|  |  |  |  |
| --- | --- | --- | --- |
| ID | Requirement | **Date** | **Outcomes** |
| **FR 1** | DD performance APP for distributor   * Same New UI will be applied for this App also. * Login credentials as per dms (distributor Page) Master SIM=ID, Password = Password. * Device Registration, Forget Password, Password reset option * MasterSIM field in DMS for SMS / PIN/Password * 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).   + Critical Retailers   + Modality   + Monitoring   + Operational Report      * Active RSO List : RSO Name, RSO Code, SR number, Route Count with search option (RSO code and Sr number search) * EV return: RSO will make EV return request from Apps, Distributor will receive the return from apps by viewing request and Providing PIN. * Reports (Monitoring)   + Select from drop down SIM/ I’top-up / SC   Format:   |  |  |  |  | | --- | --- | --- | --- | | Period | Primary | Secondary | Tertiary | | LMTD | 1000 | 900 |  | | MTD |  |  |  | | D-1 |  |  |  |  * + Inventory: SIM / SC / Device Format: Product code, Product name, Count   + Active Resources:  |  |  | | --- | --- | | Resource Name | Count | | RSO |  | | Route |  | | SSO |  | | LSO |  | | Supervisor |  | | Merchandiser |  |  * + RSO wise Performance reports (KPI: Prepaid Activation, EV Lifting, RSO Mixed Bundle, Data Pack, Voice Bundle)   Filter: Prepaid Activation, EV Lifting, RSO Mixed Bundle, Data Pack, Voice Bundle  Format:   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | RSO Code | SR Number | Target | Achievement | Current RR | Required RR | |  |  |  |  |  |  | |  |  |  |  |  |  |  * + Site:  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | District+Thana | SRAN | Network Mode | Site Count | SSO Count | LSO Count | |  |  |  |  |  |  | |  |  |  |  |  |  |  * Payment Acknowledgement: Filter: Receiving date, Check All   Date, Commission Type, Name, Amount – CheckBox – Remarks, Received (button) / Concern (button)  Concern List : Date, Commission Type, Name, Amount –CheckBox – Solved.   * Retailer transaction barring: API Integration to suspend retailer. | **17-May-22** | **Limited feather of RSO App**  **Dashboard:**   * **Total Plan**:  1. Count for each RSO (which RSO has how many plan) 2. Will Count update  * **Total Visit**:  1. Count for each RSO (which RSO has how many visit) 2. Will count update  * **Memo**:  1. Count for each RSO (which RSO has how many memo) 2. Will count update  * Distributor wise data process * Critical Retailer:   --Total Count   * Target VS Sold   --RSO wise   * Critical Retailers Total   --show total Count in dashboard.  --When press on “Count” then show RSO wise count (which RSO how many critical)   * Count VS list   --RSO wise count   * Target VS Achievement   --Total RSO summation  under distributor.  --target = Achievement.  **Critical Retailer**   * After tapping on total Critical Retailer in Dashboard, In route /Out route count for each RSO. * Which RSO in Route has how many Critical Retailer(count) * Which RSO out Route has how many Critical Retailer(count)   **Modality**  ***Campaign***  ***Current offer***  – Target Type (web Module), Add “Distributor” option(value) in Dropdown.  --Staff should split of Merchandiser, RSO, Distributor, Supervisor.  ***Commission structure***  --what RSO sees, Distributor can see the same.  – Target Type (web Module), add “Distributor” option(value) in Dropdown.  --Staff should split of as Merchandiser, RSO, Distributor, Supervisor.  **Monitoring**  \*Distributor wise  |Adhoc Report  |Target achievement  |Bio matric   * + **Operational Report will be excluded**   **Active RSO List (App)**  --Search can be insisted by **RSO Code** or **SR number. (Filter on top)**  (Searching 2 or 1 )?  **EV return**  --If one approved, will remove both from web and App. (sync both)  \*Note: Need to Change in RSO APP and DMS both (comment made by Ifteraz bhai)  \*\* need to keep Flag to identify (web or app)   * Distributor can do amount correction from App. (as like as DMS) * Multiple return. (As like as DMS)     **Reports (Monitoring)**  Data will be pre-processed.  **Reports (Inventory)**  --Distributor Current floor stock  --[Purging required will discuss in technical session]  **Report (Active Resources)**  --D-1 (confirmed by Miraj bhai)  **Report (RSO wise performance report)**  --Fetch from DMS  -- As per filer  -- need R&D/assessment (data format) by today. (PTSL side)  **Payment Acknowledgement**  --revamp RSO salary  -- Acknowledgement  --Compliant  **Retailer transaction barring**  **--**EV API (As per EV API document) (Need to R&D from PTSL side)  **Exclude:**  Received (button) / Concern (button) |
| **FR 2** | RSO Payment Acknowledgement both Apps **and SMS option**   * 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. | **17-May-22** | 1.  --Select date.  --Complain --yes/No? (Radio button).  --If “yes” then text box will open to write and then submit.  2. “Like salary not received, received less, received very late, Others” – **will be in Dropdown** (as like check out), after fill, then Remarks.   1. Acknowledgement Status:   --yes/No  -- Remarks  ---details (opened opinion) (**After request from RSO what will be action**) |
| **FR 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.   * IF target not uploaded LM target / CM Ach * IF target updated CM target / CM Ach | **17-May-22** | * Achievement –Current month * Target –last month   Label –  LM (Last Month)  CM (Current Month) |
| **FR 4** | **Lat-Long of retailer, Distributor:**     * 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,)   + 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. * 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) * Report:   A Comparison report containing: Retailer Code, Admin Lat-long MDMS Lat-Long, Distance with Admin, Distance from Distributor, Distance from BTS. | **18-May-22** | 1. Distributor Lat-Long will be uploaded by business team from web module. [When new distributor / change distributor] 2. Same way, Retailer Lat-Long will go. 3. Distributor **250-300**.(data)   Retailer **3/4 lacs**. (data)  Will be **uploaded at a time.**   1. Existing Validation – primarily review on distance of **both locations**.   **Journey**  **Download 🡪 Verify 🡪 Approve**  [Step-1—Check Distance  Step-2 – upload (Valid) and approve]  (\*as like DMS verify)  [Review on Distance and then upload]  **--Closes BTS site & Distance (Present Site and New Location site + Location Distance)**  **--------------------------------------------------**  **ZM Approval**   * Add New to existing ZM Approval Module in web module. When retailer location approved, retailer to Distributor Distance and closest site will be viewed in the MAP view. * Amin Location = existing location.( **MAP view required**)   [**Map viewing info. =Last existing location + New location +Distributor + Site**]  Graphical user interface, application  Description automatically generated  **MAP Location**  **Note—**Existing **UI design** need to be changed. (by Maruf Bhai)  **Report**   * Requested for Different Report * Last & recent location required .(Follow the existing one, **Ret GPS update request—** (i)Retailer Code, (ii)scripter cade (ii)Retailer Name, (iv)Request Date, (v)Status Pending)**+ add new fields.** |
| **FR 5** | Merchandiser App revamp   1. Device Registration (Merchandiser login with new password policy and Merchandiser number) 2. Customized Notification for Merchandiser 3. Customized Popup for Merchandiser 4. Customized Scroll for Merchandiser 5. Target vs Achievement (web as like as RSO target upload ) 6. Stock and issue (App, Web, **Retailer QR**) 7. Dismantling list with retailer info (Dismantling form APP) 8. Return Material from Retailer | **17-May-22** | **Customized Popup for Merchandiser**  --Notification (upload)  **Stock and Issue**  -- The same way as RSO App Add Stock in the morning.  **Dismantling list with retailer info**  **--**Merchandiser tears off/destroy papers. |
| **4-July-22** | **Target VS Achievement**   * Different target will be uploaded for Merchandiser from **web portal** (another section called “Merchandiser” will be added in existing target module (as like RSO target)) and achievement will be set against that. * Upload format (for Merchandiser) will be same as RSO Upload format.   **Dismantling list with retailer info:**  2 things may happen   1. Valuable physical product will be returned (**Return**)(to warehouse) 2. Papers (non-valuable items) will be updated through APP.(will be **dismantled**)   **Stock and Issue**  Add 3 flags for APP /Web/Retailer QR code |
| **FR 6** | UI / UX change as per MyBL App / Retailer App | **18-May-22** | Design Expectation:   * 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 ) * Mairaj Bhai will show/demonstrate “Retailer App”" |
| **FR 7** | App for Supervisor   * Login As per DMS (code and mobile numer) * 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).   + Critical Retailers   + Modality   + Monitoring   + Operational Report   + Skill development   + Notification, Scroll msg, Popup as of RSO   + Retailer Location update   + Information Update   + Device Return   + Routes   + SIM Status Check   + Feedback Tools (**Survey= RSO survey)** | **18-May-22** | **Dashboard**:  Supervisor:  Visit plan (Supervisor’s RSO visit plan count)🡪 supervisor’s RSO Retailer list (All)  **Critical Retailer**  Behave Same as RSO  **Modality**  Distributor/Supervisor:  --Staff should split of as Merchandiser, RSO, Distributor, Supervisor.  **Notification**  Supervisor will see RSO notification. (Can handle by user type)  **Device Return**  Supervisor can return device from Retailer  **Route**  RSO Route under Supervisor.  **\*Supervisor CAN NOT issue PRODUCT.** |
| **4-July-22** | **Supervisor Login: (**Login As per DMS**)**   * Supervisor code * Supervisor mobile number   **Device Return**  Bio-metric device Return log will be kept under Supervisor’s name (get Return from Retailer)  **SIM Status Check**  Side menu –> Input sim number and generate status report (As like as SIM status report in DMS– ( Smart search report)  **Feedback Tools (Survey)**  RSO Survey will be applicable for Supervisor |
| **FR 8** | Revamp retailer Info Update:   * NID * TIN * Trade licence   Integrate with DMS retailer Page with additional information.  Info update Approval in DMS | **18-May-22** | **Additional Information:**  -If RSO /Supervisor can make change, ZM will approve which has impact on DMS.[Update request from APP and request will land in DMS] |
| **4-July-22** | **Revamp (Retailer info update page):**   * Include these 3 fields. (NID, TIN, Trade Licence) * Total approval in SFTS will link to DMS that ZM can get approval from DMS (Understanding: A new page required in DMS for Approval) |
| **FR 9** | Access to ZM as view only for RSO from vfocus   * ZM will install latest MDMS apk in their handset * ZM will have a view to login to MDMS from vfocus * ZM will Select active RSO code from search, select RSO and press Login to MDMS. * ZM will be redirected to RSO APP by by-passing login * ZM will have no access to check-in and can’t add or update   + Dashboard   + Critical Retailers   + Modality   + Monitoring   + Operational Report   + Skill development   + Notification, Scroll msg, Popup as of RSO   + Routes   + SIM Status Check | **18-May-22** | **Journey**  **ZM🡪 Login to RSO APP (as a ZM)🡪 View as an Active RSO**   * Red marked are excluded |
| **4-July-22** | ZM will login to RSO APP as under his RSO (as mapping) without password  **ZM Access:**   * ZM can go to Retailer Dashboard. * ZM cannot update/define or Add any information for RSO. (For technical term: permission read only(each menu), No post API required) |
| **FR 10** | Revamp RSO Complaint module and integrate with vfocus and retailer app  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. | **18-May-22** | **Journey:**  Retailer App (Complain raise)🡪 Module (1,2,3)🡪(1.RSO APP, 2.SupperOffice(Customer), 3. ZM(vfocus)  --**View & Feedback** goes to Retailer App from **RSO APP**.  --(Type defined—API call, Status, Complaint close with Note) |
| **FR 11** | **PIN less Child balance for RSO**  In itopup issue to retailer, Retailer balance will be shown current balance which is now D-1 balance. | **18-May-22** | EV API Document will check by PTSL team and will return in next session.  **\*Note:**  Request can be made from **“Retailer App”** or **“physically visit”** |
| **19-May-22** | **Requirement Understood** |
| **FR 12** | **Retailer EV PIN Unbar**   1. Go to PIN Unbar option 2. Load retailer list (optional) 3. Search retailer by itopup number or retailer code 4. Press Unbar 5. System will Validate MSISDN 6. System will validate status    1. If Not Bar, response: PIN not Barred    2. If Bar, Unbar and response: PIN unbarred   v. RSO Request Status (Retailer, req\_datetime, res\_datetime, BAR/UNBAR, Status) | **19-May-22** | **Web Config-1**   |  |  |  | | --- | --- | --- | | **RSO** | BAR | UNBAR |   **Config-2**   |  |  |  | | --- | --- | --- | | **RSO1** | BAR |  | | **RSO2** | BAR | UNBAR | | **RSO3** |  | UNBAR |   **\*Specific and all RSO both will be configurable.**  **APP**   |  |  |  | | --- | --- | --- | | **RET1** | BAR |  | | **RET2** | UNBAR | UNBAR | | **RET3** |  | UNBAR |   ***System will validate status:***  After requesting APT🡪 status will be provided. [If Bar is available, then request to unbar) If unbared, then show, already unbared]  **If EV response may get delayed:**  \*Log should be kept. (date-retailer-status).  **Newly Added**: v. RSO Request Status (Retailer, req\_datetime, res\_datetime, BAR/UNBAR, Status) |
| **FR 13** | **Retailer EV PIN Reset (2-step)**   * 1. RSO will visit PIN reset option   2. Enter I’top-up number (Validate   3. Press Send temporary PIN   4. PIN will be sent to retailer itopup number   5. RSO Request Status (Retailer, req\_datetime, res\_datetime, PIN/UNPIN, Status) | **19-May-22** | **Newly Added**: v. RSO Request Status (Retailer, req\_datetime, res\_datetime, PIN/UNPIN, Status)  **Confirmation**  -Temp PIN Sent Retailer  -Reach to Retailer successfully |
| FR14 | Live C2C and C2S with time mentioned (update till)   * Today’s Sales report will be updated with Live C2C (itopup App and barphone). Add remarks App / SIM * Today’s Target Vs Sold will capture both through App and through barphone(EV), Through DMS and Through MDMS (Prepaid). * I’top-up Target vs achievement updated with Live C2S (new colour for todays achievement) * SIM Target vs achievement updated with Live Biometric (new colour for todays achievement) * Live C2S will be used to identify Critical retailers * Live retailer balance in i’top-up section of retailer dashboard. | **19-May-22** | Today’s Sales Report  --Product, Qty, Amount will be added from outside of Apps.  --After Amount column “Remarks column” will be added identifying “**App / non-App**”.  --red marked will be exclude.  Graphical user interface, application  Description automatically generated   * Design revamp required. * **Add new Bar to Target VS Achievement (achievement D-1 + D)** |
| **FR 15** | Low balance retailer definition from Excel upload  Retailer code, amount; choose KPI from dropdown (EV, SIM)  Will be able to handle 3 lacs data entry | **18-May-22** | **Requirement Understood** |
| FR 16 | Provide Site location, Distributor location, retailer location in app  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 | **19-May-22** | **[App]**  --Automatically Detect Site and then view site info  --Provide Site location, **Distributor location**, retailer location in app  -- **Automatically Detect Site** and then view site info.      ---All comes in a site (difference than VFocus) |
| **FR 17** | Retailer mapping/ serial needed to be sorted according to physical route plan  (Modify existing) | **19-May-22** | **Mairaj Bhai will get back later** |
| FR 18 | Separate I’top-up module. Capture PIN 1st than store till logout from that page   * 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 | **19-May-22** | A new menu for I-topup  Process faster, Include in visit.  Check out and redirect/return same page (with default feedback). (Only i-top up)  QR Code in visit plan: direct QR code and then check in. Physically QR code (outlet).will Detect from App (i-top, retailer code).  Retailer QR code could be i-top number. |
| **FR 19** | QR Code in visit plan and include visit plan page in Menu  Update Visited and memo section for this part | **22-May-22** | - Retailer Code QR read and identify  - then send through API  - QR code icon (Depend on UI design) |
| FR 20 | Resize Routes section in Routes List page (Modify existing)   * Routes Box will be smaller * Retailers Box will be bigger | **22-May-22** | **FR 20 Will be excluded** |
| FR 21 | Retailer Demand to RSO App End to End journey with status. (Modify existing) | **22-May-22** | **Requirement Understood** |
| **FR 22** | No Loader used which impact during big size picture, Loader include (Modify existing) | **22-May-22** | * Loader in All Image place |
| FR 23 | Existing feature where new development required:   1. RSO Target Vs Achievement (Al 2. Device Registration Date include, Handset Model OS Version   from Complaint menu can be exit without checkout | **22-May-22** | 1. RSO Target Vs Achievement (Al ---  **Mairaj bhai will get back later on this point (**about “AI”**).**  2.include device registration date.  3. Complaint menu can be exit without checkout. |
| FR 24 | Distributor and BTS location point in Map  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. **(Multiple rows will occur for excel export)** | **22-May-22** | - Multiple rows will occur ---  **Mairaj Bhai will get back later**  **(FR 24 (full))** |
| **FR 25** | Include Profile picture option in App | **22-May-22** | * Attach picture from RSO phone location …. View only. * Location capture and then show. |
| **FR** 26 | Automated Birthday greetings as flash popup (birthday card)  Weather update as notification (synch with weather sites) **(Asif Bhai)**  Traffic update as notification (synch with Google Maps) **(Asif Bhai)** | **22-May-22** | -intergrade with  -Traffic update,  -Birthday update (Flash POP up),  -weather update. |
| FR 27 | Vfocus RSO App integration for view as RSO   * + ZM will install latest MDMS apk in their handset   + ZM will view login to vfocus   + ZM will Select active RSO code from search, select ROS and press MDMS view   + ZM will be redirected to RSO APP by passing login   + ZM will have no access to checkin and issue products   + RSO App Movement in Map   + Realtime C2C total and RSO wise   Will be exclude as FR 9 same | **4-July-22** | **FR 27 Will be excluded**  **(Due to same requirement in FR 9 and FR 27)** |
| FR 28 | Retailer complaint to VFocus , integration with retailer app **FR - 10**  Complaints view and feedback provide  Banner View from retailer App **(Retailer APP web will upload banner)** | **4-July-22** | **FR28 Will be excluded**  **(Due to same requirement in FR10 and FR28)** |
| FR 29 | View of commission, Current offers and Campaigns as of RSO App  Current offer and Campaign section integration from RSO App web  Critical balance (SIM , itopup) retailers list from RSO  SSO and LSO Critical retailer count, service provided to critical retailer: live integration  RSO earning : select RSO, select Month  Headwise RSO income (Fixed Salary, Commission, Incentive)  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 |  |  |
| **FR 30** | Today’s sales RSO apps and Total  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 **(Web and SMS=> check current sms)** |  |  |
| **FR 31** | Bottom 10 Low Performing Site details (current Month and Last Month)  Include SRAN filed  Site Code, Address, Site type, Site onair date, Utilization, SSO Count, LSO Count, recharge, SIM (**APP => RSO->Retailer->BTS-> L 10 BTS->BTS KPI Dashboard logic)**  SRAN BI integration for report view **(APP BI will provide format)** | **4-July-22** | **Mairaj Bhai will Provide the format** |

## Customer Journey

This section details the proposed customer journey. Step by step journey on how the service will be delivered to the customer and how the customer will perceive it.

## Channel Eligibility

This section mentions what channel the service is expected to be exposed through:

How will customer access this service and how will the service talk with the customer. E.g. USSD/Web page/Mobile application/SMS/IVR/ etc.

All inbound and out bound communications need to be covered including menu layout, web design, app design, IVR flow, etc as applicable.

## Use cases (If applicable)

Use cases citing practical examples. This section is very important and helps the reader understand different scenarios with various practical examples.

Example:

Case-1: Banglalink receives a port-out validation request on Monday (which is a working day) at 11:00AM in the morning. 15 minutes delays will keep the confirmation time window within working day time. So validation confirmation will be given after verification of all the validation logics at 11:15 AM.

Case-2: Banglalink receives a port-out validation request on Monday (which is a working day) at 10:55PM at night. 15 minutes delay will surpass the working hour. Hence confirmation to be given next day Tuesday at 9:10 AM in the morning provided that next day is working day.

## Reporting requirements

This section outlines the reporting requirement. What parameters of this service need to be measured, tracked & reported.

Input parameter (e.g. customer package & date range) & corresponding output parameters (e.g. product uptake/day, number or unique subscribers, etc)

Tabular formats/examples of reports make it easier to understand the requirement.

# Projections (If applicable)

Transaction volume, customer growth, etc. as applicable to the requirement

# Non-functional requirements (any other need which is not specifically mentioned above)

This section includes all of non-functional requirements for the solution, such as processing time, concurrent users, availability, preferences, dependencies, etc as applicable. It could be any need not mentioned in previous sections.

Mandatory input:

Expected delivery timeline & priority need to be mentioned in this section