from the former's app, containing the RSO's On-hand stock.

5. **SI 5. & SC 5.** The RSO stock is refreshed every 0000 hours after all the adjustments are made in the prior steps.

iv. Itopup Return

1. **IT 1.** The itopup balance appears as per RSO's latest balance. The itopup balance is returned to the master sim automatically without any user intervention. This is done through the SR to DD API.

Rules / Validations:

i) Update Stock:

1. Product type (SIM / SC / Itopup) must be mandatory
2. Product dropdown will be appearing depend on product type
3. QTY must be mandatory
4. Product price will be shown automatically in the text box and this price validates from DMS for SIM and for SC in POS facevalue filed.
5. User can add multiple product type for a single product
6. User can delete a single product from list
7. After selling the product on hand stock will be updated

ii) View Stock:

1. Target section will be changed by Target vs Sold and On Hand Stock
2. On dashboard Target vs Achievement will be MTD
3. While click on Target section a popup will appear on today's achievement

iii) Return Stock:

1. Price wise SIM / SC stock qty will appear as per amount vs count (Amount = Price * qty,Count = current stock (base qty – sales qty))
2. RSO's Total Collected sales amount will hand over to distributor by manually
3. RSO will manually hand over Physical product (SIM / SC)
4. While hand over physical items (Money, SIM, SC) RSO to distributor a system will notified throw SMS to the specific ZM
5. I'top-up balance will be return throw the API to Master SIM
6. System automatically refresh RSO stock in 00 hrs
7. A summary will be notified over SMS to ZM on Daily total target.

User Interface (Update Stock):

Image 1 (Side Bar)

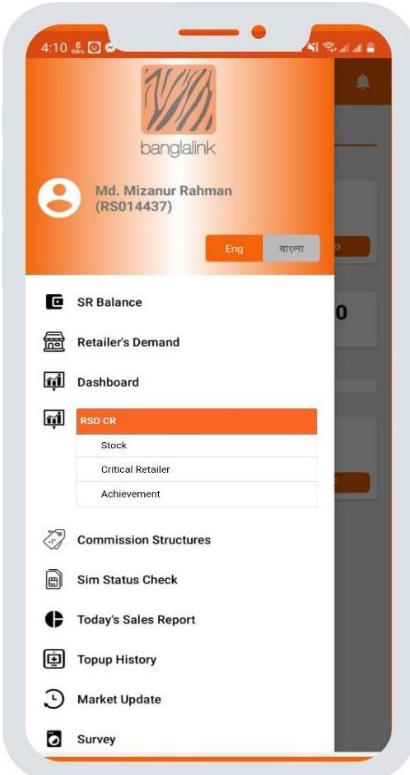


Image 2

Image 3

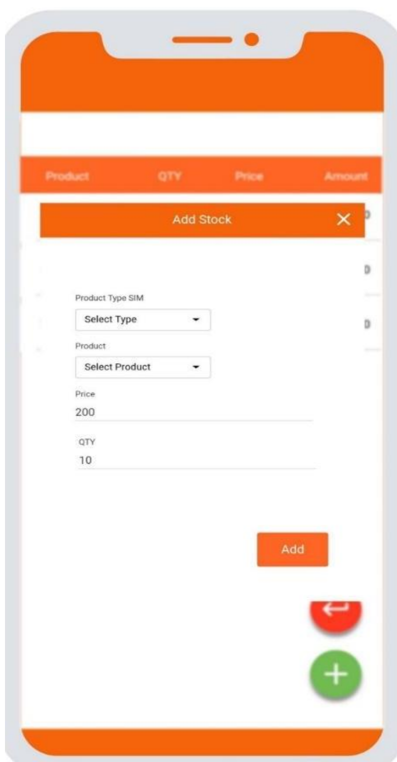
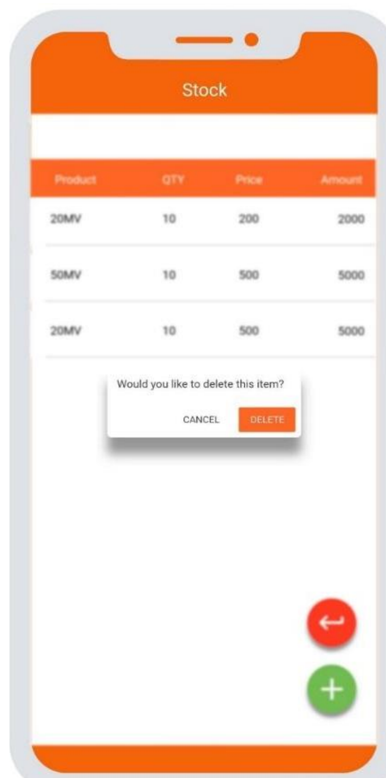


Image 4



Steps (Update Stock):

Image 1: Tapping on the 'STOCK' button will open the stock screen.

Image 2: On hand stock will be visible as a list. Tapping on the add stock (bottom corner green icon) will open the stock add screen.

Image 3: User will input the required data and tap the 'ADD' button to add the product.

Image 4: Tap on the list item will open pop up confirmation to delete a product.

<u>User Interface (View Stock)</u>:

Image 5

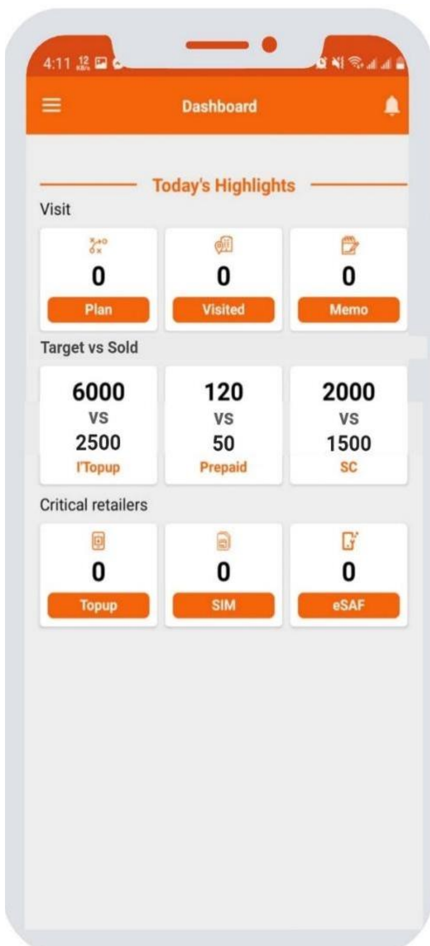
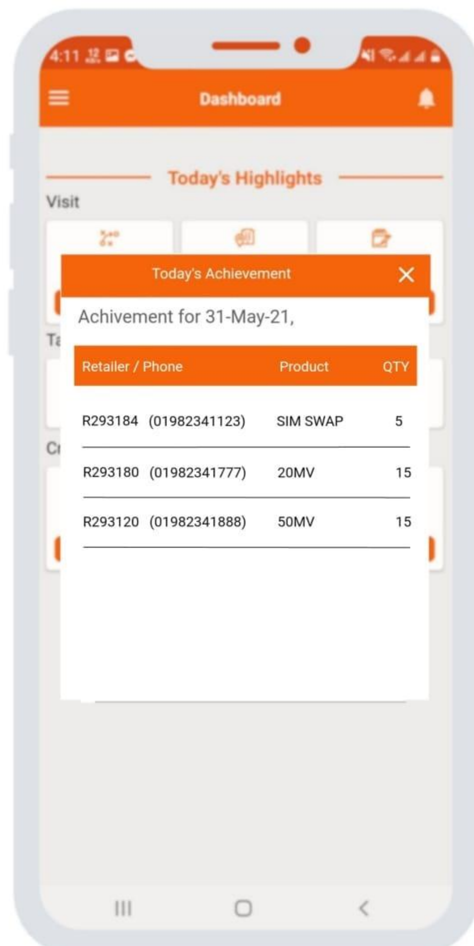


Image 6



Steps (View Stock):

Image 5: Dashboard will have the Target vs Sold section and show current standing. Clicking on any of three target vs sold data will open up the pop up.

Image 6: Pop-up will show today's achievement. List presents the retailer wise product and quantity sold data.

User Interface (Return Stock):

Image 7

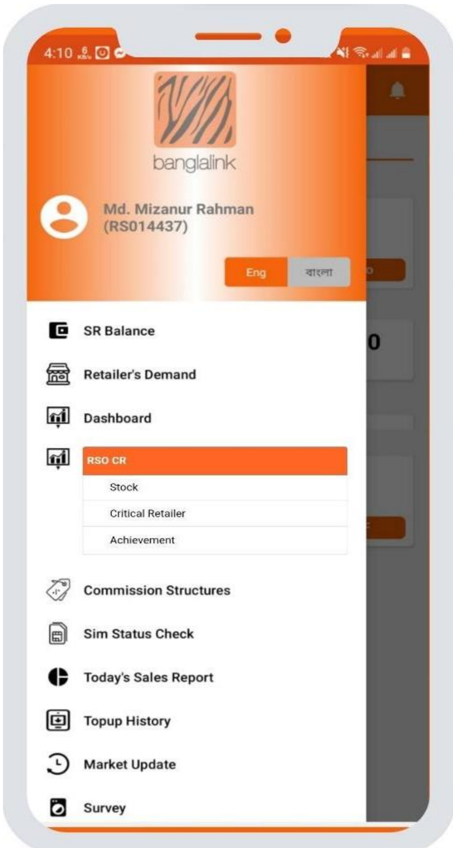
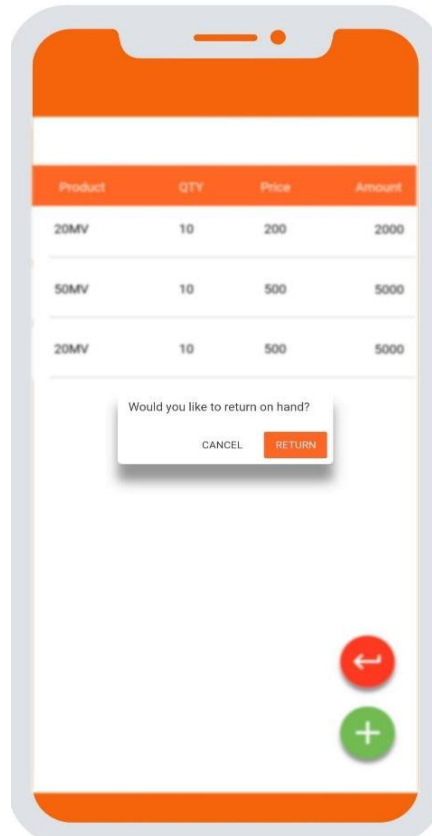


Image 8

Image 9



Steps (Return Stock):

Image 7: Tapping on the 'STOCK' button will open the stock screen.

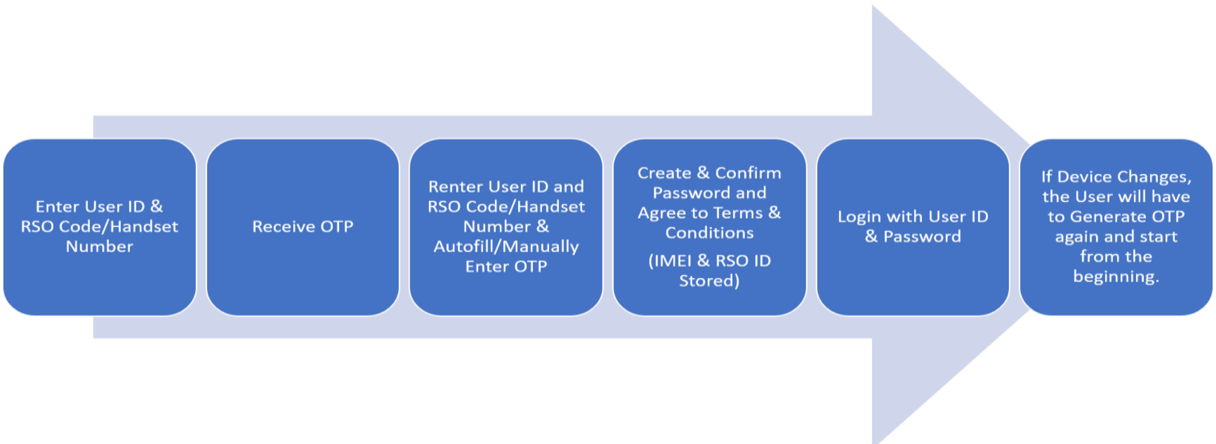
Image 8: On hand stock will be visible as a list. Tapping on the return stock (bottom corner red icon) will open the return popup

Image 9: Tap on the return button to return on hand stock. Tap on the cancel button to go back.

3.3. Device Registration with OTP

Ref: FR3 (Business Requirements Document)

Work Flow Diagrams:



Work flow Description:

1. Whenever a new device is used to access the RSO app, the RSO will see a screen asking for his/her User ID & RSO Code/Handset Number.
2. This will generate an OTP and send it to the RSO's phone.
3. The RSO will reenter his/her RSO Code/Handset Number and the OTP will either be automatically or manually filled in.
4. The RSO will see an option to create a password, re-enter the password for confirmation and agree to the Terms and Conditions. Once all of this is done and the RSO clicks on "Continue", the password is created. The RSO is redirected to the login screen.
5. The RSO will now enter his user ID and his new password to log in.

Rules / Validations:

1. While user will input User ID (RSO Code / Handset Number) than a OTP will be generated
2. OTP length will be as per policy
3. OTP will be filled automatically or RSO can input manually
4. OTP must be valid (System will validate inputted OTP)
5. Password and confirm password must be match
6. If password match device ID and RSO code will be stored in system
7. When a user login with RSO code then the system will check his device ID and provide RSO code in the system. If this combination is found ok then require only ID and Password otherwise OTP will be required.
8. Session expire will be configurable (1 day session mandatory)

User Interface:

Image 1

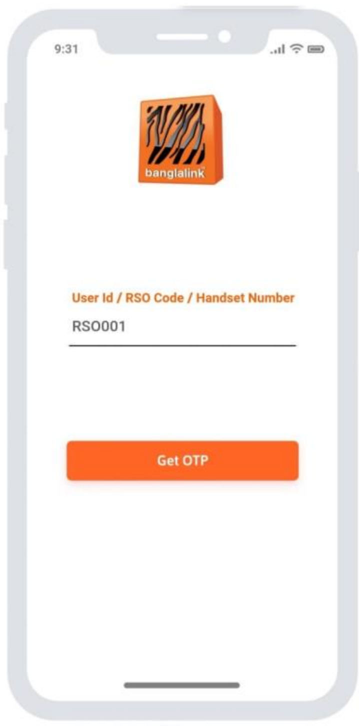


Image 2

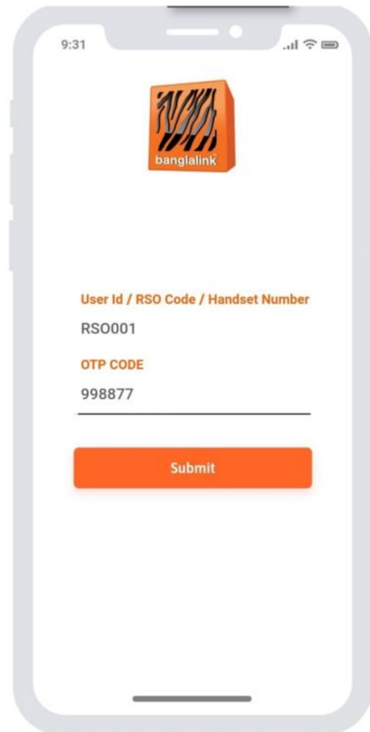


Image 3

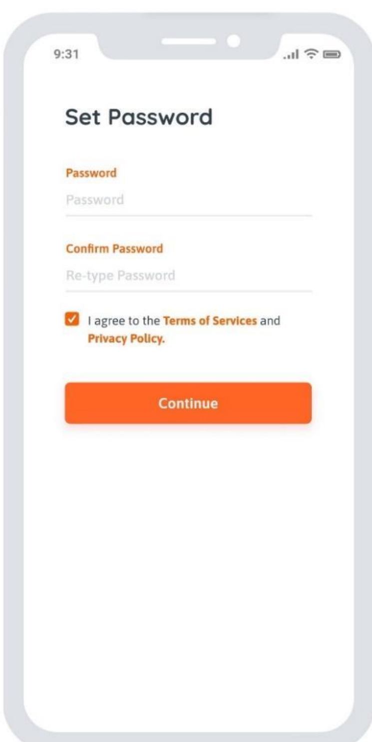


Image 4

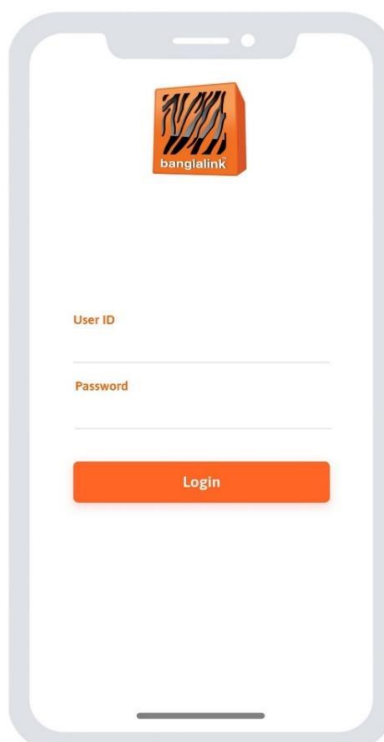


Image 1: Enter ‘user id’ and ‘RSO Code’ and tap ‘GET OTP’
Image 2: Enter the OTP on ‘OTP CODE’ field and ‘submit’ to open password screen
Image 3: Enter Password and repeat on the confirm password fields. Agree to terms and Tap ‘continue’ to complete setup.
Image 4: Enter User ID, Password and tap ‘Login’ to login to the app. This screen will be visible after opening the app if the previous setup is already done or the session is valid.

3.4. Password Policy

Ref: FR4 (Business Requirements Document)

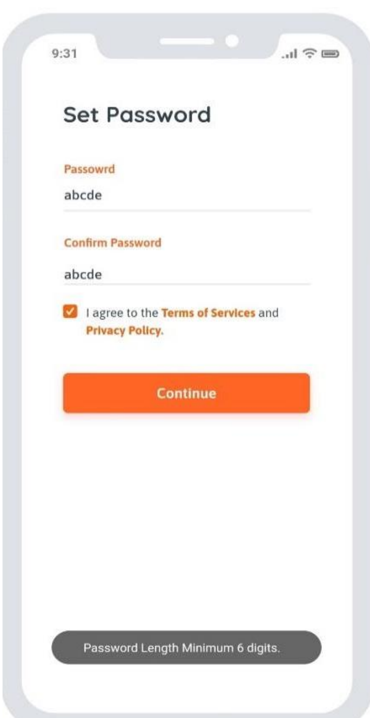
A password policy will be implemented in accordance to the rules/validations stated below.

Rules / Validations:

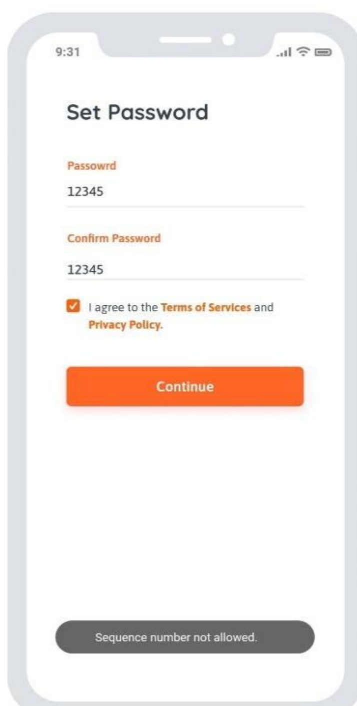
1. Password Length Minimum 6 digit.
2. Passwords will be Combination of Numeric and character but not mandatory.
3. Trend/Sequence number like (123456) will not be accepted as password.
4. In Password Same Digits Like (222222, 444444) will not be accepted.
5. If above rules are not matched then a toast message will be shown.

User Interface:

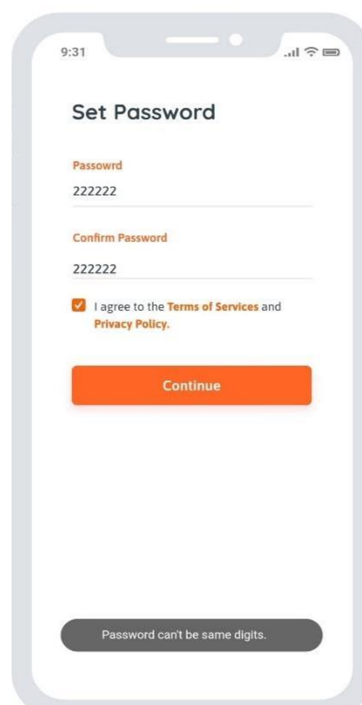
Minimum Six Digit



Sequence



Same Digits

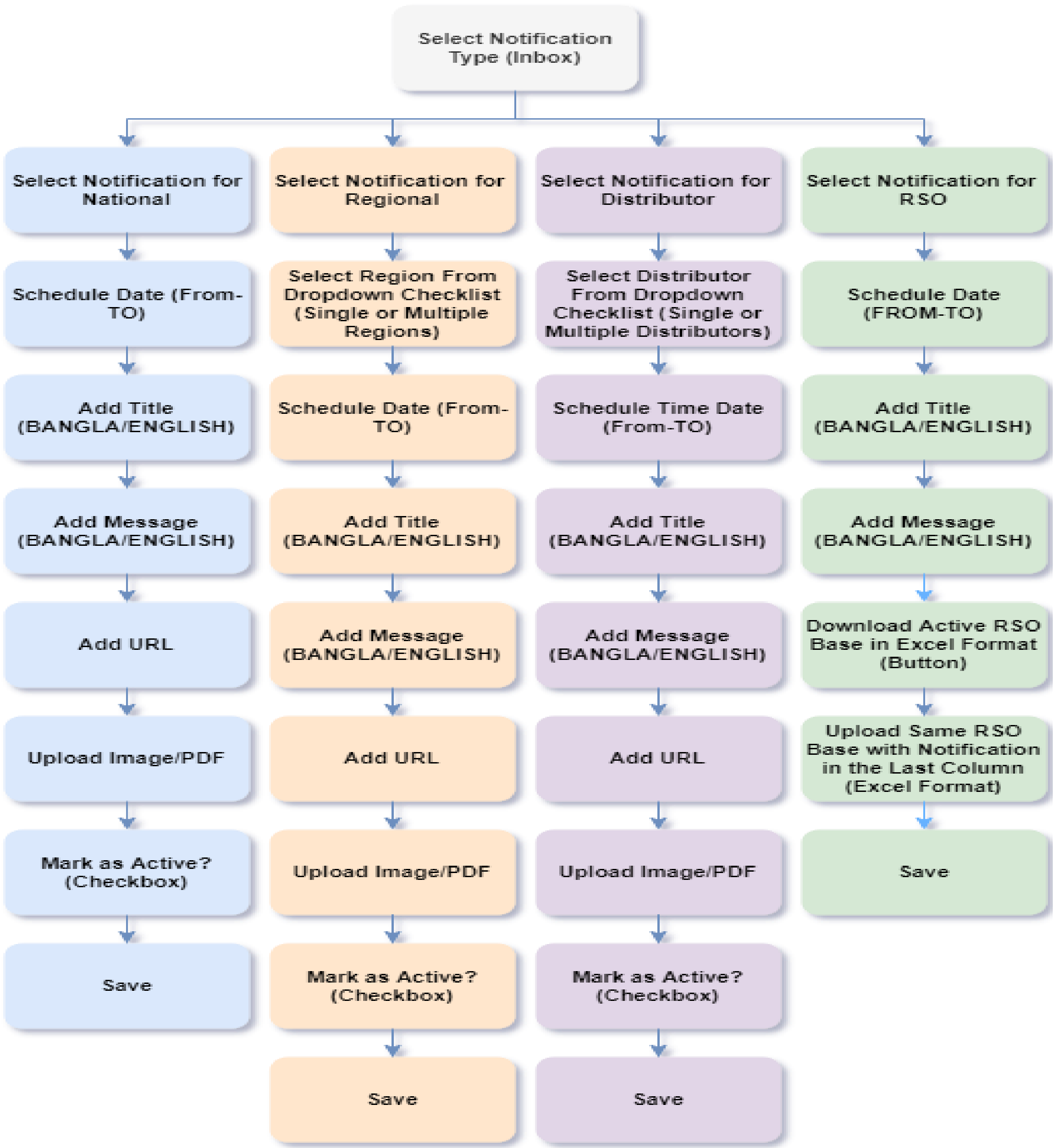


3.5. Notification Revamp

Ref: FR5 (Business Requirements Document)

Notification will be revamped in accordance to the rules/validations stated below.

Workflow Diagrams:



Workflow Description:

1. The user will select the notification type as Inbox from a dropdown.
2. The user will select the audience category from the following options:
   a. National
   b. Regional

   c. Distributor
   d. RSO
3. The user will schedule the date for the notification for National and RSO. For other Region and Distributor, the user will select the distributors or regions from a multiple-choice checklist and then schedule the date.
4. The user will add the notification title.
5. The user will add the notification message.
6. For National, Region and Distributor, the user can add a URL for the notification. Please Refer to the RSO list for the RSO flow as of this step.
7. For National, Region and Distributor, the user can upload images/PDFs for distribution.
8. For National, Region and Distributor, the user will mark the notification as active/inactive.
9. The user will save the notification.

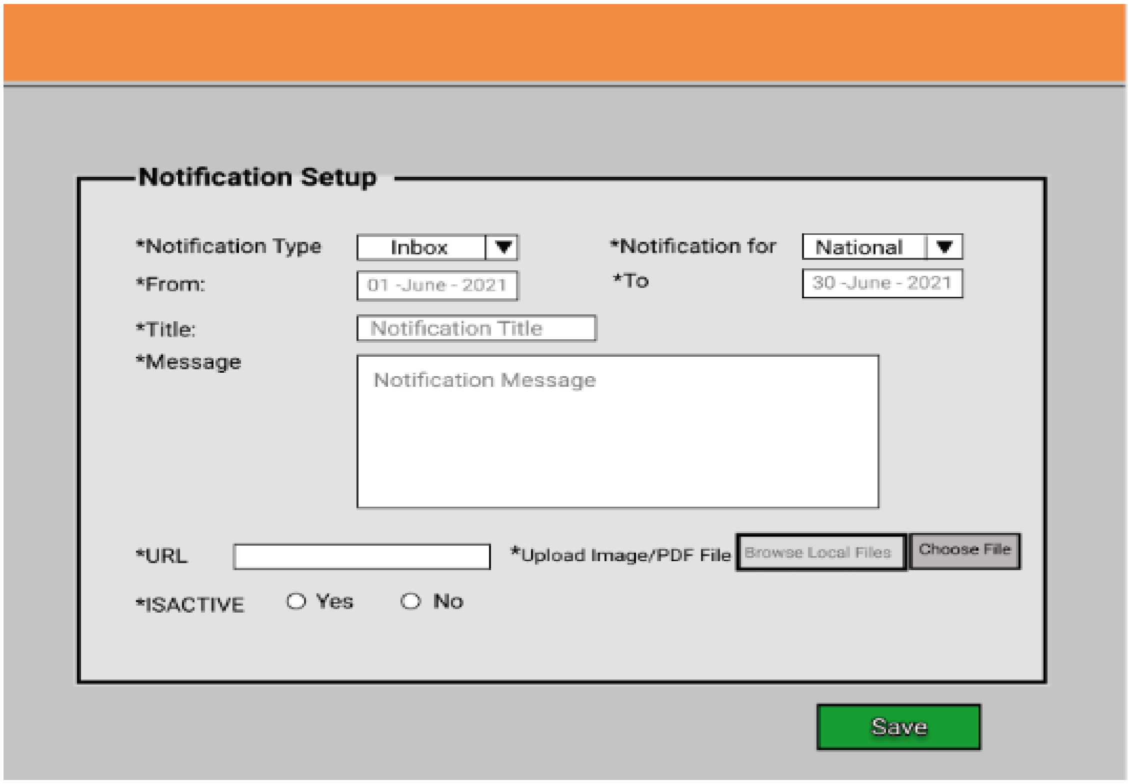
RSO Flow Description (From Step 6)

1. The user will download an excel file of active RSO
2. The user will fill in the last column of the active RSO excel file with the notifications and upload it.
3. The user will save the notification.

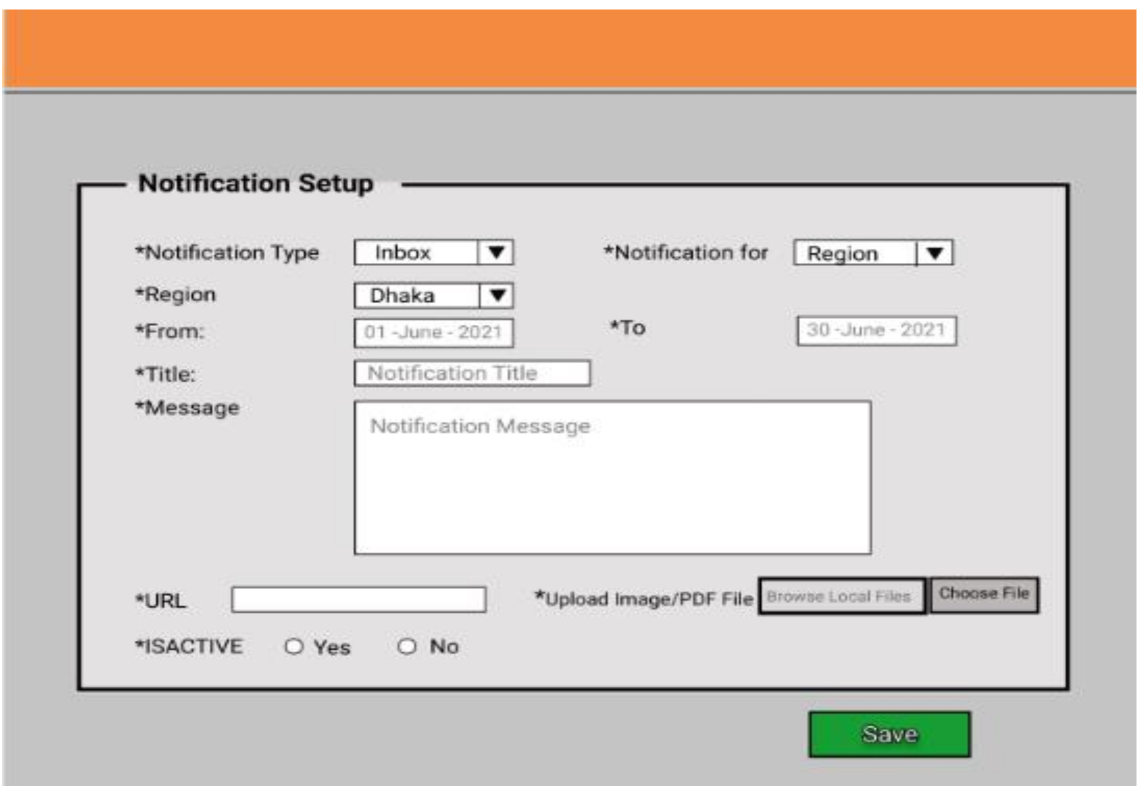
Rules / Validations:

- **Notification for** will be dropdown list(National/Region/Distributor/RSO)
- if notification for National then it will show for all RSO
- if notification for Region than a Region dropdown list will be enable
- Region can be select single or multiple and only selected region's RSO will see the notification
- If notification for Distributor than distributor dropdown list will be enable
- Distributor can be select single or multiple and only selected distributor's RSO will see the notification
- If notification for specific RSO than a excel file upload option will be enable with RSO code and message and listed RSO will see the notification
- Notification will be display if current date is between from and to date
- Only active notification will be display
- API will keep record if user read the notification
- Bell icon will show the number of pending notification
- notification is file or URL app will enable download option
- **Notification Type**: Mandatory field
- **Notification for:** Mandatory Field
- **From date**: Mandatory Field
- **To date**: Mandatory Field
- **Region**: If notification for Region than Region is Mandatory
- **Distributor**: If notification for Distributor than Distributor is Mandatory
- **Title**: Mandatory, input can be English or Bangla
- **Message**: Mandatory, input can be English or Bangla
- **URL**: Optional
- **Image/PDF**: Optional
- **Upload excel file**: if notification for RSO than Mandatory
- **ISACTIVE**: Mandatory Field

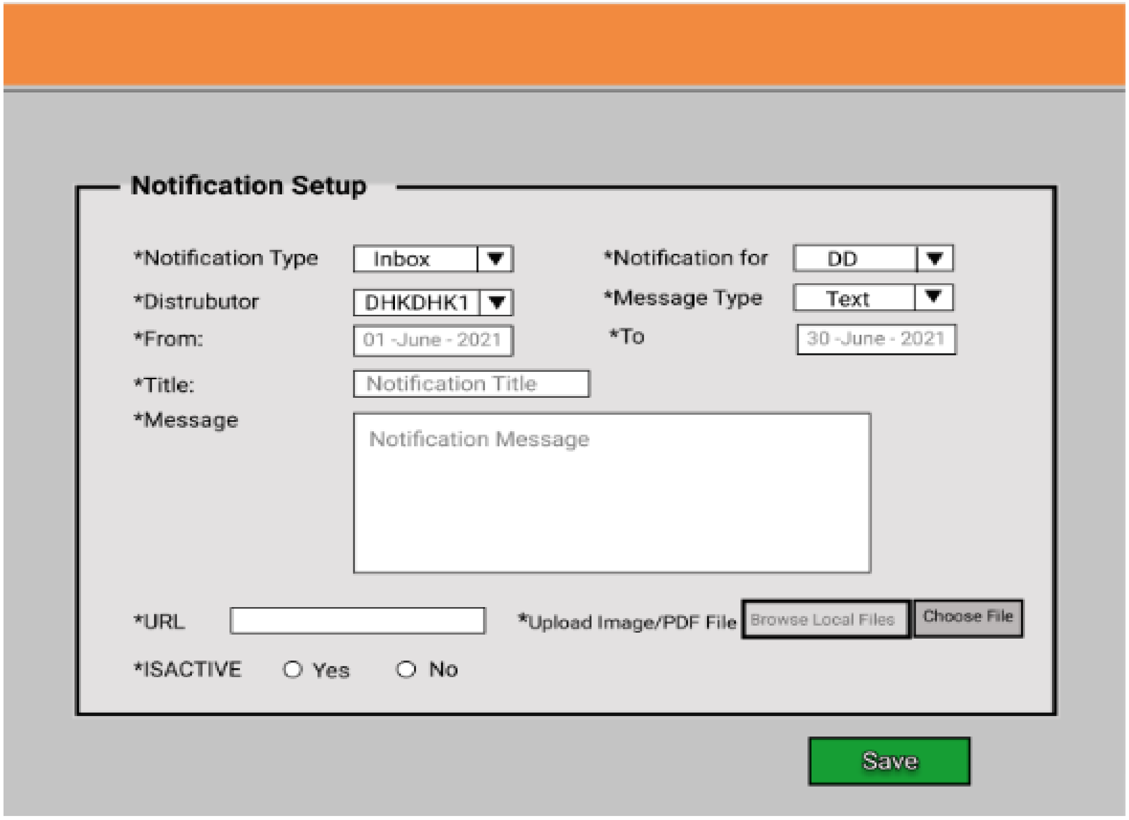
User Interface for Web Portal (Notification Setup for National):



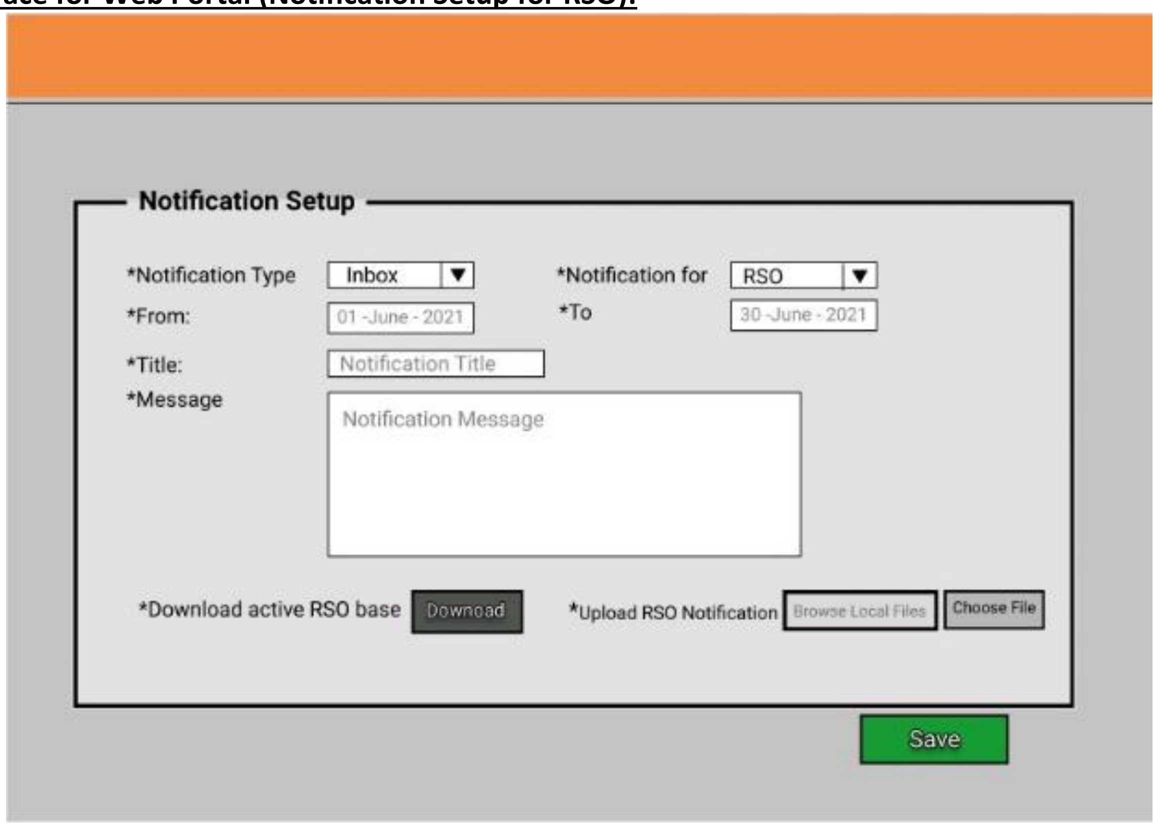
User Interface for Web Portal (Notification Setup for Region):



User Interface for Web Portal (Notification Setup for Distributor):



User Interface for Web Portal (Notification Setup for RSO):



User Interface for Mobile App:

Image 1 : Dashboard

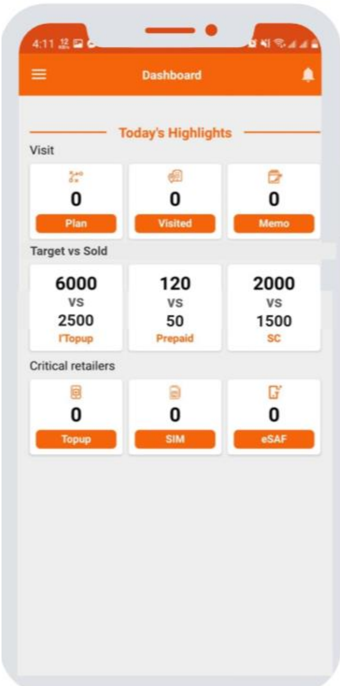


Image 2 : Notification (Text)

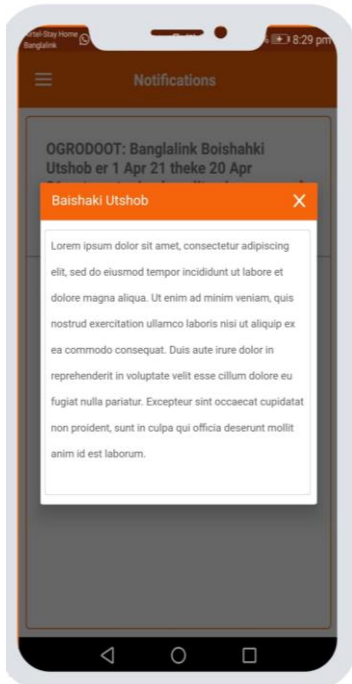


Image 3 : Notification (Image)

Image 4 : Notification (File)

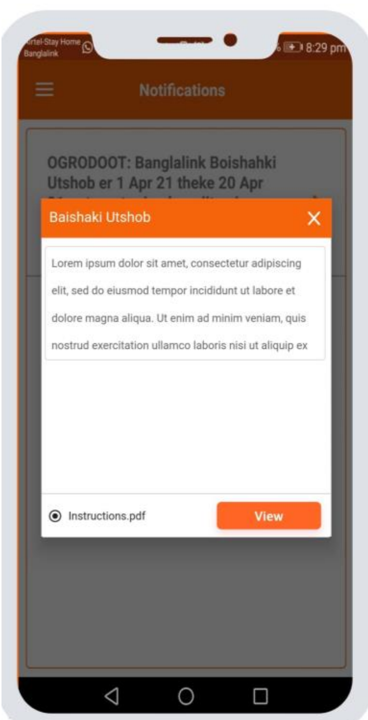
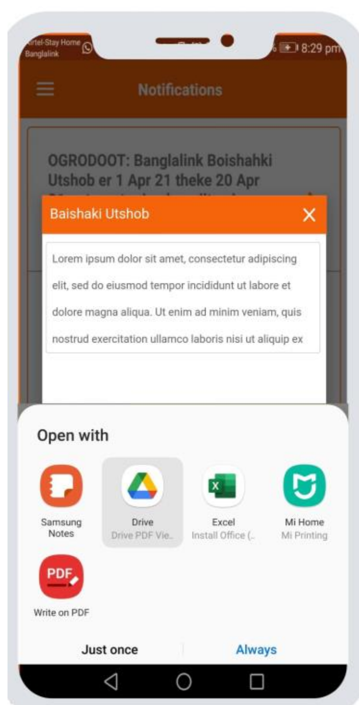


Image 5 : Notification (File) View



Steps (Notification):

Image 1: Tap on the bell icon on the top right corner to open notifications.

Image 2: Tap on any notification (text) to open a popup with the title and text message.

Image 3: Tap on any notification (image) to open a popup with the title and media.

Image 4: Tap on any notification (file) to open a popup with the title and text message and file name and option to VIEW file.

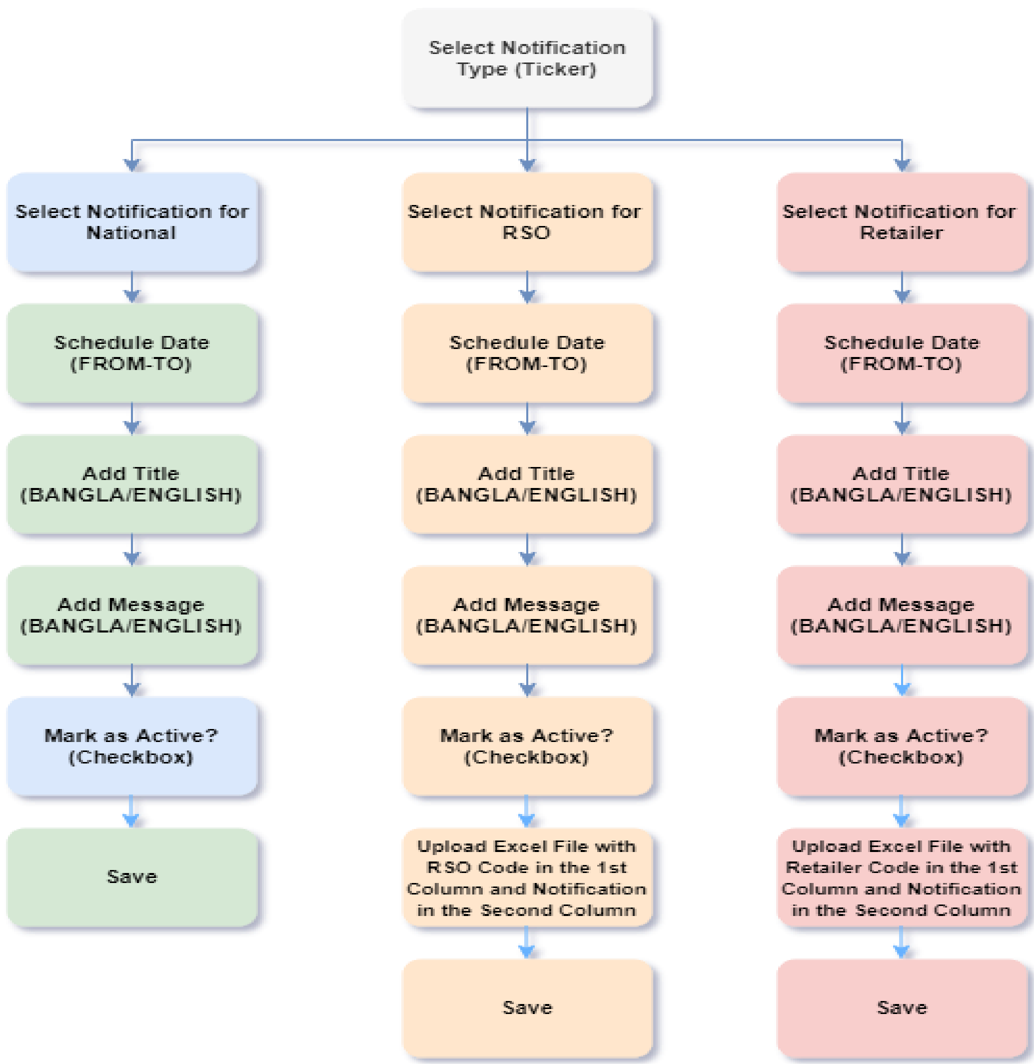
Image 6: Tap on the 'view' button to open the file with the selected app.

3.6. Ticker / Scrolling message (Setup section)

Ref: FR6 (Business Requirements Document)

A ticker / Scrolling message update option will be introduced under the setup section in accordance with the rules/validations stated below.

Workflow Diagrams:



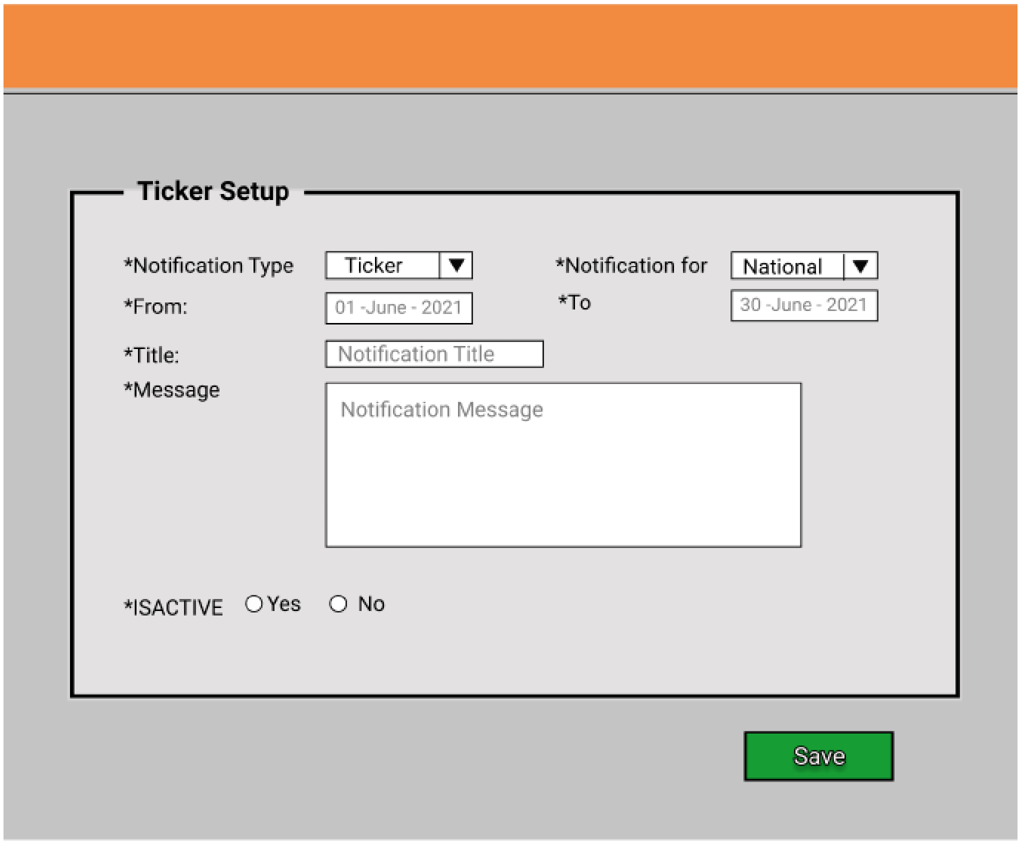
Workflow Description:

1. The user will select the notification type as Ticker from a dropdown.
2. The user will select the audience category from the following options:
   - **a.** National
   - **b.** RSO
   - **c.** Retailer
3. The user will schedule the date for the notification.
4. The user will add the notification title.
5. The user will add the notification message.
6. For National, the user will mark the notification as active/inactive. For RSO and Retailer, the user will upload an excel file with RSO/Retailer code in the first column and the notifications in the second column.
7. The user will save the notification.

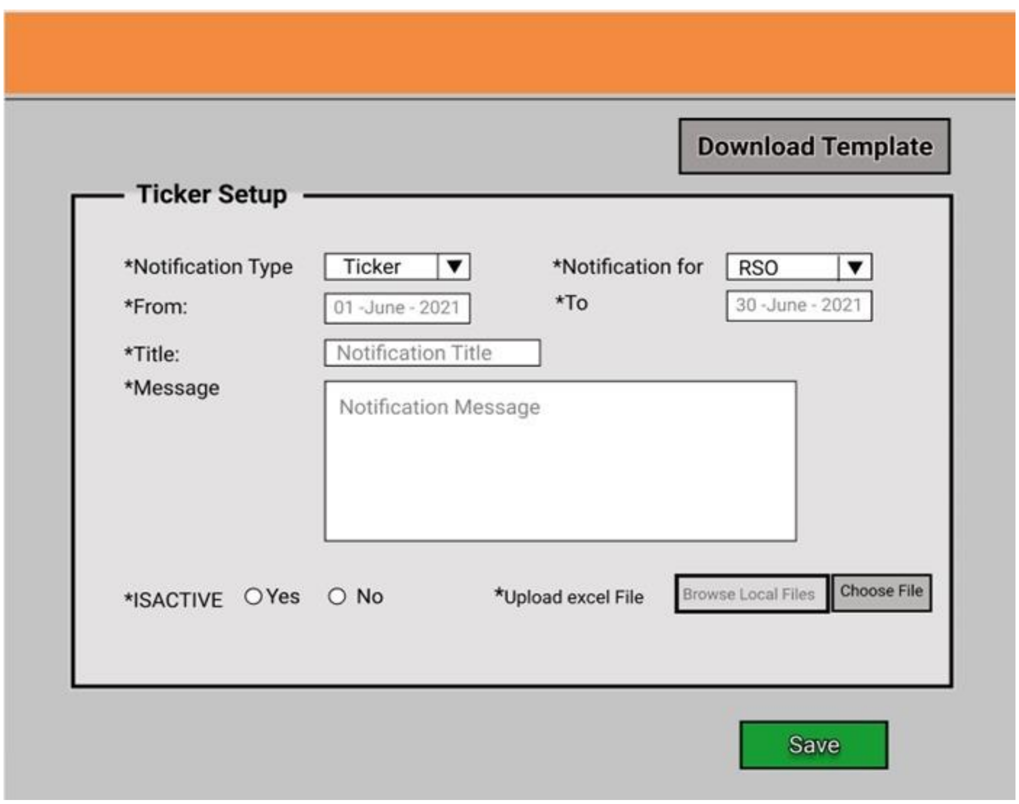
Rules / Validations:

- **Notification for** will be dropdown list(National/ RSO/Retailer)
- if notification for National then it will show for all RSO
- If notification for specific RSO than a excel file upload option will be enable with RSO code and message and listed RSO will see the notification
- Notification will be display if current date is between from and to date
- If notification for Retailer than a excel file upload option will be enable with Retailer code and message and Listed Retailer dashboard notification will be appear
- Notification will be only text format
- Only active notification will be display
- **Notification Type**: Mandatory field
- **Notification for:** Mandatory Field
- **From date**: Mandatory Field
- **To date**: Mandatory Field
- **Region**: If notification for Region than Region is Mandatory
- **Distributor**: If notification for Distributor than Distributor is Mandatory
- **Title**: Mandatory, input can be English or Bangla
- **Message**: Mandatory, input can be English or Bangla
- **URL**: Optional
- **Image/PDF**: Optional
- **Upload excel file**: if notification for RSO than Mandatory
- **ISACTIVE**: Mandatory Field

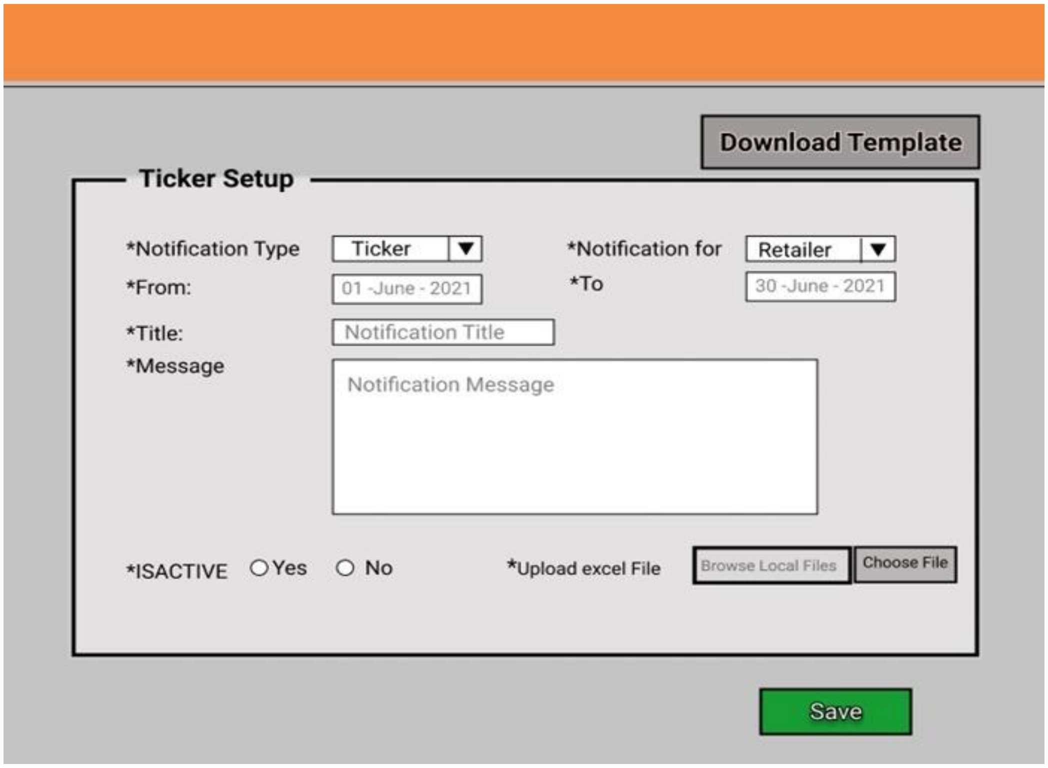
User Interface for Web portal (National):



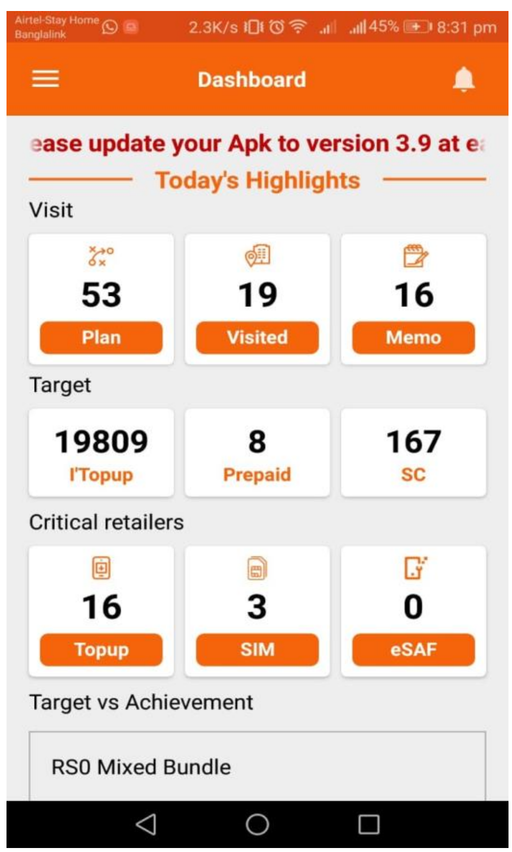
User Interface for Web portal (RSO):



User Interface for Web portal (Retailer):



User Interface for Mobile App (RSO Ticker in Existing System):

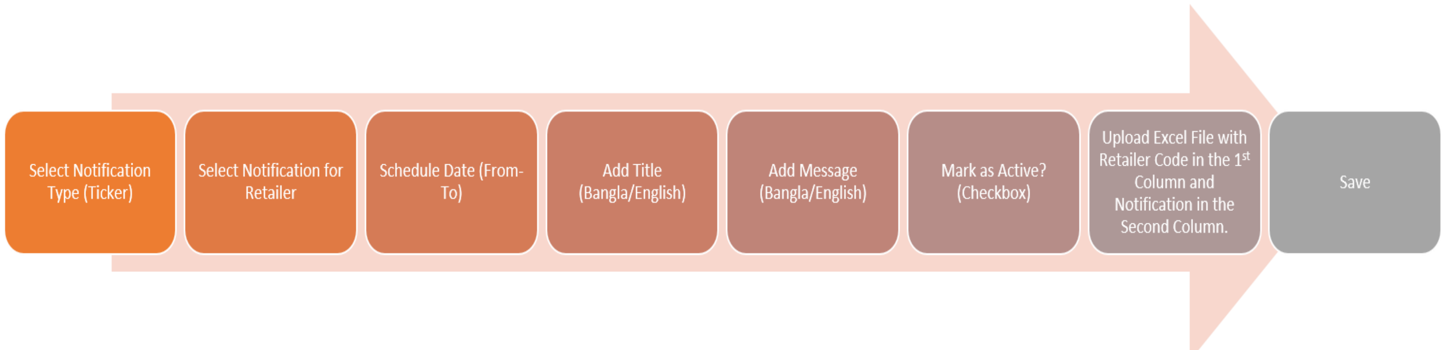


3.7. Ticker / Scrolling message (Retailer dashboard)

Ref: FR7 (Business Requirements Document)

A ticker / Scrolling message update option will be introduced In Retailer dashboard in accordance with the rules/validations stated below.

Workflow Diagrams:

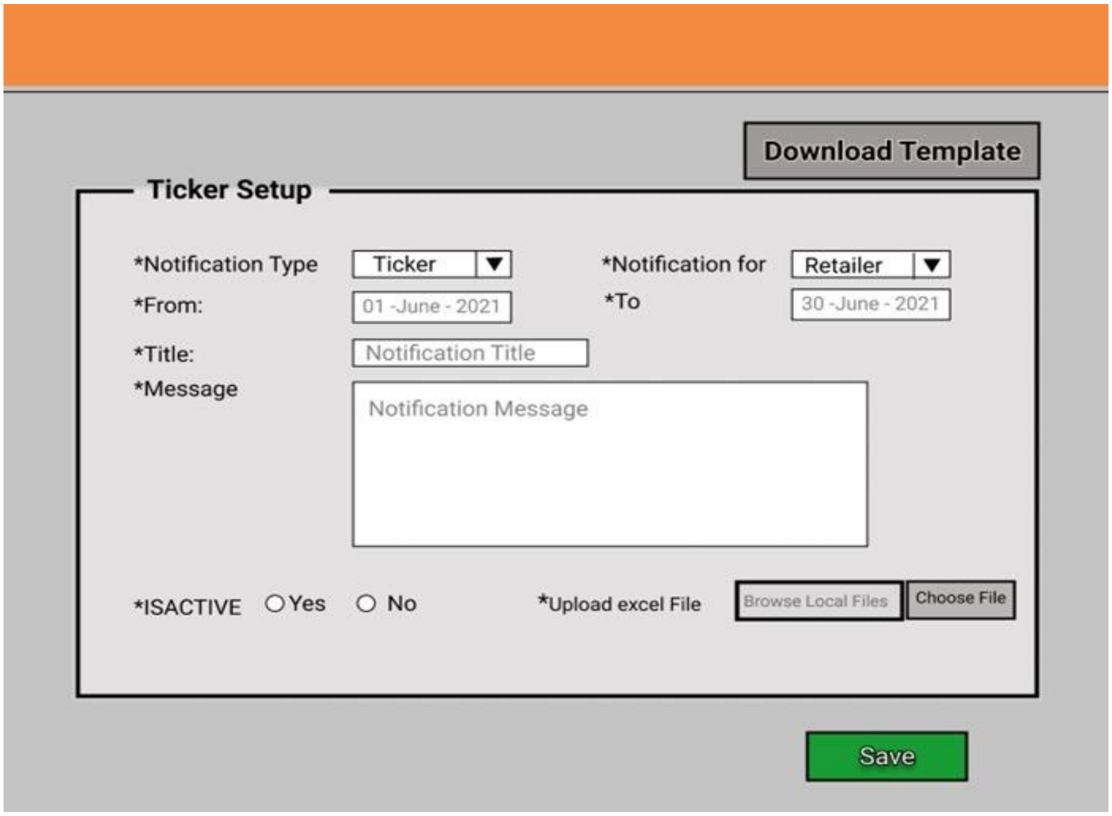


1. The user will select the notification type as Ticker from a dropdown.
2. The user will select the audience category as Retailer
3. The user will schedule the date for the notification.
4. The user will add the notification title.
5. The user will add the notification message.
6. The user will mark the notification as active/inactive.
7. The user will save the notification.

Rules / Validations:

- **Notification for** will be dropdown list(Retailer)
- Notification will be display if current date is between from and to date
- If notification for Retailer than a excel file upload option will be enable with Retailer code and message and
- Listed Retailer dashboard notification will be appear
- Notification will be only text format
- Only active notification will be display
- **Notification Type**: Mandatory field
- **Notification for:** Mandatory Field
- **From date**: Mandatory Field
- **To date**: Mandatory Field
- **Region**: If notification for Region than Region is Mandatory
- **Distributor**: If notification for Distributor than Distributor is Mandatory
- **Title**: Mandatory, input can be English or Bangla
- **Message**: Mandatory, input can be English or Bangla
- **URL**: Optional
- **Image/PDF**: Optional
- **Upload excel file**: if notification for RSO than Mandatory
- **ISACTIVE**: Mandatory Field

User Interface for Web Portal (Retailer):



User Interface for Mobile App (Retailer):

Image 1 : Dashboard

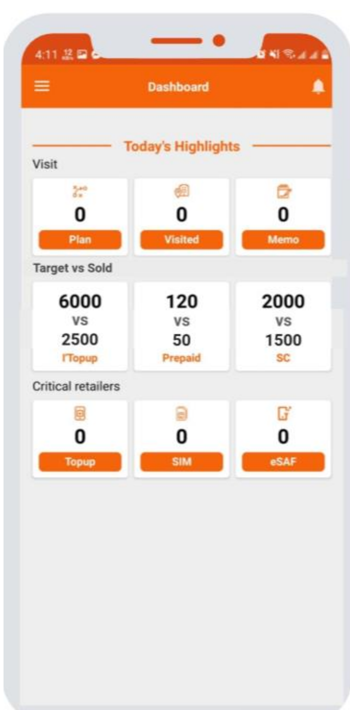


Image 2 : Notification (Text)

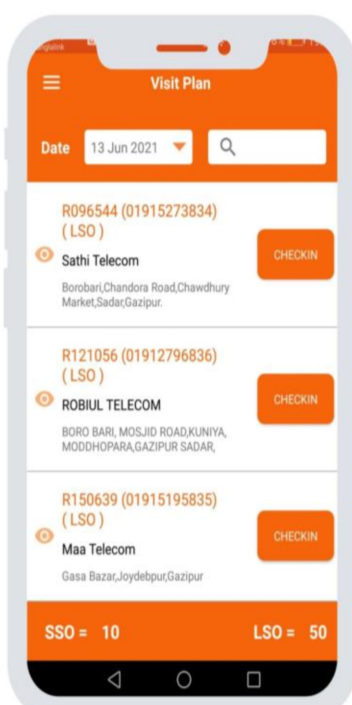
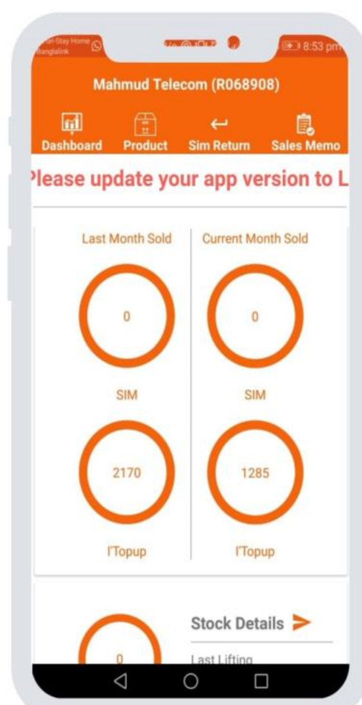


Image 3 : Notification (Image)



Steps (Retailer Dashboard):

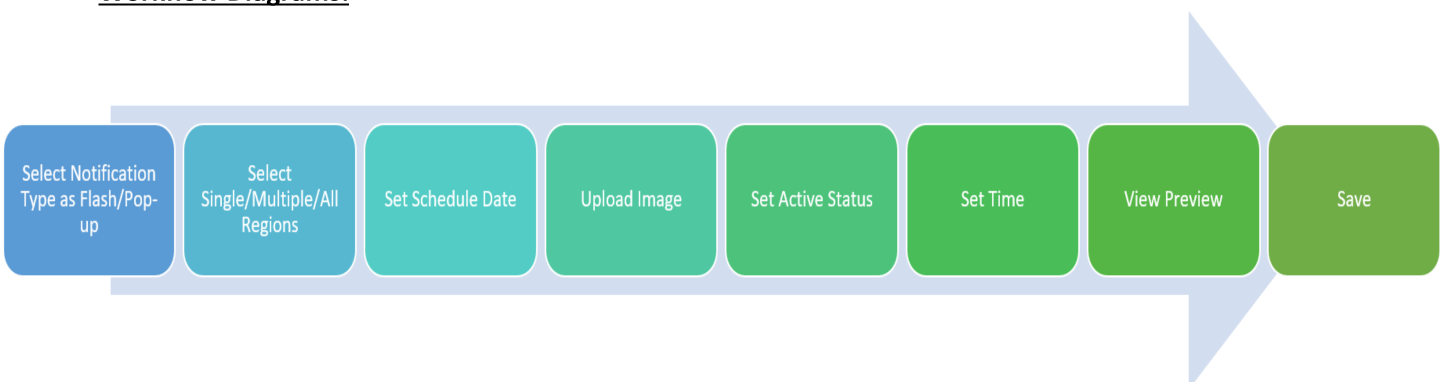
Image 1: Tap on the visit plan to get retailers
Image 2: Tap 'checkin' to open retailer dashboard
Image 3: Ticker message will be visible on the top screen below menus.

3.8. Flash/pop-up message and image

Ref: FR8 (Business Recruitments Document)

A Flash/pop-up message and image on the app login will be introduced in the dashboard in accordance with the rules/validations stated below.

Workflow Diagrams:



Workflow Description:

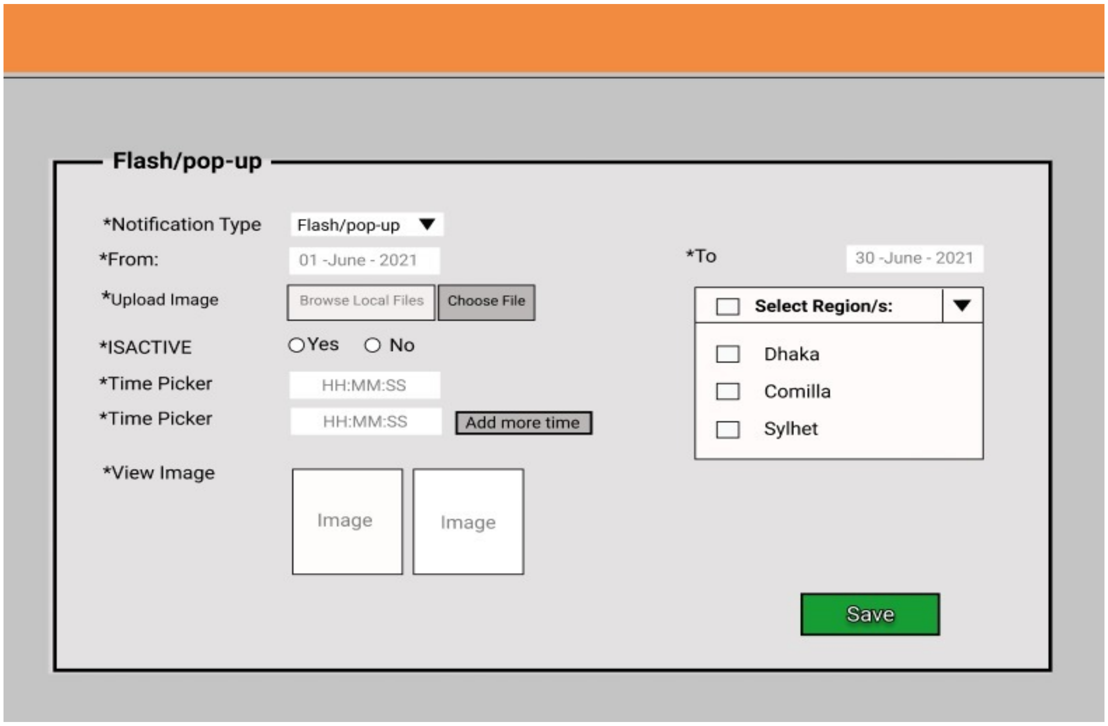
1. The user will select the notification type as Flash/Pop-up
2. The user will select single/multiple/all regions.
3. The user will set the Schedule Date (DDMMYY-DDMMYY)
4. The user may upload an Image.
5. The user will set the active status of the notification.
6. The user will set the time during which the notification will show. If a user wants to set different hours for displaying the notification, the user can add more hours by clicking on the Add More Time button. The available hours will be.
7. The system will generate a notification preview as it will be shown on the recipient's device.
8. The user will now save the notification.

Rules / Validations:

- Notification Type for will be dropdown list
- if notification for Region than a Region dropdown list will be enable
- Region can be select single or multiple and only selected region's RSO will see the notification
- Set popup appearance during hrs.
- Notification will appear once in a duration
- Image browse and select (JPG / BMP / PNG file)
- **Notification Type** :Mandatory field
- **Notification for** : Mandatory Field
- **From date**: Mandatory Field
- **To date**: Mandatory Field
- **Region** : If notification for Region than Region is Mandatory

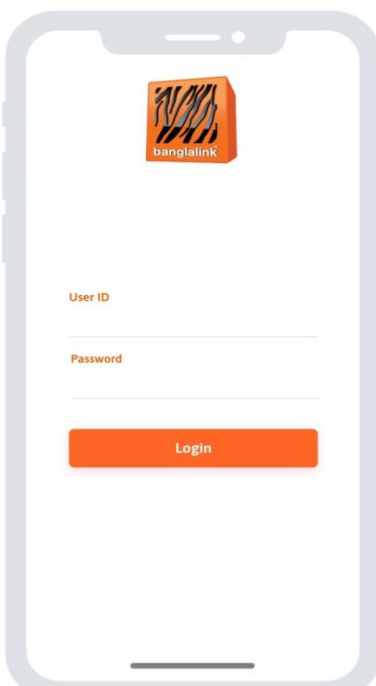
- **Upload Image** :Mandatory Field
- **Time Picker**: Mandatory Field
- **ISACTIVE** : Mandatory

User Interface for Web portal (Flash Popup):



User Interface for Mobile App (Flash Pop up):

Image 1 : Login **Image 2 : Dashboard flash**



Steps (Flash Popup):

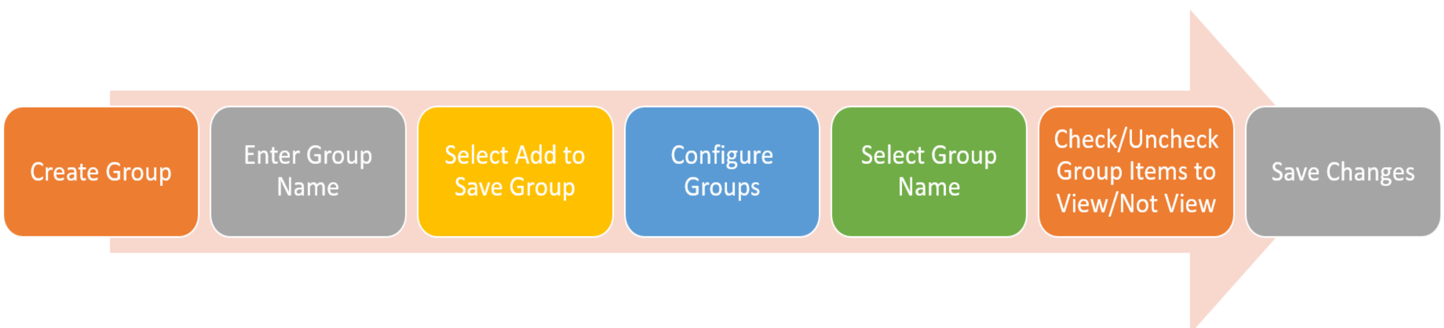
Image 1: Tap on the login to open dashboard
Image 2: A flash popup will be visible. User can close this with the close icon.

3.9. Home Rearrangement

Ref: FR9 (Business Requirements Document)

A Home rearrangement option will be introduced In the sidebar in accordance with the rules/validations stated below.

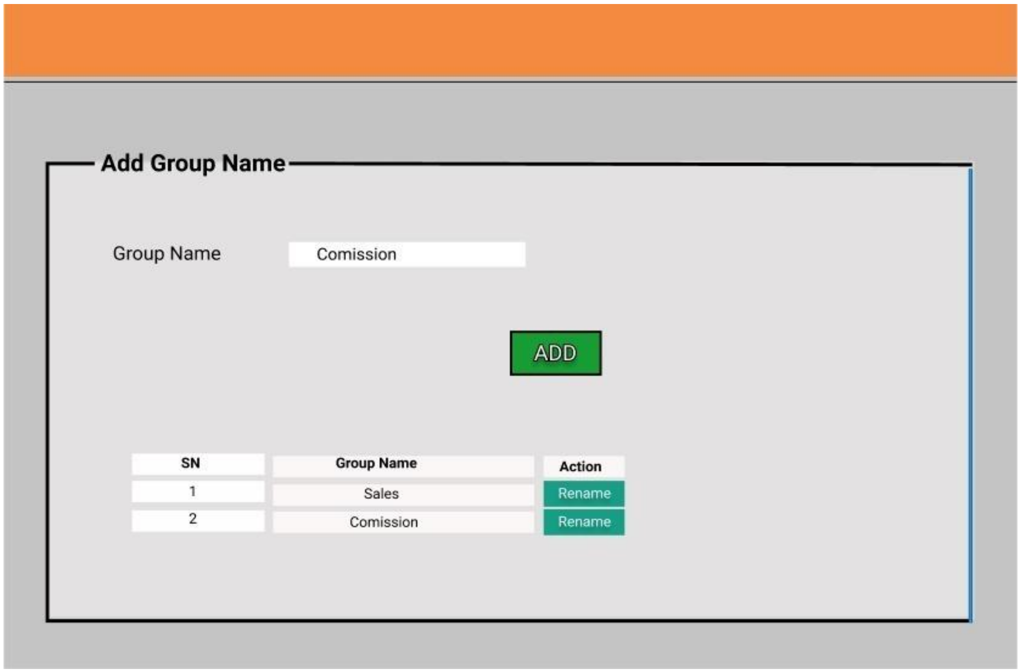
Workflow Diagrams:



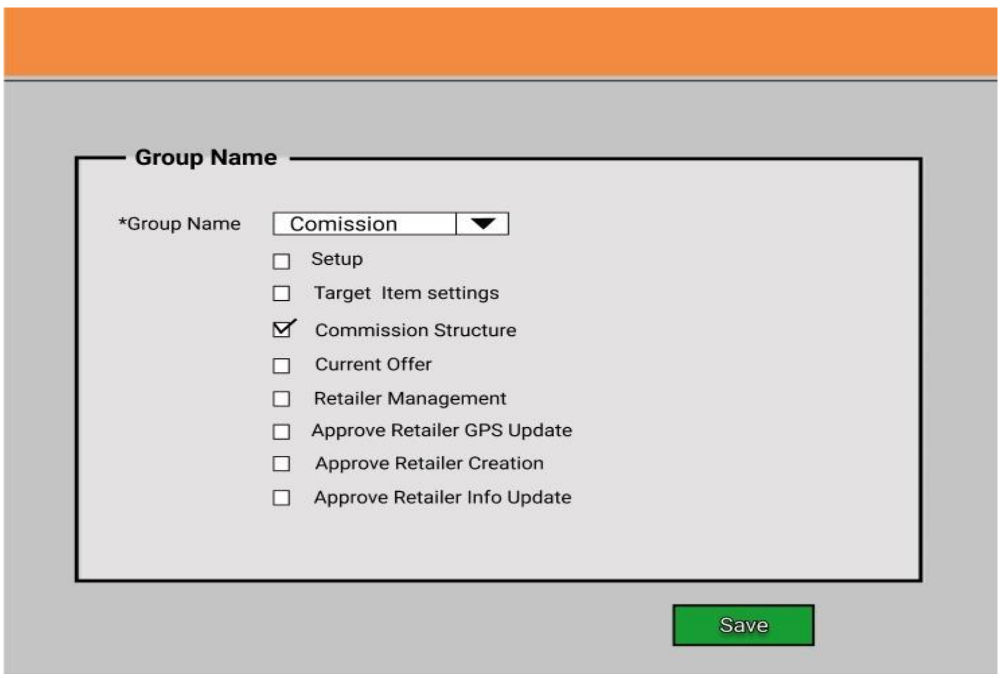
Workflow Description:

1. First, the user goes to the menu rearrangement option and selects Create Group.
2. The user enters the Group Name. This will be used to refer to the Group when configuring it. This name can be changed later from the Group Creation list.
3. The user saves the Group.
4. The user selects Configure Groups from the menu rearrangement option.
5. The user selects the desired Group Name to be configured.
6. The user selects the group items he/she wants to be visible using checkboxes. Only check items are visible in App and these changes reflect on the mobile app. Items not checked for other group will only be open to check in a group, other checkbox will be dim.
7. Once complete, the user clicks save to save the changes.

User Interface for Web Portal (Home Rearrangement, Create menu):



User Interface for Web Portal (Home Rearrangement, Add/Remote Menu Items from Menu Group):

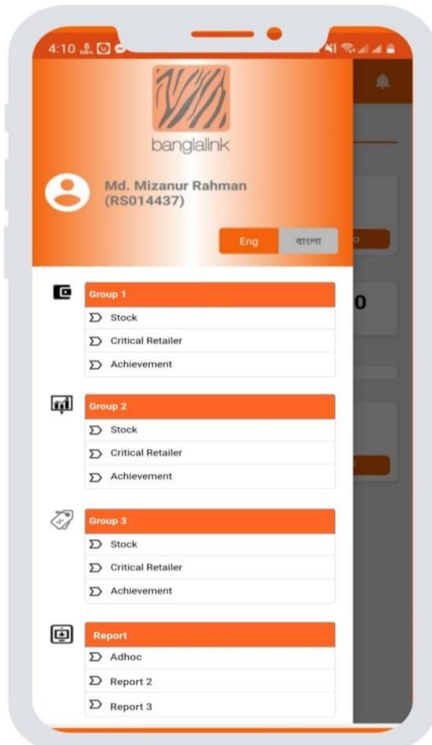


Rules / Validations:

- A menu group list will be added
- Menu will be tagged with main menu group
- A Menu group can have multiple menu but a menu will be connected with single group menu
- Menu can be active or inactive
- Only active (check items) menu will show in app
- In APP menu will be shown menu group wise
- **Group Name** : Mandatory filed

User Interface for Mobile App (Home Rearrangement):

Image 1 : Sidebar



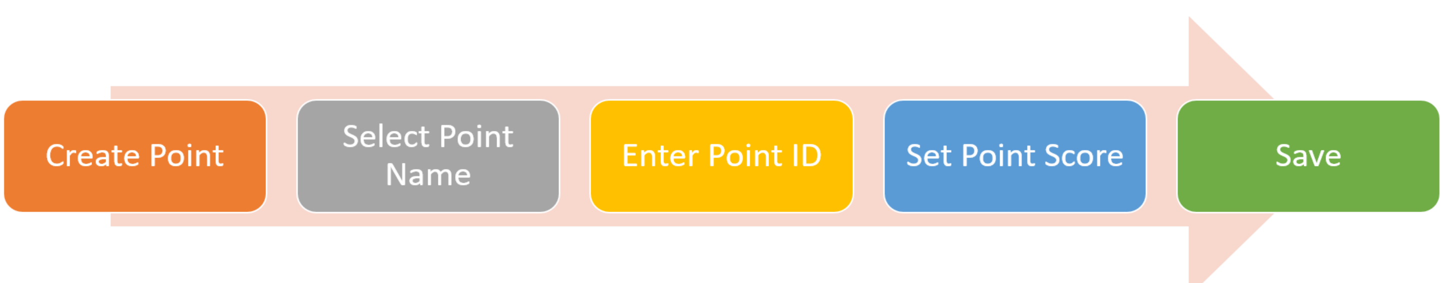
Steps (Grouped sidebar):
Image 1: Tap on the sidebar icon on the dashboard to open the side menu. The grouped menus will appear.

3.10. Point on App Usage

Ref: FR10 (Business Recruitments Document)

Creation and configuration of points for app usage.

Workflow Diagrams:



Workflow Description:

1. The user selects a point name from a list of options like login, checkout, itopup issue, SC issue, SIM issue, survey, report view, campaign view, etc.

2. The user enters the Point ID.
3. The user enters a numeric score as the point score.
4. The user saves the point.
5. In the event that the user needs to modify a point, the user may access the point's management dashboard to select the desired point, click modify and change the point. (Refer to UI Diagrams)

User Interface for Web portal (Point Configuration)

Image 1 Point Creation

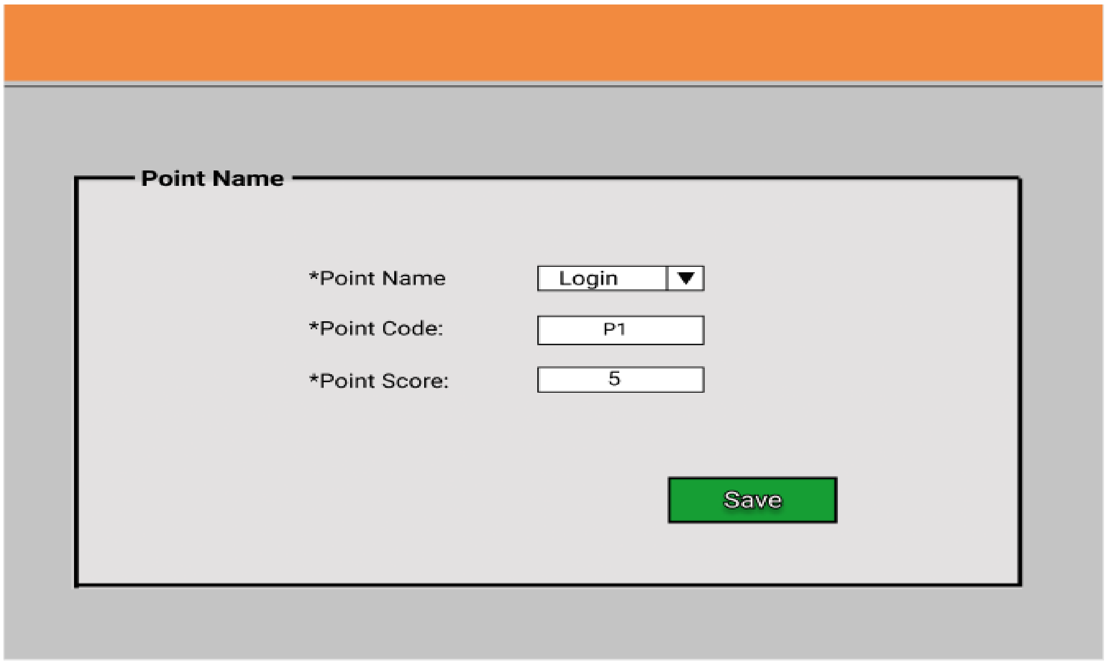
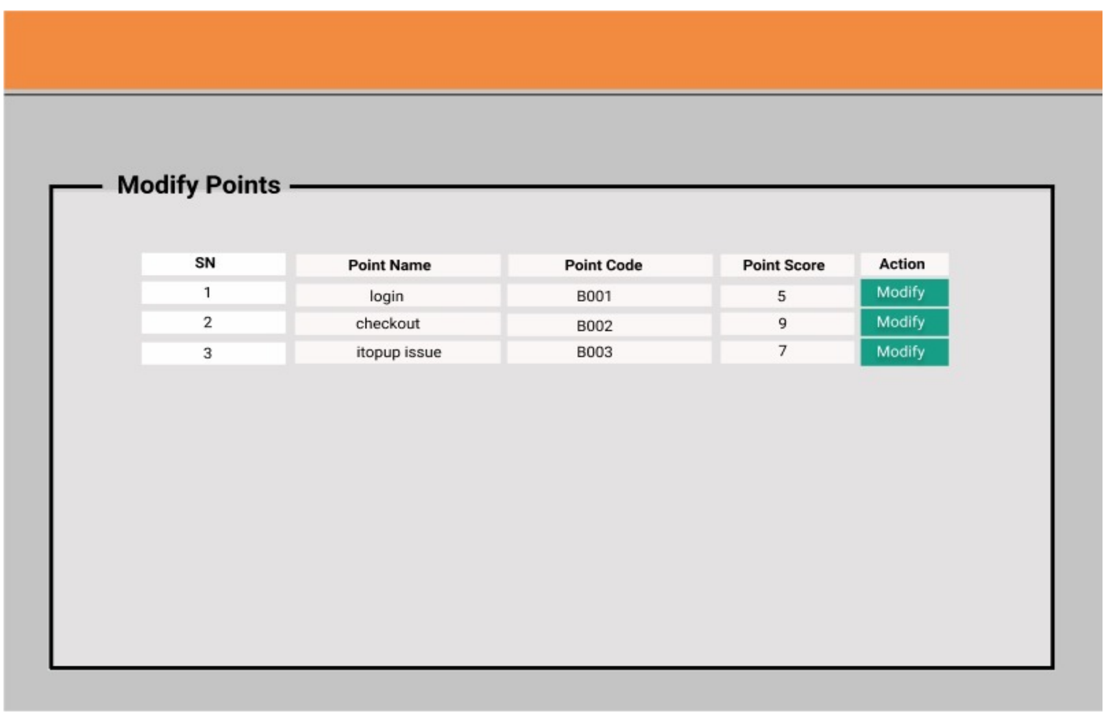


Image 2 Modify Points



User Interface for Mobile App (Congratulations Notification)

Rules/Validation

- Point code should be unique
- Total point will be sum of total achievement
- Region wise TOP 5 RSO will get Congratulation notification for last day achievement point
- **Point Code** : Mandatory field
- **Point Name** : Mandatory field
- **Point Store** : Mandatory field

Date range Reports format in web portal

Date	Region	Distributor Code	RSO Code	SR Number	Total Points
12-Jun-21	DHAKA	DHKDHK01	RS0149	1900000001	40
12-Jun-21	DHAKA	DHKDHK01	RS0245	1900000002	35
12-Jun-21	DHAKA	DHKDHK01	RS03149	1900000003	32
12-Jun-21	DHAKA	DHKDHK01	RS60149	1900000004	30
12-Jun-21	DHAKA	DHKDHK01	RS098149	1900000005	27

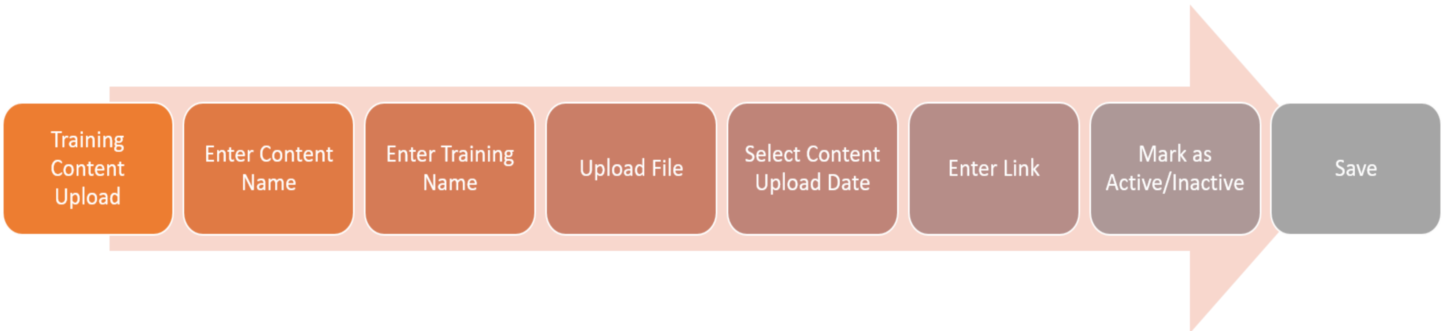
- Filter: Date Range

3.11. Training section

Ref: FR11 (Business Requirements Document)

Training will be introduced in the app in accordance with the rules/validations stated below.

Workflow Diagrams:



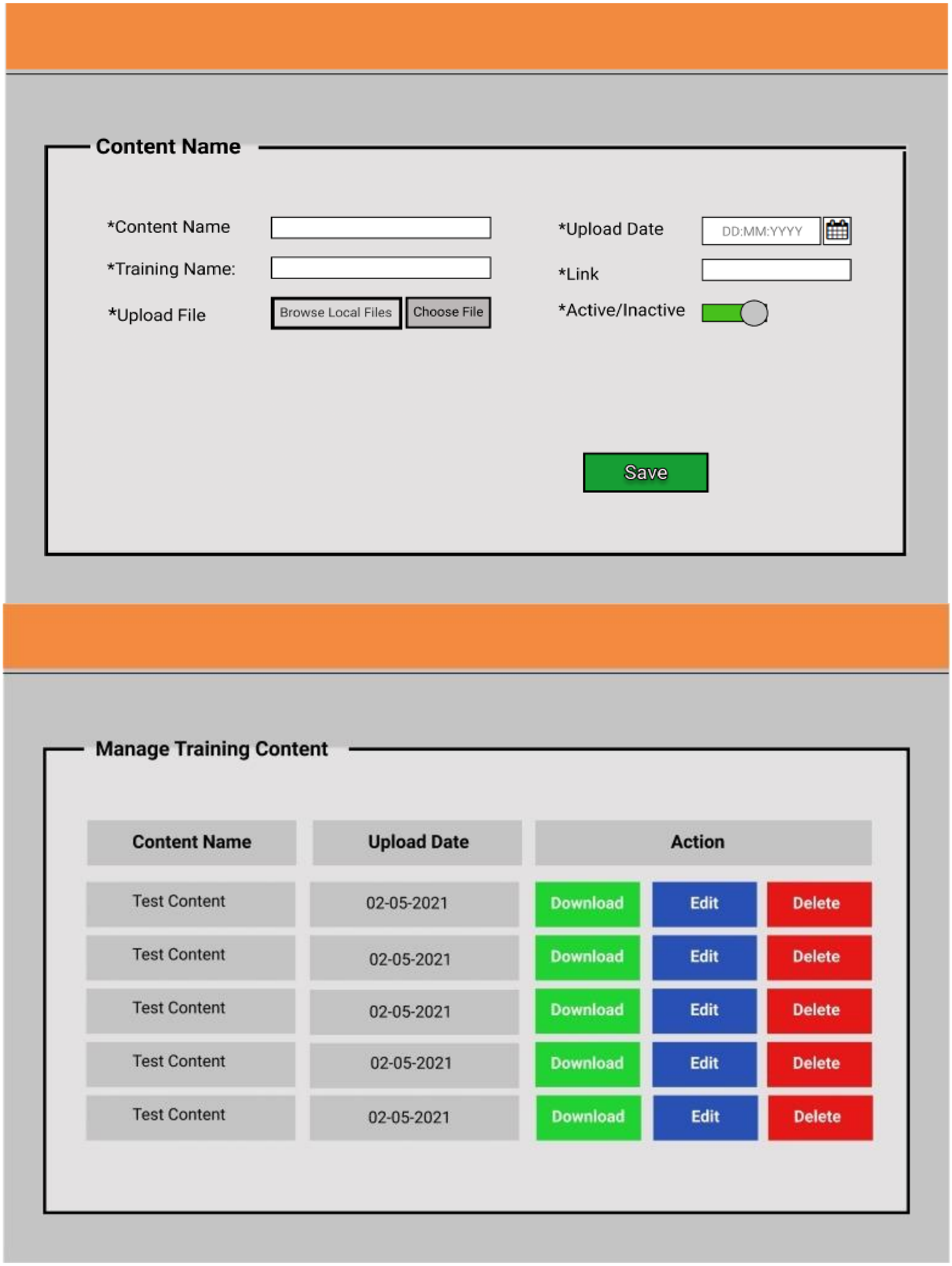
Workflow Description:

1. The user will enter the content name.
2. The user will enter the name of the training for which the content is being uploaded.
3. The user will upload relevant files like A/V, PDFs, etc.
4. The user will select the content upload date. This is when the content will be available to target users.
5. The user will set a URL (if any).
6. The user will mark the content as active/inactive.
7. The user will save the content.

Rules / Validations:

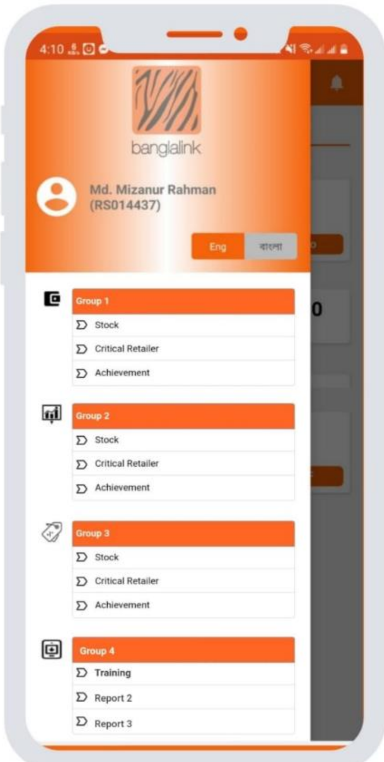
- Training Content will upload form web. Edit option will be there.
- Content can be AV, PDF, Link
- only active content will be available in APP
- Recent content will be top of list
- **Content Name** : Mandatory field
- **Training Name** : Mandatory field
- **Update Date :** Mandatory field
- **Link :** Optional Field
- **Upload file** : Optional Field
- **Active Status** : Mandatory field

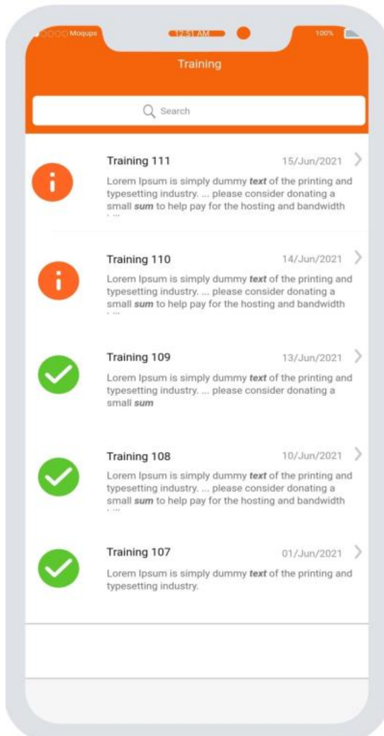
User Interface for Web portal (Training Section):

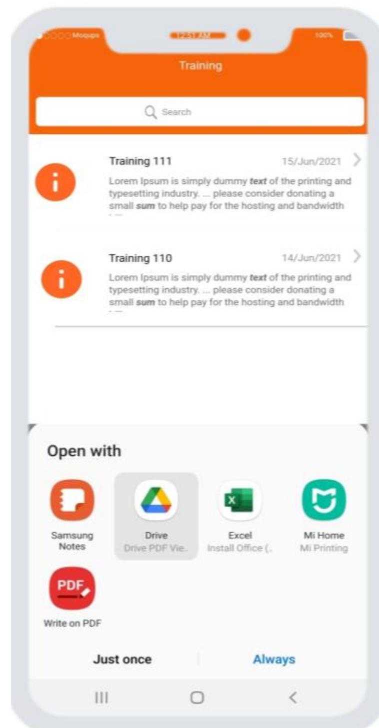


User Interface for Mobile App (Training Section):

Image 1 : Side bar **Image 2 : Training list** **Image 3 : Open contents**







Steps (Training):

Image 1: Tap on side menu to open Training

Image 1: Open Training screen to view the available training. List will have the recent on top and left icon resembles the completed and ongoing ones.

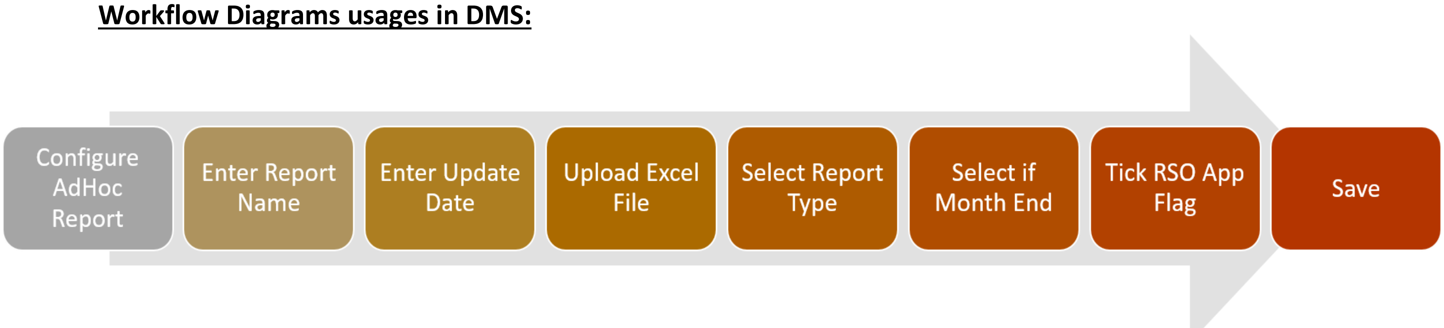
Image 2: Tap on the training to view the contents ex. image/pdf/AV/ Youtube etc. with the related application.

3.12. Adhoc Report

Ref: FR12 (Business Requirements Document)

Adhoc report will be introduced in the app in accordance with the rules/validations stated below.

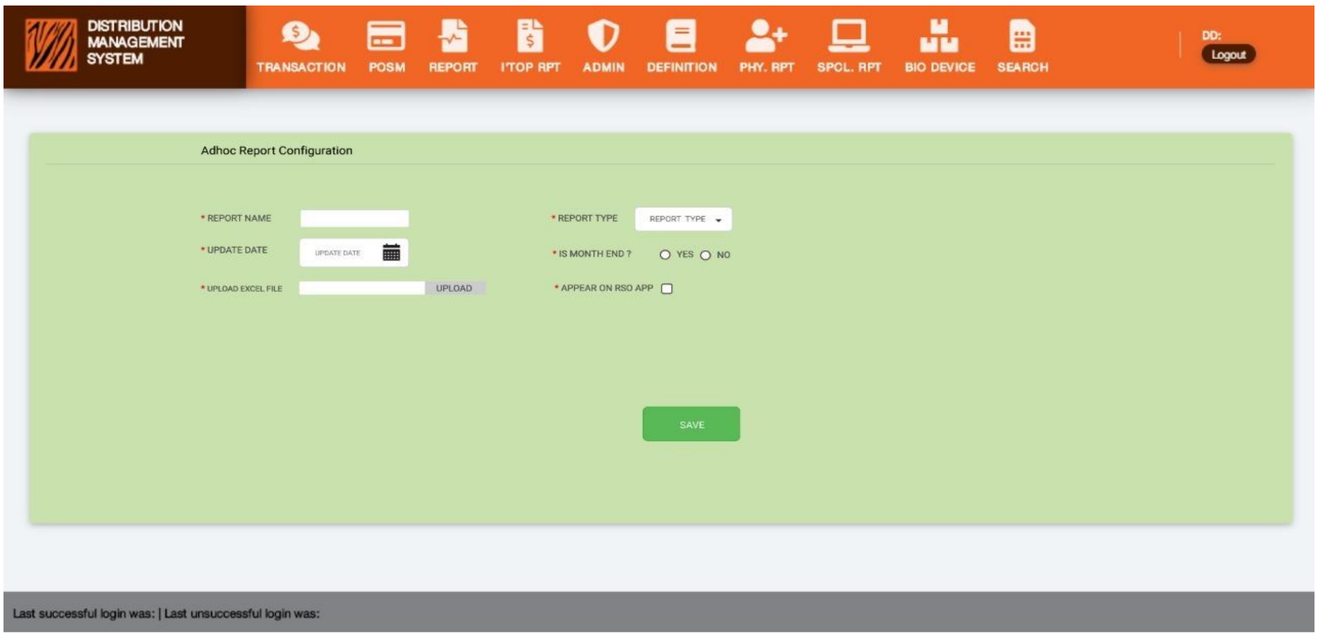
Workflow Diagrams usages in DMS:



Workflow Description:

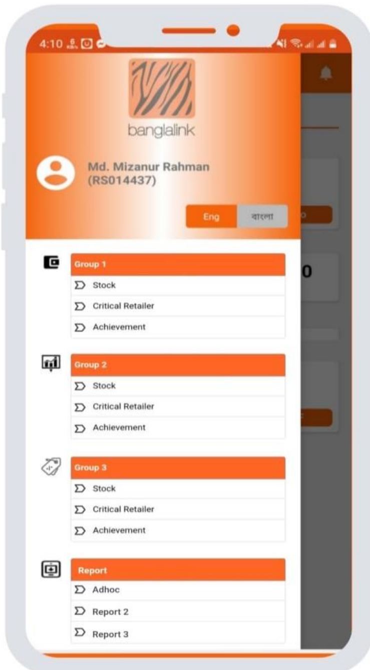
1. The user will enter the report name.
2. The user will set the update date.
3. The user will upload the Excel file.
4. The user will select the report type.
5. The user will select if it is the end of the month.
6. The user will tick the RSO App flag to make it appear on the app.
7. The user will save the configuration.

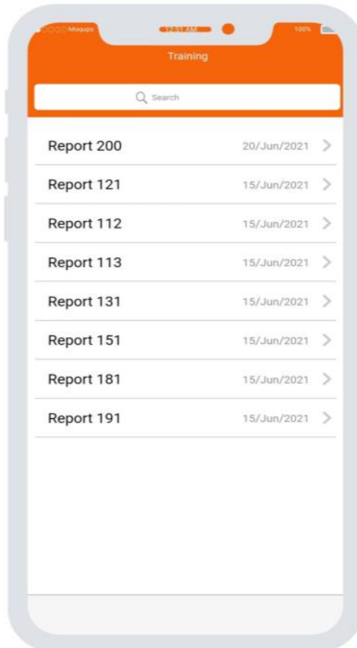
User interface Include RSO App in DMS Adhoc Report Configuration:



User Interface for Mobile App (Adhoc Report):

Image 1 : Side Menu **Image 2 : Reports** **Image 3 : Report data**





Steps (Adhoc report):

Image 1: In side menu user will click specific report for view
Image 2: Open Adhoc report screen to view the available reports. List will have the recent on top.
Image 3: Tap on the report to view the fields as setup.

Rules / Validations:

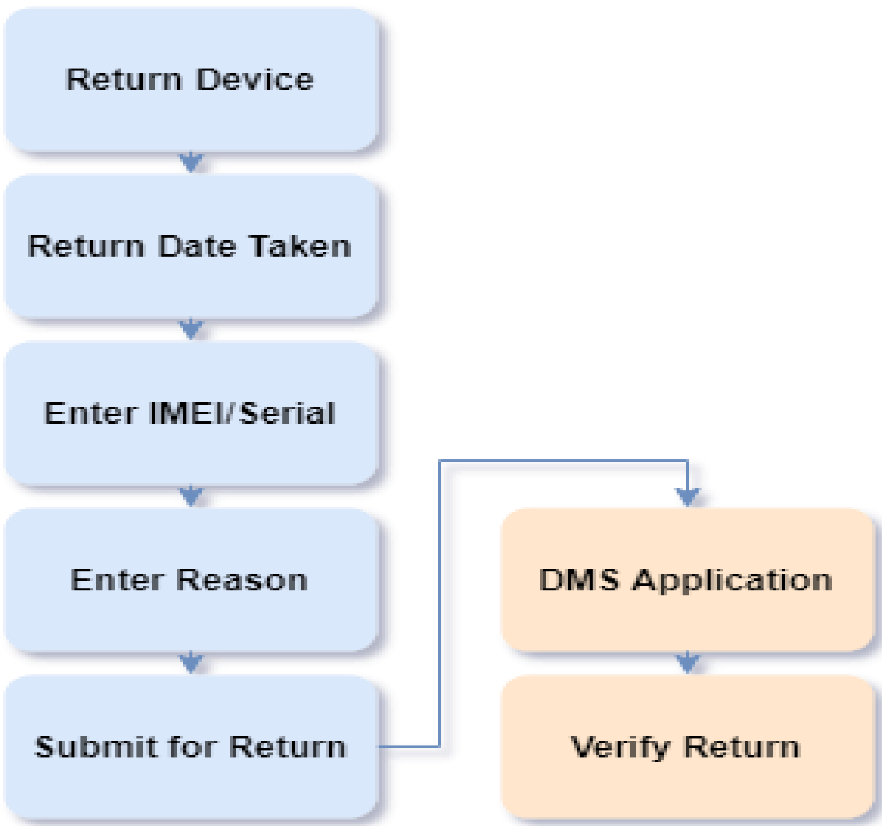
1. While user click **appear for RSO app** checkbox, then adhoc data will available for RSO APP.
2. **Report update date** – Mandatory Field. And it's a current date.
3. **Report name** – Mandatory Field.
4. **Report type** – Mandatory Field.
5. **Is Month end** – Mandatory Field
6. **Upload excel file** – Mandatory Field.
7. **Appear for RSO app** – Mandatory Field.

3.13. Biometric Device Return

Ref: FR13 (Business Requirements Specification)

Biometric device return: provide Receive date, select retailer (retailers of that distributor), easy search option of retailer code, remarks field to input reason, IMEI field to input IMEI/ serial. One at a time. This option will be in Retailer menu.

Workflow Diagram:



Workflow Description:

1. The user will select the Device Return option on the App.
2. Return date will be automatically taken from user device.
3. The user will enter the IMEI/Serial of the device.
4. Backend Validation will take place, if the device is issued to retailer and pull & view the retailer code, name, itopup number on screen.
5. Backend Validation will take place, if the retailer is under this RSO and If yes then remarks and confirm button will be un-dim.
6. The user will input remarks as to why the biometric device is being returned.

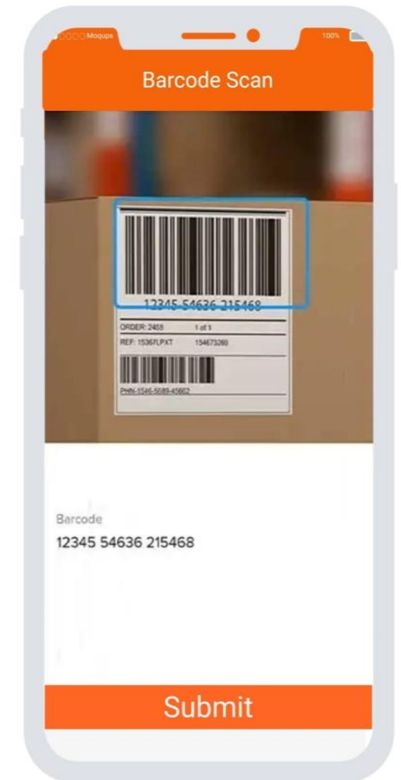
7. The user will click Return Device to confirm the return entry.
8. The relevant DMS user will see a list of returns on the DMS portal.
9. The DMS user will click on verify to confirm and complete the return.

User Interface for Mobile App (Bio Device Return):

Image 1

Image 2

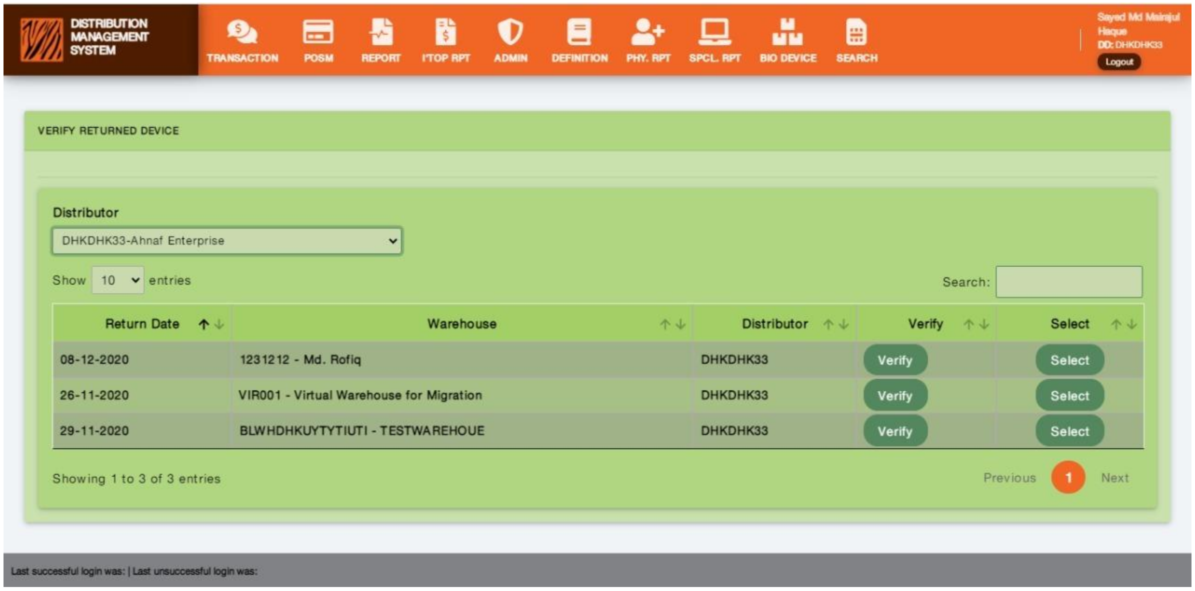
Image 3



Step for Return Device

Image 1: Device return screen will be opened from the retailer dashboard ‘Device return’ button on top menu
Image 2: Date, Device list and remarks will be entered and tap on ‘submit’ button to return devices.
Image 3: Tap on the barcode icon on image 2 to open this screen and scan barcode and tap submit and redirect to image 2.

User Interface for Web portal in DMS (Bio Device Return Verify and Approved):



Rules & Validations for Return:

- The Return Date cannot be empty.
- The Biometric device list cannot be empty.
- Enter Biometric device no in the Biometric device list.
- No Biometric device found to return.
- “Device Number” is not valid Device Number
- “Device Number” is given more than once.
- Invalid device number “Device Number”
- “Device Number” cannot be received because it is already issued to retailer.
- “Device Number” cannot be received because the distributor does not match.
- “Device Number” cannot be received because return date cannot be earlier than lifting date and later than today date.
- “Device Number” cannot be received because the warehouse does not match.
- “Device Number” cannot be received because it is missing or damaged.
- Number is not in inventory

Rules & Validations for Return Approved in DMS Application:

- This rule/validation is applied based on existing DMS rule

3.14. Upper Limit Configuration

Ref: FR14 (Business Requirements Specification)

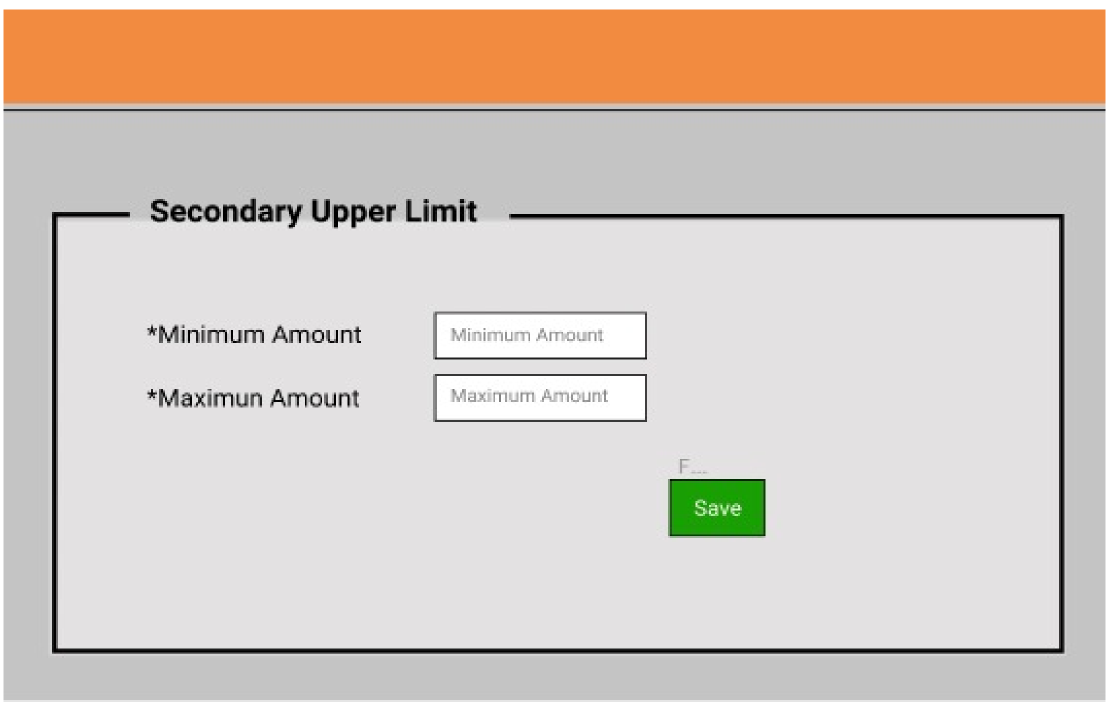
Upper limit of secondary needed to be increased to 10,2800 tk and keep configurable in app level by sales admin.

Workflow:

Workflow Description:

1. The user will enter the minimum amount (numeric).
2. The user will enter the maximum amount (numeric).
3. The user will click save to confirm the changes.

User Interface for Web Portal (Secondary upper limit):



Rules & Validations:

- A single configuration will be active at a time
- itop-up transfer (RSO to Retailer) minimum and maximum limit validation will be check form this configuration

3.15. RSO Sales Memo API

Ref: FR15 (Business Requirements Specification)

A Create View Script will be created and the desired users will pick the data from the DB Link using the view script.

Script generate from following Tables:

- SALES_MEMO_PRODUCTS
- SALES_MEMO_TEMP

Script Format

TDATE	RSO_CODE	RETAILER	PRODUCT	SALES_QTY	AMOUNT
26-Feb-20	RS024113	R199205	MMST	5	451
26-Feb-20	RS024105	R006368	MMST	15	1353
26-Feb-20	RS018129	R019887	MMST	7	631.4
29-Feb-20	RS018120	R019890	SIMSWAP	1	86.5
01-Mar-20	RS022571	R300288	MMST	20	1804

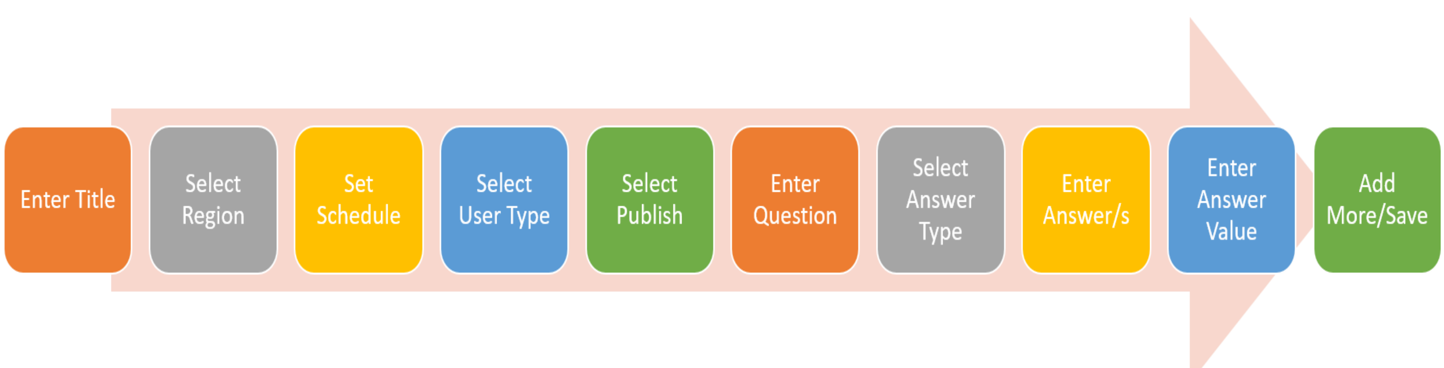
3.16. RSO Survey Revamp

Ref: FR16 (Business Requirements Specification)

RSO Survey Revamp:

- Create Question, Answer, Answer Value
- Create Survey: Select Region or All, New Survey, Title, Start and End date, Survey For, assign Questions, Publish.
- An automated Notification to users with Survey name and duration

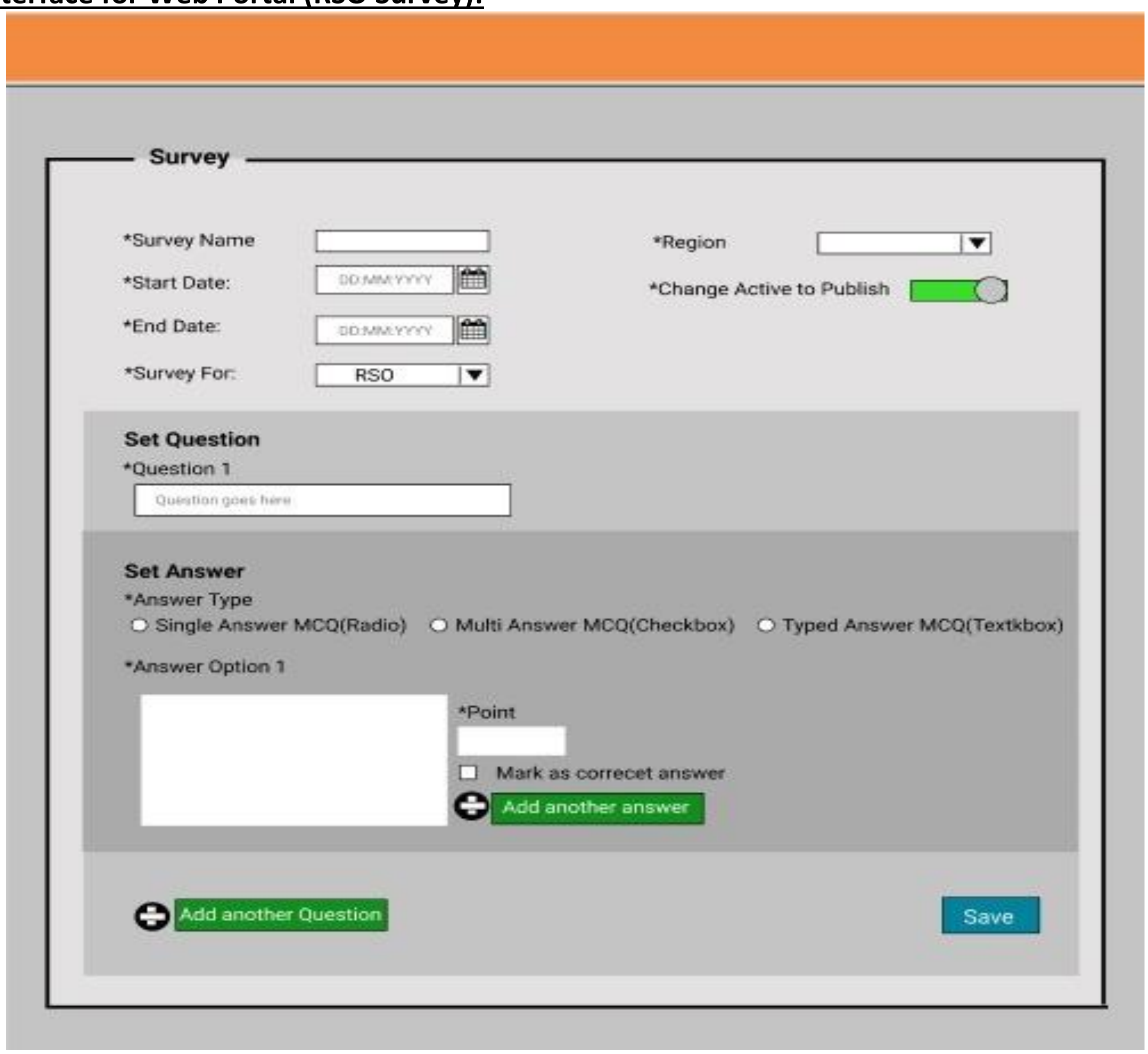
Workflow:



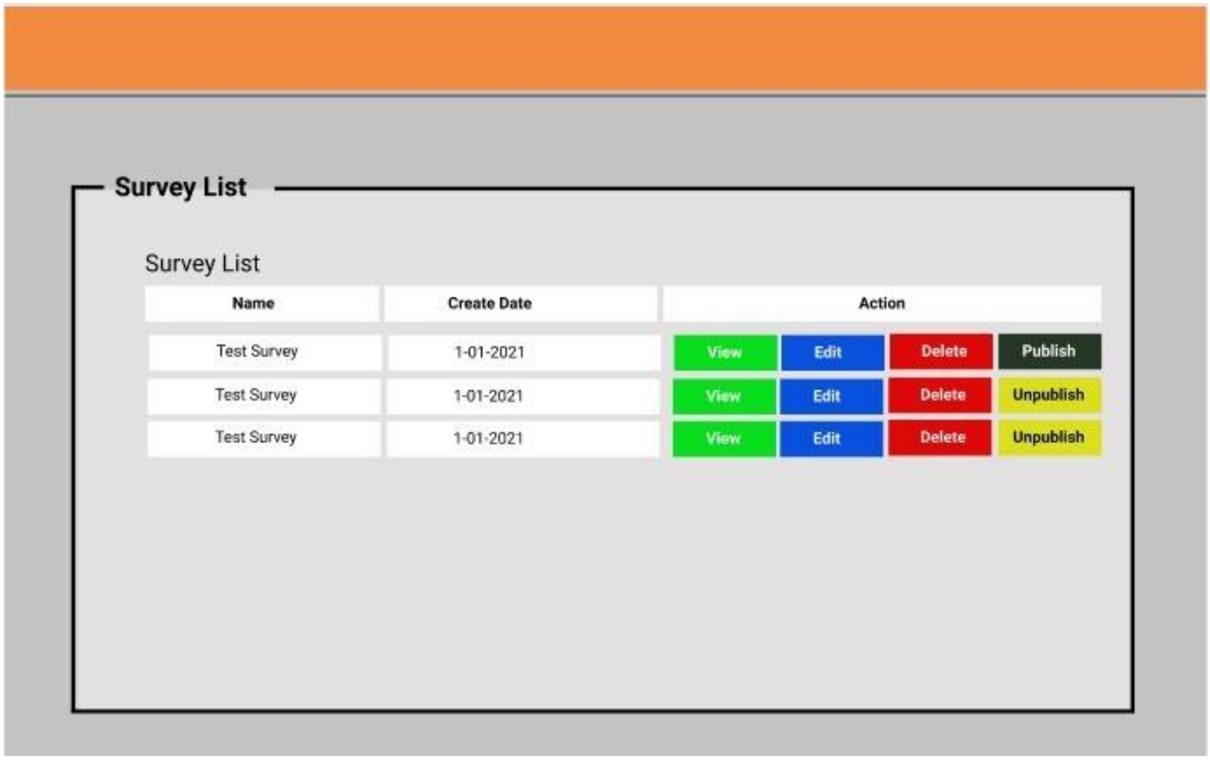
Workflow Description:

1. Enter Title: The user will enter the title of the survey. This is the survey name.
2. Select Region: The user will select one or more regions for which the survey will be conducted.
3. Set Schedule: The user will set the start date and end date of the survey.
4. Select Survey User Type: The user will select which type of user can participate in the survey. The user can be RSO or MTO
5. Publish Survey: The user will tick the publish checkbox to publish the survey on the scheduled date. If left unticked, this survey is saved as a draft when saved.
6. Enter Question: The user will add a survey question.
7. Select Answer Type: The user will select the type of answer (Text/MCQ)
8. Enter Answer/s
9. Enter Answer Value
10. The user will add another answer (for MCQ surveys) or more questions and save when done. Once the survey is saved, the user will have to go to the management panel and publish it in order to publish.

User Interface for Web Portal (RSO Survey):



User Interface for Web Portal (RSO Survey List):



User Interface for Mobile App (RSO Survey):

Image 1

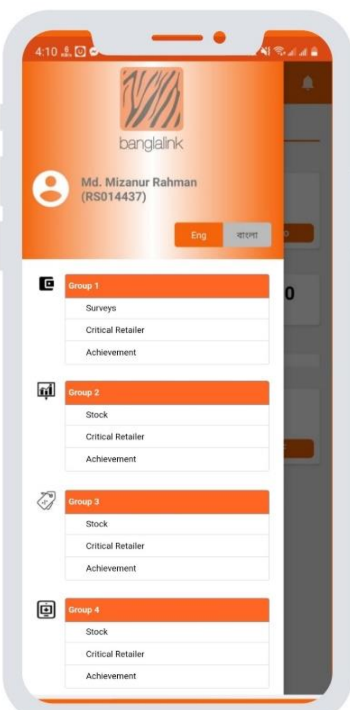


Image 2

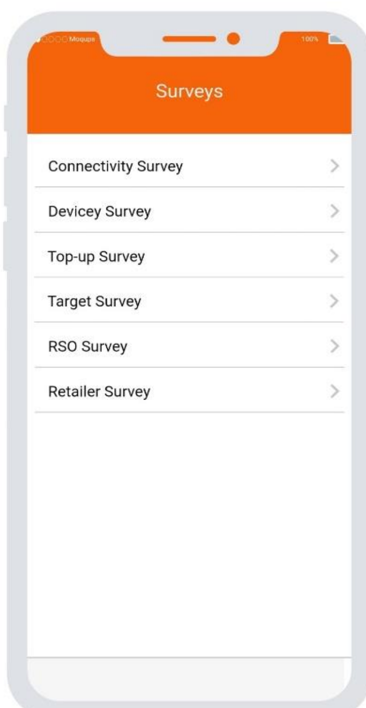
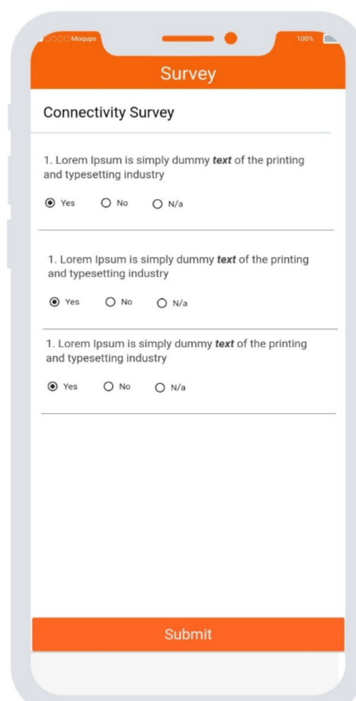


Image 3



Steps (RSO Survey):

Image 1: Tap on the 'Survey' button on the sidebar menu to open surveys screen.
Image 2: List of available surveys will be shown and tap on the list items to open a survey.
Image 3: Enter related survey data and tap 'submit' to complete the survey.

Rules & Validations:

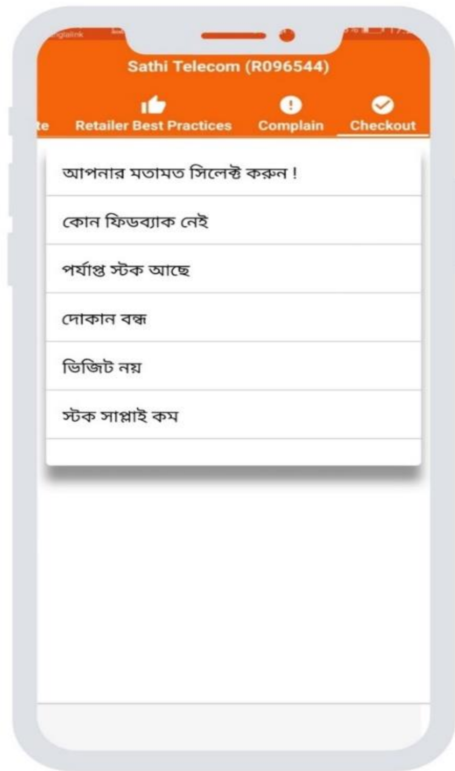
- Survey can create single or multiple
- Activated Survey list will displayed in App
- Region can be select single or multiple
- Region wise Survey will be displayed, if its configure on region wise
- If Survey will configured for RSO then active RSO can get survey data.
- If Survey will configured for MTO then active MTO can get survey data.
- Question can be single or multiple for a single survey
- Answer will be single select option from list of answer
- **Survey Name** : Mandatory field
- **Region** : Drop down , Mandatory field
- **Start Date** : Mandatory field
- **End Date :** Mandatory field
- **Survey for** : Dropdown , Mandatory field
- **Change Active** : Mandatory field
- **Set Question** : Mandatory field
- **Set Answer** : Mandatory field
- **Point** : Mandatory field
- **Mark as Correct Answer**: Mandatory field

3.17. RSO Checkout Feedback Bangla

Ref: FR17 (Business Requirements Specification)

Option to enter RSO checkout feedback in Bangla.

User Interface:



Steps (Checkout Feedback):

Image 1: Tap on the Bangla items to provide feedback

3.18. Include Retailer Type in Visit Plan

Ref: FR18 (Business Requirements Specification)

Include Retailer Type in Visit plan (Check-In) beside name and address: (retailer type as in DMS.)

User Interface:

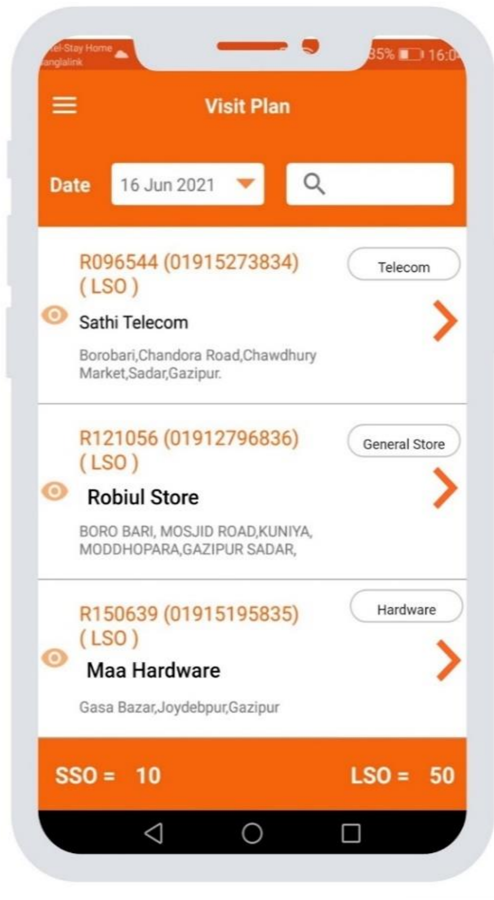


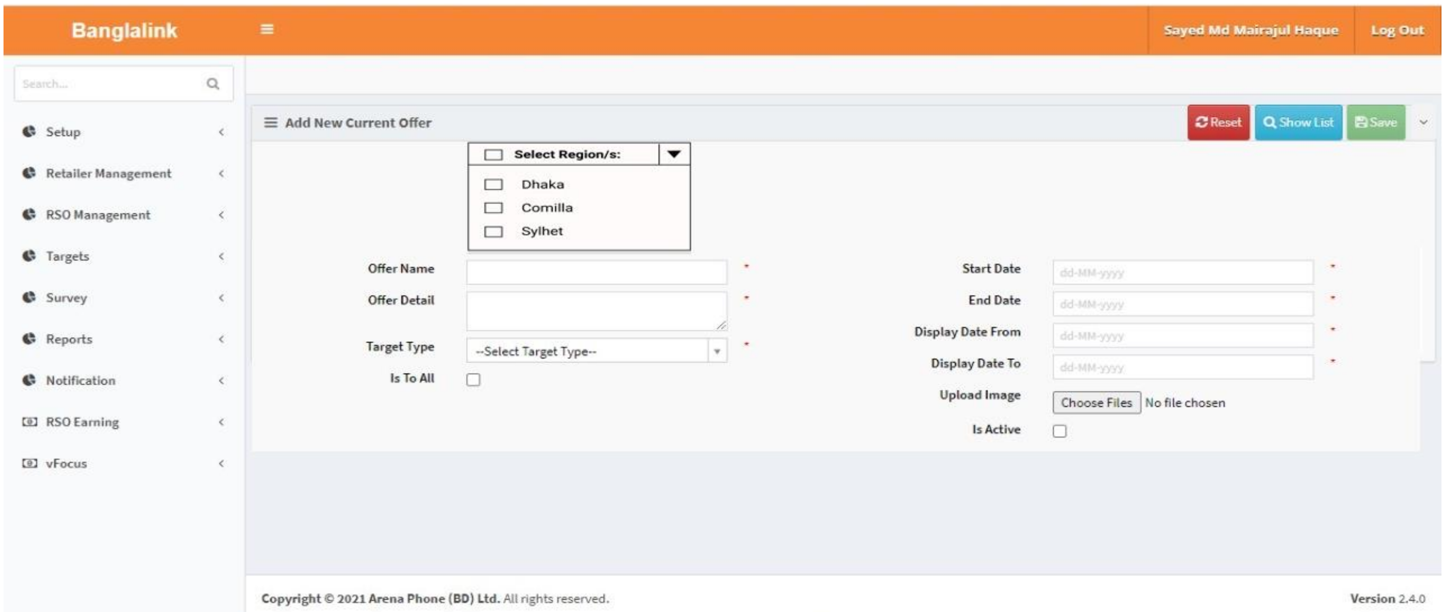
Image 1: Retailer type is visible on the right side in a rounded text box.

3.19. Multiple Region Selection Required for Current offer

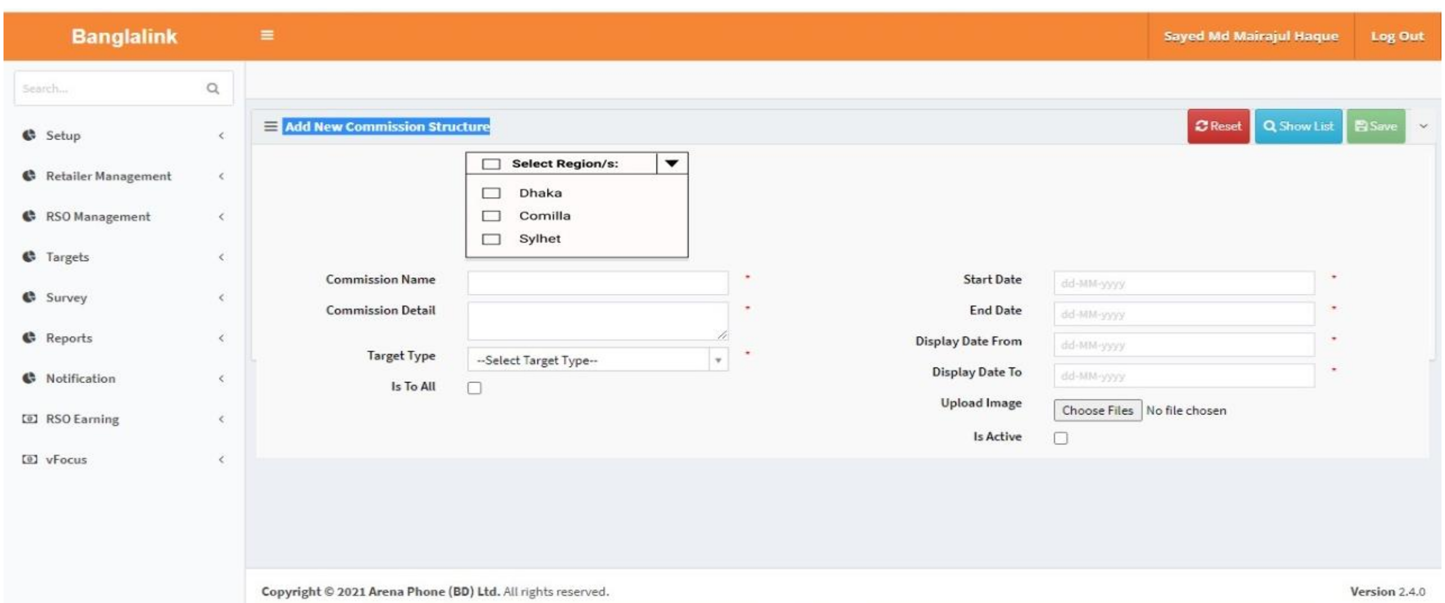
Ref: FR19 (Business Requirements Specification)

Multiple Region Selection Required for Current offer, commission structure and survey. Only visible to specific RSOs of that region / if Select all than to all RSO data will show in this report.

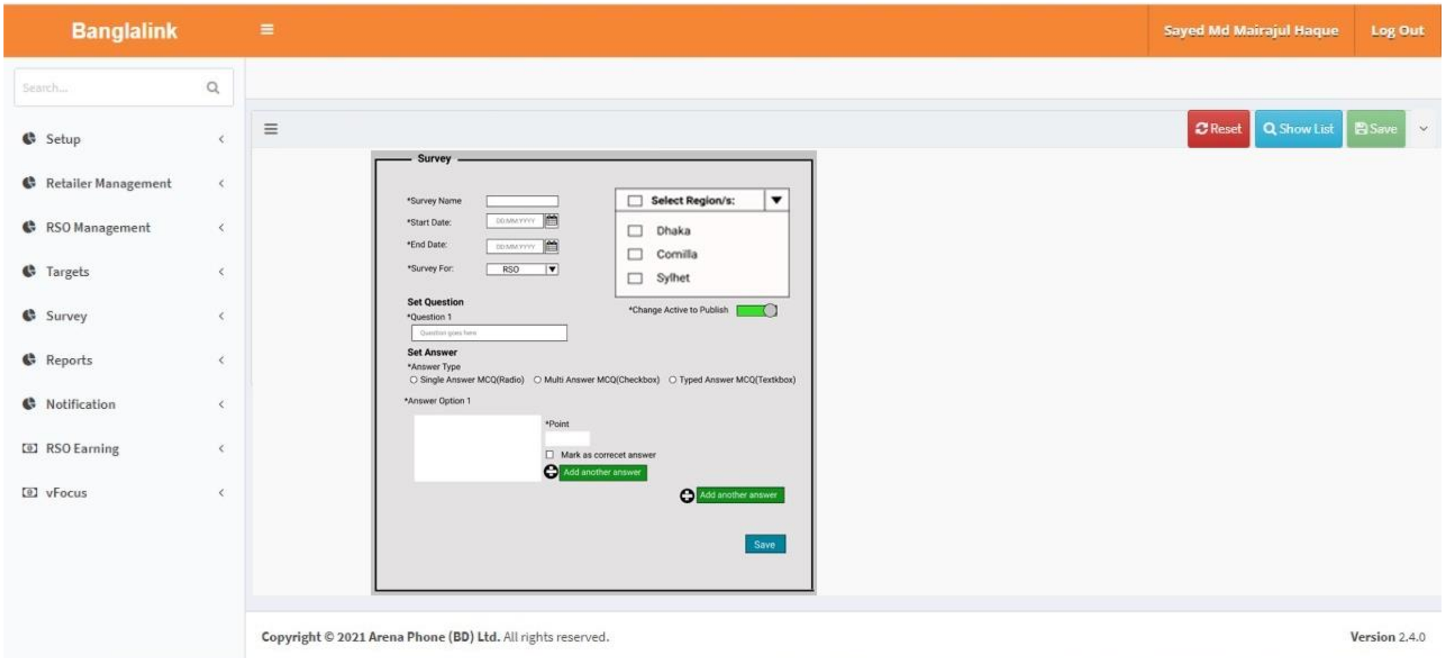
<u>User Interface for Current Offer</u>



<u>User Interface for Commission Structure</u>



User Interface for Survey



Rules & Validations:

- Multiple regions can be selected.

3.20. Report Inclusion in APP

Ref: FR20 (Business Requirements Specification)

Following reports Develop in RSO APP

- 0 usage MSISDN list, retailer wise such list is generated, rso will be aligned as per DMS and updated list for that RSO will be available in App. Other rules AS IS and source is DWH. (last month and Current month)

  Format: Activation date, Retailer Code, MSISDN.

- Zero recharge MSISDN List as per existing reporting rule and source Format: Retailer code, Activation date, MSISDN; for current Month and Last month Only,

- Deno Category, Deno, C2S Count, (Most to least) and excluding zero C2C counts. 3 filters to include : Last day, Last week, 1month

  For all above cases, retailer wise data will be pulled from DWH and RSO mapping will be done as per DMS and thus information of retailer for that RSO will be presented for that RSO in App.

User Interface for 5K Usages, Zero Recharge and Deno Report:

Image 1

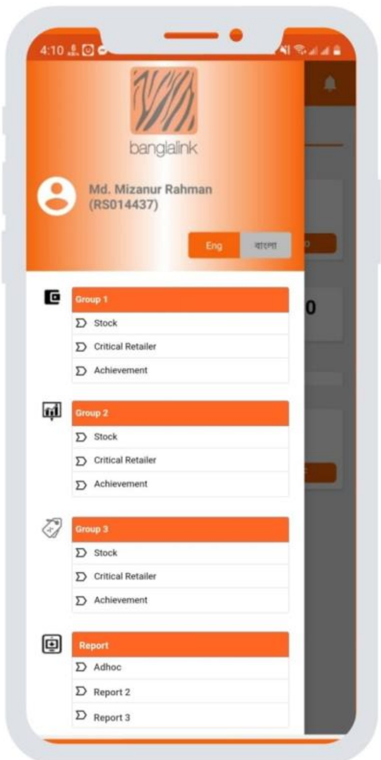


Image 2

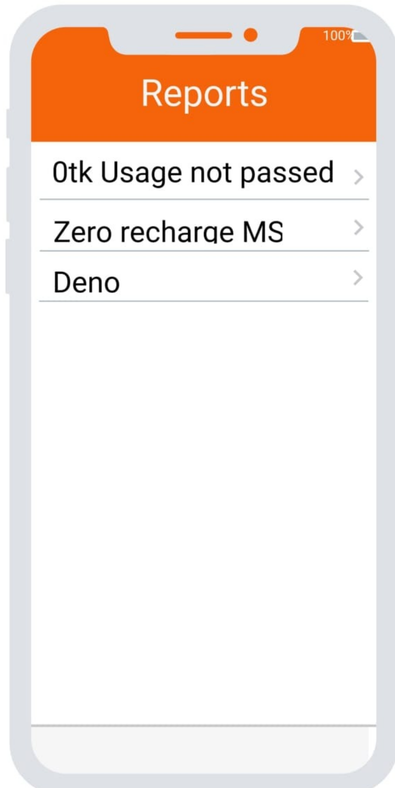


Image 3

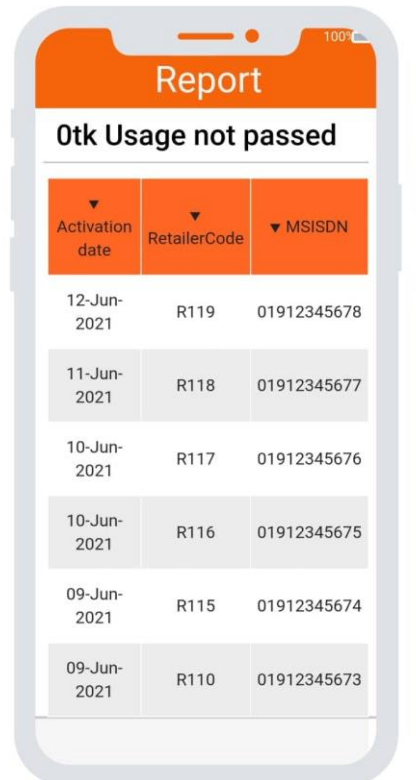
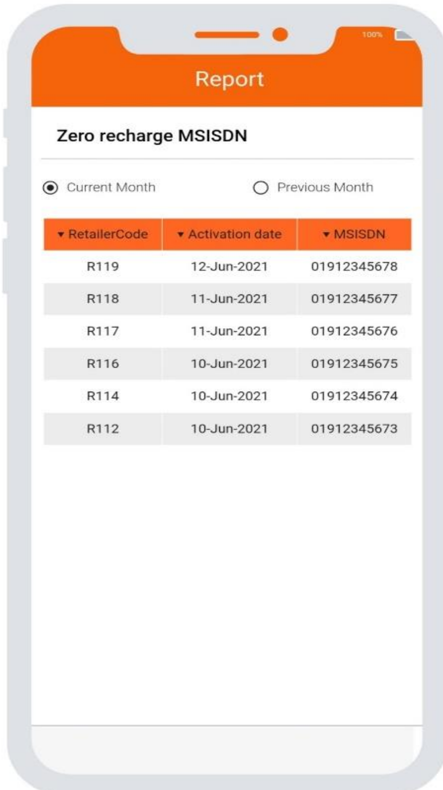


Image 4

Image 5



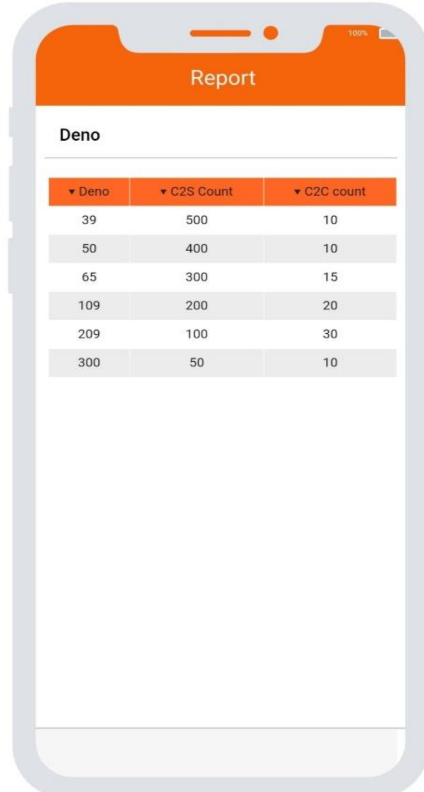


Image 1: Report screen has the list of available reports, and tap on a report to view
Image 2: 5tk Usage not passed MSISDN list
Image 3: Zero recharge MSISDN List
Image 4: Deno list

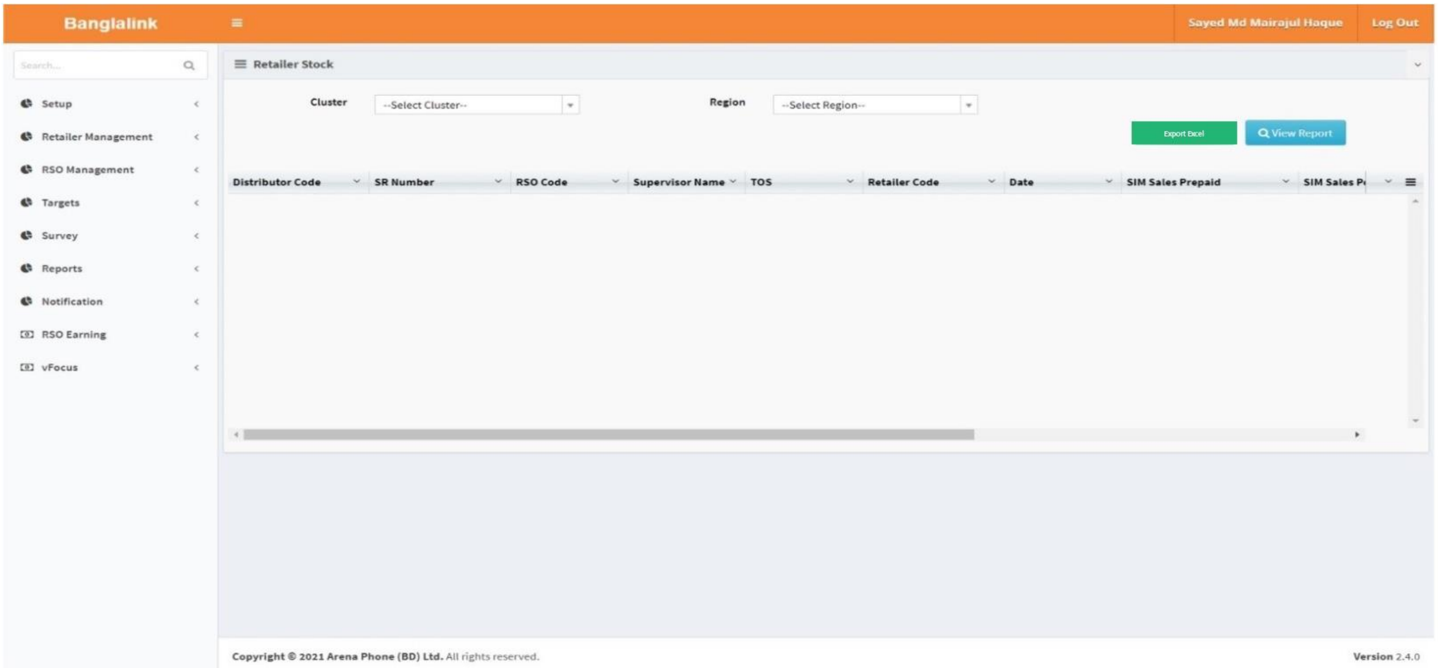
3.21. Report Inclusion in WEB

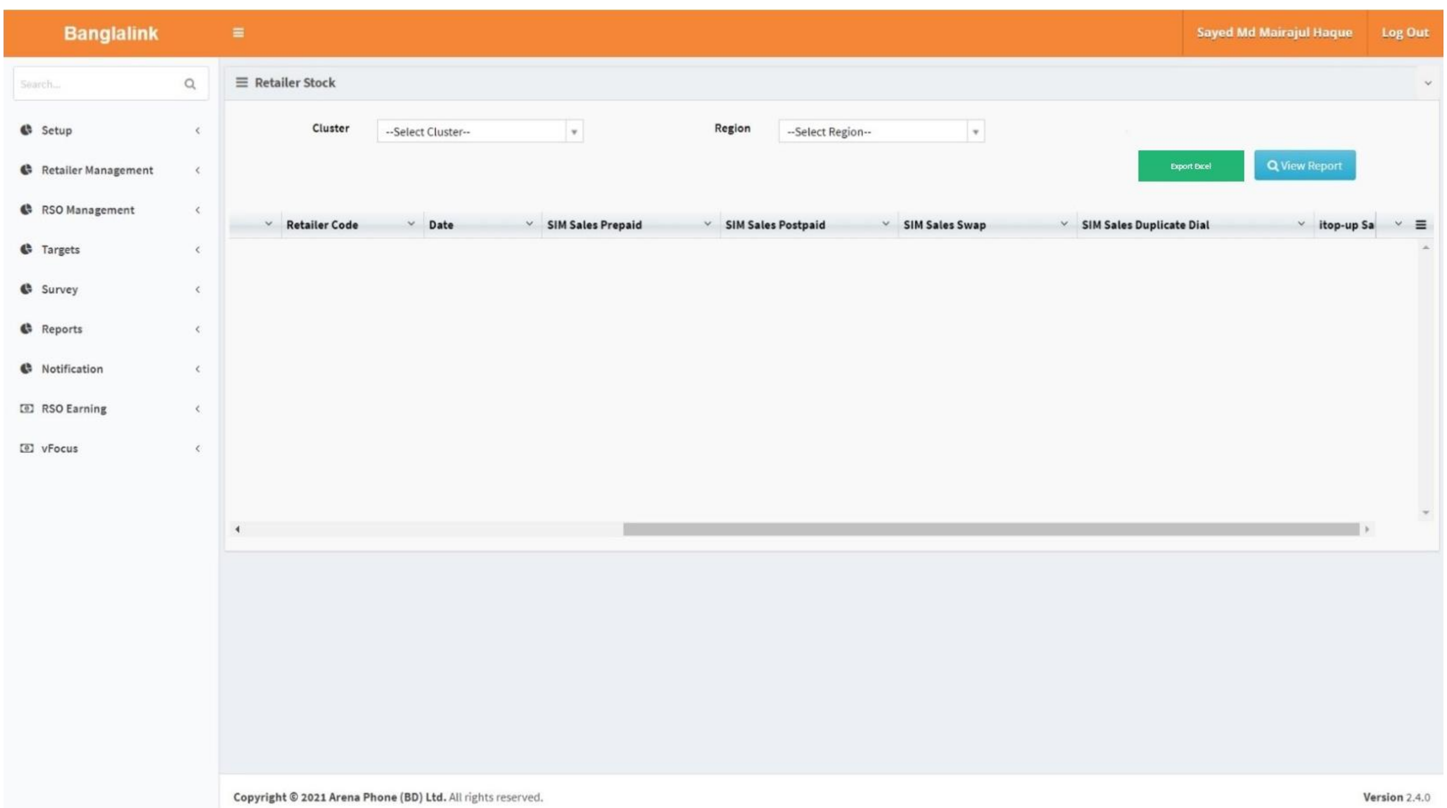
Ref: FR21 (Business Requirements Specification)
All reports will have excel export.

1. Retailer Sales Report revamp in WEB module
    a. Include: SR Number, Supervisor Name, TOS,
    b. Exclude: Device sales, SC sales,
    c. Exclude data Auto-load and provide National and cluster wise in filter
2. RSO Usage Points report (reference FR10)
3. RSO Stock report (reference FR2)
4. RSO Survey Result Export: Survey Name, Response date, User Code, User Name, Survey Question, Survey Answer.
5. RSO Attendance And Path
    a. Details: Date, Route, RSO Code, SR number, retailer code, Login time, logout time, time elapsed, Landmark (A,B), retailer Lat-Long, sales call Lat-long, Distance, matched, Checkout feedback, Closest BTS Code, Total Sales Amount.
    b. Summary1: Date, RSO, SR Number, Total Distance covered, Total Time.
    c. Summary2: Date, RSO code, SR Number, Checkout Reason, retailer count, Total sales.

User Interface in Web portal:

- **Retailer Sales Report**





Rules & Validation:

- Exclude data Auto-load and provide National and cluster wise in filter

- **RSO Usage Points Report Format**

Date	Region	Distributor Code	RSO Code	SR Number	Total Points
12-Jun-21	DHAKA	DHKDHK01	RS0149	1900000001	40
12-Jun-21	DHAKA	DHKDHK01	RS0245	1900000002	35
12-Jun-21	DHAKA	DHKDHK01	RS03149	1900000003	32
12-Jun-21	DHAKA	DHKDHK01	RS60149	1900000004	30
12-Jun-21	DHAKA	DHKDHK01	RS098149	1900000005	27

Report Column: Date, Region, Distributor Code, RSO Code, SR Number , Total Points

- **RSO Stock Report Format**

Product	Qty	Price	Amount

Report Column: RSO Code, Product, Qty, Price and Amount

- **RSO Survey Result Export:**

Survey Name	Response date	User Code	User Name	Survey Question	Survey Answer

Report Column: Survey Name, Response date, User Code, User Name, Survey Question, and Survey Answer

- **RSO Attendance & Path**

Date	Route	RSO Code	SR number	retailer code	Login time	logout time	time elapsed	Landmark (A,B)	retailer Lat-Long	sales call Lat-long	Distance

matched	Checkout feedback	Closest BTS Code	Total Sales Amount

Report Column: Date, Route, RSO Code, SR number, retailer code, Login time, logout time, time elapsed, Landmark (A,B), retailer Lat-Long, sales call Lat-long, Distance, matched, Checkout feedback, Closest BTS Code, Total Sales Amount.

Summery 1 Report:

Date	RSO	SR Number	Total Distance covered	Total Time

Summery Repot 1 Column: Date, RSO, SR Number, Total Distance covered, Total Time.

Summery 2 Report:

Date	RSO code	SR Number	Checkout Reason	retailer count	Total sales

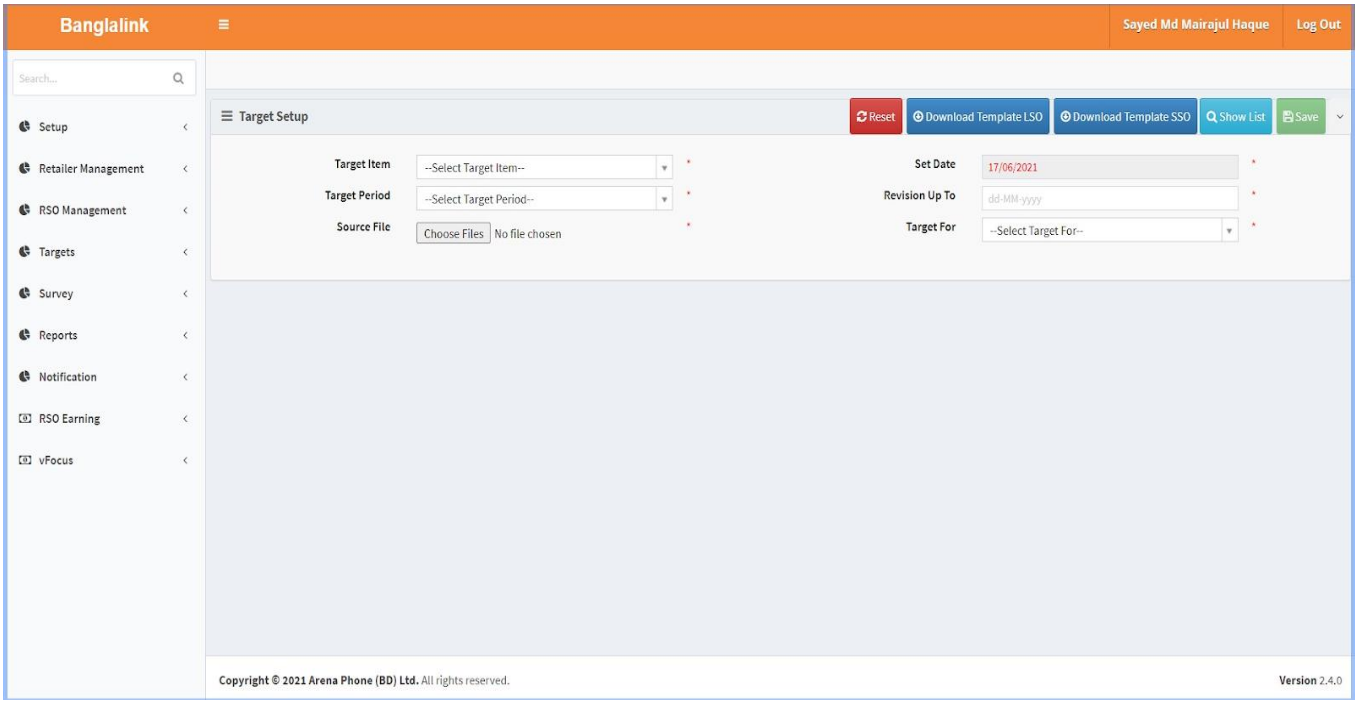
Summery Repot 2 Column: Date, RSO code, SR Number, Checkout Reason, retailer count, Total sales.

3.22. Retailer Target in Module

Ref: FR22 (Business Requirements Specification)

- Month Code, Item Name, Staff Code, Target;
- Staff Type = SSO: Only Active SIM retailer will be downloaded
- Staff Type = LSO: Active itop-up retailer will be downloaded.

User Interface Retailer Target in:



Steps:

(a) User Downloads Template (Refer to the two templates below)
(b) User Fills in and Uploads
(c) Item Name is Validated against Target Item List
(d) After successful upload, user can filter:
  (i) Target Item
  (ii) Target Period (Month)
  (iii) Revision Up to (Last Revised Date)
  (iv) Target for (User Type)

Month Code	Item Name	Staff Code	Staff Type	Target
		R032534	LSO	
		R134723	LSO	
		R248543	LSO	
		R396574	LSO	
		R462356	LSO	

Excel Download & Upload Format for LSO

Month Code	Item Name	Staff Code	Staff Type	Target
		R165935	SSO	
		R110495	SSO	
		R214738	SSO	
		R317623	SSO	
		R419285	SSO	

Excel Download & Upload Format for SSO

Rules & Validation:

- Item list in Excel will be validated against target item list in database.
- When the LSO Excel is downloaded, it will only contain the LSO Retailers.
- When the SSO Excel is downloaded, it will only contain the SSO Retailers.

3.23. App crash and app mal-functioning reporting to the developer

Ref: FR23 (Business Requirements Specification)

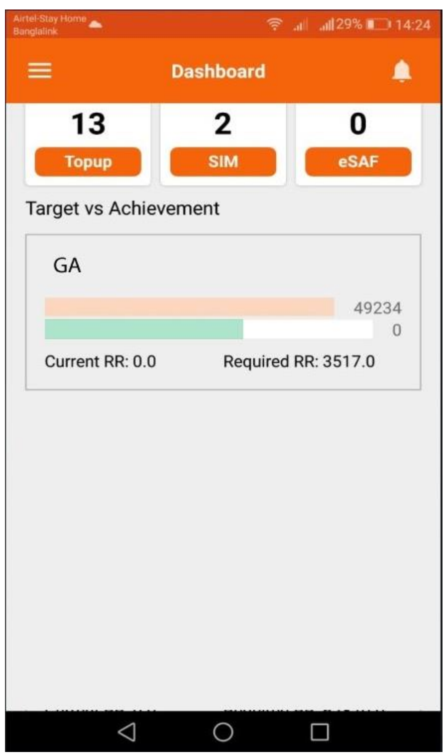
- Firebase Crashlytics, a real time crash reporting tool will be integrated to get reports on app crash and mal-functioning.

3.24. RSO Dashboard data issue fixing

Ref: FR24 (Business Requirements Specification)

RSO Dashboard on App Target vs Achievement (we receive SIM replacement and new connection but need it Based on New Connection Only from DWH Data)
In addition, a separate color to show today's sold GA and Recharge.

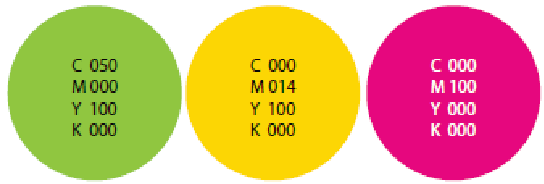
User Interface for RSO Dashboard:



Rules & Validations:

- Only new connection data will be shown in the achievement bar
- New Connection Data will be taken from DWH

- For all Target color (Pink)
- For all MTD (green)
- For recharge and GA, Today's C2C (Yellow)



3.25. App in Low Data Connectivity

Ref: FR25 (Business Requirements Specification)
In 2G data speed or data speed slow below scenarios occur, need to fix these actions

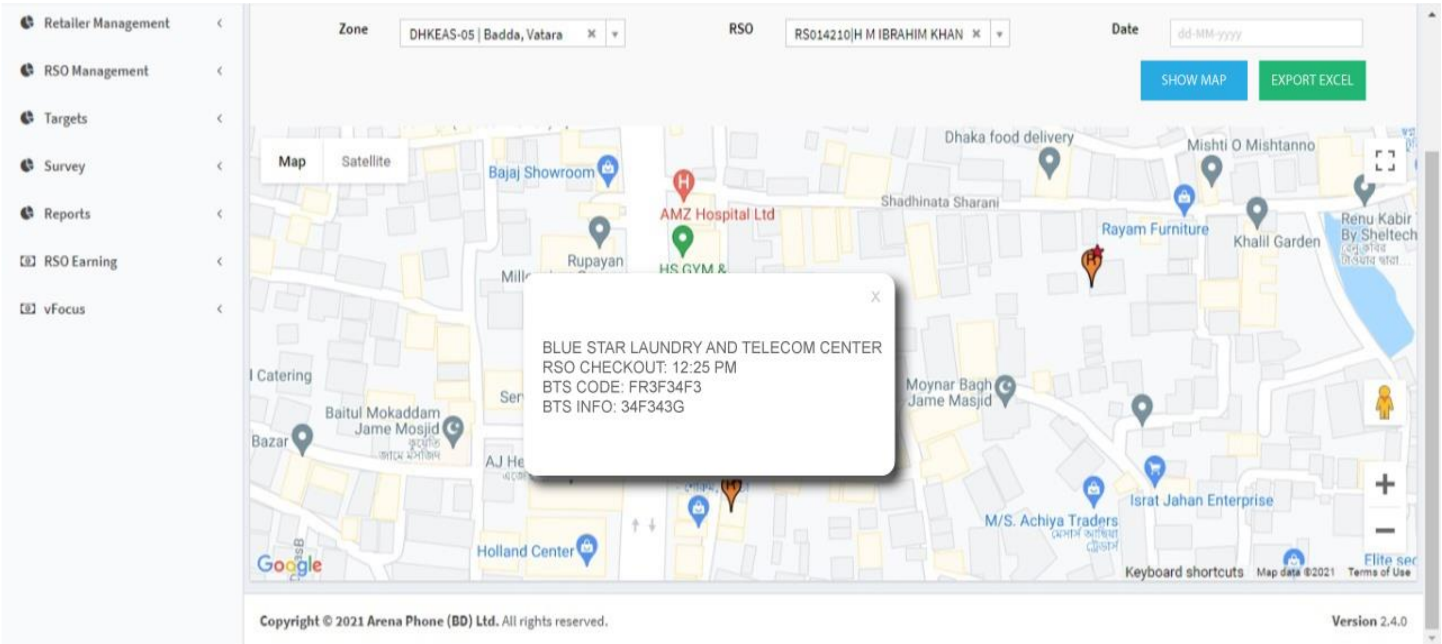
- Login takes time
- Dashboard takes huge time to load and cannot be refreshed or cancelled or back
- Routes page takes huge time and cannot be refreshed or cancelled or back
- Current offer, commission structure image not appears
- SIM Issue and SC issue
- Itopup transaction
- Other reports

3.26. RSO Footsteps View Fixing

Ref: FR26 (Business Requirements Specification)

- Include Time in landmark - **Check In time**
- On hover, show RSO checkout feedback and Total Sales Amount
- RSO change approve in bulk
- Provide an Excel Export from the Map
  (a) RSO Code, Date, Login time, logout time, time elapsed, Landmark (A B), retailer code, retailer Lat-Long, sales call Lat-long, Distance, Checkout feedback, Total Sales Amount.
  (b) BTS Code, BTS Info (as of vFocus) and Address in MAP.

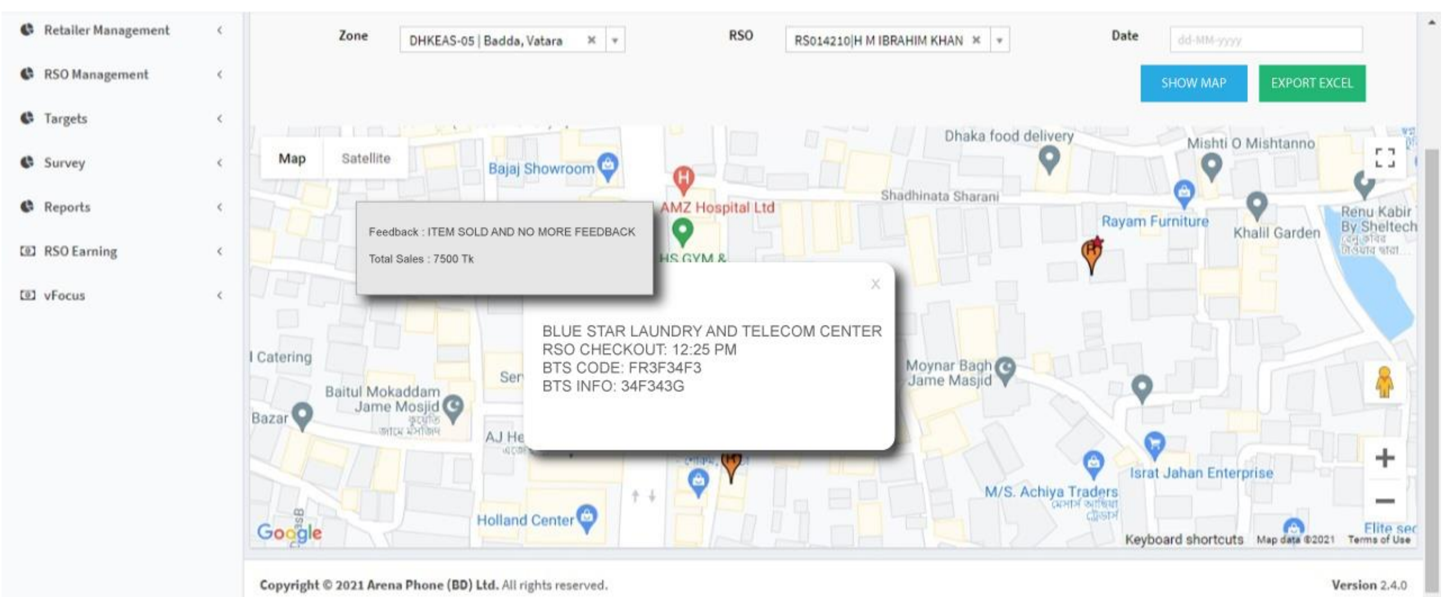
User Interface for RSO Footsteps:



Excel Report Format

RSO Code	Date	Login time	logout time	time elapsed	Landmark (A B)

retailer code	retailer Lat-Long	sales call Lat-long	Distance	Checkout feedback	Total Sales Amount



Report Column: RSO Code, Date, Login time, logout time, time elapsed, Landmark (A B), retailer code, retailer Lat-Long, sales call Lat-long, Distance, Checkout feedback, Total Sales Amount.

3.27. Special Report in Web

Ref: FR27 (Business Requirements Specification)

Report Format

RSO code	SR Number	Distributor code	RSO App version	Device IMEI	Device Unique SL	Last Login Date/time

Report Column: RSO code, SR Number, Distributor code, RSO App version, Device IMEI, Device Unique SL, Last Login Date/time.

3.28. Capability to do Transactions Offline

Ref: FR28 (Business Requirements Specification)

User Interface for Offline Transaction in mobile App:

Image 1

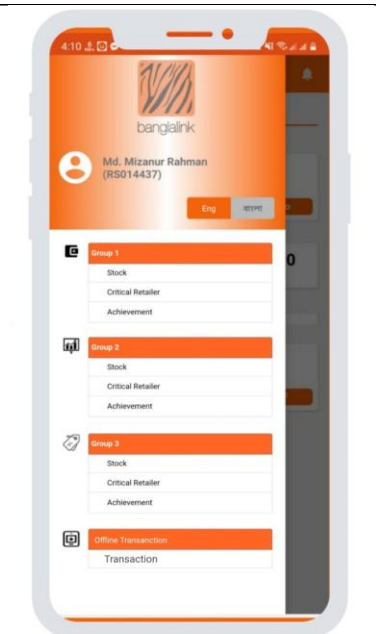
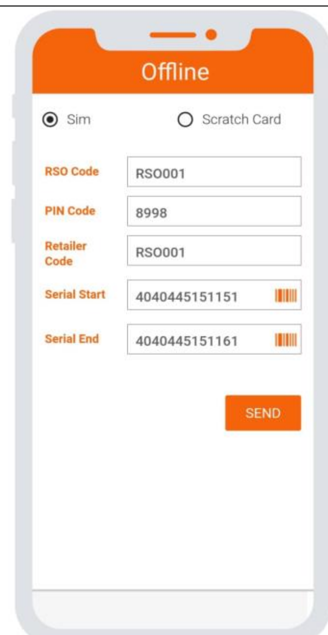


Image 2



Steps for Offline Transaction:

Image 1: Tap on the Sidebar menus to access offline transaction features.
Image 2: User Input RSO Code, Retailer Code, PIN Code and SIM/SC serial
Image 3: Click send then SMS based SC/Sim transaction will perform.

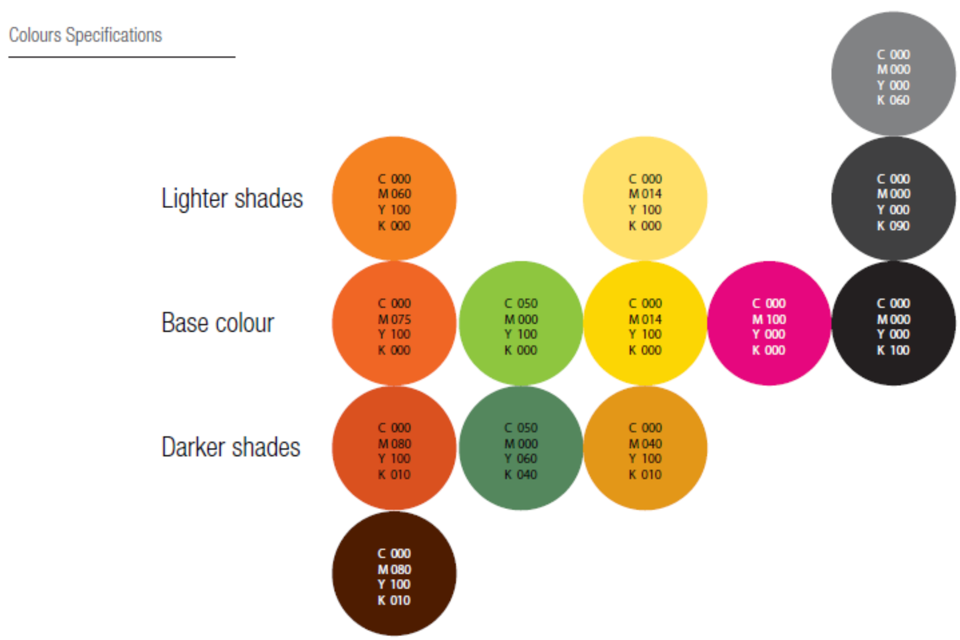
Rules & Validations:

- Single transaction will perform at a time
- RSO Code, Retailer Code, PIN Code and SIM/SC serial is mandatory
- For SIM ,18 digit SIM serial with 898803 as prefix +12digits, Number only
- For SC, 12 Digit SC serial , Number only

Glossary:

Color Codes:

During development period, we will consider below color specification.



Font:

During development period, we will use below fonts.