



# **Software Requirements Specification (SRS)**

**OF**

## **RSO App Enhancement**

**Submitted by,**



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## 1. Introduction

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.

## 2. Scope of Works

- DD performance APP for distributor
- RSO Payment Acknowledgement both Apps and SMS option
- If Target for current month is not available, then show achievement against last month's Target
- Lat-Long of retailer, Distributor
- Merchandiser App revamp
- UI / UX change as per MyBL App / Retailer App
- App for Supervisor
- Revamp retailer Info Update:
- Access to ZM as view only for RSO from vfocus
- Revamp RSO Complaint module and integrate with vfocus and retailer app
- PIN less Child balance for RSO
- Retailer EV PIN Unbar
- Retailer EV PIN Reset (2-step)
- Live C2C and C2S with time mentioned (update till)
- Low balance retailer definition from Excel upload
- Provide Site location, Distributor location, retailer location in
- Retailer mapping/ serial needed to be sorted according to physical route plan
- Separate l'top-up module. Capture PIN 1<sup>st</sup> than store till logout from that page
- QR Code in visit plan and include visit plan page in Menu
- Resize Routes section in Routes List page (Modify existing)
- Retailer Demand to RSO App End to End journey with status. (Modify existing)
- No Loader used which impact during big size picture, Loader include (Modify existing)
- Existing feature where new development required:
- Distributor and BTS location point in Map
- Include Profile picture option in App
- Automated Birthday greetings as flash popup (birthday card)
- Vfocus RSO App integration for view as RSO
- Retailer complaint to VFucus , integration with retailer app
- View of commission, Current offers and Campaigns as of RSO App
- Today's sales RSO apps and Total
- Bottom 10 Low Performing Site details (current Month and Last Month

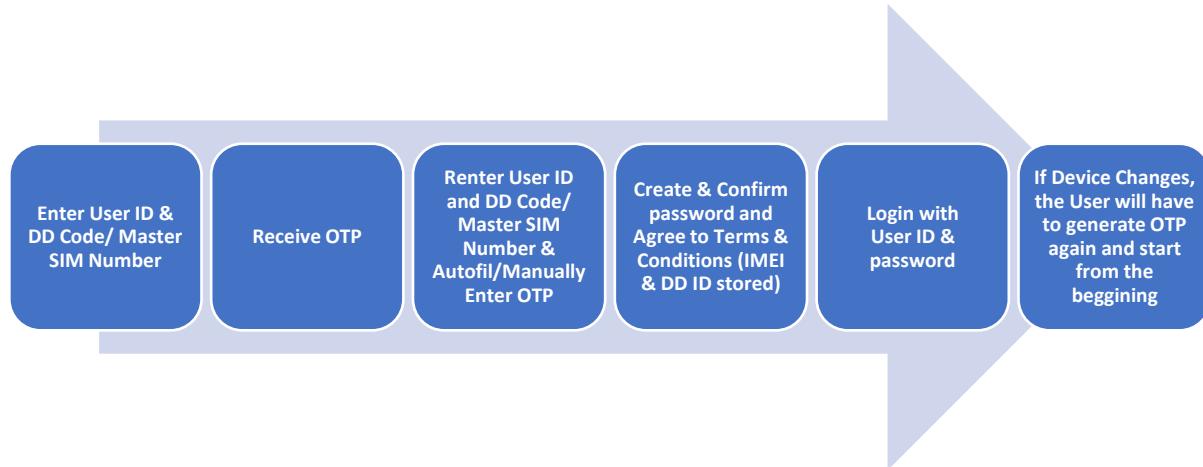
### 3. Technical Requirements/Interfaces

#### 3.1 Retailer DD performance APP for distributor

Ref: FR1 (Business Requirements Document)

- Same New UI will be applied for this App also.
- Login credentials as per DMS (distributor Page) Master SIM=ID, Password = Password.
- MasterSIM field in DMS for SMS / PIN/Password
- Device Registration, Forget Password, Password reset option

#### Workflow Diagram for Device Registration:



#### Workflow Description for Device Registration:

1. Whenever a new device is used to access the RSO app, the DD will see a screen asking for his/her User ID & DD Code/Master SIM Number.
2. This will generate an OTP and send it to the DD's phone.
3. The DD will re-enter his/her DD Code/ Master SIM number and the OTP will either be automatically or manually filled in.
4. The DD 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 DD clicks on "Continue", the password is created. The DD is redirected to the login screen.
5. The DD will now enter his user ID and his new password to log in.

## User Interface for Device Registration:

The registration screen. At the top is the Banglalink logo. Below it, the text "Register device with User ID" is centered. A large input field labeled "Enter User ID" is below this. An orange button labeled "Register" is centered below the input field. Below the button, a note states: "By continuing, I agree to Banglalink's [Privacy Policy](#) and [Terms of Use](#)." Below the note are two links: "Forgot Password? [Tap here.](#)" and "Offline Transaction? [Tap here.](#)". At the bottom, the text "Version 4.1" and "Release Date 01/August/2022" are visible.The screen for entering a 4-digit OTP. It features a header "Enter 4-digit code" with a close button "X". Below the header is a note: "Please enter the four-digit code sent to +61485816733". There are four input fields labeled "1", "2", "3", and "4". Below these fields is a link "Dont recive the code? [RESEND OTP](#)". An orange button labeled "Verify & Proceed" is at the bottom. A virtual keyboard is overlaid on the bottom right.The password creation screen. It features the Banglalink logo at the top. Below it, the text "Create your password" is centered. Two input fields are present: "Enter Password" and "Confirm Password". An orange button labeled "Create" is at the bottom. At the very bottom, the text "Version 4.1" and "Release Date 01/August/2022" are visible.The login screen. It features the Banglalink logo at the top. Below it, the text "Login with UserID/Phone" is centered. Two input fields are present: "Enter User ID / Phone" and "Enter Password". An orange button labeled "Login" is at the bottom. At the very bottom, the text "Version 4.1" and "Release Date 01/August/2022" are visible.

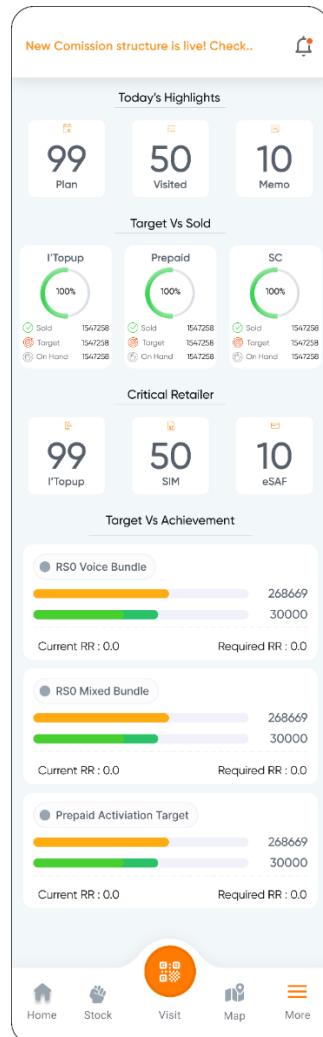
## Rules/Validations for Device Registration:

1. While user will input User ID (DD Code/Master SIM Number) than an OTP will be generated
2. OTP length will be as per policy
3. OTP will be filled automatically or DD 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 DD code will be stored in system
7. When a user login with DD code then the system will check his device ID and provide DD 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)

- **Limited features of RSO App**

- Dashboard: Total Plan, Total Visited, Total, Memo, Total Day target vs Sold. Critical Retailers Total, Target vs ach (DD Target, RSO Target, achievement total cumulative)

### User Interface:



#### **Rules/Validations:**

- DD will be able to see the summary information of his assigned RSO

- Critical Retailers

### User Interface:

The User Interface shows a table with the following data:

RSO	Product	Total
RS0149	I'TOPUP	2000
RS0149	SIM	2000
RS0149	SC	2000

### Rules/Validations:

- DD will be able to see the summary information of his assigned RSO

- Modality

**Current Offer:**

**User Interface for Current Offer:**

**Step 1:** From this page, Admin can upload the target for DD by providing the required information in the fields

The screenshot shows the 'Add New Current Offer' form. The 'Target Type' dropdown menu is open, displaying four categories: RETAILERS, STAFFS, MTO, and Distributor. The 'Distributor' option is currently selected.

The screenshot shows the 'Add New Current Offer' form. The 'Target Type' dropdown menu is open, displaying four categories: RETAILERS, STAFFS, MTO, and Distributor. The 'Distributor' option is currently selected.

**Step 2:** From this page, ZM can see the uploaded target lists of DD

The screenshot shows the 'Existing Current Offers' grid. The 'Target Type' column indicates the target type for each offer. Most offers have 'Distributor' listed, while 'Test Offer 1' has 'RETAILERS'. The 'Action' column provides edit and delete options for each offer.

Action	Offer Name	Offer Detail	Target Type	Start Date
	New Offer 1	New Offer 1 Details Information	Distributor	11/03/2018
	Special Internet Offer on Bangla New Year	To celebrate the festivity on Bangla New year	Distributor	09/04/2018
	Test Offer	Test Offer	RETAILERS	09/03/2021
	test miltah	test miltah	STAFFS	01/07/2021
	Test Offer 0003	Test Offer 0003	STAFFS	16/11/2020
	Offer UAT	UAT Offer 8 sept	STAFFS	09/09/2021
	Test Offer	Test Offer	STAFFS	09/03/2021
	sds	fdfd	RETAILERS	07/07/2021
	Test Offer 0001	Test Offer Detail	RETAILERS	03/04/2018
	Test Reset 1	Test Reset Detail	RETAILERS	30/03/2018

**Rules/Validations for Current Offer:**

- Add new Current Offer -> Target Type -> Distributor will be added in the drop-down list.

- In Existing Current Offer list, Distributor list will be shown.
- Others field (validation) will be same as previous.

### **Commission Structure:**

#### **User Interface for Commission Structure:**

**Step 1:** From this page, Admin can upload the Commission for DD by providing the required information in the fields.

**Step 2:** From this page, Admin can see the uploaded Commission lists of DD.

Commission Name	Commission Detail	Target Type	Start Date	Action
test mitah	test mitah	Distributor	01/07/2021	<a href="#">Edit</a> <a href="#">Delete</a>
test k	test k	Distributor	01/07/2021	<a href="#">Edit</a> <a href="#">Delete</a>
Te	reaw	STAFFS	16/08/2021	<a href="#">Edit</a> <a href="#">Delete</a>
UAT Comission	uat Comission detail	STAFFS	08/09/2021	<a href="#">Edit</a> <a href="#">Delete</a>
Commission 2	Test Commission Detail	STAFFS	01/05/2018	<a href="#">Edit</a> <a href="#">Delete</a>
Test Image	Test Image	STAFFS	12/07/2021	<a href="#">Edit</a> <a href="#">Delete</a>
Test Image	Test Image	STAFFS	12/07/2021	<a href="#">Edit</a> <a href="#">Delete</a>
test mitah	test mitah	RETAILERS	01/07/2021	<a href="#">Edit</a> <a href="#">Delete</a>
test mitah	test mitah	RETAILERS	01/07/2021	<a href="#">Edit</a> <a href="#">Delete</a>
New commission for RSO APP 3.10		STAFFS	01/08/2021	<a href="#">Edit</a> <a href="#">Delete</a>

#### **Rules/Validations for Commission Structure:**

- Add new Commission Structure -> Target Type -> Distributor will be added in the drop-down list.
- In Existing Commission Structure list, Distributor list will be shown.
- Others field (validation) will be same as previous.

#### **O Monitoring**

#### **User Interface:**

**X AD HOC Reports**

- [\*\*Usage Report\*\* 16-May-22 >](#)
- [\*\*Deno Report\*\* 16-May-22 >](#)

**X Target vs Achievement**

**EV Lifting**

Month	Target	Achieved
Jan 22	1547258	1547258
Feb 22	44503	1547258
Mar 22	5000	1547258

**Prepaid Activation**

Month	Target	Achieved
Jan 22	1547258	1547258
Jan 22	1547258	1547258
Jan 22	1547258	1547258

**Data Pack**

Month	Target	Achieved
Jan 22	1547258	1547258
Jan 22	1547258	1547258
Jan 22	1547258	1547258

**RSO Voice Bundle**

Month	Target	Achieved
Jan 22	1547258	1547258
Jan 22	1547258	1547258
Jan 22	1547258	1547258

**RSO Mixed Bundle**

Month	Target	Achieved
Jan 22	1547258	1547258
Jan 22	1547258	1547258
Jan 22	1547258	1547258

**X Seller Performance**

Select KPI

**Top Seller**

SL	RSO	Achivement
1.	ARIFUR RAHMAN (RS0149)	46
2	ARIFUR RAHMAN (RS0149)	46
3	ARIFUR RAHMAN (RS0149)	46
4	ARIFUR RAHMAN (RS0149)	46
5	ARIFUR RAHMAN (RS0149)	46

**Bottom Seller**

SL	RSO	Achivement
1.	ARIFUR RAHMAN (RS0149)	46
2	ARIFUR RAHMAN (RS0149)	46
3	ARIFUR RAHMAN (RS0149)	46
4	ARIFUR RAHMAN (RS0149)	46
5	ARIFUR RAHMAN (RS0149)	46

**X Route Performance**

Select KPI

**Route Performance**

SL	Route	Last Month	This Month
1.	Panchbibi Outer 6Rural	23	46
2	Panchbibi Outer 1Rural	23	46
3	Panchbibi Outer 6Rural	23	46
4	Panchbibi Outer 6Rural	23	46
5	Panchbibi Outer 6Rural	23	46

#### Rules/Validations:

- DD will be able to see the summary information of his assigned **RSO** (Target vs achievement, Top bottom seller & Route Performance)
- AD HOC report (as per DD)

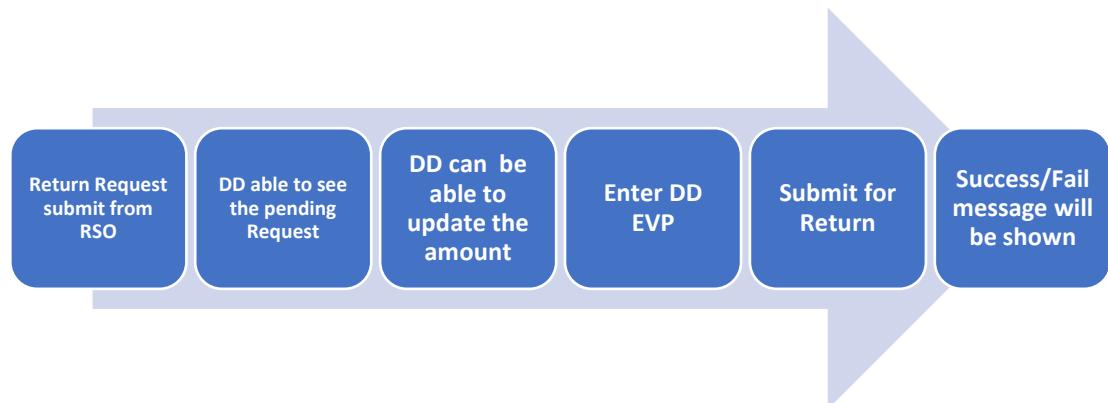
- Active RSO List: RSO Name, RSO Code, SR number, Route Count, SSO count, LSO count with search option (RSO code and Sr number search)

## User Interface:

## **Rules/Validations:**

- DD will be able to see the active RSO List of his assigned RSO
  - EV return: RSO will make EV return request from Apps, Distributor will receive the return from apps by viewing request and Providing PIN.

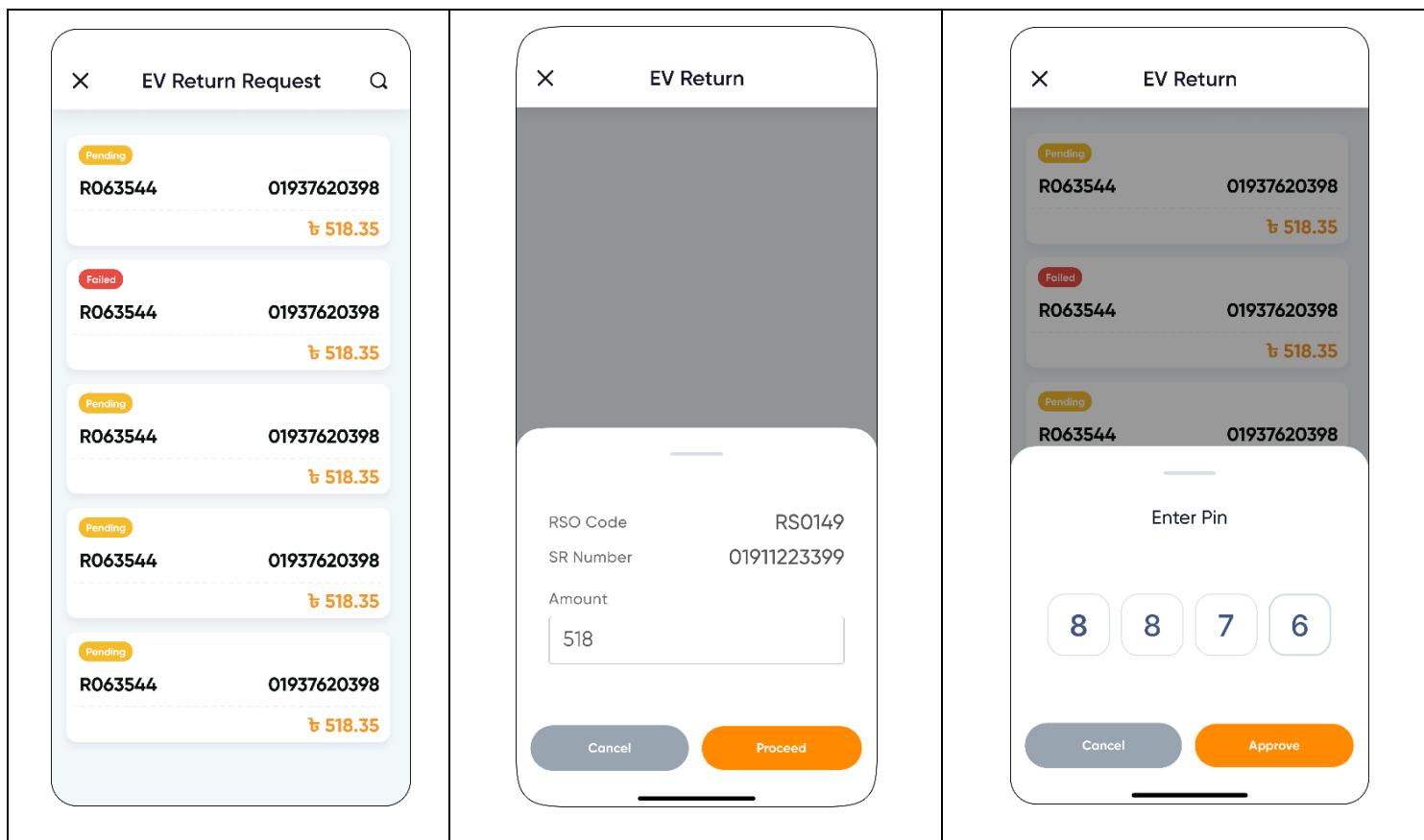
## Workflow:



### Workflow Description:

- 1) Return Request will be submitted from RSO
- 2) DD will be able to see the pending Request
- 3) DD can be able to update the amount
- 4) Then, Enter the DD EVP
- 5) Then click the Submit for Return
- 6) Finally, Success/Fail message will be shown

### User Interface:

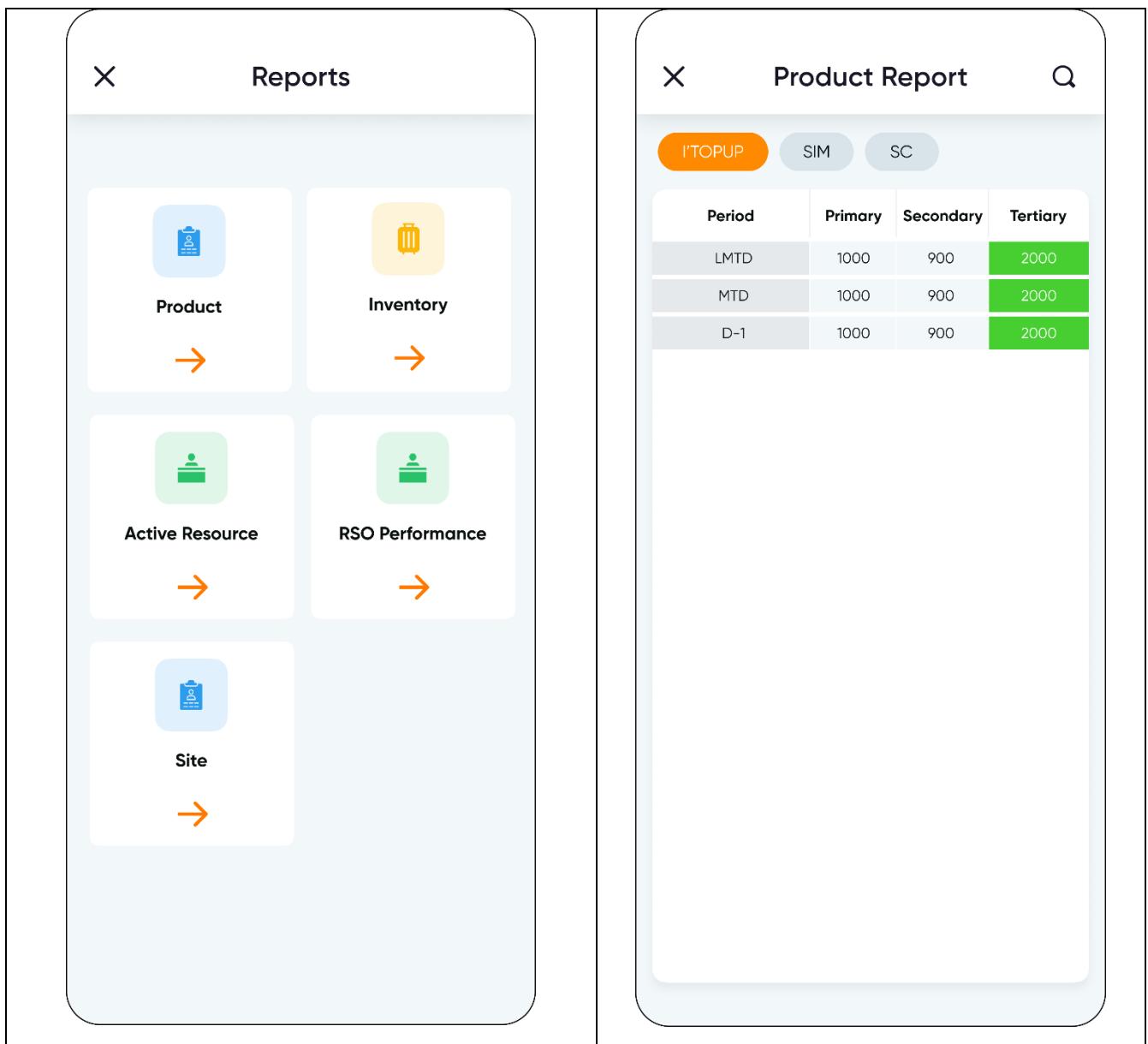


#### **Rules/Validations:**

- Only current date requests will be shown
- DD will be able to his assigned RSO's return requests
- Return balance should be less than equal ( $\leq$ ) current balance.
- DD should be entered his EV pin to return the balance.

- o Reports (Monitoring)
- o Select from drop down SIM/ I'top-up / SC
- o Inventory: SIM / SC / Device Format: Product code, Product name, Count (DD Stock floor)
- o RSO wise Performance reports (KPI: Prepaid Activation, EV Lifting, RSO Mixed Bundle, Data Pack, Voice Bundle)
- o Site Report: District, Thana, SRAN, Network mode, SSO count, LSO count, MTD GA, MTD recharge  
Filter: Prepaid Activation, EV Lifting, RSO Mixed Bundle, Data Pack, Voice Bundle

#### **User Interface:**



### X Inventory Report Q

Product Code	Product Name	Total
MSST	DESH STANDARD	2000
20MB	DATA PACK 20MB	2000
20MB	DATA PACK 20MB	2000
20MB	DATA PACK 20MB	2000
20MB	DATA PACK 20MB	2000
20MB	DATA PACK 20MB	2000
20MB	DATA PACK 20MB	2000
20MB	DATA PACK 20MB	2000
BIODEVICE	BIOMETRIC DEVICE	2000

### X Resource Report Q

Active Resources	
RSO	999
Route	2000
SSO	1500
LSO	5000
Supervisor	20
Merchendiser	300

### X RSO KPI Report Q

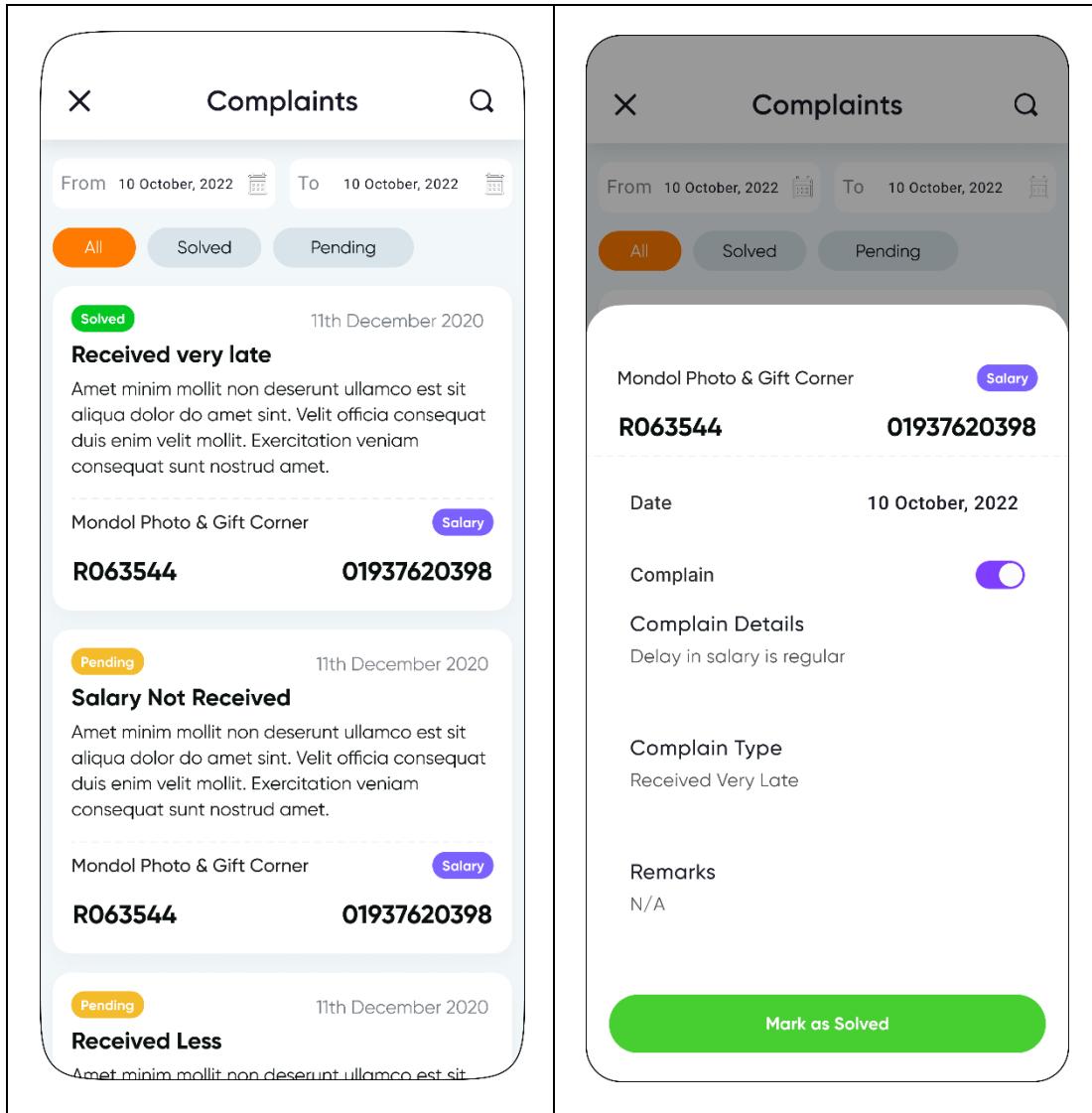
All					
RSO Code	SR Number	Target	Achivement	Current RR	Required RR
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000
RS0149	01911223344	2000	1000	1000	1000

### X Site Report Q

District + Thana	SRAN	Network Mode	Site Count	SSO Count	LSO Count
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000
Dhaka	100	2000	1000	1000	1000

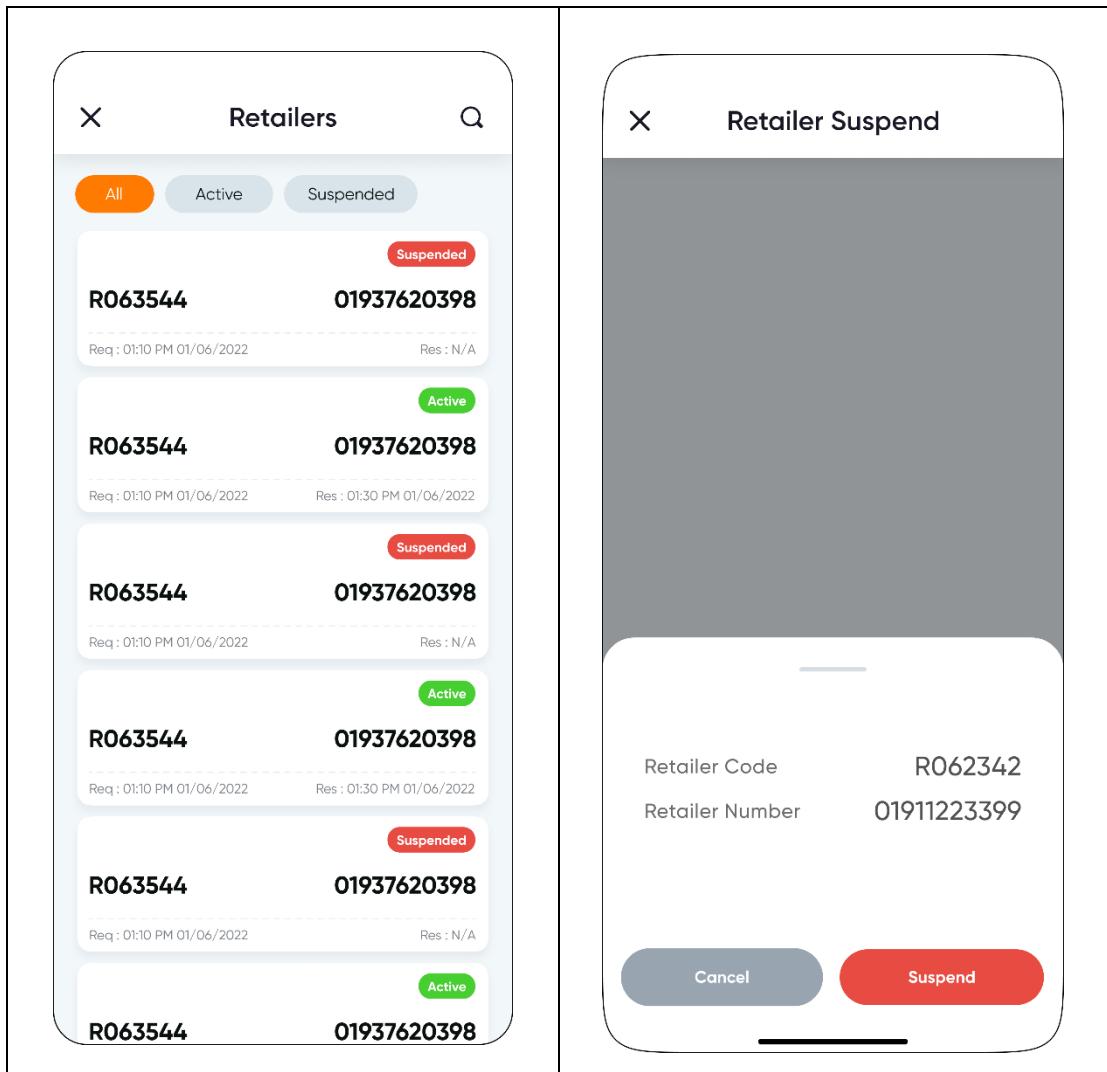
- Payment Acknowledgement: Filter: Receiving date, Check All Date, Commission Type, Name, Amount – CheckBox – Remarks  
Concern List : Date, Commission Type, Name, Amount –CheckBox – Solved.

### User Interface:



- Retailer transaction barring: API Integration to suspend retailer.

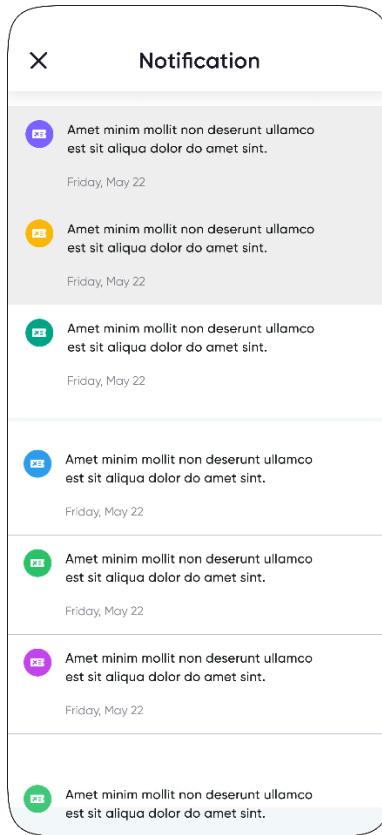
**User Interface:**



**Rules/Validations:**

DD will be able to suspense his assigned Retailers.

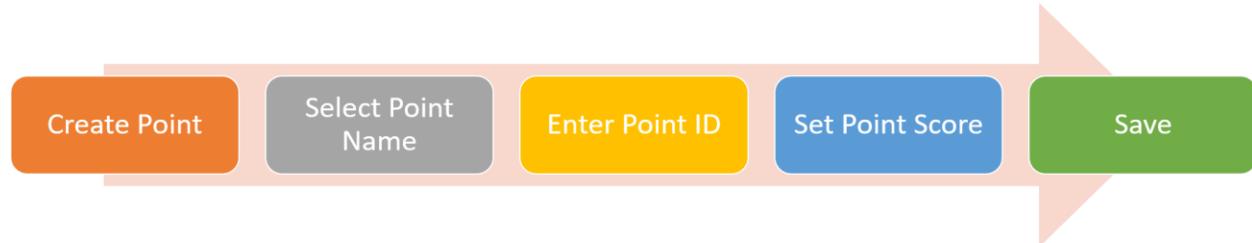
- **Notification and Popup of RSO for distributor**



- **Point on App Usage**

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

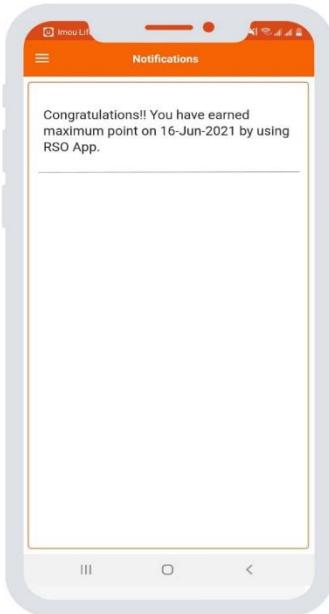
The screenshot shows a web-based form for creating a new point. The form is contained within a grey box with a black border. At the top left, there is a label "Point Name" followed by a long input field. Below this, there are four smaller input fields with labels: "\*Point For:", "\*Point Name:", "\*Point Code:", and "\*Point Score:". To the right of these fields is a green rectangular button labeled "Save". The entire form is set against a light orange background.

Image 2 Modify Points

The screenshot shows a table titled "Modify Points" within a grey box with a black border. The table has five columns: SN, Point Name, Point Code, Point Score, and Action. There are three rows of data:

SN	Point Name	Point Code	Point Score	Action
1	login	B001	5	Modify
2	checkout	B002	9	Modify
3	ipopup issue	B003	7	Modify

## 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 Distributor will get Congratulations 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

### **3.2 RSO Payment Acknowledgement both Apps and SMS option**

**Ref:** FR2 (Business Recruitments Document)

- RSO salary is distributed, and the data is uploaded in RSO Apps. In RSO apps an acknowledgement option will be required that disbursed amount was received by them. They will be viewed amount from database, RSO will select receiving date and acknowledge receiving of salary.
- RSO will be able also to raise concern from same page if any (remarks Like salary not received, received less, received very late, Others)
- Report in Backend will be generated for response  
RSO Code, Salary Month, Amount, Upload date, Received date (by RSO, Acknowledgement status, acknowledgement details, remarks).

Salary Month and Acknowledgement type will be filters and view/report generation as per role and dd attachment.

**For Web -**

**Workflow Diagram:**



**Workflow Description:**

- 1) At first, user can select Salary Period from the RSO Salary page.
- 2) Then, user can upload the excel file
- 3) Finally, the file will be stored in the db.

**User Interface:**

**Step 1:** At first, user can select Salary Period & then upload the excel file, file will be stored in the db.

The screenshot shows the Banglalink application's RSO Salary module. The main content area is titled "RSO Salary". It contains two input fields: "Salary Period" (with a dropdown menu showing "Select Salary Period") and "Source File" (with a button labeled "Choose Files" and the message "No file chosen"). At the top right of this form are four buttons: "Reset", "Download Template", "Show List", and "Save". The top navigation bar includes the "Banglalink" logo, a search bar, and user information ("Sayed Md Mairajul Haque" and "Log Out"). On the left, there is a sidebar with a tree-view menu containing categories like "Setup", "Retailer Management", "RSO Management", "Targets", "Survey", "Reports", and specific items like "Retailer Location Update" and "Retailer Create Request".

**Step 2:** User can see the RSO Salary report by selecting the “Salary period” & “Acknowledgment Type”

**RSO Salary Report**

Export    Reset    Show

\*Salary Period :

\*Acknlodgement Type:

RSO Code	Salary Month	Amount	Upload Date	Received Date	Acknowledgement Status	Acknowledgement Details	Remarks
RS00149	MAY_22	9000	10-Jun-22	12-Jun-22	Yes	Received Very late	Received Very late
RS00150	MAY_22	9000	10-Jun-22	12-Jun-22	Yes	Received less	My amount should be 12000
RS00151	MAY_22	9000	10-Jun-22	12-Jun-22	No		
RS00152	MAY_22	9000	10-Jun-22	12-Jun-22	No		
RS00153	MAY_22	9000	10-Jun-22	12-Jun-22	No		

**Step 3:** Then after clicking on show button, the report will be shown in the landing page.

**RSO Salary Report**

Export    Reset    Show

\*Salary Period :

\*Acknlodgement Type:

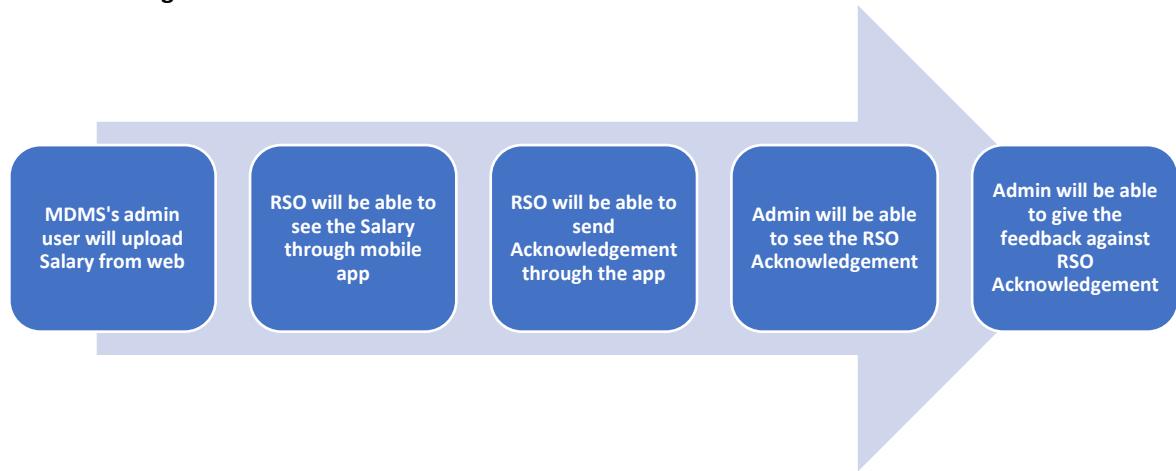
RSO Code	Salary Month	Amount	Upload Date	Received Date	Acknowledgement Status	Acknowledgement Details	Remarks
RS00149	MAY_22	9000	10-Jun-22	12-Jun-22	Yes	Received Very late	Received Very late
RS00150	MAY_22	9000	10-Jun-22	12-Jun-22	Yes	Received less	My amount should be 12000
RS00151	MAY_22	9000	10-Jun-22	12-Jun-22	No		
RS00152	MAY_22	9000	10-Jun-22	12-Jun-22	No		
RS00153	MAY_22	9000	10-Jun-22	12-Jun-22	No		

**Rules/Validations:**

- 1) RSO salary upload validation will be same as previous.
- 2) Initially new field will be blank, new field will be added through backend, initially null value will be saved
- 3) New fields will be added –
  - Acknowledgement by: MDMS user ID
  - Acknowledgement Status: Radio button (Yes/No)
  - Acknowledgement Remarks: Text field

**For Mobile App -**

**Workflow Diagram:**



**Workflow Description:**

- 1) MDMS's admin user will upload Salary from web
- 2) RSO will be able to see the Salary through mobile app
- 3) RSO will be able to send Acknowledgement through the app
- 4) Admin will be able to see the RSO Acknowledgement
- 5) Admin will be able to give the feedback against RSO Acknowledgement

## User Interface:

The image displays two mobile application screens side-by-side.

**RSO Earning Screen:**

- Header:** X RSO Earning
- Section:** Select your Target Period
- Data:**
  - Working Days: 30
  - Fixed Salary: ₦ 7500
  - Variable Commission: ₦ 3080
  - Incentive Through: ₦ 10
  - Additional Incentive: ₦ 100
  - Others: ₦ 50
  - Total Earning: ₦ 10581
- Details:**
  - Bank Name: The City Bank Ltd
  - Bank A/C: 201.202.203.333555
  - Vendor: Response
  - Acknowledgement Status: Yes
  - Feedback: We are taking care of delays
- Buttons:** Acknowledgement

**Acknowledgement Screen:**

- Header:** X Acknowledgement
- Section:** Select your Target Period
- Data:**
  - Working Days: 30
  - Fixed Salary: ₦ 7500
  - Variable Commission: ₦ 3080
- Date:** Date Your payment receiving date: 10 October, 2022
- Complain:** Complain Select this if you have any issues (Switch On)
- Complain Details:** Delay in salary is regular
- Select your complain type:** Select your complain type
- Remarks:** write your remarks here
- Buttons:** Submit

### Rules/Validations:

- 1) New fields will be added -
  - **Complain:** Radio button (Yes/No)
  - **Complain Type:** If Complain status will "Yes" then complain type dropdown list will be active.
  - **Remarks:** Text field
  - **Receive date:** Date field
- 2) Other validation will be same as previous.

**3.3 If Target for current month is not available, then show achievement against last month's Target but also keep identifier so that rso not gets confused on last month / this month target.**

**Ref:** FR3 (Business Recruitments Document)

If Target for current month is not available, then show achievement against last month's Target but also keep identifier so that rso not gets confused on last month / this month target.

- IF target not uploaded LM target / CM Ach
- IF target updated CM target / CM Ach

**Rules/Validations:** If Target for current month is not available, then show achievement against last month's Target but also keep identifier so that RSO not gets confused on last month / this month target.

#### **3.4 Lat-Long of retailer, Distributor:**

**Ref:** FR4 (Business Recruitments Document)

- An option in web module to upload Distributor code, Address, lat and long from admin.
- An option in web module to upload retailer code, lat and long from admin. (Keep the data in table,)

**Workflow for Lat-long of Retailer:**



**Workflow Description for Lat-long of Retailer:**

- 1) At first, user can select Lat-long for Retailer from the Lat-Long of Retailer page.
- 2) Then, user can upload the excel file
- 3) Finally, the file will be stored in the db.

### User Interface for Lat long of Retailer:

Retailer Code	DD Code	Retailer Name	Lat	Long	Upload date	Status
R12345	DHKDHK01	Test Retailer	89.765434	23.9876	26-Jun-22	Pending
R12346	DHKDHK01	Test Retailer	89.765435	23.9877	26-Jun-22	Pending
R12347	DHKDHK01	Test Retailer	89.765436	23.9878	26-Jun-22	Pending
R12348	DHKDHK02	Test Retailer	89.765437	23.9879	26-Jun-22	Pending
R12349	DHKDHK02	Test Retailer	89.765438	23.9801	26-Jun-22	Pending
R12350	DHKDHK02	Test Retailer	89.765439	23.9881	26-Jun-22	Pending

### Workflow for Lat-long of Distributor:



#### Workflow Description for Lat-long of Distributor:

- 1) At first, user can select Lat-long for Distributor from the Lat-Long of Distributor page.
- 2) Then, user can upload the excel file
- 3) Finally, the file will be stored in the db.

### User Interface for Lat long of Retailer:

DD Code	DD name	Lat	Long	Upload date	Status
DHKDHK01	Test DD 1	89.765434	23.9876	26-Jun-22	Pending
DHKDHK02	Test DD 2	89.765435	23.9877	26-Jun-22	Pending
DHKDHK03	Test DD 3	89.765436	23.9878	26-Jun-22	Pending
DHKDHK04	Test DD 4	89.765437	23.9879	26-Jun-22	Pending
DHKDHK05	Test DD 5	89.765438	23.9801	26-Jun-22	Pending

### Rules/Validations for Lat long of Retailer & Distributor:

- For New data upload no validation
- For Update existing data, validation required (will be set reviewing some data; primarily review on distance of both locations.
- When Retailer upload data (Excel file), Retailer code will be checked and when distributor upload data, Distributor code will be checked
- In ZM approval module (Retailer GPS Update Requests) include distributor location and BTS location (as mapped in DMS), Admin Location in approve MAP. (Retailer GPS Update Approval)

### User Interface for ZM Approval:

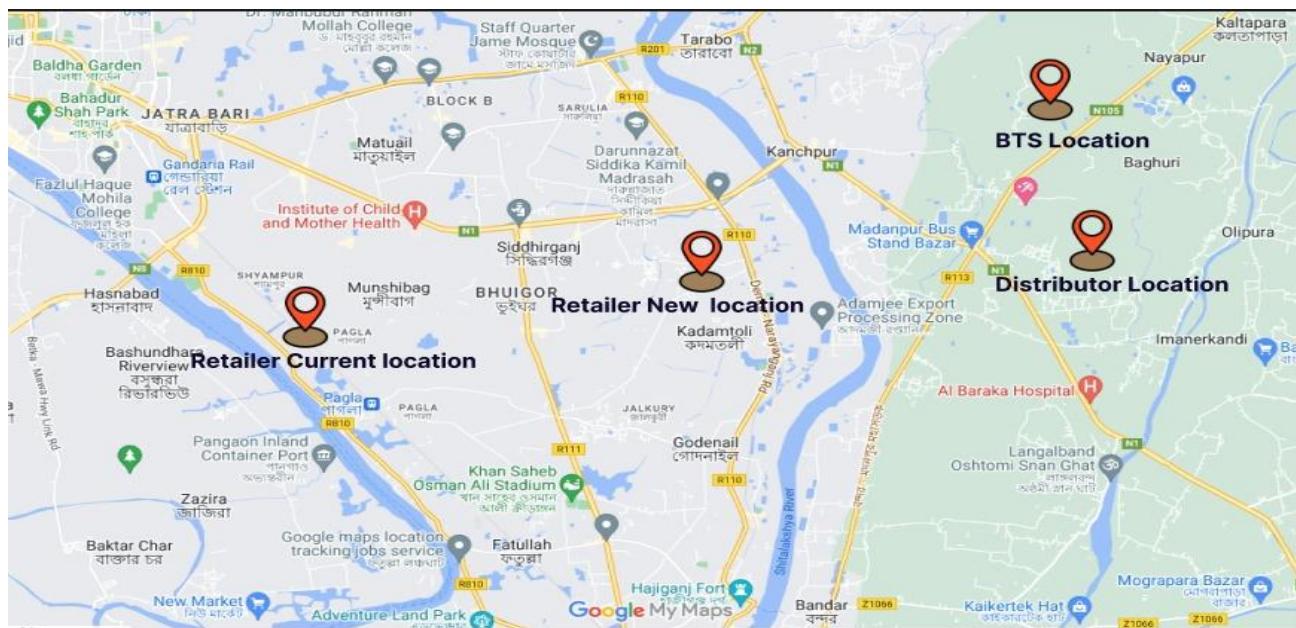
**Step 1:** At first ZM need to click the “View Details” for approval operation.

Retailer Code	DD Code	Retailer Name	Upload date	Status	Action
R12345	DHKDHK01	Test Retailer	26-Jun-22	Pending	<a href="#">View Details</a>
R12346	DHKDHK01	Test Retailer	26-Jun-22	Pending	<a href="#">View Details</a>
R12347	DHKDHK01	Test Retailer	26-Jun-22	Pending	<a href="#">View Details</a>
R12348	DHKDHK02	Test Retailer	26-Jun-22	Pending	<a href="#">View Details</a>
R12349	DHKDHK02	Test Retailer	26-Jun-22	Pending	<a href="#">View Details</a>
R12350	DHKDHK02	Test Retailer	26-Jun-22	Pending	<a href="#">View Details</a>

**Step 2:** Then, ZM can select Retailer/Distributor for the approval purpose. (For Retailer)

Retailer GPS Update Approval	
Retailer Code :	R267320
Distributor :	Kayan Traders
Retailer Name :	Khokon Telecom
Requester Comments :	
Requested Date :	06/01/2022
Old Latitude :	23.7216097
New Latitude :	23.7216097
Old Longitude :	89.3826747
New Longitude :	90.3826747
Distance :	2.0000

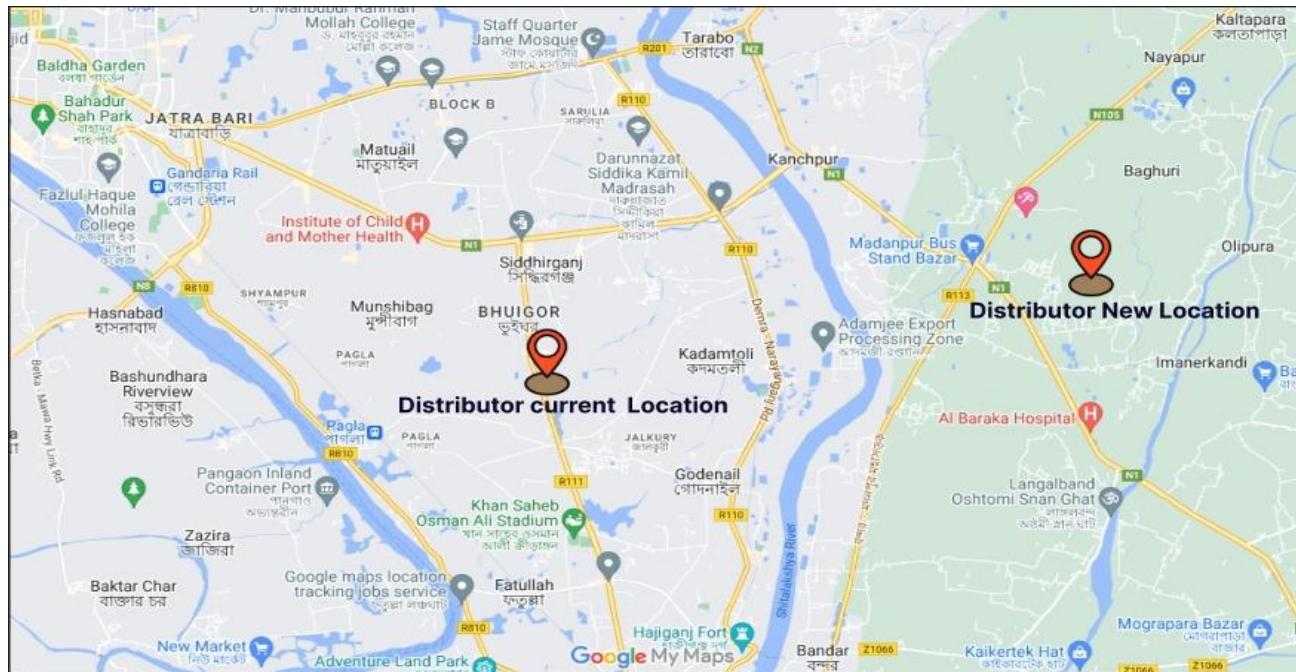
## - MAP UI for Retailer



## (For DD)

Distributor GPS Update Approval				
		<input type="button" value="Show Request List"/>	<input checked="" type="button" value="Approve"/>	<input type="button" value="Reject"/>
Retailer Code :	R267320	Old Latitude :	23.7216097	
Distributor :	Kayan Traders	New Latitude :	23.7216097	
Retailer Name :	Khokon Telecom	Old Longitude :	89.3826747	
Requester Comments :		New Longitude :	90.3826747	
Requested Date :	06/01/2022	Distance :	2.0000	

## - MAP UI for DD



- Report: A Comparison report containing: Retailer Code, Admin Lat-long MDMS Lat-Long, Distance with Admin, Distance from Distributor, Distance from BTS.

### User Interface for Report:

Retailer Lat Long Report

Retailer Code	Admin Lat	Admin Long	MDMS Lat	MDMS Long	Distance from Admin	Distance from Distributor	Distance from BTS
R12345	89.765434	23.9876	89.765434	23.9876	2m	2m	2m
R12346	89.765435	23.9877	89.765435	23.9877	2m	2m	2m
R12347	89.765436	23.9878	89.765436	23.9878	2m	2m	2m
R12348	89.765437	23.9879	89.765437	23.9879	2m	2m	2m
R12349	89.765438	23.9801	89.765438	23.9801	2m	2m	2m

Distributor Lat Long Report

Retailer Code	Admin Lat	Admin Long	MDMS Lat	MDMS Long	Distance from Admin
R12345	89.765434	23.9876	89.765434	23.9876	2m
R12346	89.765435	23.9877	89.765435	23.9877	2m
R12347	89.765436	23.9878	89.765436	23.9878	2m
R12348	89.765437	23.9879	89.765437	23.9879	2m
R12349	89.765438	23.9801	89.765438	23.9801	2m

### Rules/validations:

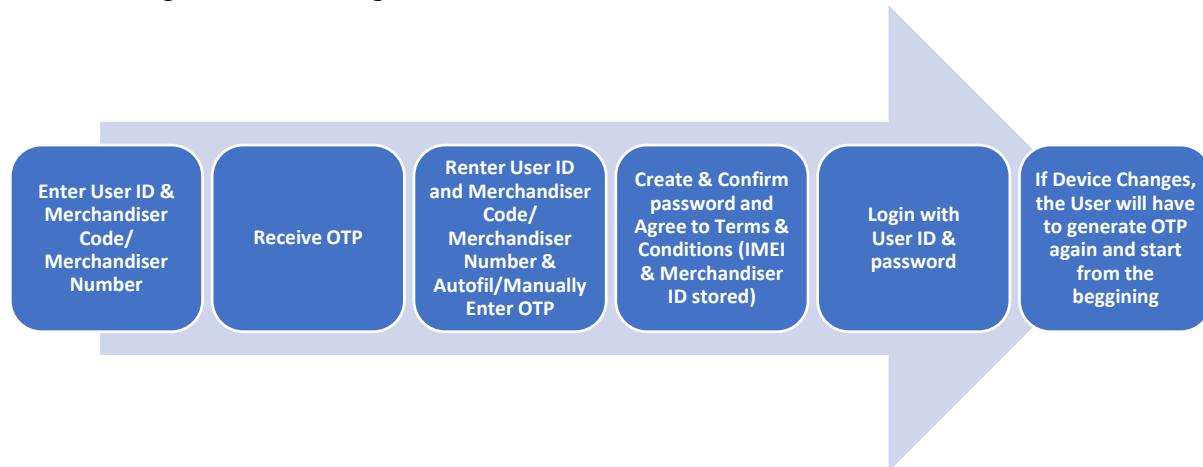
- No filter required.

## 3.5 Merchandiser App revamp

Ref: FR5 (Business Recruitments Document)

1. Device Registration (Merchandiser login with new password policy and Merchandiser number)

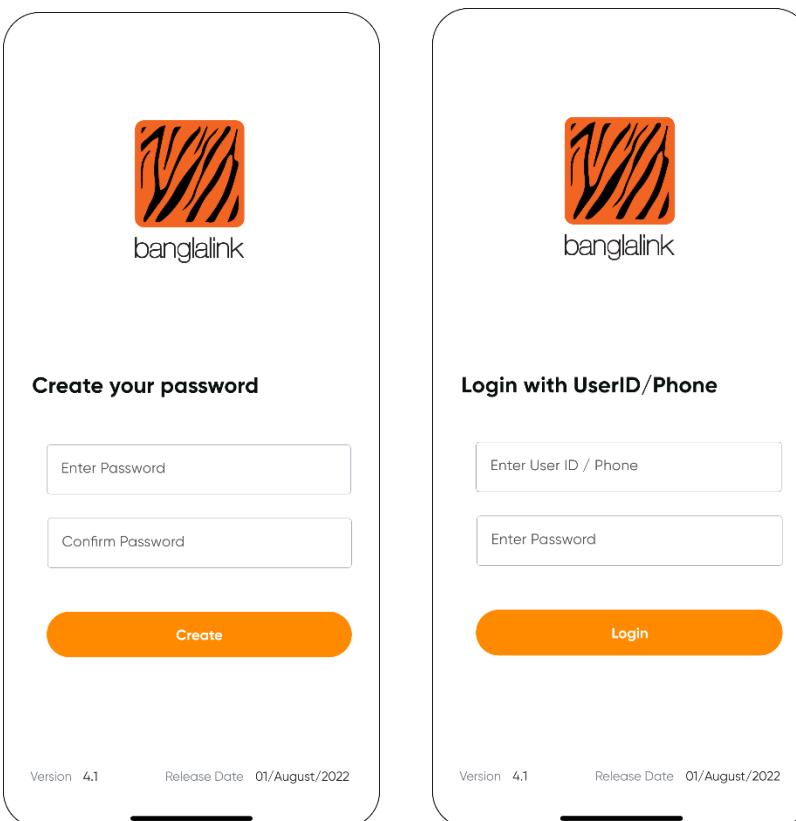
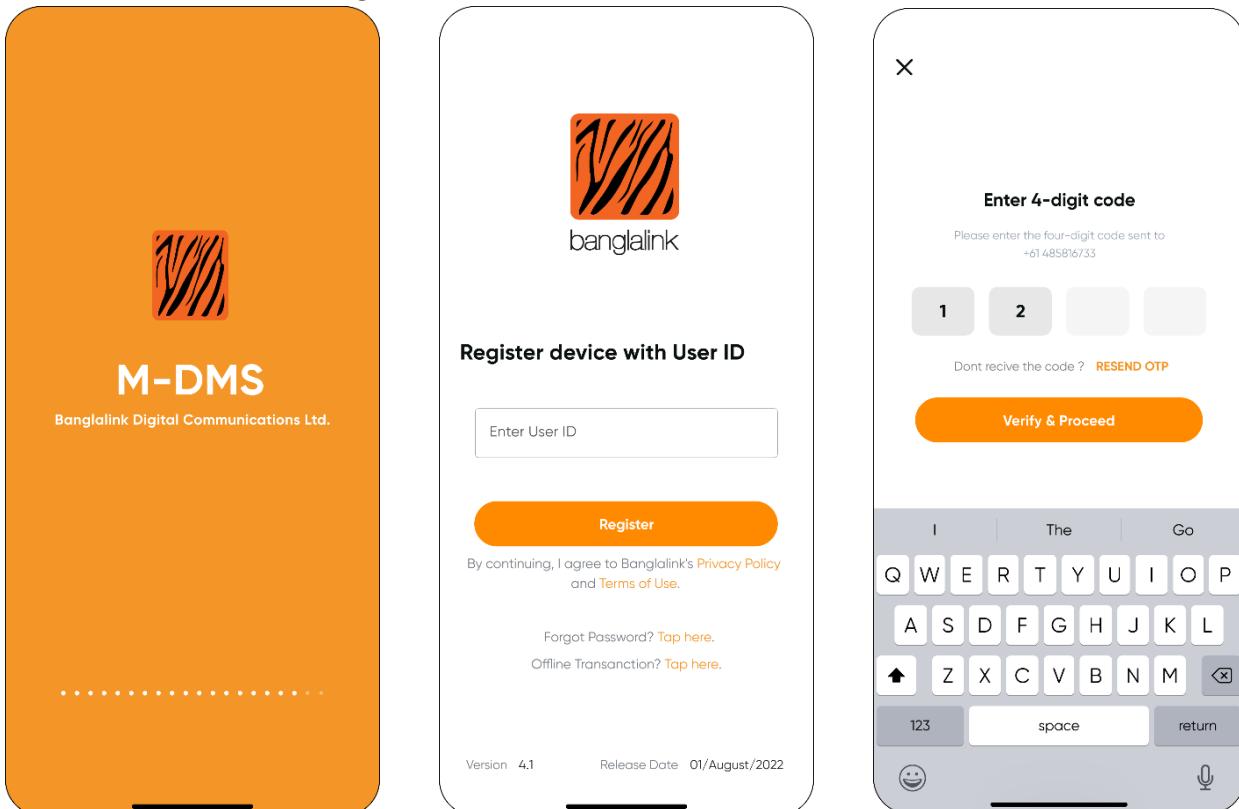
### Workflow Diagram for Device Registration:



### Workflow Description for Device Registration:

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

### User Interface for Device Registration:



**Rules/Validations for Device Registration:**

1. While user will input User ID (Merchandiser Code / Merchandiser Number) than a OTP will be generated
2. OTP length will be as per policy
3. OTP will be filled automatically or Merchandiser 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 Merchandiser code will be stored in system
7. When a user login with Merchandiser code then the system will check his device ID and provide Merchandiser 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)

**2. Customized Notification for Merchandiser****Workflow Diagram for Customized Notification for Merchandiser:**

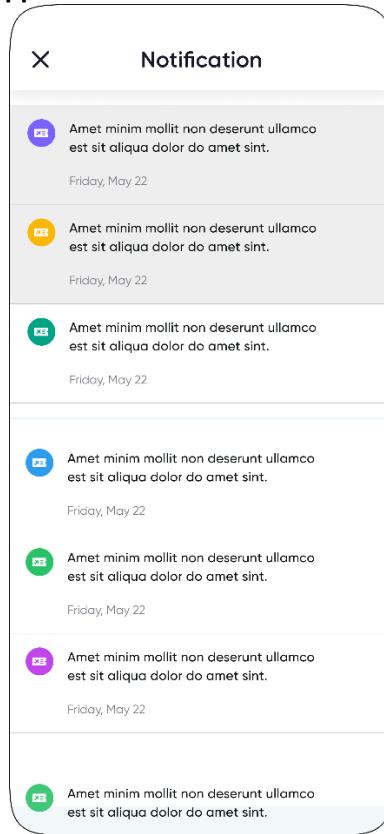
**Workflow Description for Customized Notification for Merchandiser:**

1. The user will select the notification type as Inbox from a dropdown.
2. The user will select the audience category (Merchandiser) from the audience category drop down list.
3. The user will schedule the date for the notification for Merchandiser.
4. The user will add the notification title.
5. The user will add the notification message.
6. For Merchandiser, the user can add a URL for the notification. Please Refer to the Merchandiser list for the Merchandiser flow as of this step.
7. For Merchandiser, the user can upload images/PDFs for distribution.
8. For Merchandiser, the user will mark the notification as active/inactive.
9. The user will save the notification.

**User Interface for Web Portal (Notification Setup for Merchandiser):**

The screenshot shows a 'Notification Setup' form within a web application. The form is contained within a white rectangular box with a black border, set against a grey background. At the top left of the form, the title 'Notification Setup' is displayed in bold black font. Below the title, there are several input fields and buttons. On the left side, there are two rows of labels and input fields: 'Notification Type' with a dropdown menu showing 'Inbox', 'From' with a date picker showing '01 -June - 2021', 'Title' with a text input field containing 'Notification Title', and 'Message' with a large text area labeled 'Notification Message'. To the right of these, there are two more rows: 'Notification for' with a dropdown menu showing 'Merchandiser', 'To' with a date picker showing '30 -June - 2022', and two buttons at the bottom: 'Download' (disabled) and 'Upload RSO Notification' with 'Browse Local Files' and 'Choose File' buttons. At the bottom right of the form is a green 'Save' button.

## User Interface for Mobile App for Merchandiser:

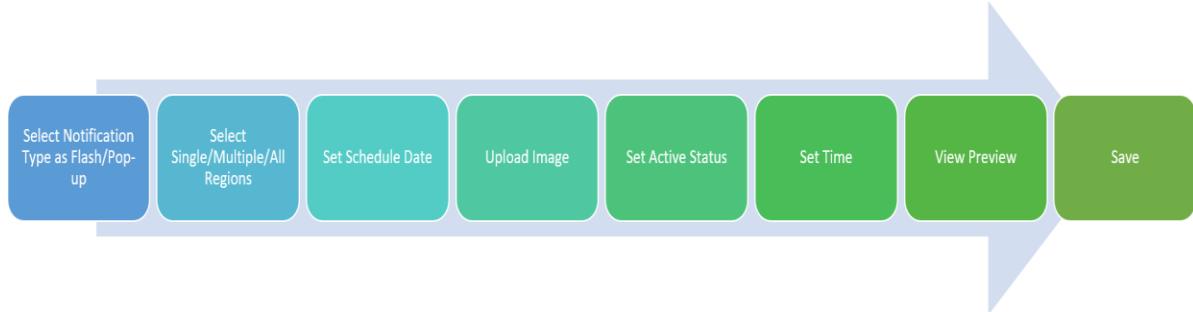


## Rules/Validations for Customized Notification for Merchandiser:

- Notification for will be dropdown list (National/Region/Distributor/RSO/Merchandiser)
- If notification for Merchandiser than merchandiser dropdown list will be enable
- Merchandiser can be select single or multiple and only selected merchandiser's 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
- Merchandiser: If notification for merchandiser than merchandiser 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 Merchandiser than Mandatory
- ISACTIVE: Mandatory Field

### 3. Customized Popup for Merchandiser

#### Workflow Diagram for Customized Popup for Merchandiser:



#### Workflow Description for Customized Popup for Merchandiser:

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.

#### User Interface for Customized Popup for Merchandiser:



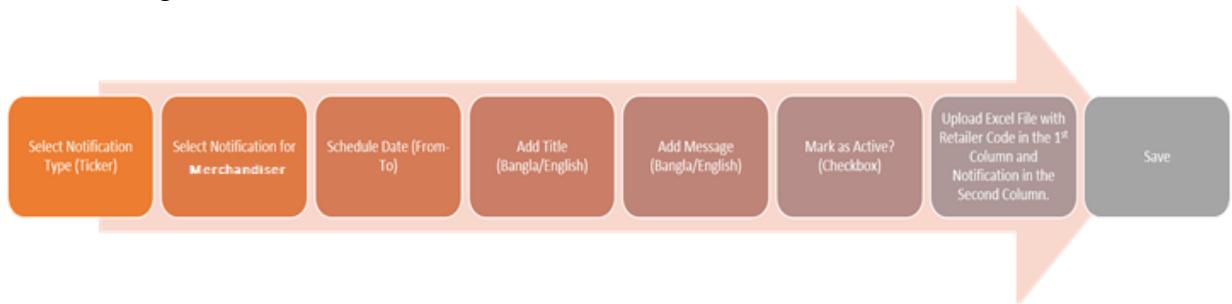
#### Rules/Validations for Customized Popup for Merchandiser:

- Notification Type for will be dropdown list
- if notification for Merchandiser than a Merchant dropdown list will be enable

- Merchandiser can be select single or multiple and only selected Merchandiser'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

#### 4. Customized Scroll for Merchandiser

##### **Workflow Diagram for Customized Scroll for Merchandiser:**



##### **Workflow Description Customized Scroll for Merchandiser:**

1. The user will select the notification type as Ticker from a dropdown.
2. The user will select the audience category as Merchandiser
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 Customized Scroll for Merchandiser:**

- Notification for will be dropdown list (Merchandiser)
- Notification will be display if current date is between from and to date
- If notification for Merchandiser than a excel file upload option will be enable with Merchandiser code and message and
- Listed Merchandiser dashboard notification will be appeared
- 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
- Merchandiser: If notification for Merchandiser than Merchandiser 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 Merchandiser than Mandatory
- ISACTIVE: Mandatory Field

## 5. Target vs Achievement

### User Interface for Web:

The screenshot shows the Bangalink web application interface. The main content area is titled "Target Setup for Merchandiser". It contains several input fields: "Target Item" (dropdown), "Target Period" (dropdown), "Source File" (button labeled "Choose Files"), "Set Date" (text input with value "04/07/2022"), "Revision Up To" (text input with placeholder "dd-mm-yyyy"), and "Target For" (dropdown). At the top right of the form are buttons for "Reset", "Download Template", "Show List", and "Save". The left sidebar has a search bar and a list of modules: Setup, Retailer Management, RSO Management, Targets, Survey, Reports, Notification, RSO Earning, and vFocus. The bottom of the page includes copyright information ("Copyright © 2022 Arena Phone (BD) Ltd. All rights reserved.") and a version number ("Version 2.4.0").

### Rules/Validations:

- As it is RSO target upload
- All field validation will be same as RSO validation upload

## User Interface for Mobile:

New Comission structure is live! Check.. !

**Voice Bundle Revised and New**  
Sibganj bazar, Piganj, Thokurgaoon Sibganj, Text Piganj, Thak Sibganj bazar, Piganj, Sibganj bazar, Piganj, Thokurgaoon Sibganj, Text Piganj, Thak Sibganj bazar, Piganj

**Visit**

SSO	POSM to SSO	LSO	POSM to LSO
99	99	50	10

**MTD**

SSO	POSM to SSO	LSO	POSM to LSO
99	99	50	10

**Issued POSM**

Retailer	Product	Date	QTY
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20

**Target Vs Achievement**

RSO Voice Bundle	
Current RR : 0.0	Required RR : 0.0
<div style="width: 268669px;"></div> 268669	<div style="width: 30000px;"></div> 30000

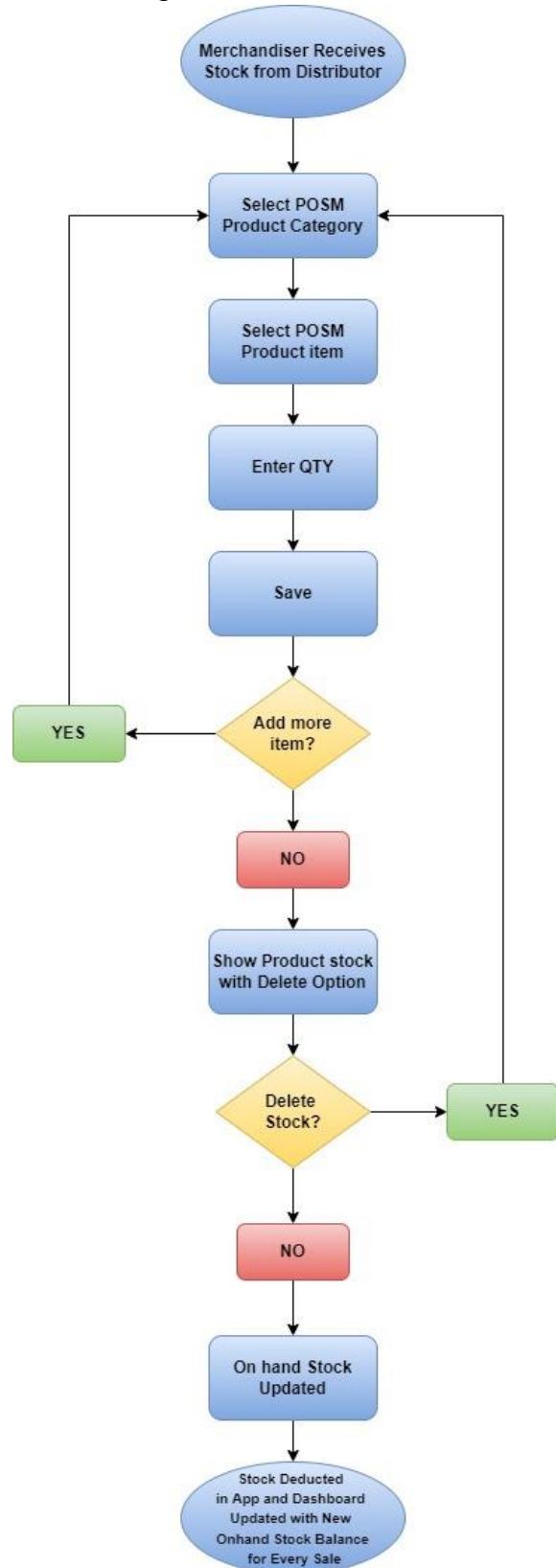
RSO Mixed Bundle	
Current RR : 0.0	Required RR : 0.0
<div style="width: 268669px;"></div> 268669	<div style="width: 30000px;"></div> 30000

Prepaid Activation Target	
Current RR : 0.0	Required RR : 0.0
<div style="width: 268669px;"></div> 268669	<div style="width: 30000px;"></div> 30000

**Home** **Stock** **Visit** **Map** **More**

## 6. Stock and issue

**Workflow Diagram for stock:**



### Workflow Description for stock:

- i. Merchandiser Receives Stock from Distributor
- ii. Then, Merchandiser Select POSM Product Category.
- iii. Then, Merchandiser Select POSM Product item
- iv. Then, Merchandiser Enter the Quantity.
- v. Then the procedure will be complete & saved.
- vi. If Merchandiser want to add more item, then he needs to start the procedure from the first step.
- vii. Merchandiser can show Product stock with Delete Option, and can delete the product stock.
- viii. If Merchandiser doesn't delete the stock, then On hand stock will be uploaded.
- ix. Finally, Stock Deducted in App and Dashboard Updated with New On hand Stock Balance for Every Sale

### User Interface for stock:

The image displays two wireframe prototypes of a mobile application interface for managing product stock. Both screens are titled "Stock".

**Left Screen (Current Stock View):**

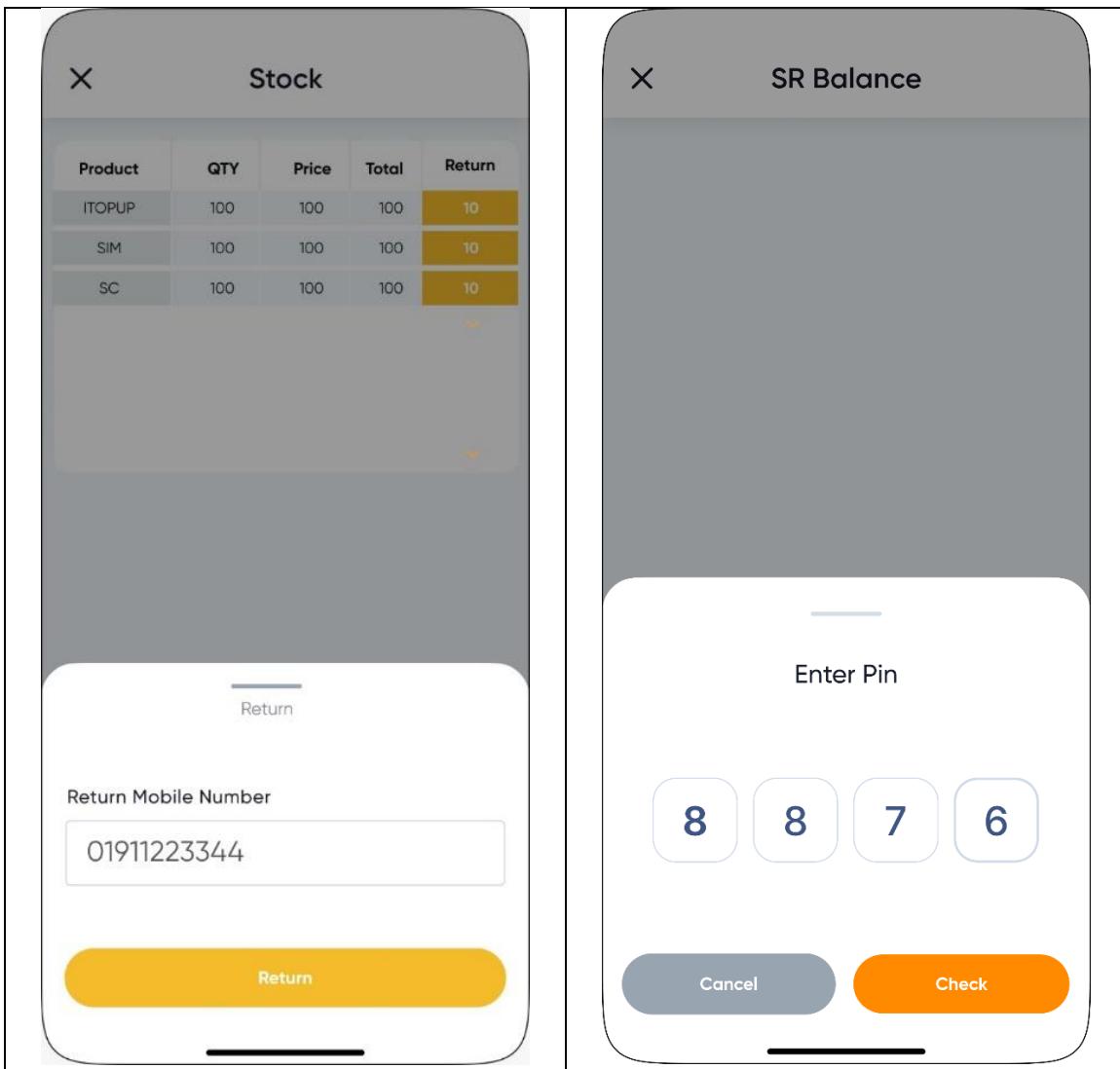
- Header:** "Stock" with a close button "X".
- Table:** A grid showing current stock levels for three items: ITOPUP, SIM, and SC. Each row includes columns for Product, QTY, Price, Total, and Return. The "Return" column for all three items shows a value of 10.
- Buttons:** "Return" (yellow) and "Add Stock" (orange) at the bottom.

Product	QTY	Price	Total	Return
ITOPUP	100	100	100	10
SIM	100	100	100	10
SC	100	100	100	10

**Right Screen (Add Stock View):**

- Header:** "Stock" with a close button "X".
- Table:** A grid showing current stock levels for three items: ITOPUP, SIM, and SC. Each row includes columns for Product, QTY, Price, Total, and Return. The "Return" column for all three items shows a value of 10.
- Text:** "Stock" centered below the table.
- Form Fields:**
  - Product Type:** A dropdown menu showing "Sim" with a downward arrow icon.
  - Product:** A dropdown menu showing "Desh" with a downward arrow icon.
  - Price:** An input field containing the value "900".
  - Quantity:** An input field containing the value "10".
- Buttons:** "Add Stock" (orange) at the bottom.

Product	QTY	Price	Total	Return
ITOPUP	100	100	100	10
SIM	100	100	100	10
SC	100	100	100	10



#### Rules/Validations for stock:

1. Product category must be mandatory
2. Product dropdown will be appearing depend on product category
3. QTY must be mandatory
4. User can add multiple products for a single product category
5. User can delete a single product from list
6. After issuing the product on hand stock will be updated
7. A single product can be issued to a retailer only for a one time.

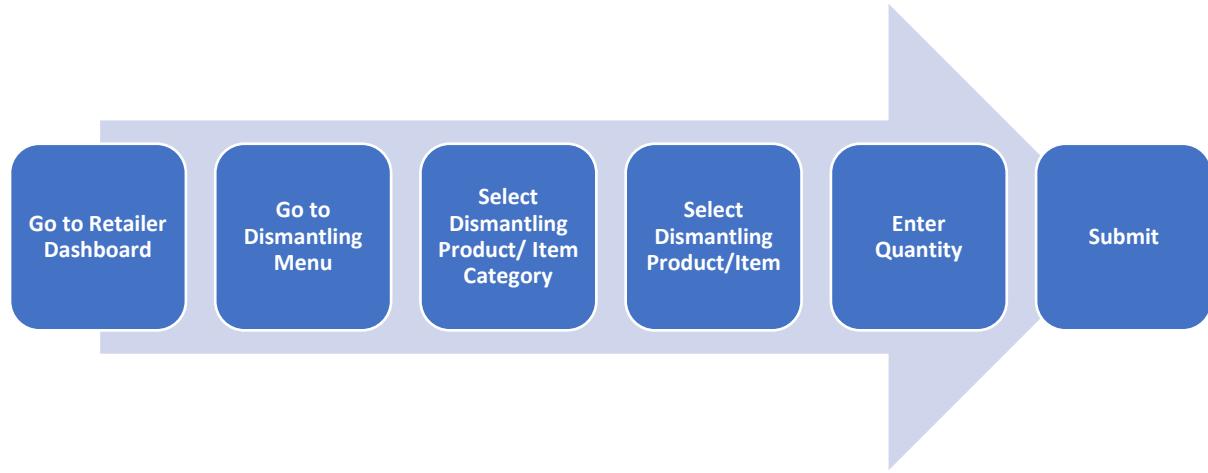
#### Rules/validations for issue:

- 1) As it is Current Process
- 2) Add New Column Issue Source (App + Web)
- 3) Issue Quantity will be deducted from Stock

## User Interface for issue:

**7. Dismantling list with retailer info**

**Workflow Diagram:**



**Workflow Description:**

- 1) Go to Retailer Dashboard
- 2) Go to Dismantling Menu
- 3) Select Dismantling Product/ Item Category
- 4) Select Dismantling Product/Item
- 5) Enter Quantity
- 6) Then Click the Submit for complete the procedure

**Rules/Validations:**

- Quantity and Item field will be mandatory
- Quantity can be greater than Retailer issued Quantity

### User Interface:

**Dismantlings**

Retailer	Product	Date	QTY
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20

**Dismantlings**

**Dismantling**      **Return**

**Date**  
Issue Date **10 October, 2022**

**Retailer Number**  
R016712

**Select POSM category**

**Select POSM Name**

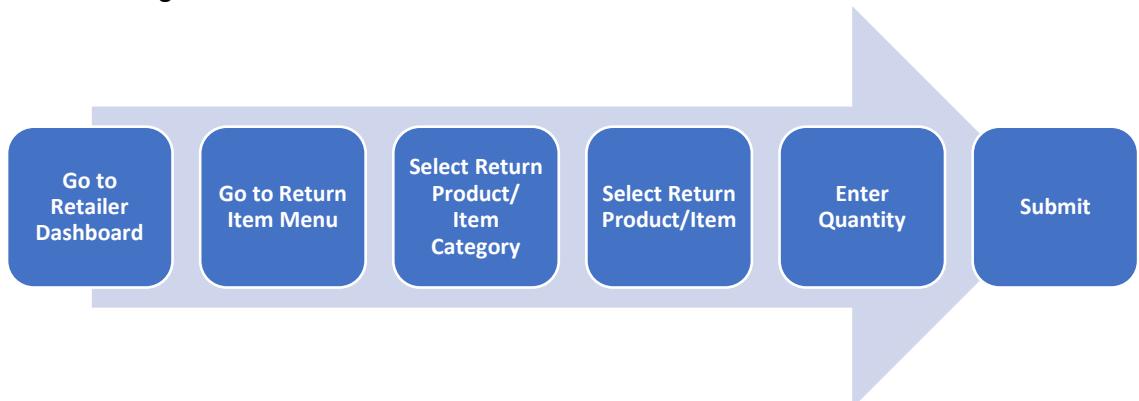
**Quantity**  
10

**Remarks**  
Item water damaged

**Create Return/Dismantling**      **Submit**

#### 8. Return Material from Retailer

##### Workflow Diagram:



**Workflow Description:**

- 1) Go to Retailer Dashboard
- 2) Go to Return Menu
- 3) Select Return Product/ Item Category
- 4) Select Return Product/Item
- 5) Enter Quantity
- 6) Then Click the Submit for complete the procedure

**Rules/Validations:**

- Quantity and Item field will be mandatory
- Quantity can be greater than Retailer issued Quantity

**User Interface:**

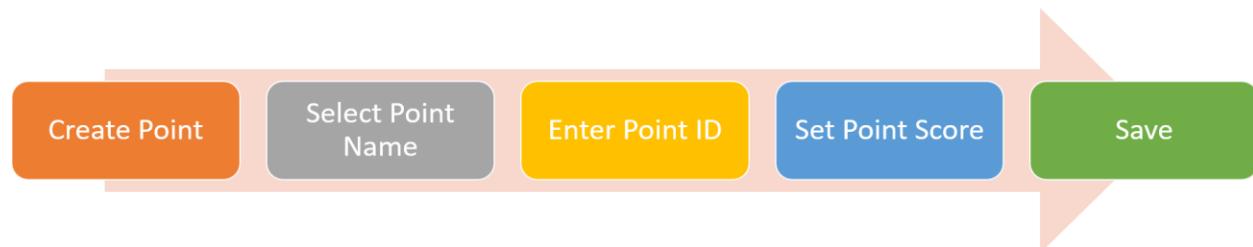
The image shows two side-by-side mobile application screens. Both screens have a header bar with an 'X' icon on the left and a search icon on the right. The left screen displays a table titled 'Dismantlings' with columns: Retailer, Product, Date, and QTY. The table contains 12 rows, each showing 'R016712' as the Retailer, 'Poster Peer SIM Regular Visual' as the Product, '04/OCT/2022' as the Date, and '20' as the QTY. A large orange button at the bottom center says 'Create Return/Dismantling'. The right screen also has a 'Dismantlings' header and a table with the same data. Below the table are several input fields: 'Date Issue Date' with a value of '10 October, 2022', 'Retailer Number' with a value of 'R016712', 'Select POSM category' (a dropdown), 'Select POSM Name' (another dropdown), 'Quantity' with a value of '10', and 'Remarks' with a value of 'unused'. An orange 'Submit' button is located at the bottom center of this screen.

Retailer	Product	Date	QTY
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20

## 9. Point on App Usage

Creation and configuration of points for app usage.

### Workflow Diagrams:



### Workflow Description:

6. 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.
7. The user enters the Point ID.
8. The user enters a numeric score as the point score.
9. The user saves the point.
10. 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

The form is titled "Point Name". It contains the following fields:

- \*Point For:
- \*Point Name:
- \*Point Code:
- \*Point Score:

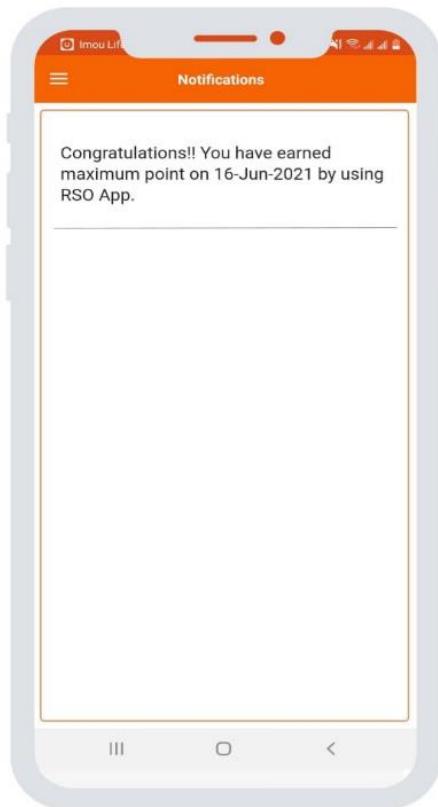
A green "Save" button is located at the bottom right of the form area.

## **Image 2 Modify Points**

The screenshot shows a mobile application interface with a header bar at the top. Below the header, there is a section titled "Modify Points". Inside this section, there is a table with the following data:

SN	Point Name	Point Code	Point Score	Action
1	login	B001	5	Modify
2	checkout	B002	9	Modify
3	itopup issue	B003	7	Modify

## **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 Merchandiser 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

### **10. Rename RSO Achievement point as User's Achievement Point.**

### **3.6 UI / UX change as per MyBL App / Retailer App**

**Ref:** FR6 (Business Recruitments Document)

- Wireframing session for each page to design fixation (Design Revamp)
- Dashboard Revamp may require. (If needed)
- Need to follow customary journey of MyBL app (Labelling, designing, color )

**User Interface:** You can see the details User Interface design from here -

**Online -**

<https://www.figma.com/file/E2PrL2IPzu2WFEYowF8SVb/RSO-APP?node-id=0%3A1>

**Offline-**

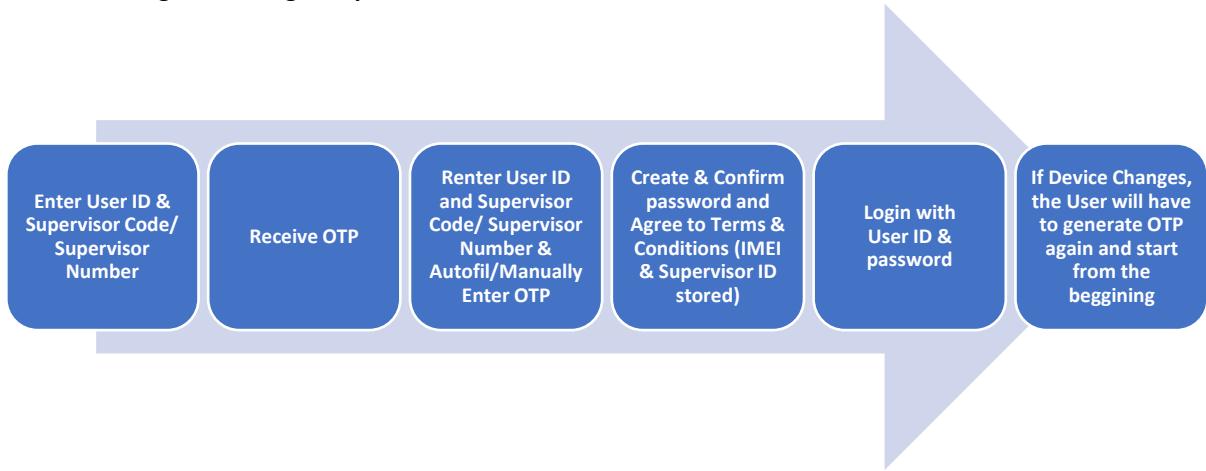
Please find the attachment - RSO App UI-UX revamp.pdf

### **3.7 App for Supervisor**

**Ref:** FR7 (Business Recruitments Document)

- Login as per DMS

### **Workflow Diagram for Login as per DMS:**



### **Workflow Description for Device Registration:**

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

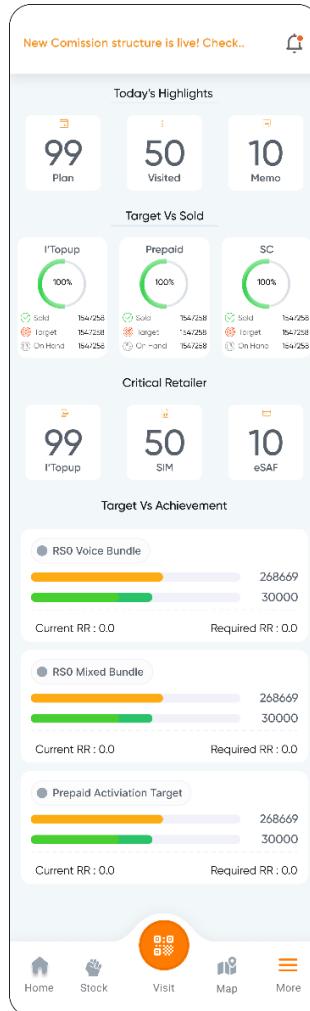
## User Interface for Device Registration:

The registration screen. At the top is the Banglalink tiger logo and the text "Register device with User ID". Below this is a text input field labeled "Enter User ID". A large orange button labeled "Register" is centered below the input field. Below the button, a note states: "By continuing, I agree to Banglalink's [Privacy Policy](#) and [Terms of Use](#)". At the bottom, there are links for "Forgot Password? [Tap here](#)" and "Offline Transaction? [Tap here](#)". Version 4.1 and Release Date 01/August/2022 are at the very bottom.The screen for entering a 4-digit OTP. It shows a placeholder "Enter 4-digit code" and a note: "Please enter the four-digit code sent to +61485816733". Below this are four input fields containing "1" and "2". A link "Dont receive the code? [RESEND OTP](#)" is present. An orange button labeled "Verify & Proceed" is at the bottom right. A virtual keyboard is overlaid on the screen.The password creation screen. It features the Banglalink tiger logo and the text "Create your password". Below this are two input fields: "Enter Password" and "Confirm Password". A large orange button labeled "Create" is at the bottom. Version 4.1 and Release Date 01/August/2022 are at the bottom.The login screen. It features the Banglalink tiger logo and the text "Login with UserID/Phone". Below this are two input fields: "Enter User ID / Phone" and "Enter Password". A large orange button labeled "Login" is at the bottom. Version 4.1 and Release Date 01/August/2022 are at the bottom.

### **Rules/Validations for Device Registration:**

1. While user will input User ID (Supervisor Code / Supervisor Number) than a OTP will be generated
2. OTP length will be as per policy
3. OTP will be filled automatically or Supervisor 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 Supervisor code will be stored in system
7. When a user login with Supervisor code then the system will check his device ID and provide Supervisor 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)
  - o Limited features of RSO App
  - o Dashboard: Total Plan, Total Visited, Total, Memo, Total Day target vs Sold. Critical Retailers Total, Target vs ach (DD Target, RSO Target, achievement total cumulative).

### **User Interface:**

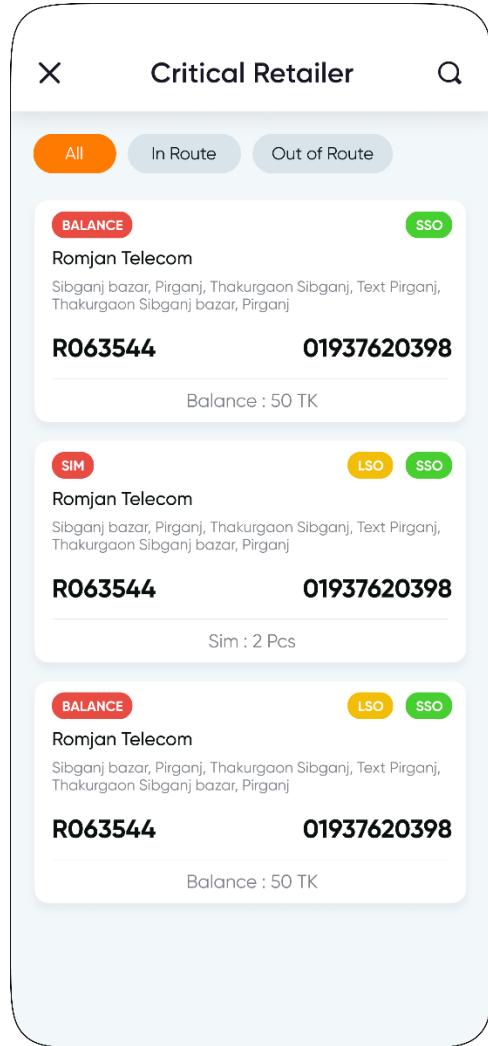


### **Rules/Validations:**

- The Dashboard data will be appearing based on the sum of RSO

- Critical Retailers

**User Interface:**



**Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

- Modality

**User Interface:**

The image displays three mobile application screens, each featuring a header with an 'X' button and a search icon.

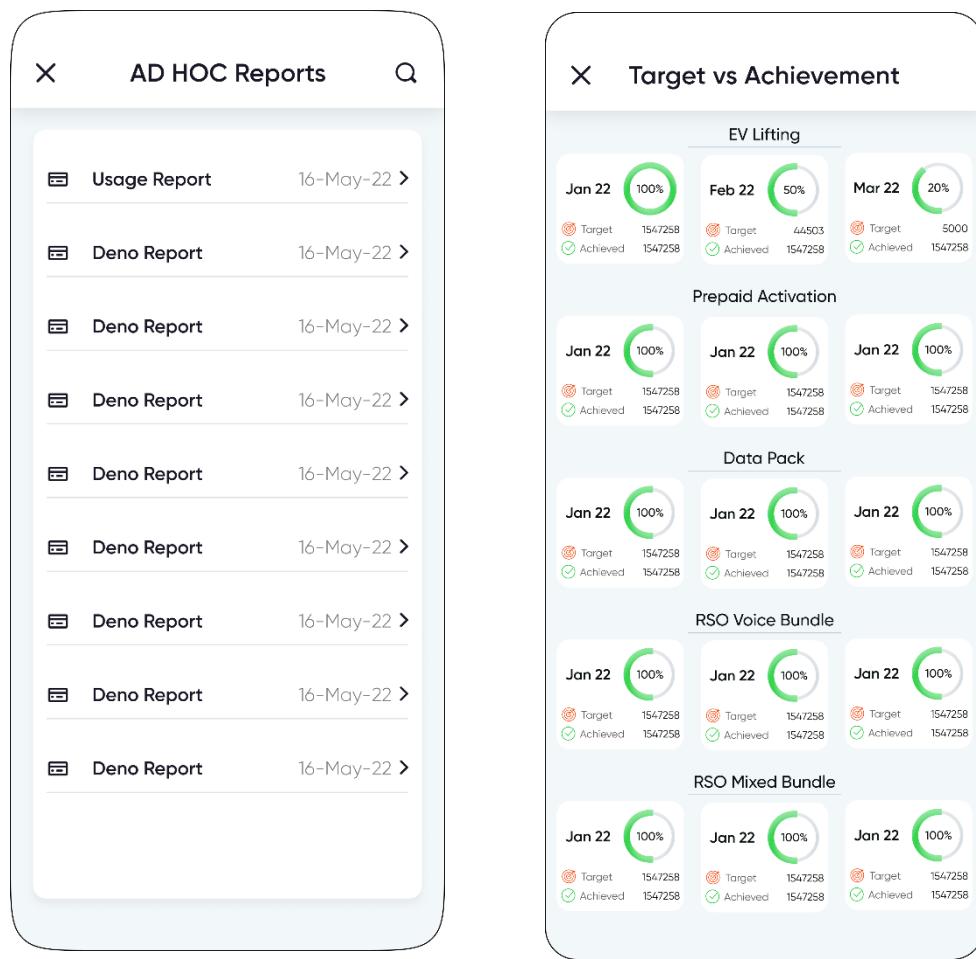
- Campaign Screen:** Shows two campaign entries. Each entry includes a title, KPI, Target, Achievement, Incentive, Status, Bank Name, Bank A/C, and Vendor information. The first entry is "RSO Recharge Campaign OCT20" and the second is "RSO Campaign Gross ADD with 4g Mixed Sept20".
- Offers Screen:** Displays a section titled "Voice Bundle Revised and New" with a small image of a laptop and phone. Below it is another "Voice Bundle Revised and New" section.
- Commission Structure Screen:** Shows a section titled "UAT Commission" with a small image of a laptop and phone. Below it is another "UAT Commission" section.

**Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

- Monitoring

**User Interface:**



**Seller Performance**

**Top Seller**

SL	RSO	Achivement
1.	ARIFUR RAHMAN (RS0149)	46
2.	ARIFUR RAHMAN (RS0149)	46
3.	ARIFUR RAHMAN (RS0149)	46
4.	ARIFUR RAHMAN (RS0149)	46
5.	ARIFUR RAHMAN (RS0149)	46

**Bottom Seller**

SL	RSO	Achivement
1.	ARIFUR RAHMAN (RS0149)	46
2.	ARIFUR RAHMAN (RS0149)	46
3.	ARIFUR RAHMAN (RS0149)	46
4.	ARIFUR RAHMAN (RS0149)	46
5.	ARIFUR RAHMAN (RS0149)	46

**Route Performance**

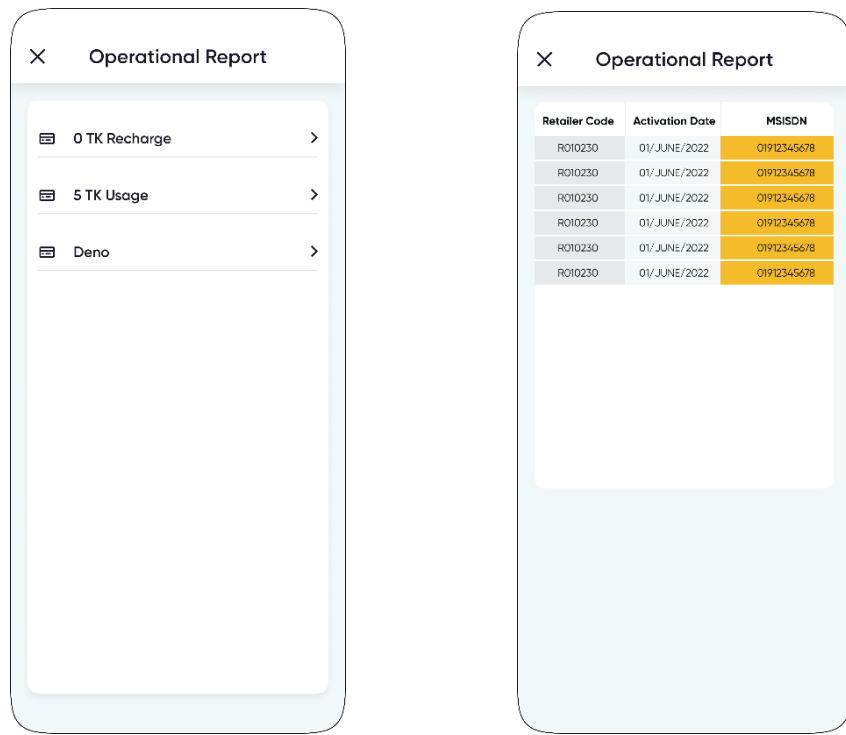
SL	Route	Last Month	This Month
1.	Panchbibi Outer 6Rural	23	46
2.	Panchbibi Outer 1Rural	23	46
3.	Panchbibi Outer 6Rural	23	46
4.	Panchbibi Outer 6Rural	23	46
5.	Panchbibi Outer 6Rural	23	46

**Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

- Operational Report

**User Interface:**

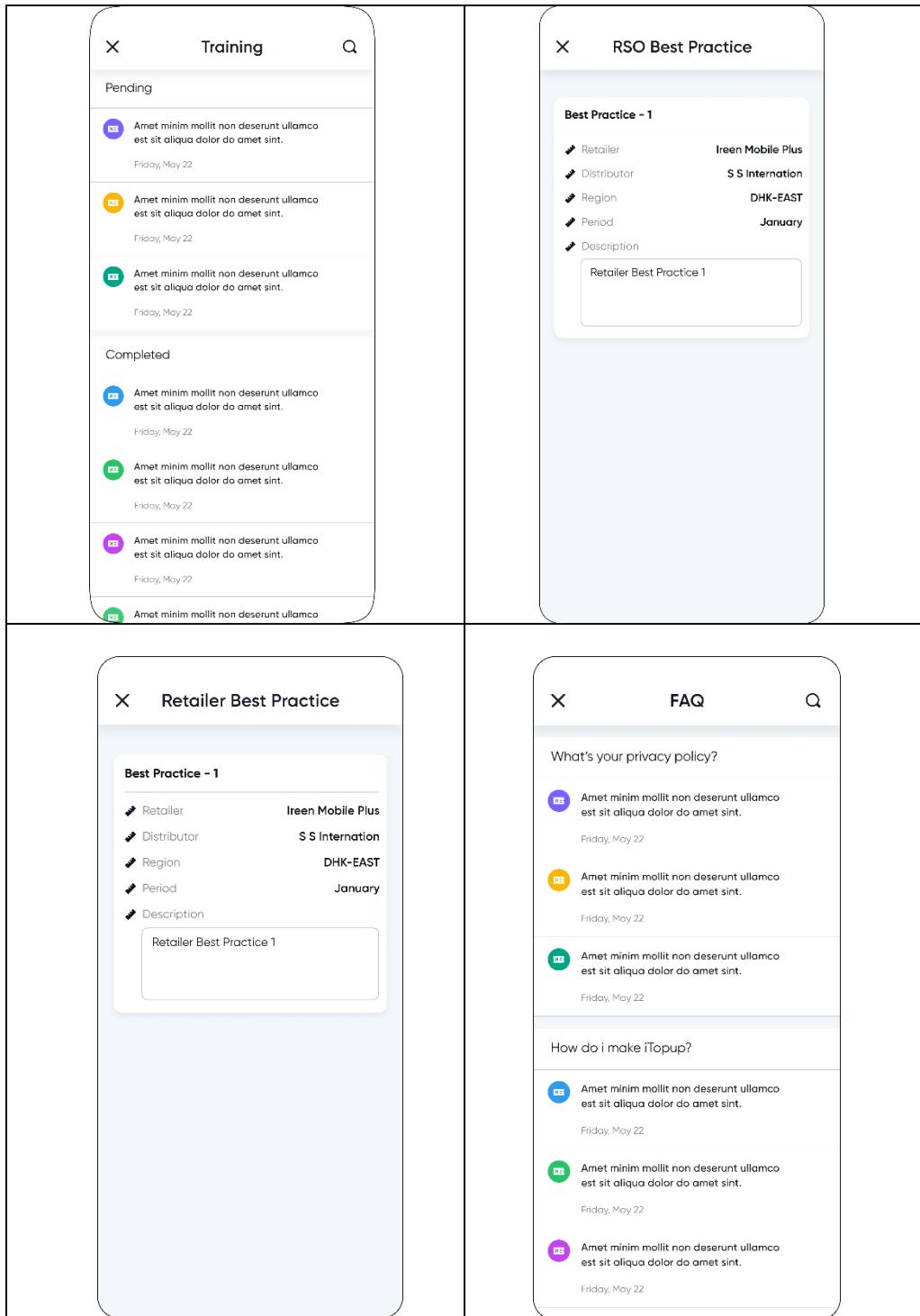


**Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

▪ Skill development

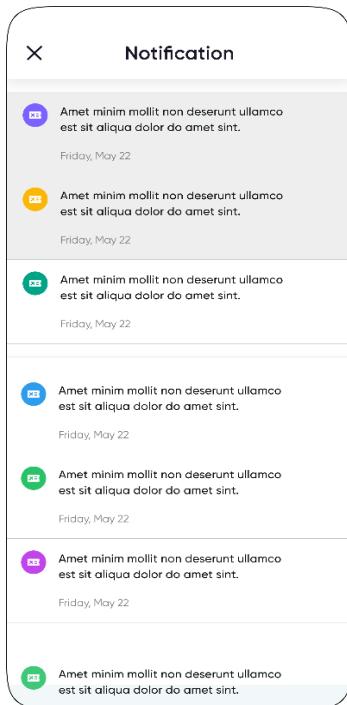
User Interface:



**Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

- Notification, Scroll msg, Popup as of RSO
- User Interface:**

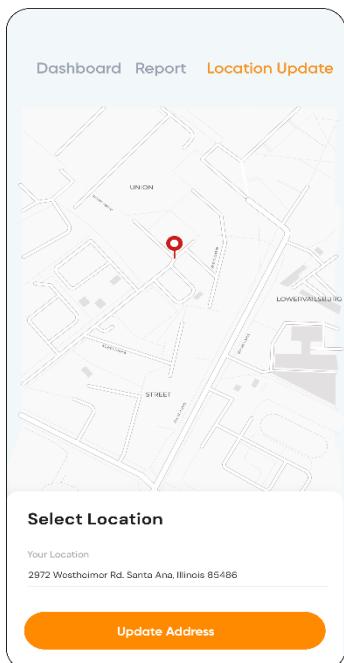


#### **Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

- **Retailer Location update**

**User Interface:**



**Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

- Information Update

**User Interface:**

The screenshot shows a mobile application interface for updating retailer details. At the top, there is a navigation bar with tabs: Dashboard, Products, Report, and Info, with 'Info' being the active tab. Below the navigation bar is a circular profile picture placeholder with a 'Change Picture' button below it. The form fields include:

- Retailer Name: Sadiq Md Asif
- Address: Comilla City
- Shop Size: Small (dropdown menu)
- District: Comilla (dropdown menu)
- Owner Name: Jamilur Rashid

A large orange 'Update' button is located at the bottom of the form.

**Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

- Device Return

The screenshot shows a mobile application interface for device return. At the top, there is a header with an 'X' icon and the text 'Device Return'. The form fields include:

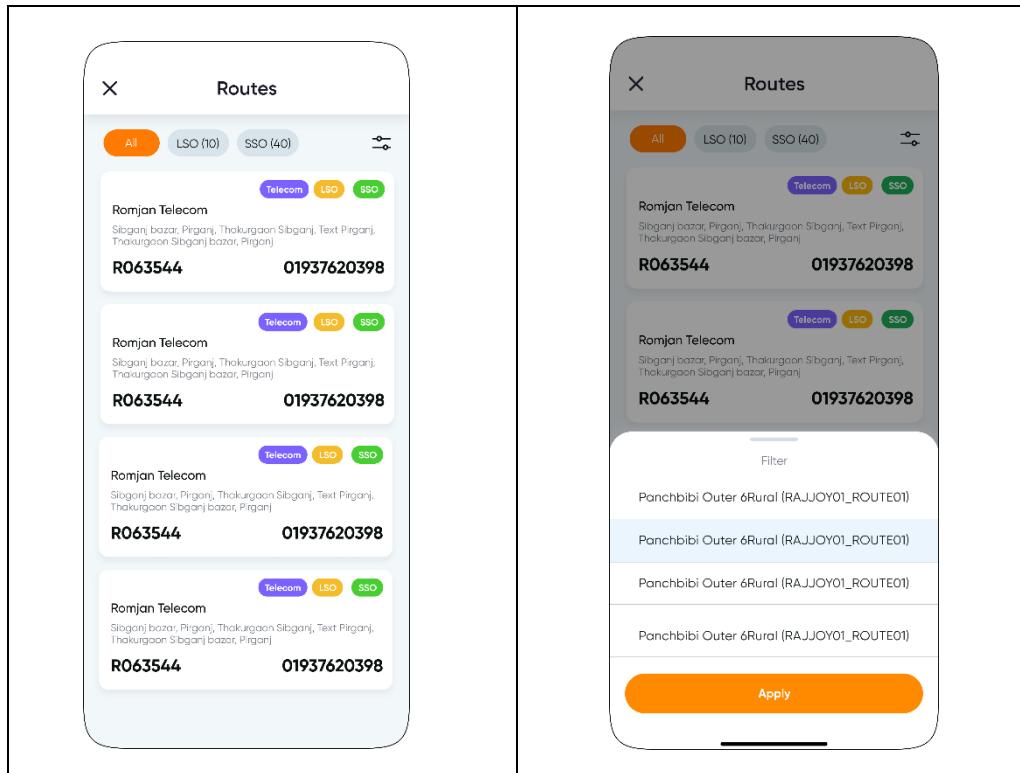
- Device SL: 555345435934953 (with a QR code icon)
- Note: Battery Damaged

At the bottom, there are two buttons: a grey 'Cancel' button and an orange 'Return' button.

**Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

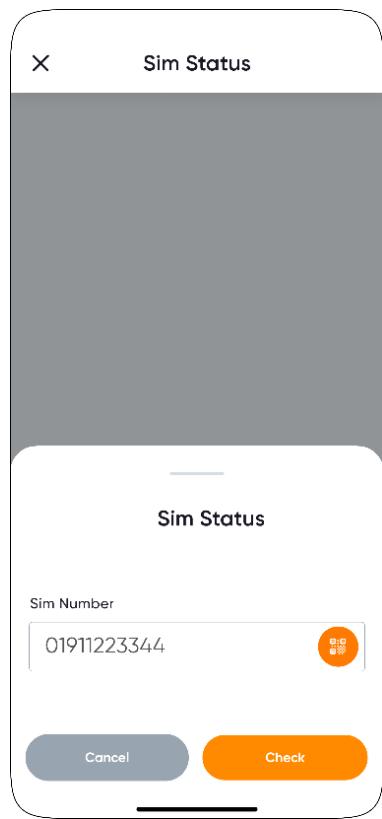
- Routes

**User Interface:****Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

- o SIM Status Check

**User Interface:**

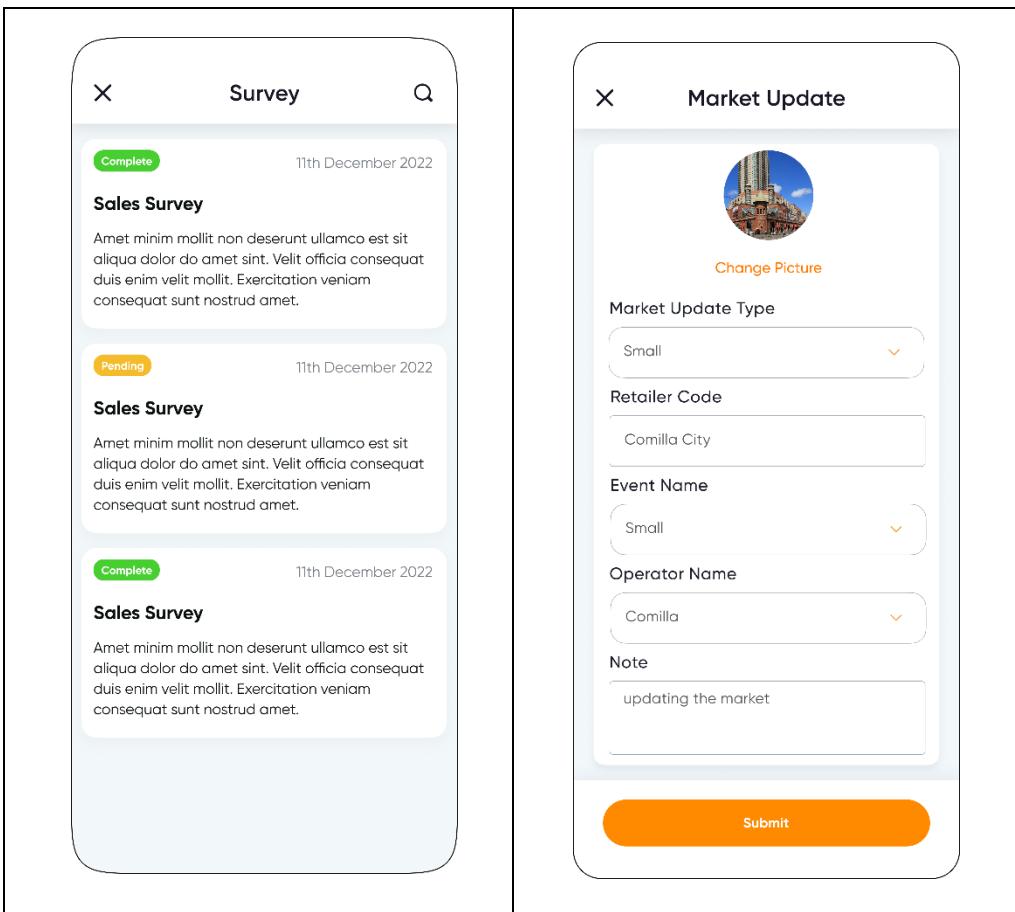


**Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

- Feedback Tools

**User Interface:**



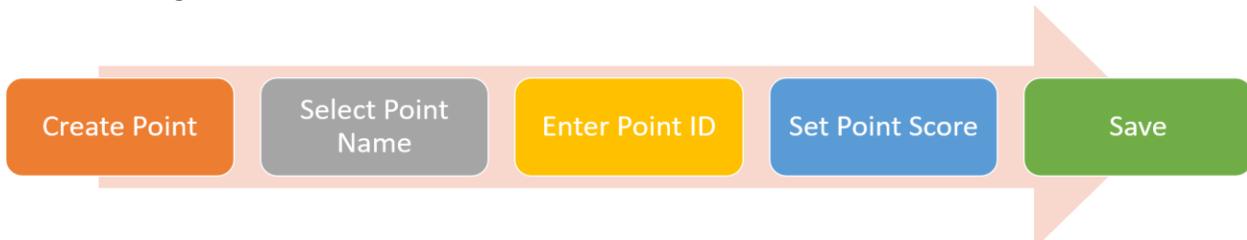
**Rules/Validations:**

- The Dashboard data will be appearing based on RSO Mapping

- Point on App Usage

Creation and configuration of points for app usage.

**Workflow Diagrams:**



**Workflow Description:**

11. 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.
12. The user enters the Point ID.
13. The user enters a numeric score as the point score.
14. The user saves the point.
15. 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**

The screenshot shows a user interface for creating a new point. At the top, there is an orange header bar. Below it, the main content area has a light gray background. A black rectangular box contains the form fields. On the left side of this box, the text "Point Name" is followed by a horizontal line. Inside the box, there are four input fields labeled with asterisks: "\*Point For:", "\*Point Name:", "\*Point Code:", and "\*Point Score:". To the right of these fields is a green rectangular button with the word "Save" in white text. The entire form is enclosed in a black border.

## **Image 2 Modify Points**

The screenshot shows a mobile application interface titled "Modify Points". Below the title is a table with five columns: SN, Point Name, Point Code, Point Score, and Action. The table contains three rows of data:

SN	Point Name	Point Code	Point Score	Action
1	login	B001	5	Modify
2	checkout	B002	9	Modify
3	itopup issue	B003	7	Modify

## **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 Supervisor 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

### **3.8 Revamp retailer Info Update:**

**Ref:** FR8 (Business Recruitments Document)

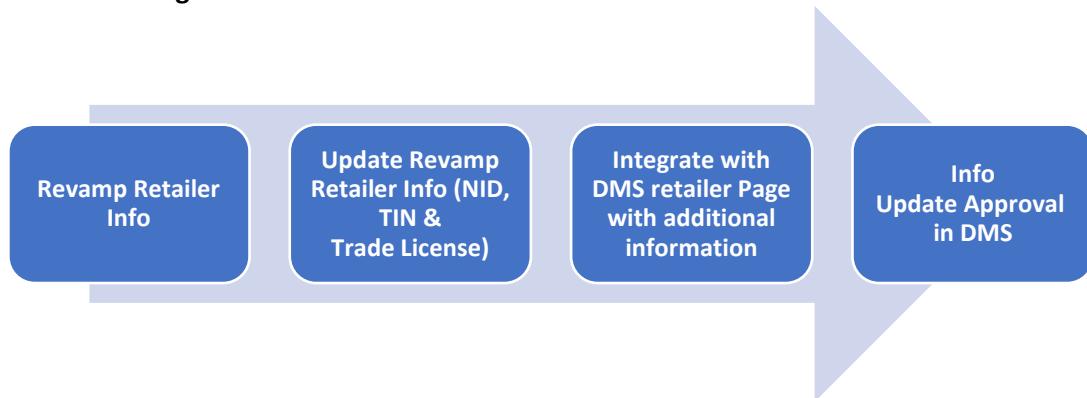
Revamp retailer Info Update:

- NID
- TIN
- Trade licence

Integrate with DMS retailer Page with additional information.

Info update Approval in DMS

### **Workflow Diagram:**



### **Workflow Description:**

- At first enter into the Revamp Retailer Info
- Then update the Revamp Retailer Info (NID, TIN & Trade Licence)
- Integrate with DMS retailer Page with additional information.
- Info update Approval in DMS

### **User Interface:**

**Step 1:** This page consists of List of pending Retailer request, by clicking on “view details” user can see the details information.

Retailer Code	Distributor Name	Retailer Name	Contact No	Address	Status	Action
R252096	SS International	RAJU VARIETY STORE	01725658970	TIN MATHA PANCHBIBI JOYPURHAT	PENDING	<a href="#">View Detail</a>
R063719	F. M. ENTERPRISE	Distry Telecom	01735883269	Kathiher Road Jogntha Pirgonj Thakurgon	PENDING	<a href="#">View Detail</a>
R224738	Fahim Communication	M/s. Shahin Traders	01912887581	Kalirhat, Kunjerhat, Borhauddin, Bhola	PENDING	<a href="#">View Detail</a>
R224735	SS International	M/s. Rakib Store	01912887573	Fakir Hat, Kunjerhat, Borhanuddin, Bhola.	PENDING	<a href="#">View Detail</a>
R224735	SS International	M/s. Rakib Store	01912887573	Fakir Hat, Kunjerhat, Borhanuddin, Bhola.	PENDING	<a href="#">View Detail</a>

**Step 2:** User can see the comparison details about retailer request and then user can approve or reject the request.

Label	Old Value	New Value
Retailer Name	RAJU VARIETY STORE	RAJU VARIETY STORE
Address	TIN MATHA PANCHBIBI JOYPURHAT	TIN MATHA PANCHBIBI JOYPURHAT
Own Shop	YES	YES
Owner Name	MD. RAJU HOSSAIN	MD. RAJU HOSSAIN
Shop Size	0	0
Contact Person	MD. RAJU HOSSAIN	MD. RAJU HOSSAIN
Contact No	01725658970	01725658970
District	Joypurhat	Joypurhat
Thana	Panchbibi	Panchbibi

#### Rules/Validations:

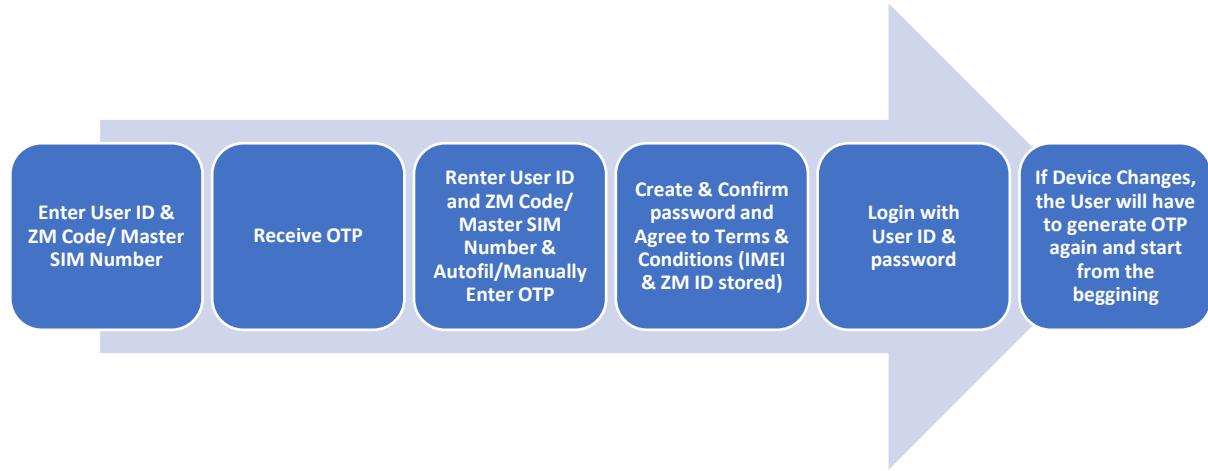
- 1) New field will be added –
  - **NID:** number field, NID length will be 10 or 13 or 17 digits
  - **TIN:** string field
  - **Trade License:** string field
- 2) Others field will be same as previous.
- 3) Approve request will be impacted on DMS Retailer Database.

#### 3.9 Access to ZM as view only for RSO from vfocus

Ref: FR9 (Business Recruitments Document)

- ZM Login Process

**Workflow Diagram for Device Registration:**



**Workflow Description for Device Registration:**

1. Whenever a new device is used to access the RSO app, the DD will see a screen asking for his/her User ID & ZM Code/Master SIM Number.
2. This will generate an OTP and send it to the ZM's phone.
3. The ZM will re-enter his/her ZM Code/ Master SIM number and the OTP will either be automatically or manually filled in.
4. The ZM 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 ZM clicks on "Continue", the password is created. The ZM is redirected to the login screen.
5. The ZM will now enter his user ID and his new password to log in.

## User Interface for Device Registration:

The registration screen. At the top is the Banglalink logo. Below it, the text "Register device with User ID" is centered. A white input field labeled "Enter User ID" is below this. An orange button labeled "Register" is centered below the input field. Below the button, a note states: "By continuing, I agree to Banglalink's [Privacy Policy](#) and [Terms of Use](#)." Below this note are two links: "Forgot Password? [Tap here.](#)" and "Offline Transaction? [Tap here.](#)". At the bottom, the text "Version 4.1" and "Release Date 01/August/2022" are visible.The screen for entering a 4-digit OTP. It features a white background with a black "X" icon in the top-left corner. The text "Enter 4-digit code" is at the top, followed by a note: "Please enter the four-digit code sent to +61485816733". Below this are four input fields, each containing a number (1, 2, 3, 4). Below the input fields is a link "Dont recive the code? [RESEND OTP](#)". An orange button labeled "Verify & Proceed" is at the bottom. A virtual keyboard is overlaid on the bottom half of the screen.The password creation screen. It features the Banglalink logo at the top. Below it, the text "Create your password" is centered. Two input fields are present: "Enter Password" and "Confirm Password". An orange button labeled "Create" is at the bottom. At the very bottom, the text "Version 4.1" and "Release Date 01/August/2022" are visible.The login screen. It features the Banglalink logo at the top. Below it, the text "Login with UserID/Phone" is centered. Two input fields are present: "Enter User ID / Phone" and "Enter Password". An orange button labeled "Login" is at the bottom. At the very bottom, the text "Version 4.1" and "Release Date 01/August/2022" are visible.

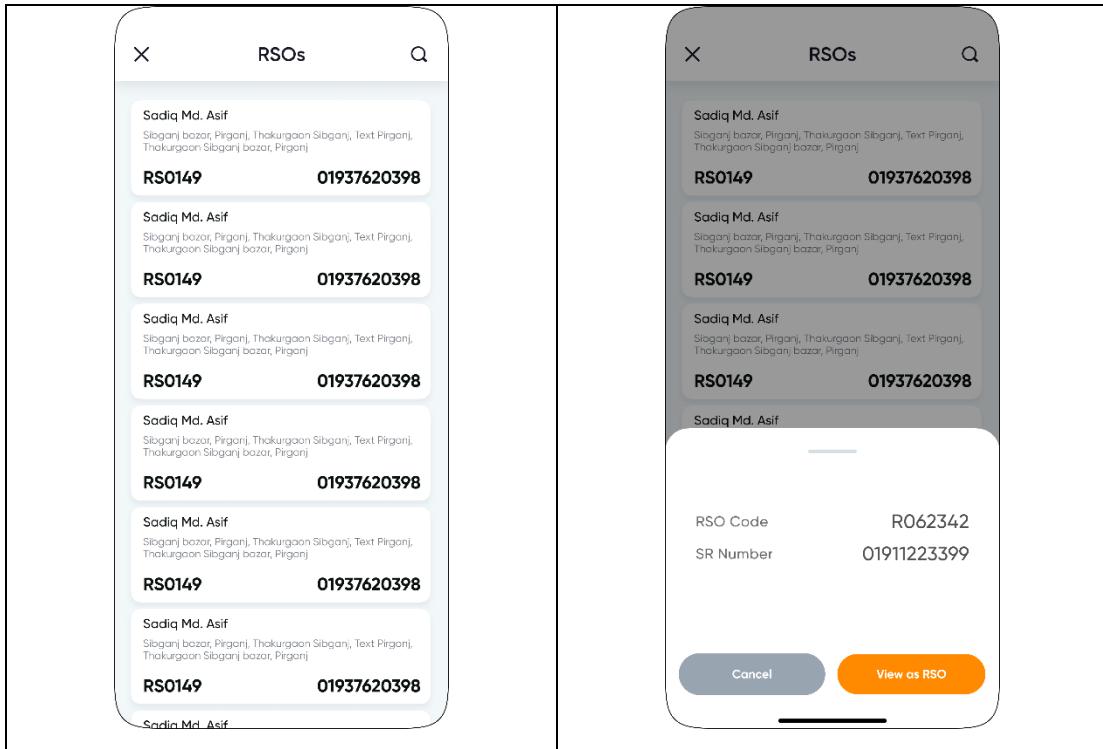
**Rules/Validations for Device Registration:**

1. While user will input User ID (ZM Code/Master SIM Number) than an OTP will be generated
  2. OTP length will be as per policy
  3. OTP will be filled automatically or ZM 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 ZM code will be stored in system
  7. When a user login with ZM code then the system will check his device ID and provide ZM 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)
- ZM will Select active RSO code from search, select RSO and press to go RSO Dashboard.

**Workflow Diagram:****Workflow Description:**

- 1) Go to the active RSO list
- 2) Select Specific RSO from the RSO List
- 3) Can only be able to view the RSO details

### User Interface:



### Rules/Validations:

- ZM has only access to view the RSO's information
- No access to Add / Edit / Delete any kind of information of any RSO.
- ZM will have can access to check-in and can't add or update
  - o Dashboard
  - o Critical Retailers
  - o Modality
  - o Monitoring
  - o Operational Report
  - o Skill development
  - o Notification, Scroll msg, Popup as of RSO
  - o Routes
  - o SIM Status Check

### 3.10 Revamp RSO Complaint module and integrate with vfocus and retailer app

Ref: FR10 (Business Recruitments Document)

- 1 to RSO (RSO App), Level 2 to ZM (vFocus)
- Feedback type = Complaint, complaint type, Complaint details, image, Preferred Level,
- In backend complaint type will be mapped in backend to escalate to Level 1 or Level 2. Retailer will view to whom complaint will be raised (ZM / RSO)
- Complaint status (1. Escalated to Role (ZM/RSO), 2. Received Complaint (read), 3. On process. 4. response and closed.
- As per response status will be changed automatically.
- Integration required with reseller App & vFocus.

### **Workflow Diagram:**



### **Workflow Description:**

- 1) Retailer request a complain through the Retailer app
- 2) Request will be saved into RSO app Database
- 3) RSO will be able to see the pending complain list
- 4) RSO will response against the Complain
- 5) Call API to update Complain Status
- 6) Retailer can be able to view the Response status

## User Interface:

Image: Retailer request a complain through the Retailer app

**Complaints**

**Escalated** 11th December 2020  
**Amar offer Related Problem**  
Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat duis enim velit mollit. Exercitation veniam consequat sunt nostrud amet.

**Received** 11th December 2020  
**Amar offer Related Problem**  
Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat duis enim velit mollit. Exercitation veniam consequat sunt nostrud amet.

**On Process** 11th December 2020  
**Amar offer Related Problem**  
Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat duis enim velit mollit. Exercitation veniam consequat sunt nostrud amet.

**Closed** 11th December 2020  
**Amar offer Related Problem**  
Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat duis enim velit mollit. Exercitation veniam consequat sunt nostrud amet.

**Complaints**

**Escalated** 11th December 2020  
**Amar offer Related Problem**  
Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat duis enim velit mollit. Exercitation veniam consequat sunt nostrud amet.

**Details**

**Amar offer Related Problem**  
Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat duis enim velit mollit. Exercitation veniam consequat sunt nostrud amet.



**Status**

Escalated to ZM

**Update**

**Complaints**

From 10 October, 2022 To 10 October, 2022

All Solved Pending

**Solved** 11th December 2020  
**Received very late**  
Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat duis enim velit mollit. Exercitation veniam consequat sunt nostrud amet.

Mondol Photo & Gift Corner Salary  
**R063544** **01937620398**

**Pending** 11th December 2020  
**Salary Not Received**  
Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat duis enim velit mollit. Exercitation veniam consequat sunt nostrud amet.

Mondol Photo & Gift Corner Salary  
**R063544** **01937620398**

**Pending** 11th December 2020  
**Received Less**  
Amet minim mollit non deserunt ullamco est sit

**Complaints**

From 10 October, 2022 To 10 October, 2022

All Solved Pending

**Mondol Photo & Gift Corner** Salary  
**R063544** **01937620398**

Date 10 October, 2022

Complain

Complain Details  
Delay in salary is regular

Complain Type  
Received Very Late

Remarks  
N/A

**Mark as Solved**

**Rules/Validations:**

- If complain type 1, then complain will be available to RSO
- If complain type 2, then complain will be available to ZM
- Complaint status
  - 1. Escalated to Role (ZM/RSO),
  - 2. Received Complaint (read),
  - 3. On process,
  - 4. Response and closed.

### 3.11 PIN less Child balance for RSO

Ref: FR11 (Business Recruitments Document)

- In itopup issue to retailer, Retailer balance will be shown current balance which is now D-1 balance.

**User Interface:**

The screenshot shows a mobile application interface for a 'Topup Transfer'. At the top, there's a header bar with the time '19:56' and battery level '84%'. Below the header is a red action bar with the text 'Topup Transfer'. The main content area has a light gray background and contains several input fields with rounded corners. Each field has a label on the left and a value or placeholder on the right. A large orange 'Transfer' button is located at the bottom of this section. At the very bottom of the screen, there's a black navigation bar with three icons: a vertical three-line menu icon, a square icon, and a back arrow icon.

Your Balance	99242667.99
Retailer	IREN MOBILE PLUS (R062163)
Retailer Number	01912259311
Retailer balance	0.0
Avg Sales/Day (Tk)	0.0
Transfer Amount (Tk)	

**Transfer**

**Rules/Validations:**

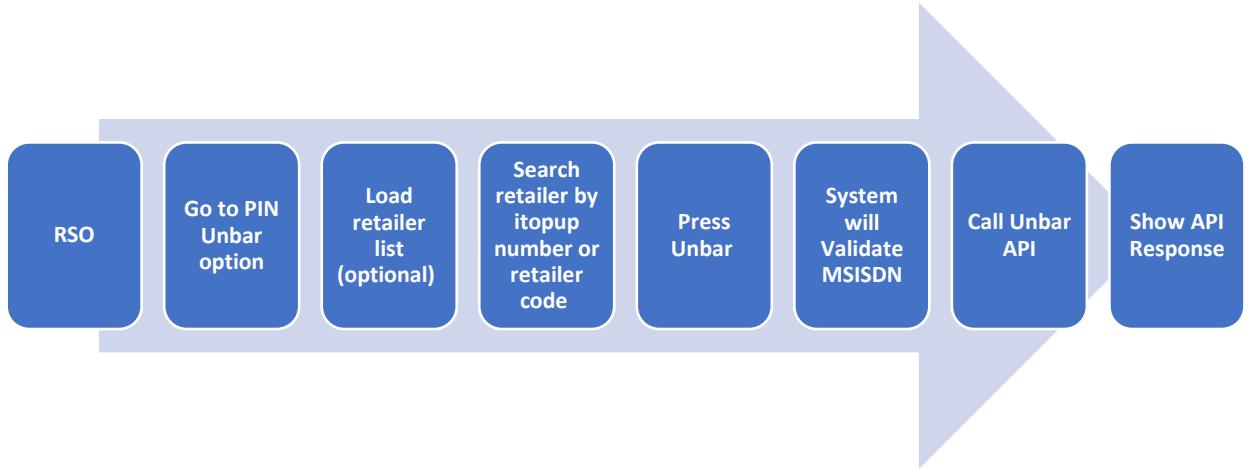
- Retailer balance will be current balance (Call EV API)

### 3.12 Retailer EV PIN Unbar

Ref: FR12 (Business Recruitments Document)

- i. Go to PIN Unbar option
- ii. Load retailer list (optional)
- iii. Search retailer by itopup number or retailer code
- iv. Press Unbar
- v. System will Validate MSISDN
- vi. System will validate status
  - a. If Not Bar, response: PIN not Barred
  - b. If Bar, Unbar and response: PIN unbarred
- v. RSO Request Status (Retailer, req\_datetime, res\_datetime, BAR/UNBAR, Status)

**Workflow Diagram:**



**Workflow Description:**

- At first RSO go to PIN Unbar option
- Then Load the retailer list (optional)
- Search retailer by itopup number or retailer code
- Press Unbar
- System will Validate MSISDN
- Call unbar API
- Show API Response

**Retailer EV/ PIN**

BAR/UNBAR       PIN/UNPIN

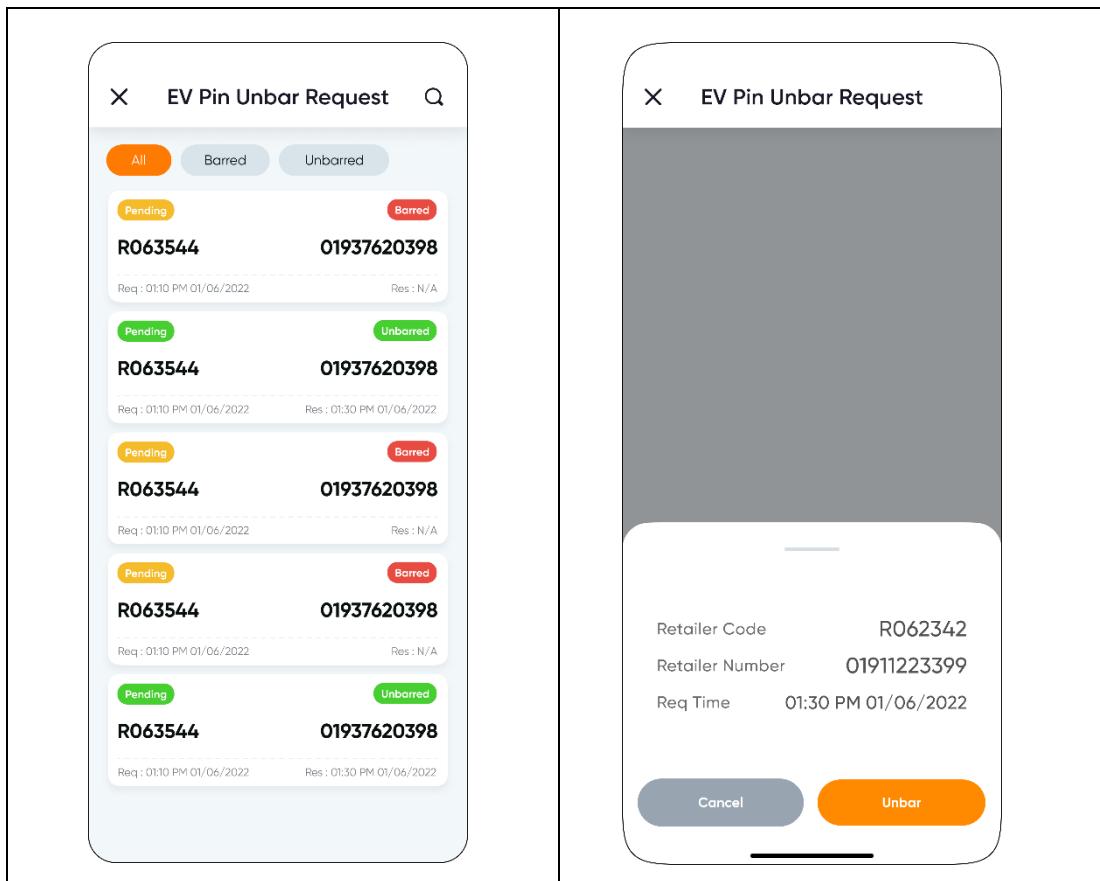
\*From:  \*To:

**Show**

**Excel format**

RSO Code	Retailer Code	Req DateTime	Res DateTime	Status
RS0149	R498412	07-July-19 12:01:00 AM	07-July-19 12:01:00 AM	Active
RS0150	R498413	08-July-19 12:01:00 AM	08-July-19 12:01:00 AM	Active
RS0151	R498414	09-July-19 12:01:00 AM	09-July-19 12:01:00 AM	Active
RS0152	R498415	10-July-19 12:01:00 AM	10-July-19 12:01:00 AM	Active

## User Interface:



### Rules/Validations:

System will validate status -

- If Not Bar, response: PIN not Barred
- If Bar, Unbar and response: PIN unbarred

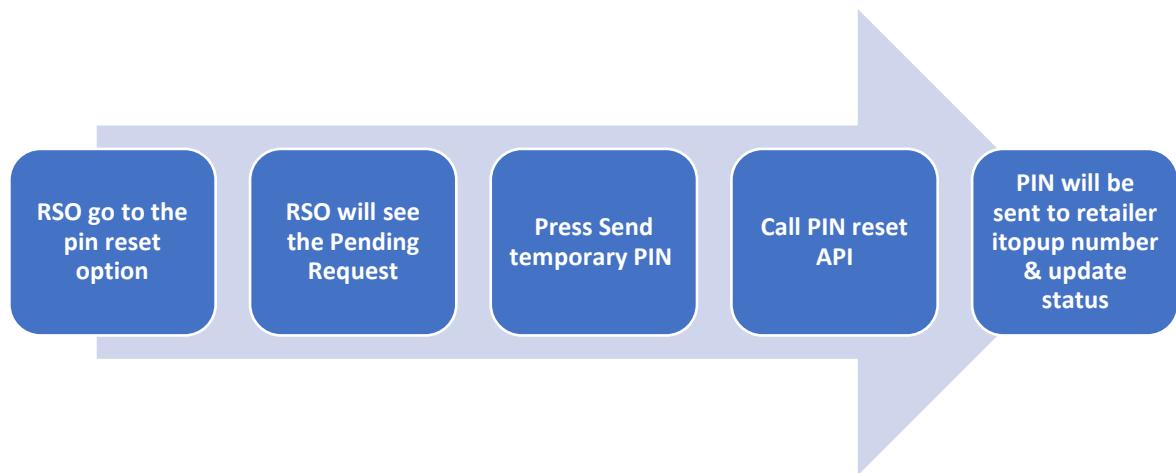
### 3.13 Retailer EV PIN Reset (2-step)

Ref: FR13 (Business Recruitments Document)

- a) RSO will visit PIN reset option
- b) Enter I'top-up number (Validate)
- c) Press Send temporary PIN
- d) PIN will be sent to retailer itopup number

RSO Request Status (Retailer, req\_datetime, res\_datetime, PIN/UNPIN, Status)

#### Workflow Diagram:



#### Workflow Description:

- RSO go to the pin reset option
- RSO will see the Pending Request
- Press Send temporary PIN
- Call PIN reset API
- PIN will be sent to retailer itopup number & update status

**Retailer EV/ PIN**

BAR/UNBAR       PIN/UNPIN

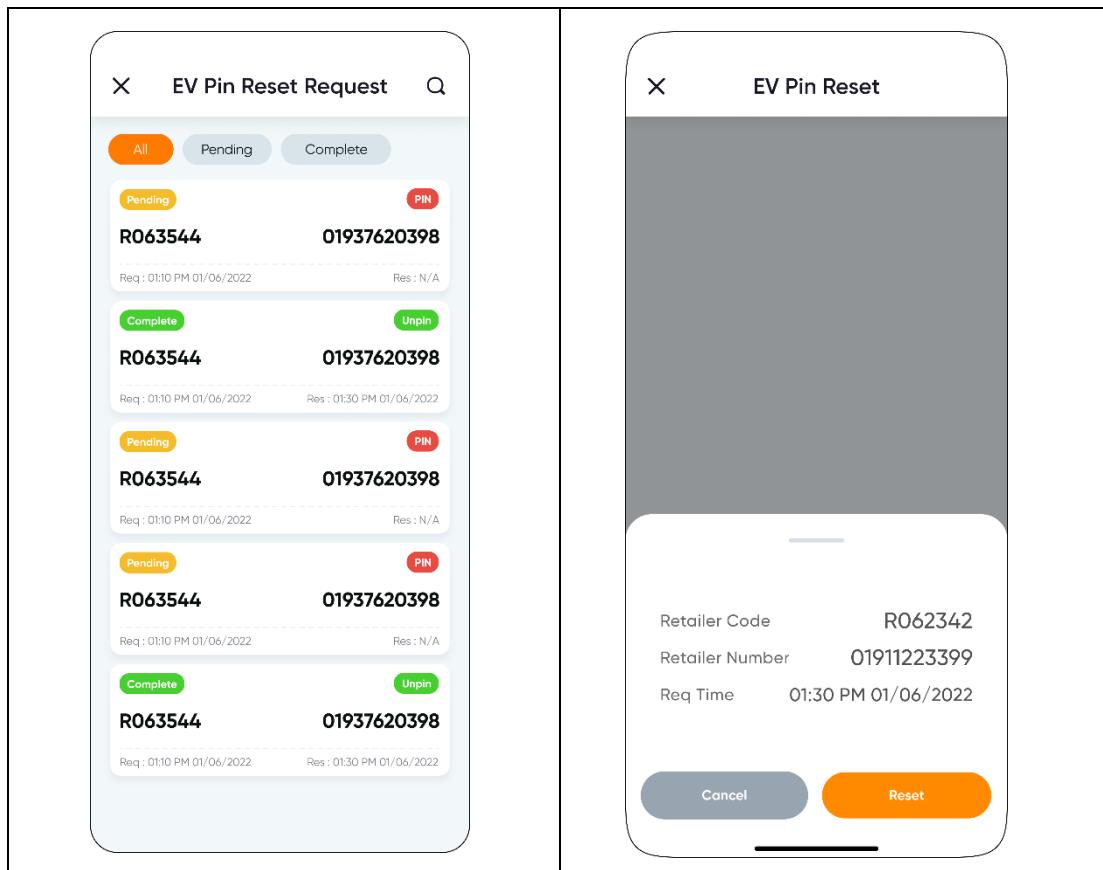
\*From:       \*To:

**Show**

**Excel format**

RSO Code	Retailer Code	Req DateTime	Res DateTime	Status
RS0149	R498412	07-July-19 12:01:00 AM	07-July-19 12:01:00 AM	Active
RS0150	R498413	08-July-19 12:01:00 AM	08-July-19 12:01:00 AM	Active
RS0151	R498414	09-July-19 12:01:00 AM	09-July-19 12:01:00 AM	Active
RS0152	R498415	10-July-19 12:01:00 AM	10-July-19 12:01:00 AM	Active

### User Interface:



### Rules/Validations:

- 1) Retailer App will call RSO App API to save new request
- 2) Only pending list will be shown

### 3.14 Live C2C and C2S with time mentioned (update till)

Ref: FR14 (Business Recruitments Document)

- Today's Sales report will be updated with Live C2C (itopup App and barphone). Add remarks App / SIM

#### User Interface:

The mockup shows a mobile application window titled "Today's Sales Report". At the top, there is a search bar with the text "All" and a dropdown arrow. Below the search bar is a table with the following data:

SL	Product	Quantity	Amount	Source
1	DESH STANDARD	100	100	APP
2	DESH STANDARD	100	100	USSD
3	DESH STANDARD	100	100	APP

#### Rules/Validations:

- Itopup data will be live C2C (App + Sim)

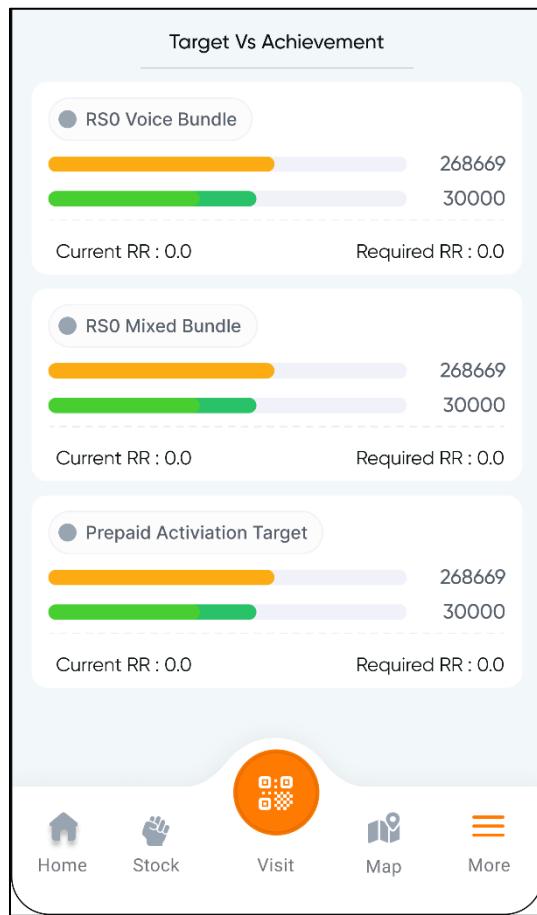
- Today's Target Vs Sold will capture both through App and through barphone(EV), Through DMS and Through MDMS (Prepaid).

#### Rules/Validations:

- For itopup, Today's Target Vs Sold will capture both through App + Sim
- For Sim and SC (DMS + App)

- I'top-up Target vs achievement updated with Live C2C (new colour for today's achievement)

**User Interface:**

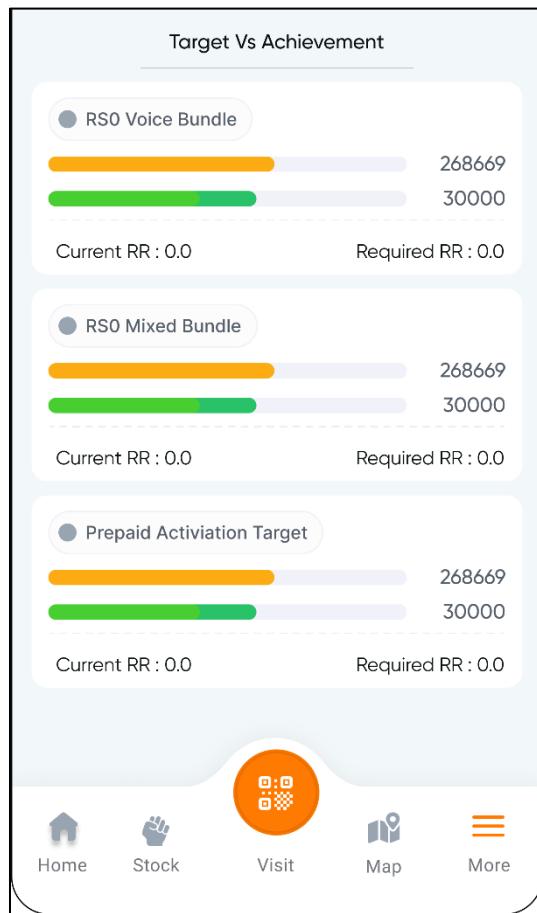


**Rules/Validations:**

- I'top-up Target vs achievement updated with Live C2C (new colour for today's achievement)

- SIM Target vs achievement updated with Live Biometric (new colour for today's achievement)

#### User Interface:



#### Rules/Validations:

- Today's achievement will be included with new colour.

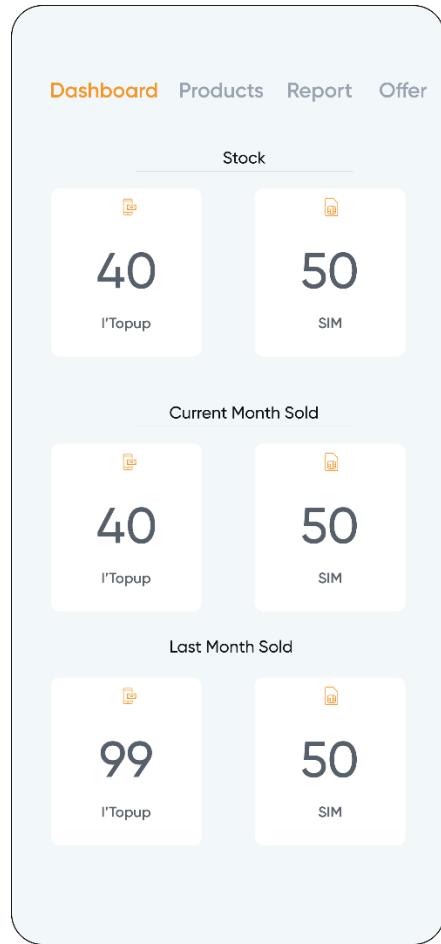
- Live C2C will be used to identify Critical retailers

#### Rules/Validations:

- Critical retailers will be generated from Live C2C DATA.

- Live retailer balance in i'top-up section of retailer dashboard.

**User Interface:**



**Rules/Validations:**

- Live retailer balance in i'top-up section of retailer dashboard.

### 3.15 Low balance retailer definition from Excel upload

**Ref:** FR15 (Business Recruitments Document)

- Retailer code, amount; choose KPI from dropdown (EV, SIM)  
Will be able to handle 3 lacs data entry

**User Interface:**

**Step 1:** From this page, ZM can upload Retailer Critical Balance.

The screenshot shows a user interface titled "Low Balance Retailer Upload". At the top right are four buttons: "Reset" (red), "Download Template" (blue), "Show List" (teal), and "Save" (green). Below these buttons is a dropdown menu labeled "Lat-Long for :" with options: SIM (selected), SC, SIM, and itop-up. Below the dropdown is a button labeled "Upload Critical Balance :" followed by a "File Upload" button.

**Step 2:** From this page, ZM can see the Retailer Critical Balance.

The screenshot shows a user interface titled "Retailer Low Balance". At the top right are five buttons: "Reset" (red), "Download Template" (blue), "Show List RT" (teal), "Show List DD" (light blue), and "Save" (green). Below these buttons is a table titled "Retailer Low Balance" with the following data:

Retailer Code	Product	Critical Limit	From date	To Date	Action
R12345	SIM	10	15 Jun 22	20 Sep 22	EDIT Delete
R12346	itop up	1000	16 Jun 22	21 Sep 22	EDIT Delete
R12347	SIM	1990	17 Jun 22	22 Sep 22	EDIT Delete
R12348	itop up	2980	18 Jun 22	23 Sep 22	EDIT Delete
R12349	SIM	3970	19 Jun 22	24 Sep 22	EDIT Delete
R12350	itop up	4960	20 Jun 22	25 Sep 22	EDIT Delete

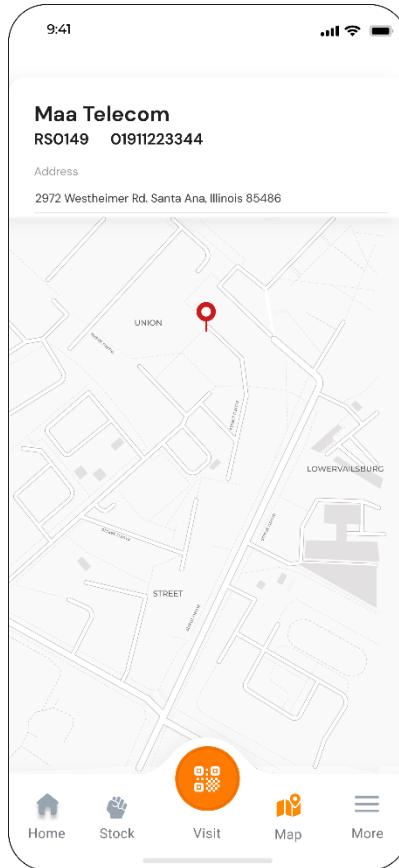
**Rules/Validations:** Will be able to handle 3 lacs data entry

### 3.16 Provide Site location, Distributor location, retailer location in app

Ref: FR16 (Business Recruitments Document)

- Automatically Detect Site and then view site info
- Site View: BTS code, BTS Address, Site Type (2G+3G+4G), SSO retailer count, LSO retailer count, avg SIM sales, avg itopup sales.
- This option for RSO, Merchandiser, Supervisor, Distributor
- Similar to vFocus

#### User Interface:



- **Rules/Validations:**

- There have a mapping between RSO and Retailer, and Retailer to Sites, those sites will be shown in the map.

### 3.17 Retailer mapping/ serial needed to be sorted according to physical route plan

Ref: FR17 (Business Recruitments Document)

DD GPS to retailer GPS distance ---1) visit plan – 2) retailer list sorting

Sorting will be maintained depending on the distance calculation between DD and Retailer

#### Rules/Validations:

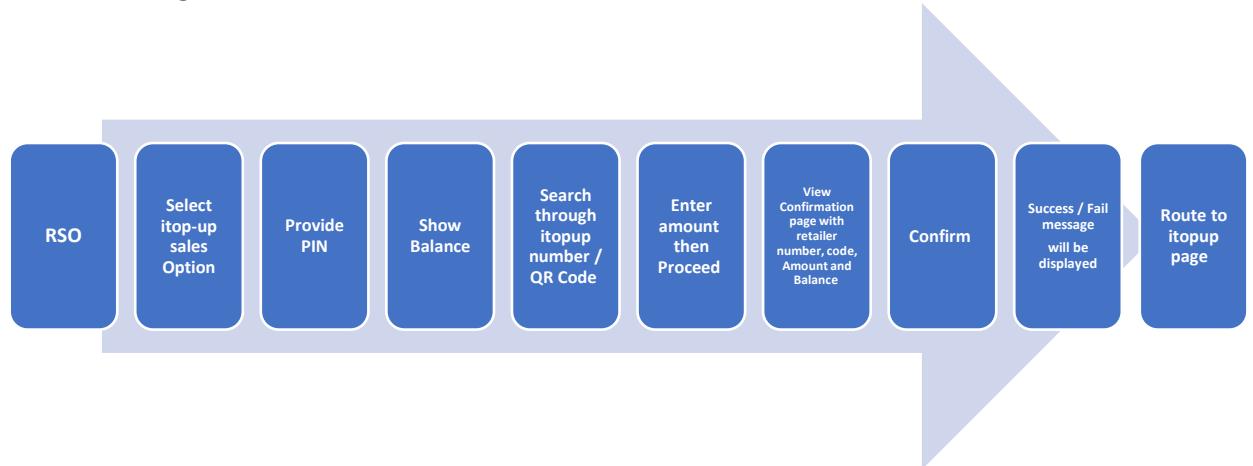
List will be generated by the depending on the distance between DD and Retailer's GPS Location.

### 3.18 Separate itop-up module. Capture PIN 1st than store till logout from that page

Ref: FR18 (Business Recruitments Document)

- Select itop-up sales Option
- Provide PIN
- Show balance
- Search through itopup number / QR Code
- Checkin to retailer and land to retailer itopup page
- Enter amount
- Proceed
- View Confirmation page with retailer number, code, Amount and Balance
- Confirm
- Route to itopup page
- Once moved from page, PIN will be required during log in to page
- Update Visited and memo section for this part

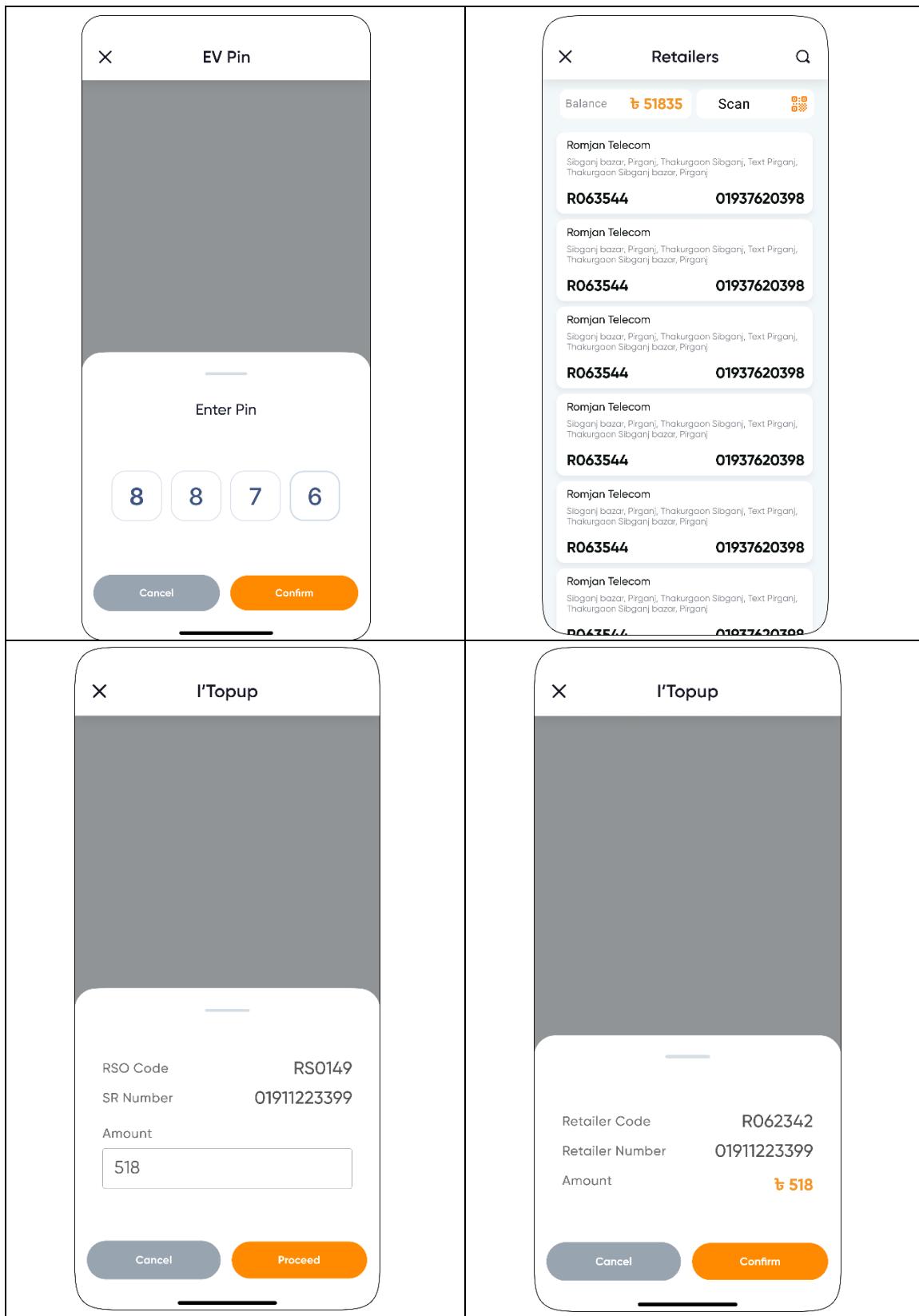
#### Workflow Diagram:



#### Workflow Description:

- Select itop-up sales Option
- Provide PIN
- Show balance
- Search through itopup number / QR Code
- Enter amount
- Proceed
- View Confirmation page with retailer number, code, Amount and Balance
- Confirm
- Success / Fail message will be displayed
- Route to itopup page

## User Interface:



### Rules/Validations:

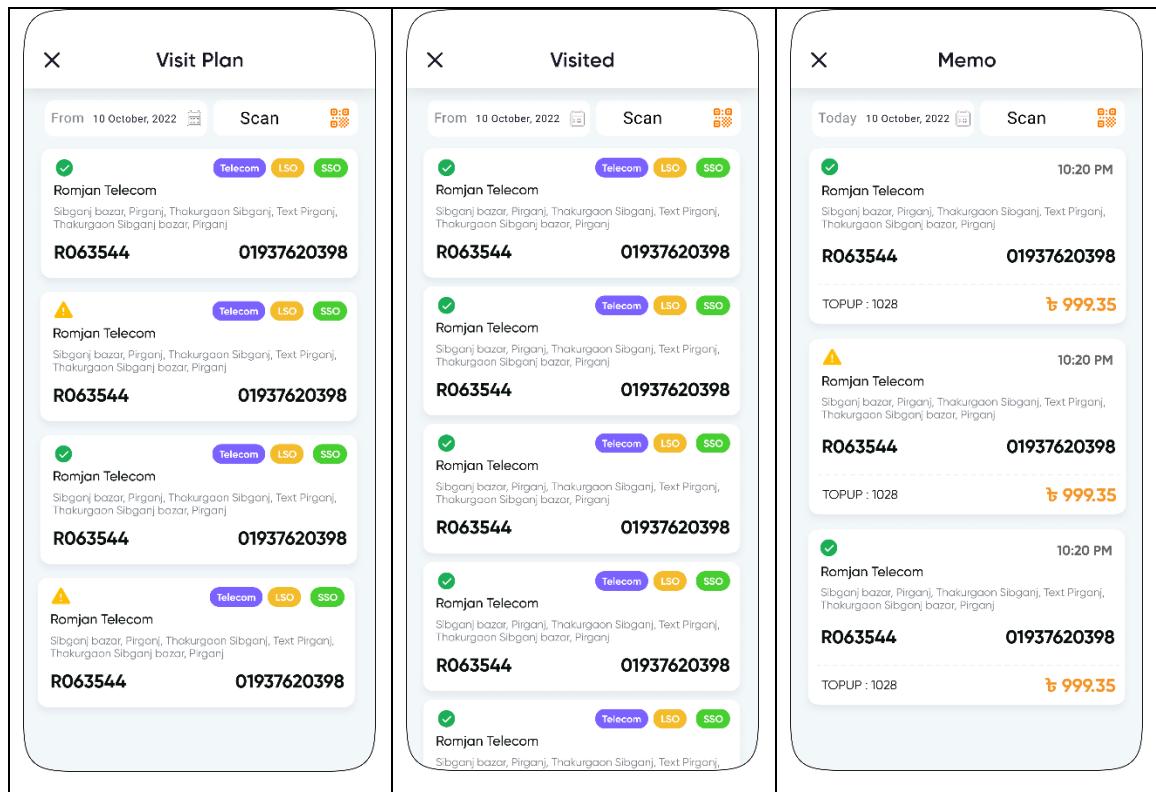
- Once moved from page, PIN will be required during log in to page
- Update Visited and memo section for this part
- Checkin to retailer and land to retailer itopup page

### 3.19 QR Code in visit plan and include visit plan page in Menu

Ref: FR19 (Business Recruitments Document)

- Update Visited and memo section for this part

### User Interface:



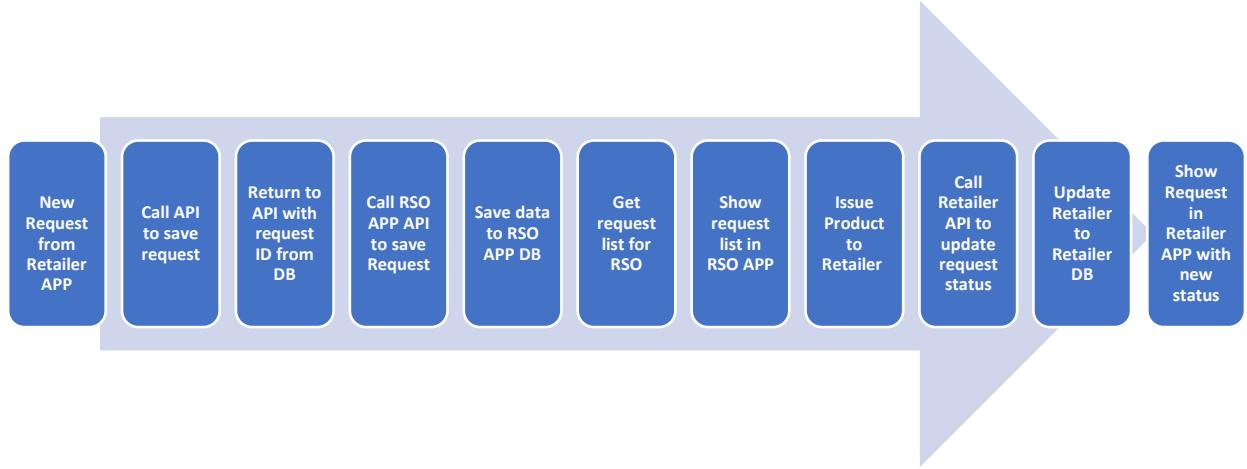
### Rules/Validations:

- New icon will be added into Visit plan to read Retailer QR code
- Retailer dashboard will be checked through QR code
- Visited and Memo section will be updated from this part

### 3.20 Retailer Demand to RSO App End to End journey with status. (Modify existing)

Ref: FR21 (Business Recruitments Document)

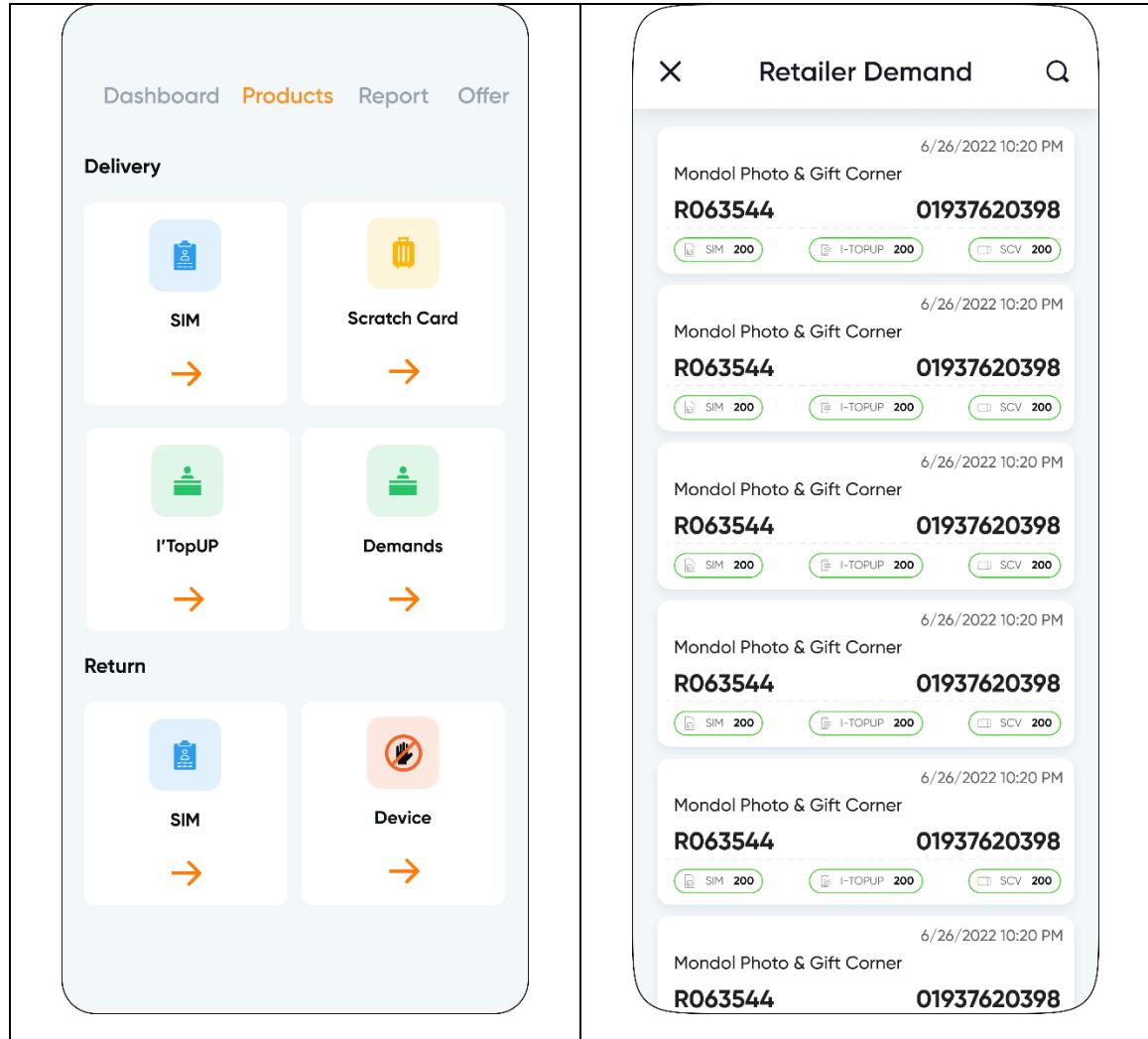
#### Workflow Diagram:



#### Workflow Description:

1. Retailer will submit Demand request from retailer APP
2. A API will be call from Retailer APP to RSO APP to save request in RSO APP DB
3. RSO Will Receive the Request from side menu Retailer Demand
4. List will be display group by Retailer, (single row for each retailer and multiple product request)
5. Product priority (1 = itop-up, 2 = SIM, 3 = SC)
6. After Receiving request, a new button will be enable to delivered the product
7. Delivered button will redirect Product delivered page base on product priority
8. In retailer dashboard a new menu will be added (Product demand) it will show only this retailer's demand list.
9. After delivered a product APP will redirect retailer Dashboard-> demand page
10. If Retailer has multiple product demand request, RSO can issue product one by one from this new demand page
11. After issue product to retailer Request status will be updated by request ID also call Retailer API
12. After issue product to retailer RSO can check out as like as it is working now
13. If RSO issue product from Plan or Critical retailer then page then API will search is any demand request is pending for this retailer and product, if found then it will update the request status.

### User Interface:



### Rules/Validations:

1. RSO APP will display all of the D-1 requests only
2. For same Retailer same date and same product, if request is pending Retailer can't add a new request for same day
  1. Pending
  2. Receive
  3. Delivered
  4. Partial delivered
  5. On the Way

### 3.21 No Loader used which impact during big size picture, Loader include (Modify existing)

Ref: FR22 (Business Recruitments Document)

No Loader used which impact during big size picture, Loader include (Modify existing)

#### Rules/Validations:

- Loader in All Image place

### 3.22 Existing feature where new development required:

Ref: FR23 (Business Recruitments Document)

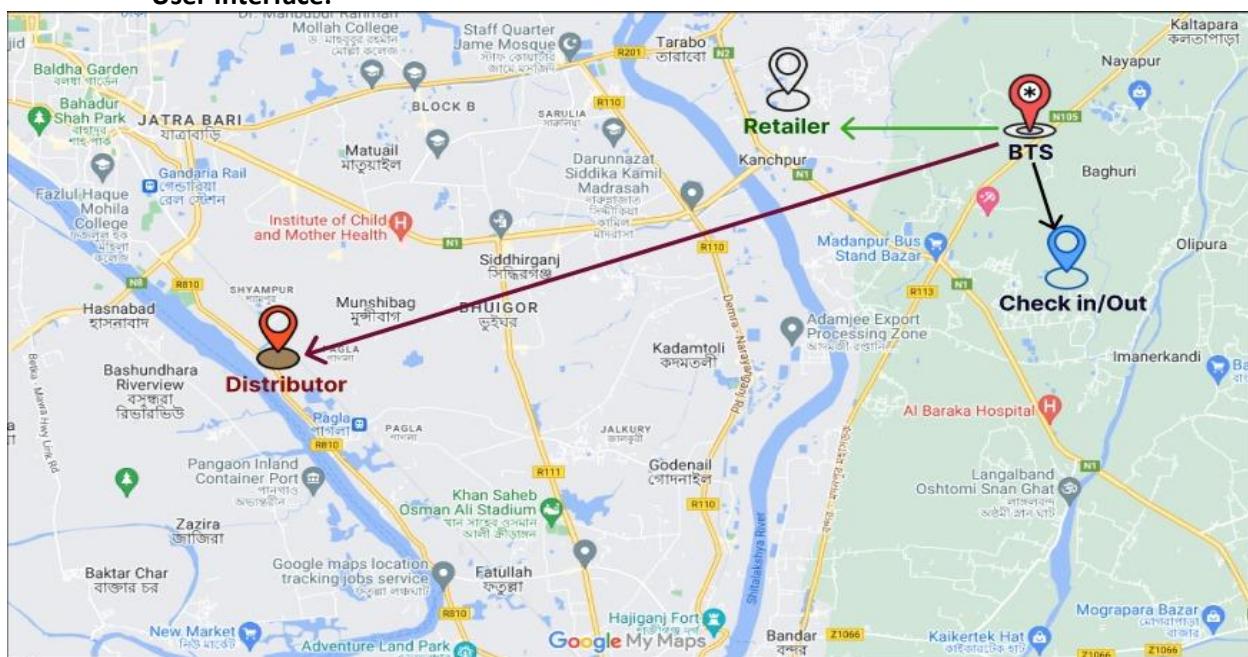
- RSO Target Vs Achievement (live data include with different colour)
- Device Registration Date include, Handset Model OS Version
- From Complaint menu can be exit without checkout

### 3.23 Distributor and BTS location point in Map

Ref: FR24 (Business Recruitments Document)

- Introduce distance scale in Map to check distance of any 2 points, i.e. bts to distributor, bts to retailer, bts to checkin/out point of rso.
- Lat-long and distance capture in report
- In MAP excel export new fields Lat long , site, distance of entities.

#### User Interface:

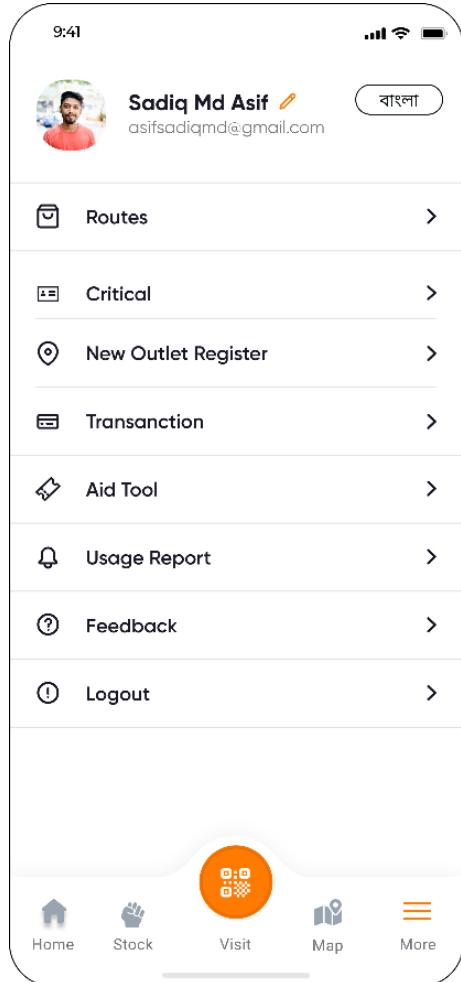


### 3.24 Include Profile picture option in App

Ref: FR25 (Business Recruitments Document)

- Attach picture from RSO phone location .... View only.
- Location capture and then show.

#### User Interface:



### 3.25 Automated Birthday greetings as flash popup (birthday card)

**Ref:** FR26 (Business Recruitments Document)

- Automated Birthday greetings as flash popup (birthday card)
- Weather update as notification (synch with weather sites)
- Traffic update as notification (synch with Google Maps)
- Check Birthdate information availability and finalize source.
- Keep log of update date.

**User Interface for Web:**

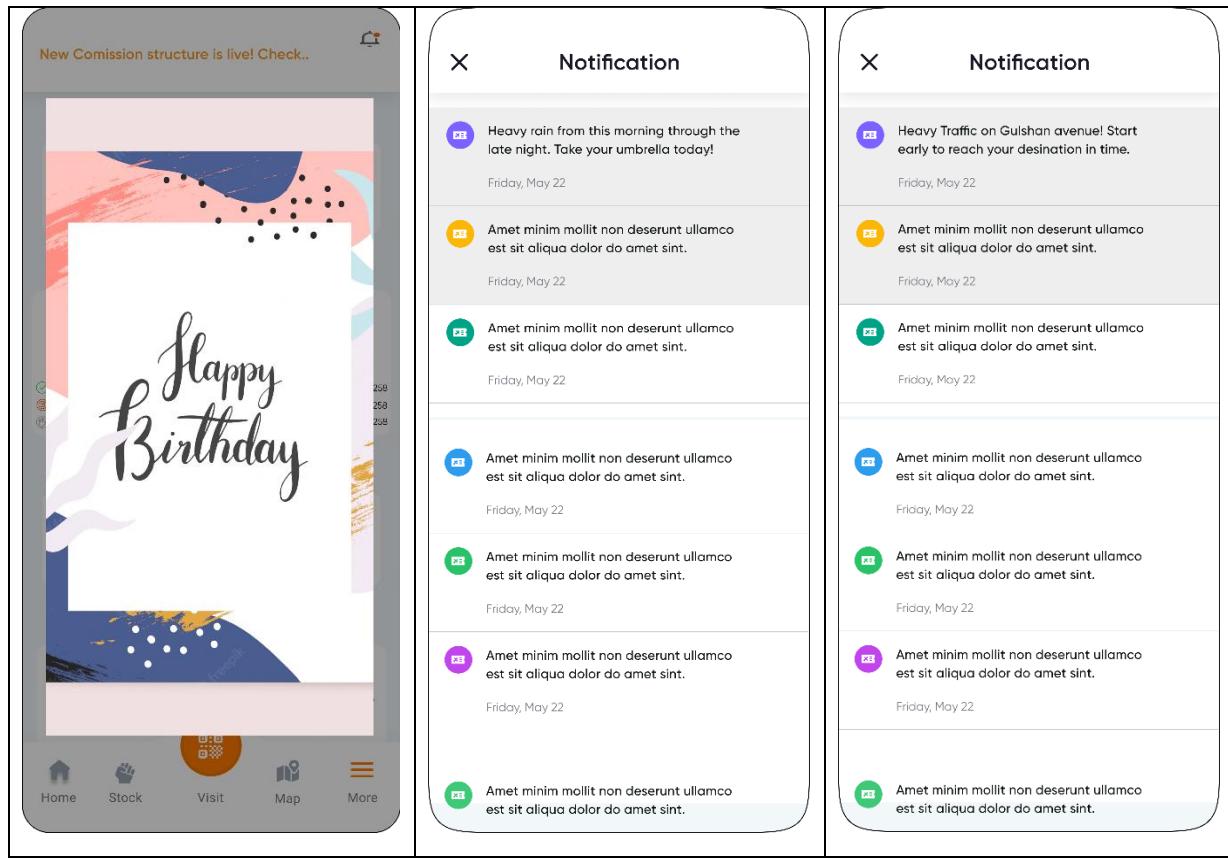
**Step 1:** User can upload Bulk RSO by selecting the “Choose Files”

The screenshot shows a user interface for uploading files. At the top, there is a title 'Upload Bulk RSO' and two buttons: 'Download Template' (blue) and 'Show List' (teal). Below this, there is a section labeled 'Source File:' with a 'Choose Files' button and the text 'No file Chosen'. The main area below this is a large, empty white space.

**Step 2:** User can see the RSO Date of Birth from the landing page and also can “Edit” & “Delete” specific RSO Date of Birth.

Upload Bulk RSO					Create	Save
ID	RSO Code	RSO DATE OF BIRTH	ERROR MESSAGE	Action		
				<a href="#">Edit</a>	<a href="#">Delete</a>	
246	RSO149	2022-09-08T00:00:00	RSO Date Of Bith Invalid	<a href="#">Edit</a>	<a href="#">Delete</a>	
247	RSO150	2022-09-08T00:00:01	RSO Date Of Bith Invalid	<a href="#">Edit</a>	<a href="#">Delete</a>	
248	RSO151	2022-09-08T00:00:02	RSO Date Of Bith Invalid	<a href="#">Edit</a>	<a href="#">Delete</a>	
249	RSO152	2022-09-08T00:00:03		<a href="#">Edit</a>	<a href="#">Delete</a>	
250	RSO153	2022-09-08T00:00:04		<a href="#">Edit</a>	<a href="#">Delete</a>	
251	RSO154	2022-09-08T00:00:05	RSO Date Of Bith Invalid	<a href="#">Edit</a>	<a href="#">Delete</a>	

### User Interface for mobile:



### 3.26 View of commission, Current offers and Campaigns as of RSO App

Ref: FR29 (Business Recruitments Document)

- Current offer and Campaign section integration from RSO App web

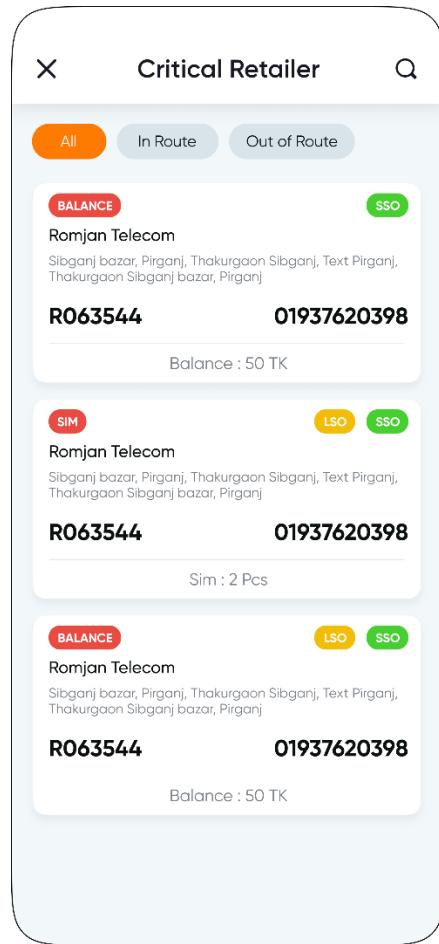
#### User Interface:

The image displays three mobile application screens side-by-side, illustrating the integration of different functional areas within the RSO App.

- Campaign Section:** This screen shows two campaign entries. The first is "RSO Recharge Campaign OCT20" with KPIs: Target (₹ 7500), Achievement (₹ 3080), Incentive (₹ 10), Status (Disbursed), Bank Name (The City Bank Ltd), Bank A/C (201.202.203.333555), and Vendor (Response). The second is "RSO Campaign Gross ADD with 4g Mixed Sept20" with similar details.
- Offers Section:** This screen displays a list of offers. The top item is "Voice Bundle Revised and New" with a brief description: "Slogani bazar, Paganj, Thakurgan Slogan, Text Paganj, Thok Slogan, Bazar, Paganj, Slogani bazar, Paganj, Thakurgan Slogan, Text Paganj, Thok Slogan bazar, Paganj". Below it is another "Voice Bundle Revised and New" entry with identical details.
- Commission Structure Section:** This screen shows two commission structure entries. The first is "UAT Comission" with a description: "Slogani bazar, Paganj, Thakurgan Slogan, Text Paganj, Thok Slogan bazar, Paganj, Slogani bazar, Paganj, Thakurgan Slogan, Text Paganj, Thok Slogan bazar, Paganj". The second is "UAT Comission" with a similar description.

- Critical balance (SIM, itopup) retailers list from RSO

**User Interface:**



- SSO and LSO Critical retailer count, service provided to critical retailer: live integration

**User Interface:**

- RSO earning: select RSO, select Month
- Headwise RSO income (Fixed Salary, Commission, Incentive)

**User Interface:**

RSO Earning	
Select your Target Period	
Working Days	30
Fixed Salary	₹ 7500
Variable Commission	₹ 3080
Incentive Through	₹ 10
Additional Incentive	₹ 100
Others	₹ 50
Total Earning	₹ 10581
Bank Name	The City Bank Ltd
Bank A/C	201.202.203.333555
Vendor	Response
Acknowledgement Status	Yes
Feedback	We are taking care of delays

**Acknowledgement**

- Top – Bottom performing Retailer
  - LM and CM till date (D-1)
  - Top 5 SSO: SIM Activation
  - TOP 5 LSO
  - Bottom 5 SSO
  - Bottom 10 LSO (C2S) :
  - itopup number, Retailer code, Retailer name, RSO Code, SR number for all

### 3.27 Today's sales RSO apps and Total

Ref: FR30 (Business Recruitments Document)

- Date:
- RSO Count total, Sold through App (Count)
- SIM Sales From RSO Apps : Qty, Amount
- Recharge Sales: itopup qty, amount
- SCSales: qty, amount
- Total: Sales From App

#### User Interface:

Today's Sales by RSO App

Reset Download Template Show List RT Show List DD Save

DD Code	RSO Count	Sold through App	Qty (Sim)	Amount (Sim)	Qty (I top up)	Amount (Itop up)	Qty (SC)	Amount (SC)
R12345	SIM	10	10	19	10	19	10	19
R12346	itop up	5	10	19	10	19	10	19
R12347	SIM	10	10	19	10	19	10	19
R12348	itop up	5	10	19	10	19	10	19
R12349	SIM	10	10	19	10	19	10	19
R12350	itop up	5	10	19	10	19	10	19

### 3.28 Bottom 10 Low Performing Site details (current Month and Last Month)

Ref: FR31 (Business Recruitments Document)

- Include SRAN filed
- Site Code, Address, Site type, Site onair date, Utilization, SSO Count, LSO Count, recharge, SIM
- SRAN BI integration for report view

#### User Interface:

Image: Site Report (Site Code, Address, Site type, Site on air date, Utilization (%) / recharge, SSO Count, LSO Count)

Site Code	Address	Site type	OnAir Date	Utilization %	SSO Count	LSO Count
101	BANANI, DHAKA	REG	02/05/22	100	1000	1000
101	BANANI, DHAKA	REG	02/05/22	100	1000	1000
101	BANANI, DHAKA	REG	02/05/22	100	1000	1000
101	BANANI, DHAKA	REG	02/05/22	100	1000	1000
101	BANANI, DHAKA	REG	02/05/22	100	1000	1000
101	BANANI, DHAKA	REG	02/05/22	100	1000	1000
101	BANANI, DHAKA	REG	02/05/22	100	1000	1000
101	BANANI, DHAKA	REG	02/05/22	100	1000	1000
101	BANANI, DHAKA	REG	02/05/22	100	1000	1000

#### Rules/Validations:

- \*Report will be generated by D – 2 data.
- There have a mapping between RSO and Retailer, and Retailer to Sites, among those sites bottom 10 low performing site details will be available in the report with LM & CM.

### 3.29 Notice board for RSO achievement demonstration

**Ref:** FR32 (Business Recruitments Document)

Where from web tool we will upload PDF / JPEG as per filters (national, cluster, region, distributor) with campaign date/month/quarter/year. In App, from dropdown user will select available dates and the winner category and regarding PDF / Jpeg will be viewed.

#### User Interface for Web:

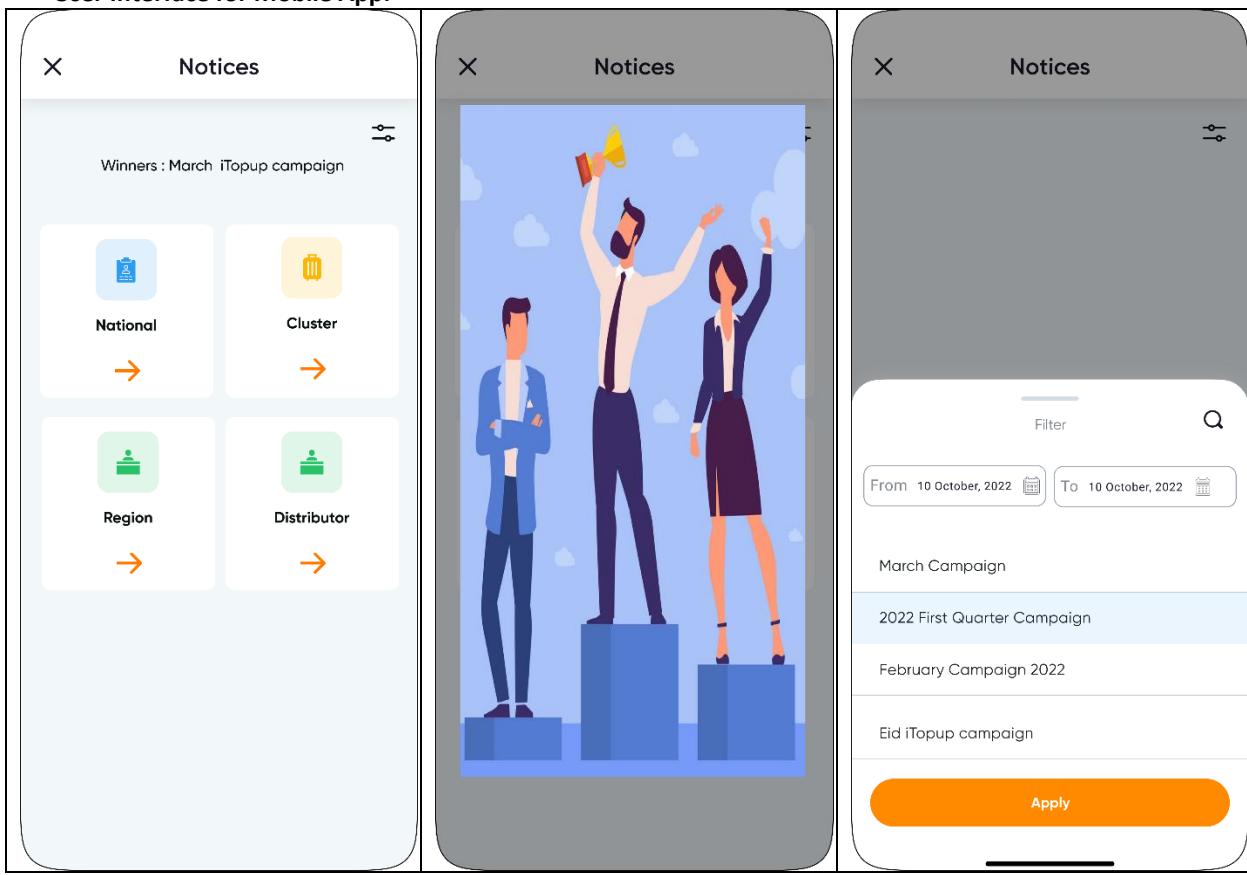
The screenshot shows a web-based application interface for managing a notice board. The top portion of the screen is a solid orange color. Below this, there is a white rectangular area containing the following elements:

- A title "Notice Board" centered at the top of the white area.
- Two input fields:
  - A dropdown menu labeled "Campaign Type" with the value "National" selected.
  - A text input field labeled "Campaign Date" containing the value "01-June-2021".
- A button labeled "Upload File" followed by a blue rectangular button labeled "File Upload".
- At the very top right of the white area, there are two small buttons: a red one labeled "Reset" and a green one labeled "Save".

#### Rules/Validations for Web:

- **Campaign Type:** Dropdown filed (national, cluster, region, distributor), must be select specific campaign type form the dropdown.
- **Campaign Date:** Date Field (date/month/quarter/year), mandatory field
- **Upload File:** PDF / JPEG can be able to upload, mandatory field

### User Interface for Mobile App:



#### Rules/Validations for Mobile App:

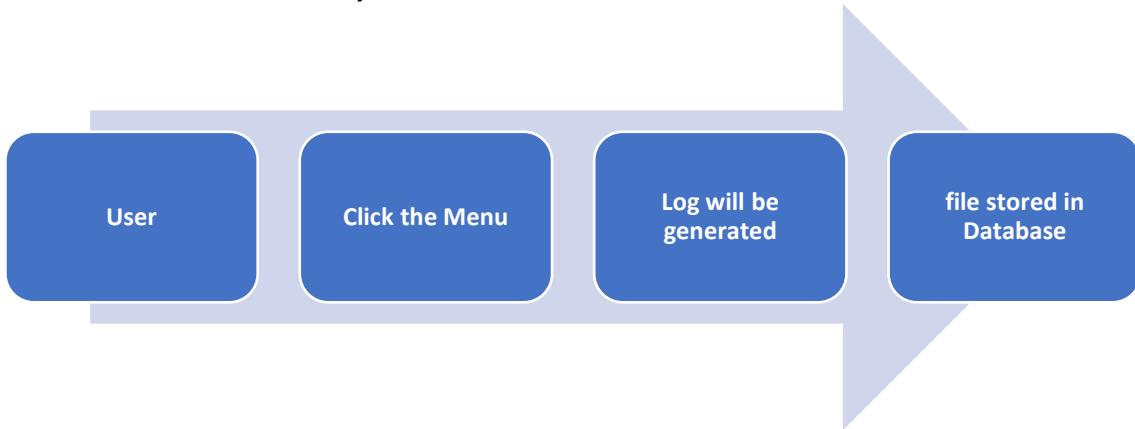
- **From Date – To Date:** Date Field (date/month/quarter/year), mandatory field
- User need to select specific date and winner category then regarding PDF / Jpeg will be viewed

### 3.30 Feature Activity

**Ref:** FR33 (Feature Activity)

- |    |                                    |
|----|------------------------------------|
| SI | Feature name                       |
| 1  | Banner                             |
| 2  | Map                                |
| 3  | SR Balance                         |
| 4  | Critical Retailers                 |
| 5  | Campaign                           |
| 6  | Current Offer                      |
| 7  | Commission Structures              |
| 8  | SIM Status Check                   |
| 9  | RSO Earning                        |
| 10 | Top-Bottom retailer                |
| 11 | Route performance                  |
| 12 | Operational Report > Deno          |
| 13 | Operational Report > 5 Tk recharge |
| 14 | Operational Report > 0 Tk usage    |
| 15 | Notifications                      |
| 16 | Notices                            |

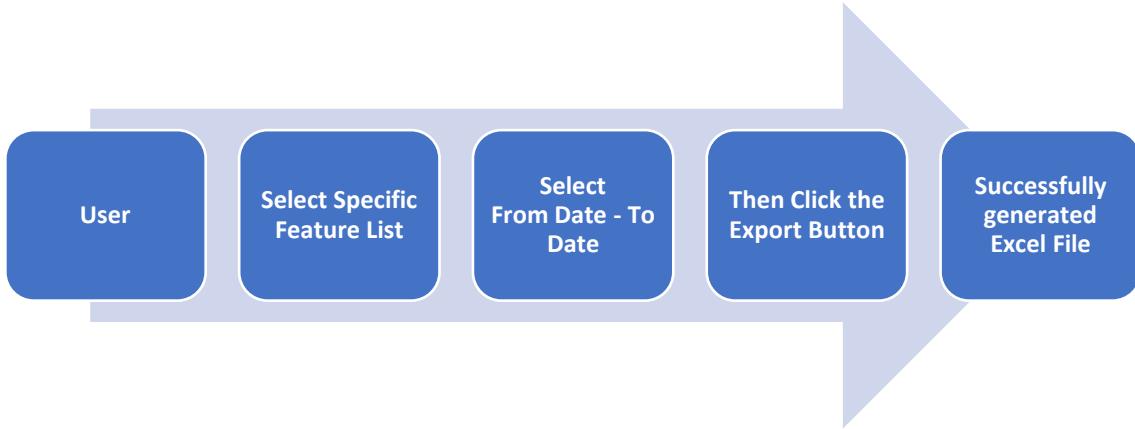
### **Workflow for Feature Activity:**



### **Workflow Description for Feature Activity:**

- 1) At first, user need to click the Menu
- 2) Then, Log will be generated
- 3) Finally, file will be stored in Database.

### **Workflow for Feature Activity (Web) :**



### **Workflow Description for Feature Activity:**

- 1) At first, user need to select the Specific Feature List from the Feature Activity Module.
- 2) Then, user need to select From Date – To Date
- 3) Then user need to click “Export Button”
- 3) Finally, Excel file will be generated.

**User Interface for Feature Activity:****Step 1:**

- 1) At first, user need to select the Specific Feature List from the Feature Activity Module.
- 2) Then, user need to select From Date – To Date
- 3) Then user need to click “Export Button”

The screenshot shows a user interface titled "Feature Activity". At the top, there are input fields for "From Date" (1-Aug-22) and "To Date" (5-Aug-22). Below these is a dropdown menu labeled "Feature List" with the following options: Banner, Map, SR Balance, Critical Retailers, Campaign, Current Offer, Commission Structures, SIM Status Check, and RSO Earning. The "SR Balance" option is currently selected. In the top right corner, there is a blue "Export" button.

**Step 2:** Finally, Excel file will be generated.

Date	RSO Code	Feature	No of Hit
01-Aug-22	RS034150	Banner	12
02-Aug-22	RS034150	Map	5
03-Aug-22	RS034150	SR Balance	2
04-Aug-22	RS034150	Map	6
05-Aug-22	RS034150	Campaign	2

**Rules/Validations:**

When user select the Menu then the Log will be generated through the API