

Software Requirements Specification (SRS)

**OF
RSO App convert to IOS**



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
- Merchandiser App revamp
- 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
- Separate top-up module. Capture PIN 1st than store till logout from that page
- View of commission, Current offers and Campaigns as of RSO App

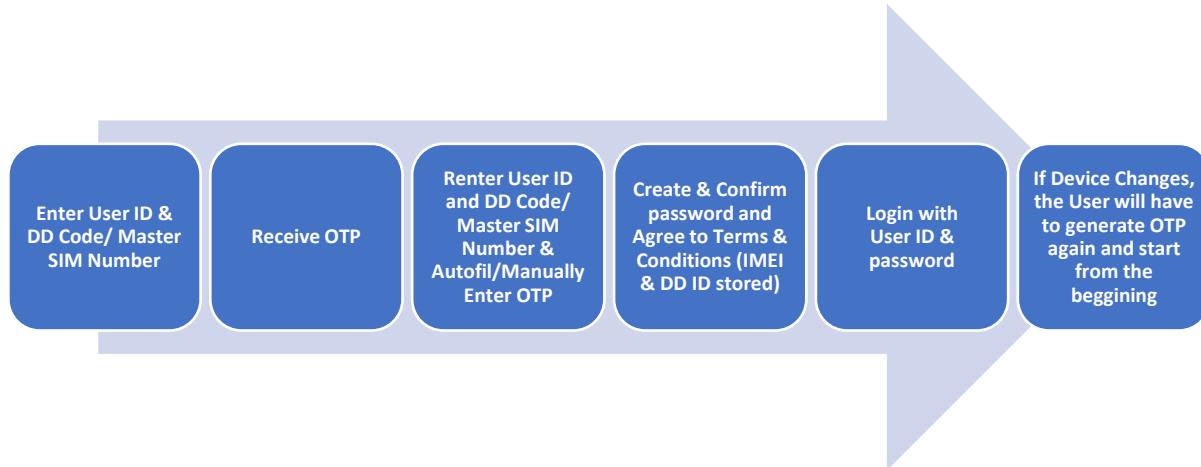
3. Technical Requirements/Interfaces

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

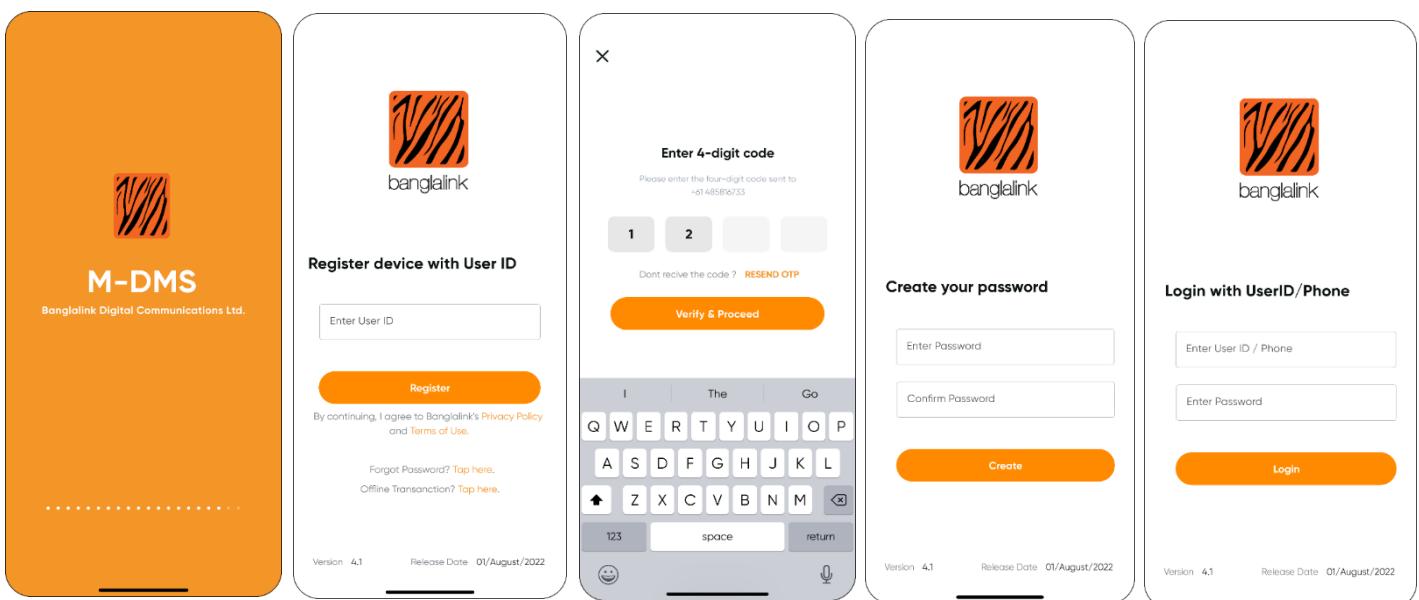
Workflow Diagram for Device Registration:



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:



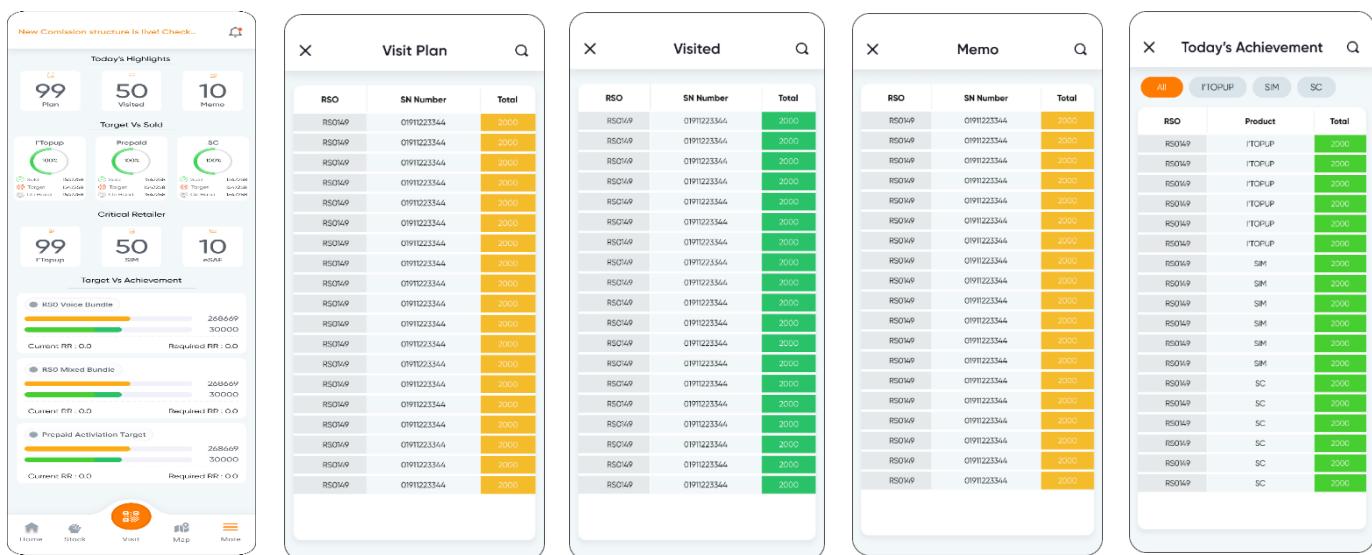
Rules/Validations for Device Registration:

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 Distributor 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



- **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 options: 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 options: 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 'Offer Name' column lists various offer names. The 'Offer Detail' column provides a brief description of each offer. The 'Target Type' column indicates the target group for each offer, with most being 'Distributor' and one being 'RETAILERS'. The 'Start Date' column shows the start date for each offer. The 'Action' column contains edit and delete icons for each row.

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.

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.

- **Monitoring :**

User Interface:

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)

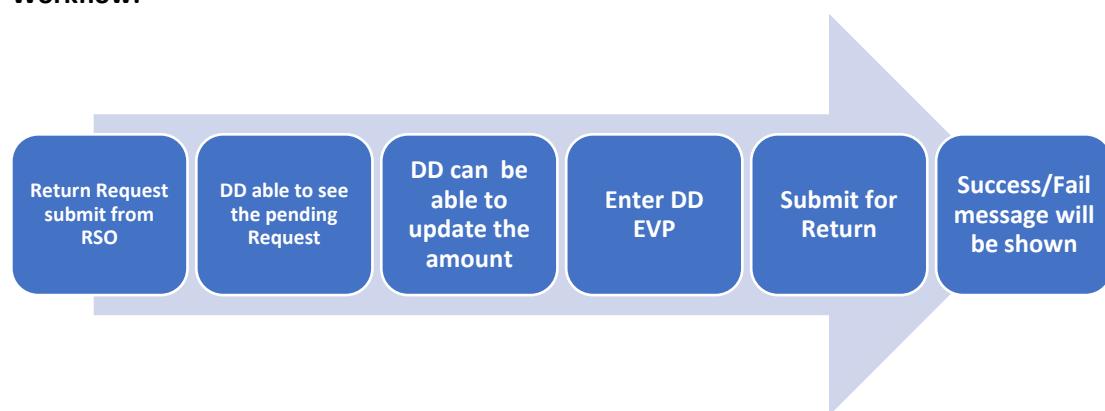
User Interface:

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.

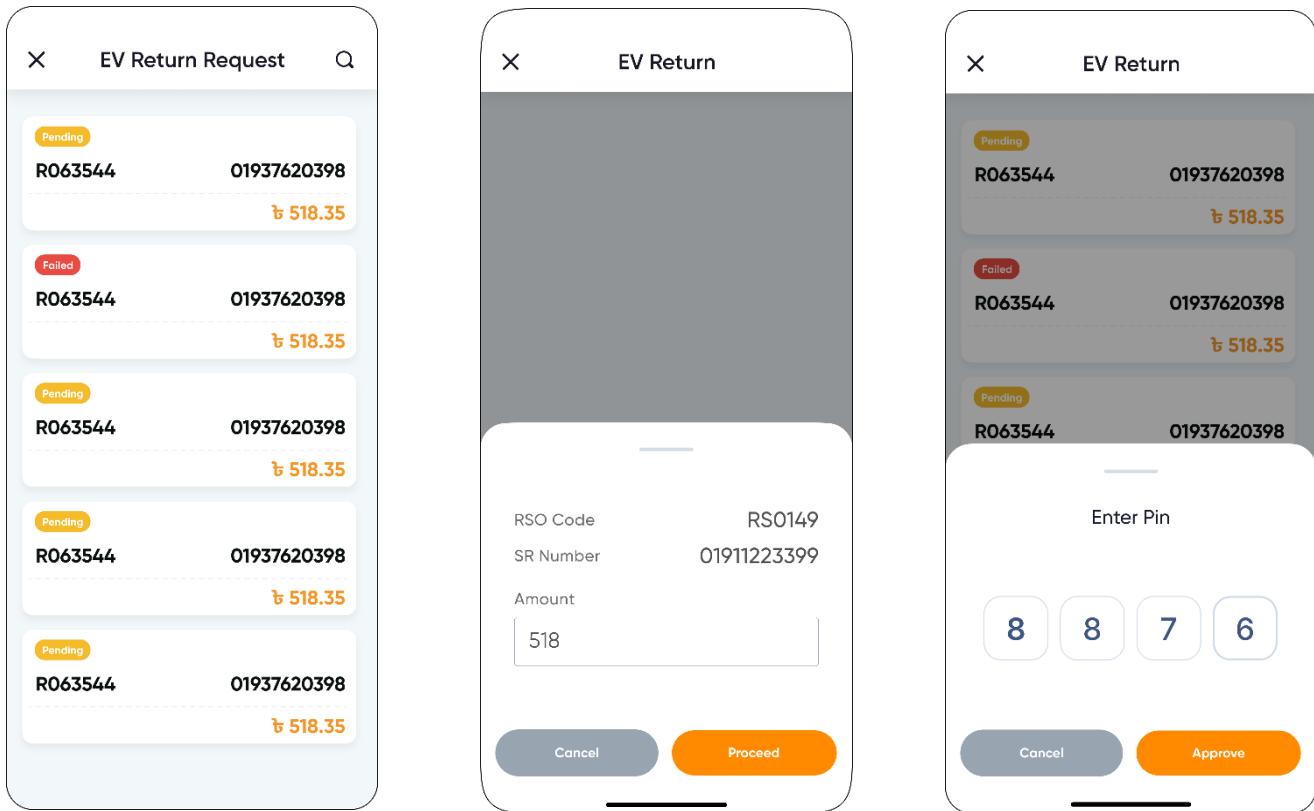
Workflow:



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 enter his EV pin to return the balance.

○ Reports (Monitoring)

- Select from drop down SIM/ I'top-up / SC
- Inventory: SIM / SC / Device Format: Product code, Product name, Count (DD Stock floor)
- RSO wise Performance reports (KPI: Prepaid Activation, EV Lifting, RSO Mixed Bundle, Data Pack, Voice Bundle)
- 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:

The image displays four mobile application screens under the heading "User Interface".

- Reports Screen:** Shows four main categories: Product, Inventory, Active Resource, and Site, each with an orange arrow pointing to a detailed view.
- Site Report Screen:** A table with columns: District, Thana, SRAN, Network Mode, Site Count, SSO Count, and LSO Count. Data for Dhaka shows values like 100, 2000, 1000, 1000, 1000, 1000, and 1000.
- Inventory Report Screen:** A table with columns: Product Code, Product Name, and Total. Data includes entries for MSST, DESH STANDARD, 20MB, DATA PACK 20MB, BIODEVICE, and BIOMETRIC DEVICE, all with a total value of 2000.
- Product Report Screen:** A table with columns: Period, Primary, Secondary, and Tertiary. Data shows LMTD, MTD, and D-1 periods with corresponding values for Primary, Secondary, and Tertiary categories.

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

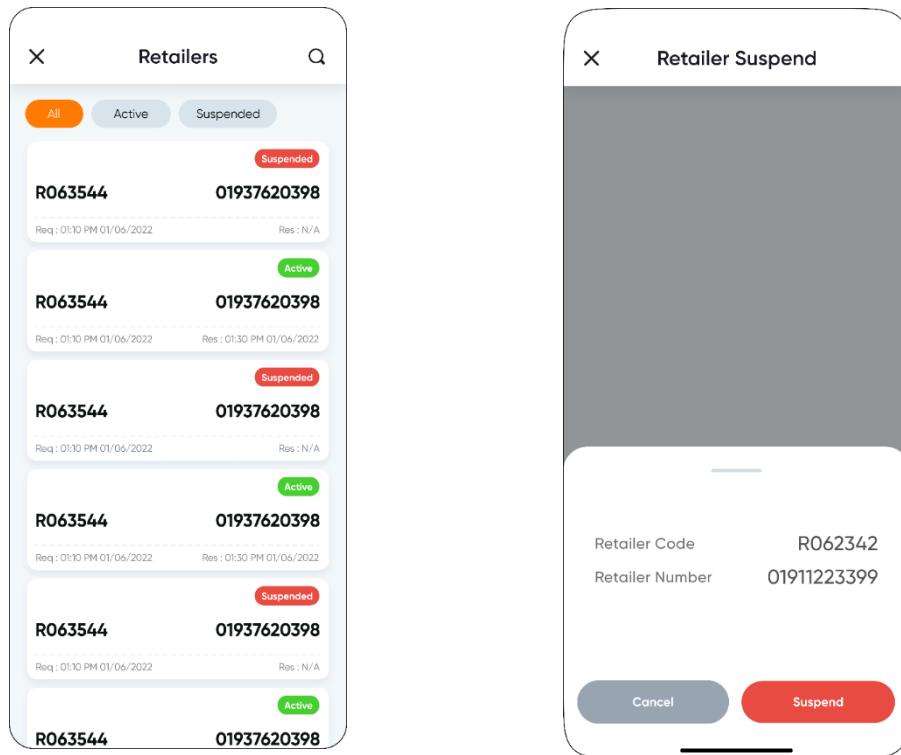
User Interface:

The image displays two mobile application screens under the heading "User Interface".

- Complaints Screen:** Shows a list of complaints with filters for "All", "Solved", and "Pending". It lists three complaints:
 - Solved:** Received very late (11th December 2020). Details: Mondol Photo & Gift Corner, R063544, 01937620398. Status: Salary.
 - Pending:** Salary Not Received (11th December 2020). Details: Mondol Photo & Gift Corner, R063544, 01937620398. Status: Pending.
 - Pending:** Received Less (11th December 2020). Details: Mondol Photo & Gift Corner, R063544, 01937620398. Status: Pending.
- Complaint Details Screen:** Shows a detailed view of a complaint from Mondol Photo & Gift Corner, R063544, dated 10 October, 2022. The complainant is salary not received. It includes fields for Complain (status), Complain Details (Delay in salary is regular), Complain Type (Received Very Late), and Remarks (N/A). A green "Mark as Solved" button is at the bottom.

- **Retailer transaction barring:** API Integration to suspend retailer.

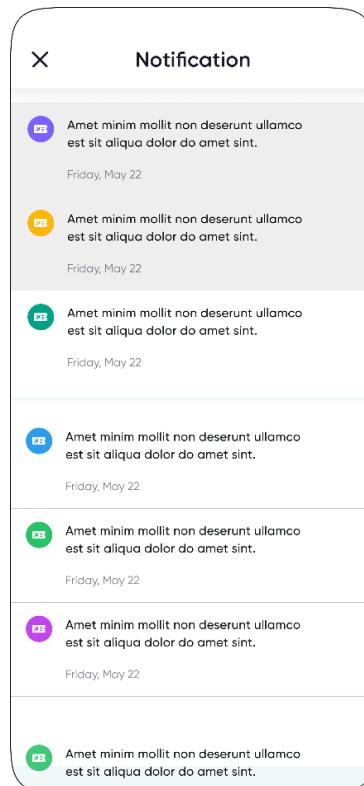
User Interface:



- **Rules/Validations:**

DD will be able to suspense his assigned Retailers.

Notification and Popup of RSO for distributor

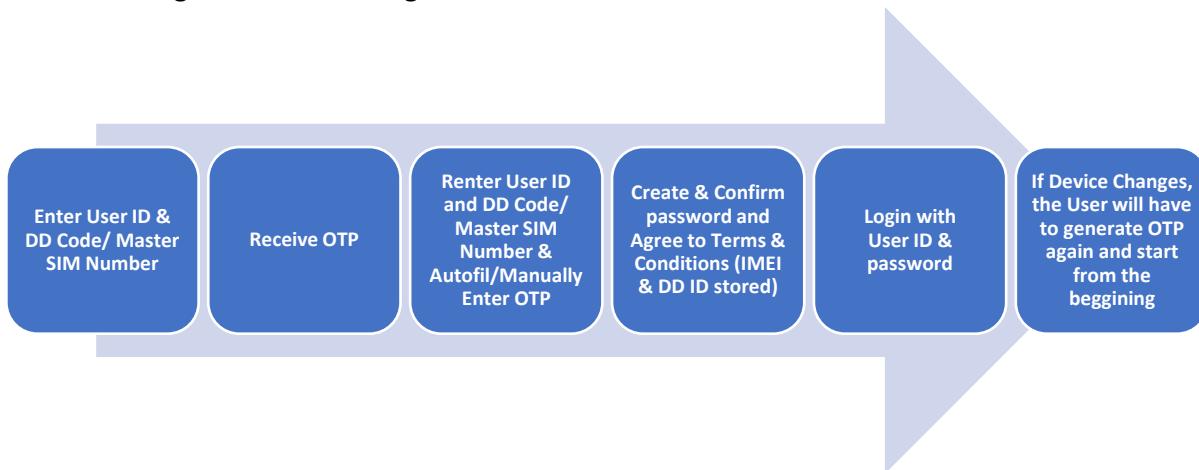


3.2 Performance App for RSO

Ref: FR2 (Business Recruitments 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
- 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.

Workflow Diagram for Device Registration:

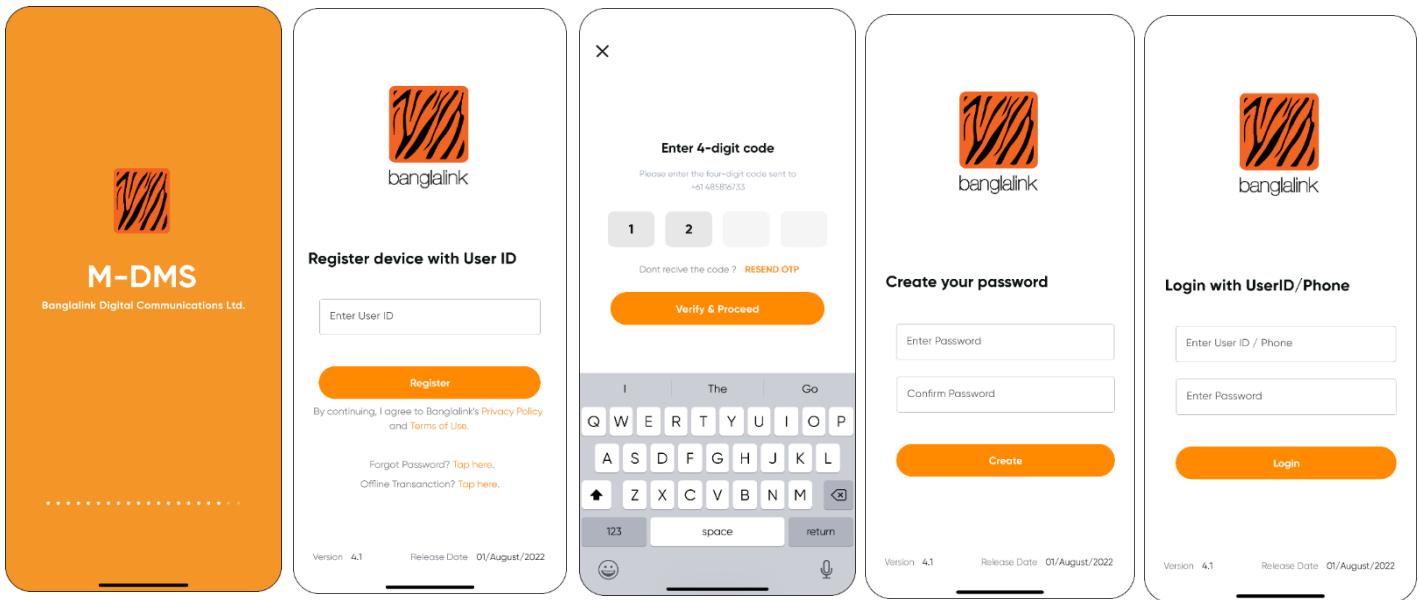


Workflow Description for Device Registration:

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

5. The RSO will now enter his user ID and his new password to log in.

User Interface for Device Registration:



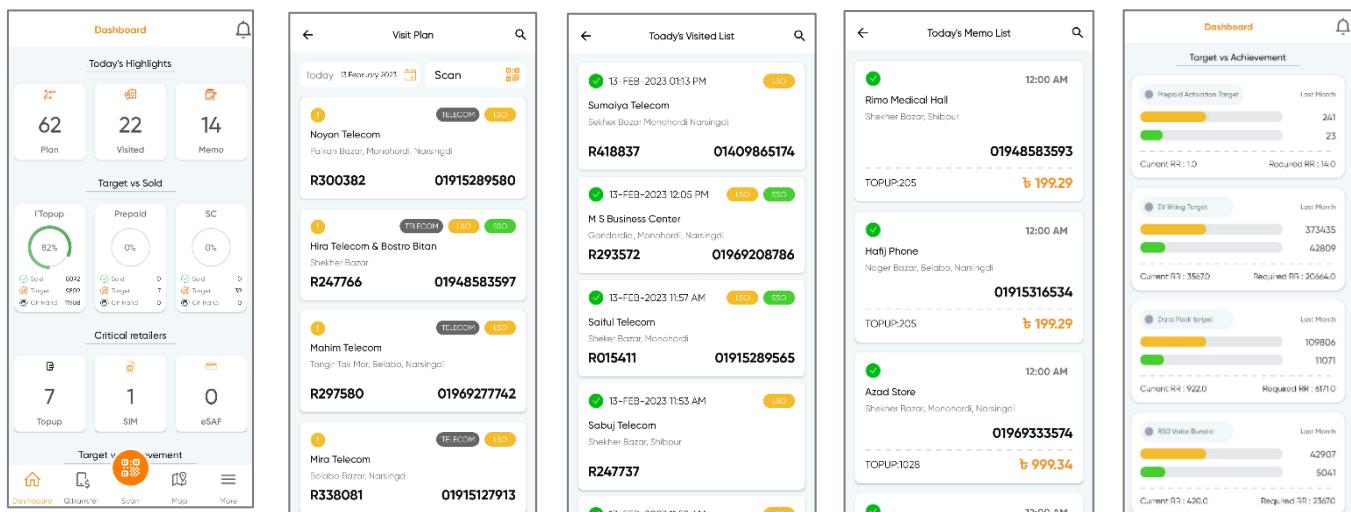
Rules/Validations for Device Registration:

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

Limited features of RSO App:

- **Dashboard:** Total Plan, Total Visited, Total, Memo, Total Day Target vs Sold. Critical Retailers, Target vs Ach (RSO Target, Achievement Total Cumulative)

User Interface:

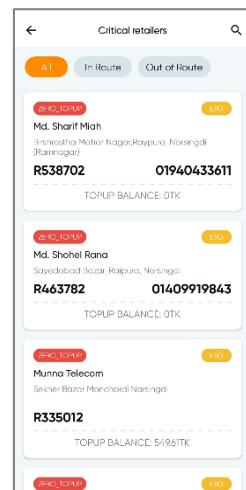


Rules/Validations:

- RSO will be able to see the information of his assigned Retailers.

Critical Retailers:

User Interface



Rules/Validations:

- RSO will be able to see the Information under him.

○ Modality

Current Offer:

User Interface for Current Offer:

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

The screenshot shows the 'Add New Current Offer' form. It includes fields for Offer Name, Offer Detail, Target Type (with a dropdown menu showing 'RSO' selected), Is To All (checkbox), Start Date, End Date, Display Date From, Display Date To, Upload Image (file input), and Is Active (checkbox). There are also 'Reset', 'Show List', and 'Save' buttons at the top right.

This screenshot is similar to the previous one but shows the 'Target Type' dropdown expanded. The 'RSO' option is highlighted. Other visible options include RETAILERS, DISTRIBUTORS, CENTER/SHOP, Merchindeser, ZM, and Supervisor.

Rules/Validations for Current Offer:

- Add new Current Offer -> Target Type -> RSO will be added in the drop-down list.
- In Existing Current Offer list, RSO 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 RSO by providing the required information in the fields.

Add New Commission Structure

Region	44 checked	Start Date	dd-MM-yyyy
Commission Name		End Date	dd-MM-yyyy
Commission Detail		Display Date From	dd-MM-yyyy
Target Type	~Select Target Type~	Display Date To	dd-MM-yyyy
Is All	RETAILERS DISTRIBUTORS RSO CENTER/SHOP Merchindeser ZM Supervisor	Upload Image	Choose Files No file chosen
Is Active <input type="checkbox"/>			

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Existing Current Offers

Offer Name	Offer Detail	Target Type	Start Date	Action
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		09/03/2021	
test miftah	test miftah	RETAILERS	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	

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

Existing Commission Structure					
Commission Name	Commission Detail	Target Type	Start Date	Action	
test miftah	test miftah	Distributor	01/07/2021		
test k	test k	Distributor	01/07/2021		
Te	reasw	STAFFS	16/08/2021		
UAT Commission	uat Commission detail	STAFFS	08/09/2021		
Commission 2	Test Commission Detail	STAFFS	01/05/2018		
Test Impage	Test Impage	STAFFS	12/07/2021		
Test iamge	Test iamge	STAFFS	12/07/2021		
test miftah	test miftah	RETAILERS	01/07/2021		
test miftah	test miftah	RETAILERS	01/07/2021		
New commission for RSO APP 3.10		STAFFS	01/08/2021		

Rules/Validations for Commission Structure:

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

- **Monitoring:** RSO can view these information in the Monitoring.

User Interface:

The image displays four mobile application screens:

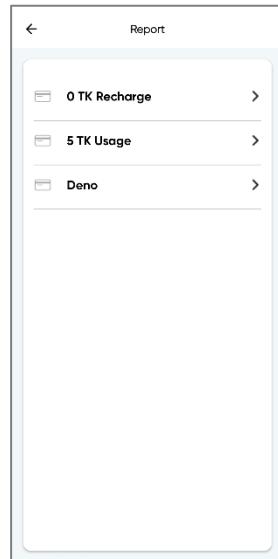
- AD HOC Reports:** A list of reports available for viewing, including Usage Report, Deno Report, and RSO Voice Bundle.
- Target vs Achievement:** A dashboard showing performance metrics across three categories: EV Lifting, Prepaid Activation, Data Pack, RSO Voice Bundle, and RSO Mixed Bundle. Each category displays three months (Jan 22, Feb 22, Mar 22) with target and achievement percentages.
- Seller Performance:** A section titled "Top Seller" showing five RSOs with their achievement scores. It also includes a section titled "Bottom Seller" showing the same five RSOs with lower achievement scores.
- Route Performance:** A section titled "Route Performance" showing route details and performance metrics for five routes over two months (Last Month, This Month).

Rules/Validations:

- RSO 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 RSO)

- **Operational Reports**

User Interface:



Salary Earning: RSO can view the uploaded Salary on web and can give acknowledgement against the salary.

User Interface:

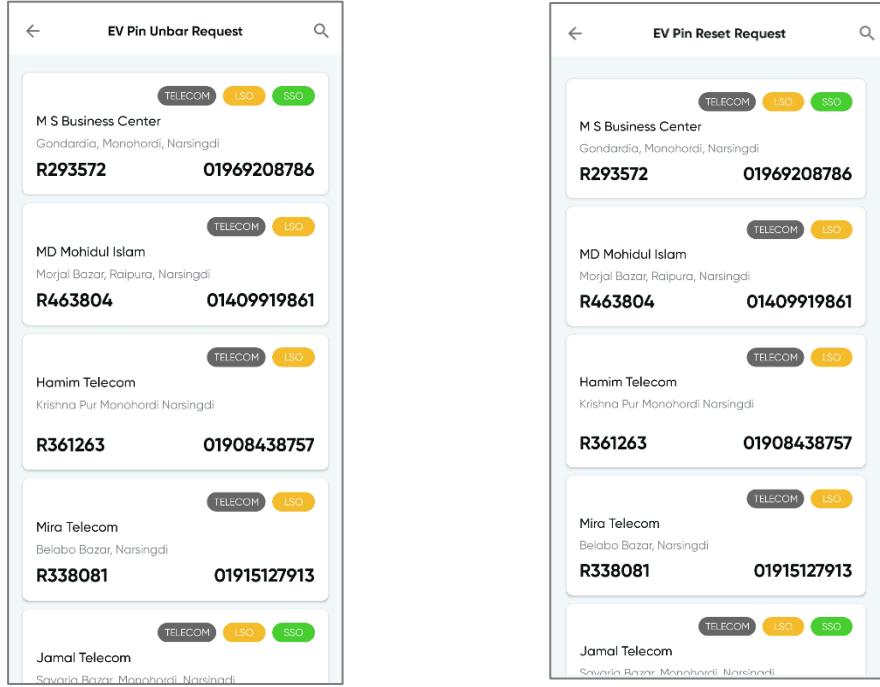
The image contains two side-by-side screenshots of a mobile application interface for "RSO Earnings".
The left screenshot shows a dropdown menu labeled "Select Your Target Period" and an orange "Acknowledgement" button at the bottom.
The right screenshot shows a detailed breakdown of earnings for the period "DEC_22". The data is presented in a table-like format:

Working Days	30
Fixed Salary	6500.0
Variable Commission	0
Incentive Through	0.0
Additional Incentive	0.0
Others	0.0
Total Earning	6500.0
Bank Name	UNDER PORCESSING
Bank A/C	Under Porcessing
Vendor	Response
Acknowledgement Status	
Distributor Feedback	

Both screenshots feature an orange "Acknowledgement" button at the bottom.

- **Retailer Bar/Unbar & PIN Reset:** API Integration to suspend retailer.

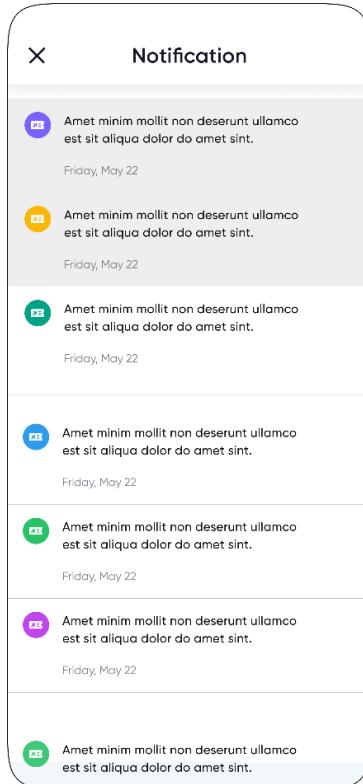
User Interface:



- Rules/Validations:**

RSO will be able to request to Bar/Unbar & PIN Reset for his assigned Retailers.

Notification and Popup of RSO



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.

Bangalink
≡
Sayed Md Mairajul Haque
Log Out

- Setup
- Retailer Management
- RSO Management
- Targets
- Survey
- Reports
- Retailer Location Update
- Retailer Create Request

RSO Salary

Salary Period

-Select Salary Period-

● Reset
● Download Template
● Show List
● Save

Source File

No file chosen

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

RSO Salary Report

*Salary Period :

*Acknowledgement 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.

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:

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

Select your Target Period	
Working Days	30
Fixed Salary	₹ 7500
Variable Commission	₹ 3080

Date: 10 October, 2022

Complain: Select this if you have any issues

Complain Details: Delay in salary is regular

Select your complain type

Remarks: write your remarks here

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

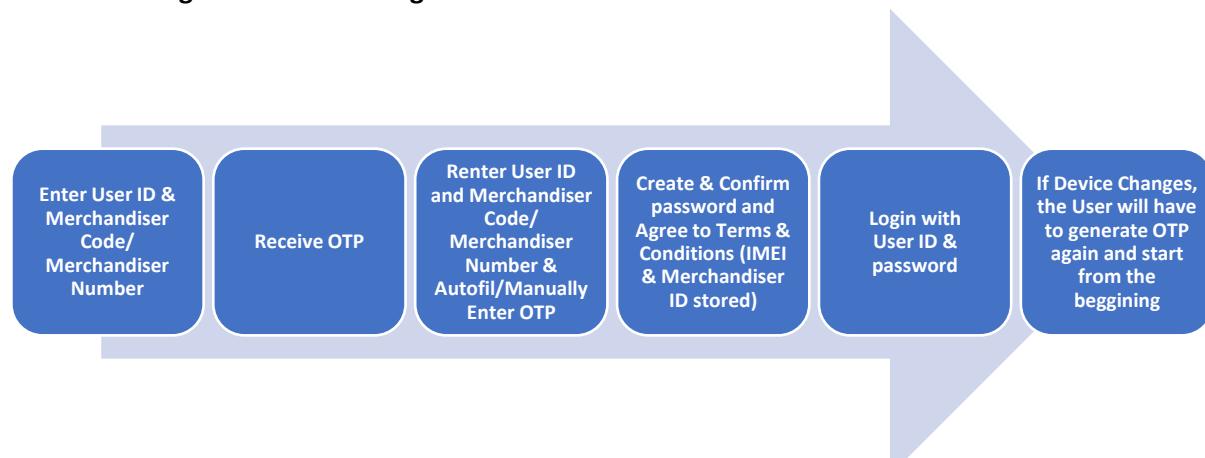
2) Other validation will be same as previous.

3.3 Merchandiser App revamp

Ref: FR5 (Business Recruitments Document)

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

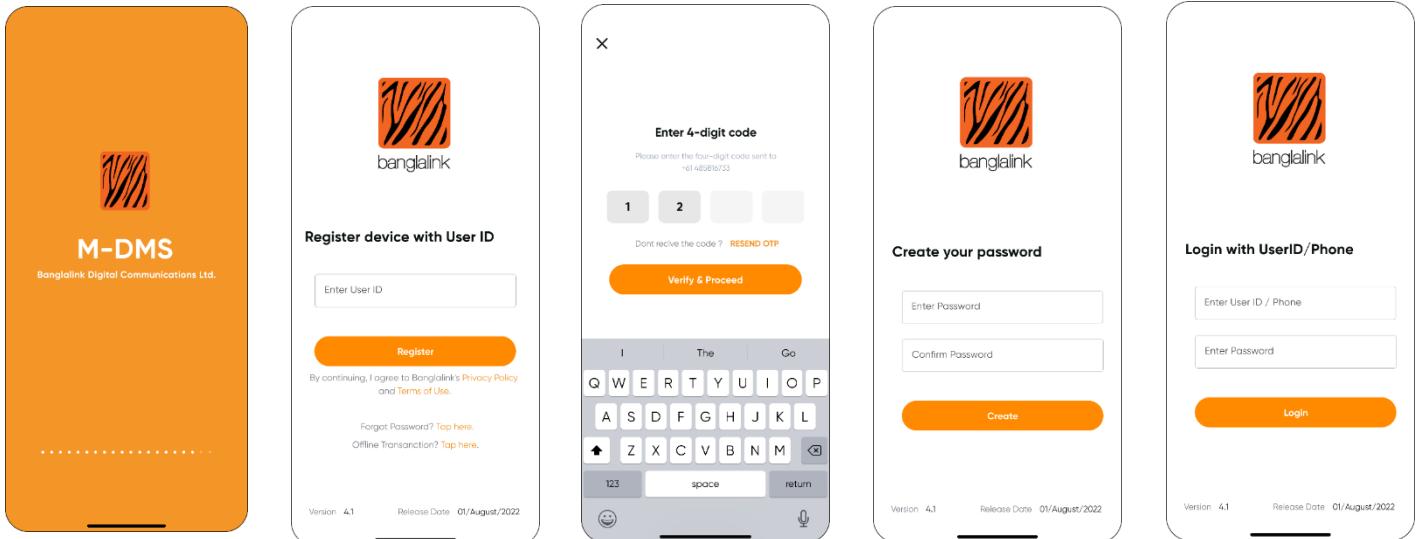
Workflow Diagram for Device Registration:



Workflow Description for Device Registration:

- 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.
- This will generate an OTP and send it to the Merchandiser's phone.
- The Merchandiser will re-enter his/her Merchandiser Code/Merchandiser Number and the OTP will either be automatically or manually filled in.
- 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.
- The Merchandiser will now enter his user ID and his new password to log in.

User Interface for Device Registration:

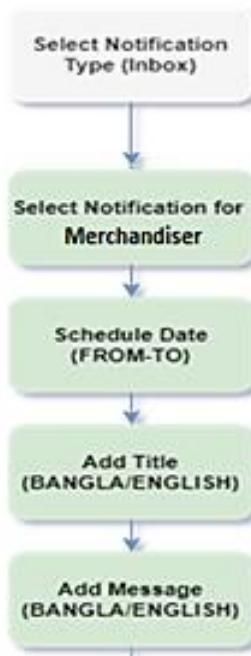


Rules/Validations for Device Registration:

- While user will input User ID (Merchandiser Code / Merchandiser Number) than a OTP will be generated
- OTP length will be as per policy
- OTP will be filled automatically or Merchandiser can input manually
- OTP must be valid (System will validate inputted OTP)
- Password and confirm password must be match
- If password match device ID and Merchandiser code will be stored in system
- 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.
- Session expire will be configurable (1 day session mandatory)

2. Customized Notification for Merchandiser :

Workflow Diagram for Customized Notification for Merchandiser:



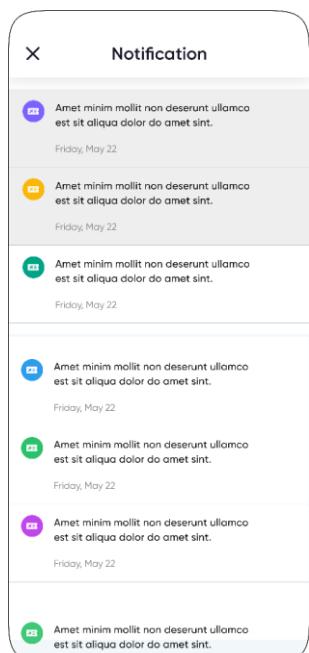
Workflow Description for Customized Notification for Merchandiser:

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. At the top, there are dropdown menus for 'Notification Type' (set to 'Inbox') and 'Notification for' (set to 'Merchandiser'). Below these are input fields for 'From' (01-June-2021) and 'To' (30-June-2022). There are also fields for 'Title' and 'Message'. At the bottom, there are buttons for 'Download' (for active RSO base), 'Upload RSO Notification' (with 'Browse Local Files' and 'Choose File' buttons), and a large 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:

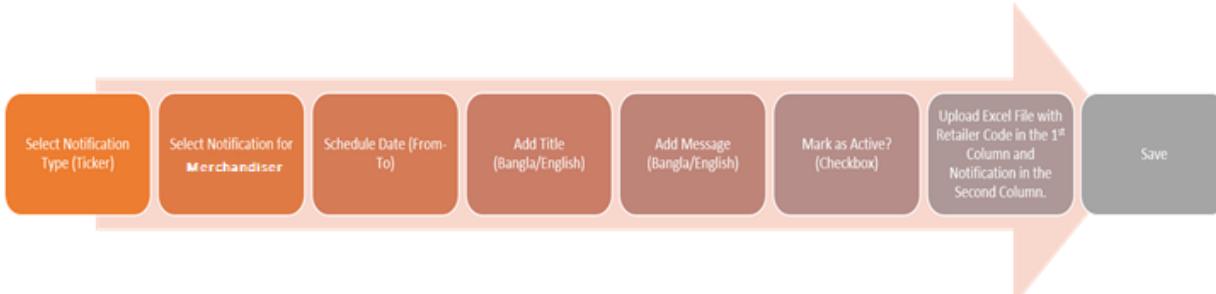


Rules/Validations for Customized Popup for Merchandiser:

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

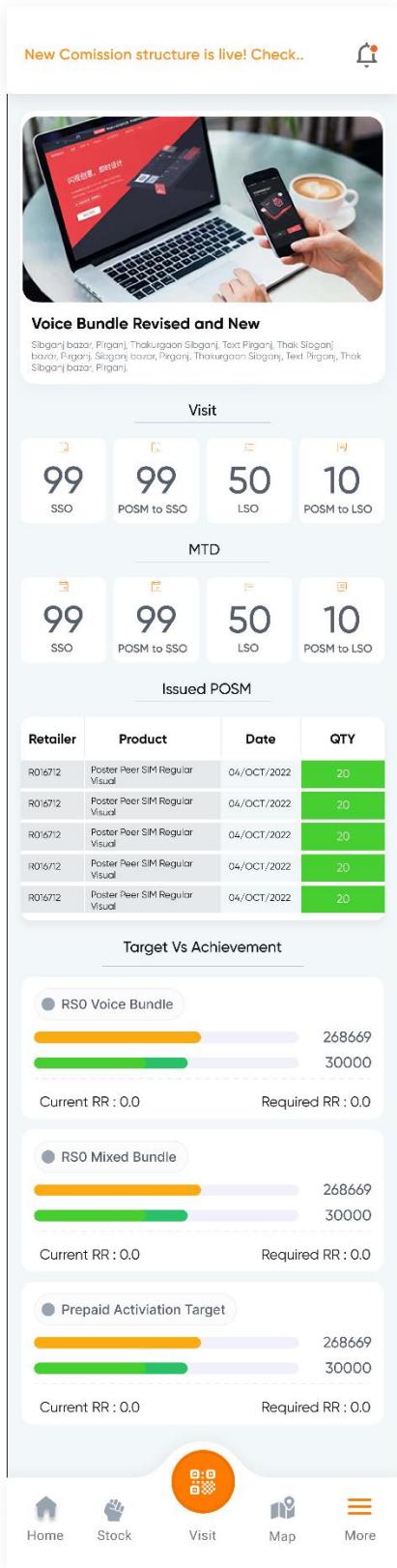
User Interface for Web:

The screenshot shows a web browser window with the URL blwbiotest.bangalalink.net:41443/mDMS_NEW/SFTS/TARGETSETUP. The page title is "Bangalalink". On the left, there is a sidebar with navigation links: Setup, Retailer Management, RSO Management, Targets, Survey, Reports, Notification, RSO Earning, and vFocus. 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 bottom of the page, there is a copyright notice: "Copyright © 2022 Arena Phone (BD) Ltd. All rights reserved." and a version note: "Version 2.4.0".

Rules/Validations:

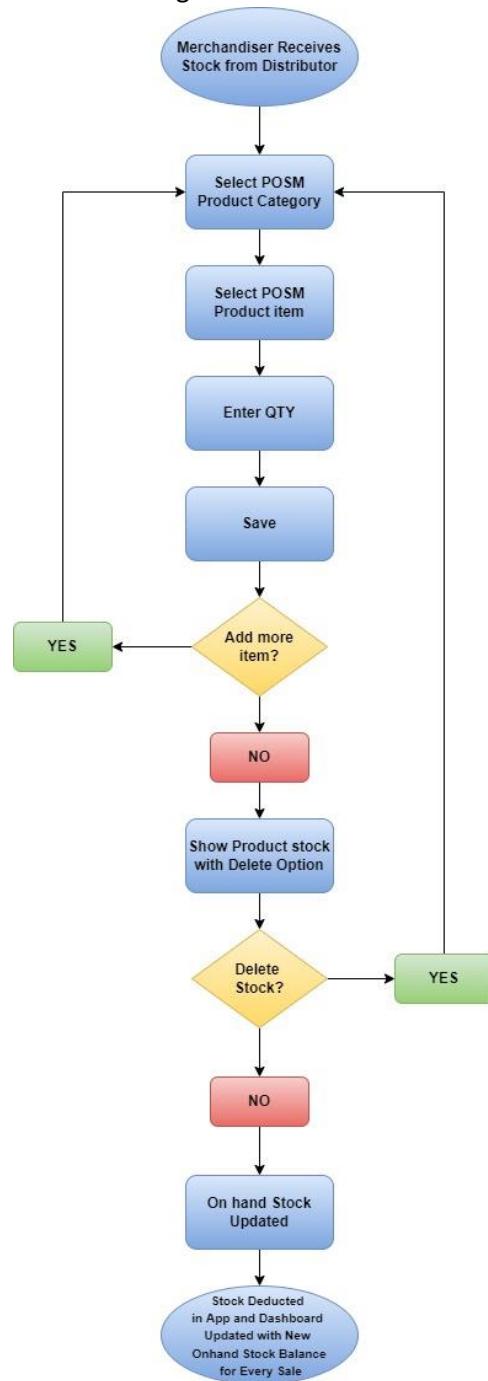
- As it is RSO target upload
- All field validation will be same as RSO validation upload

User Interface for Mobile:



6. Stock and issue

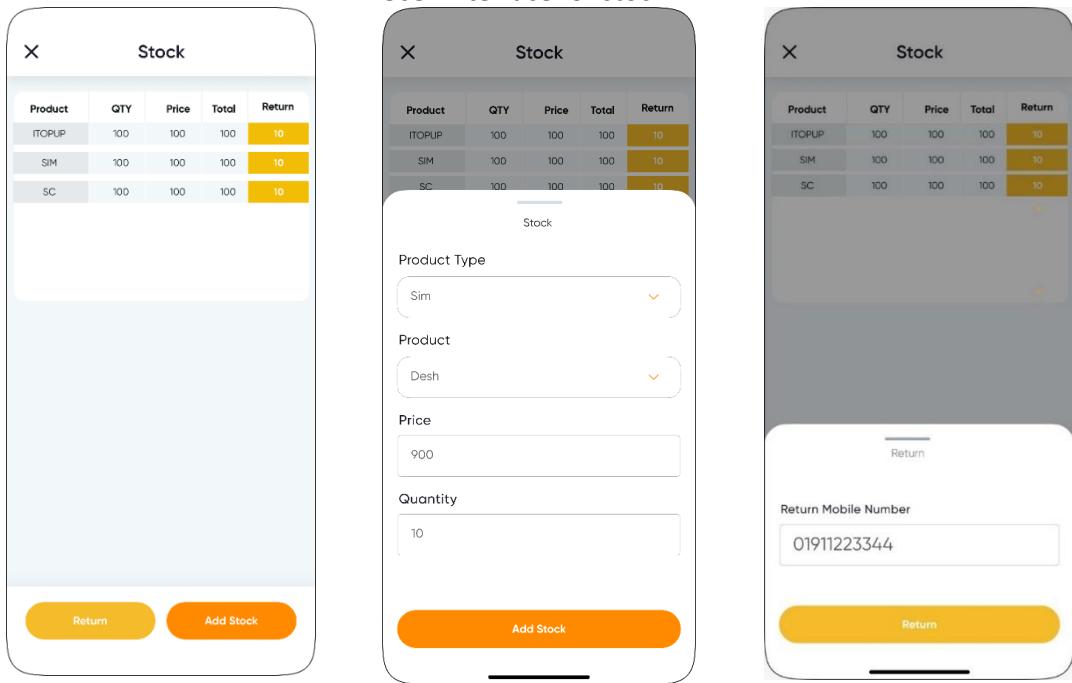
Workflow Diagram for stock:



Workflow Description for stock:

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

User Interface for stock:



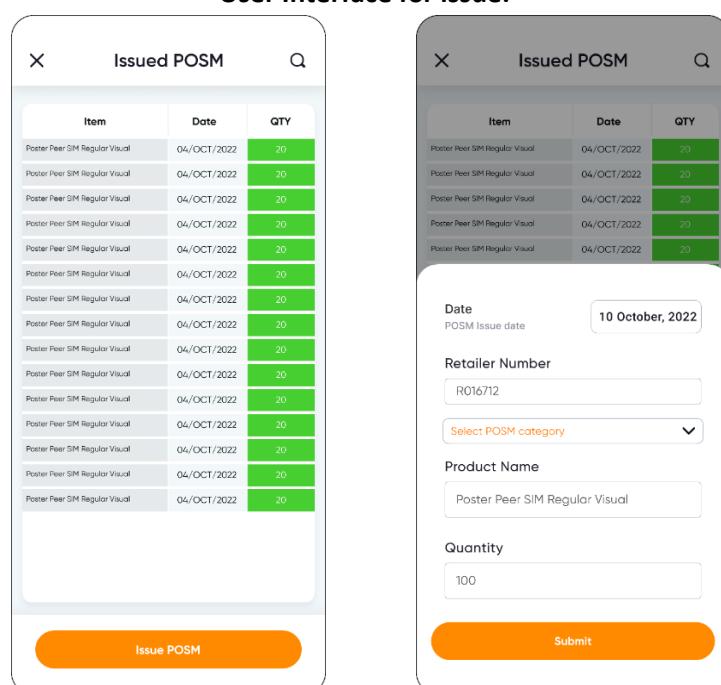
Rules/Validations for stock:

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:

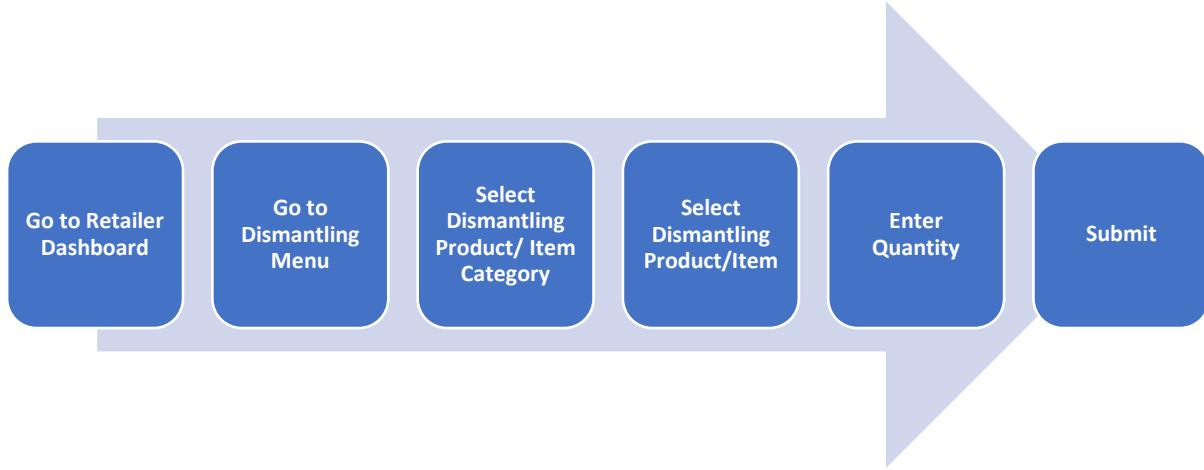
- 1) As it is Current Process
 - 2) Add New Column Issue Source (App + Web)
 - 3) Issue Quantity will be deducted from Stock

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:

The user interface consists of two main screens:

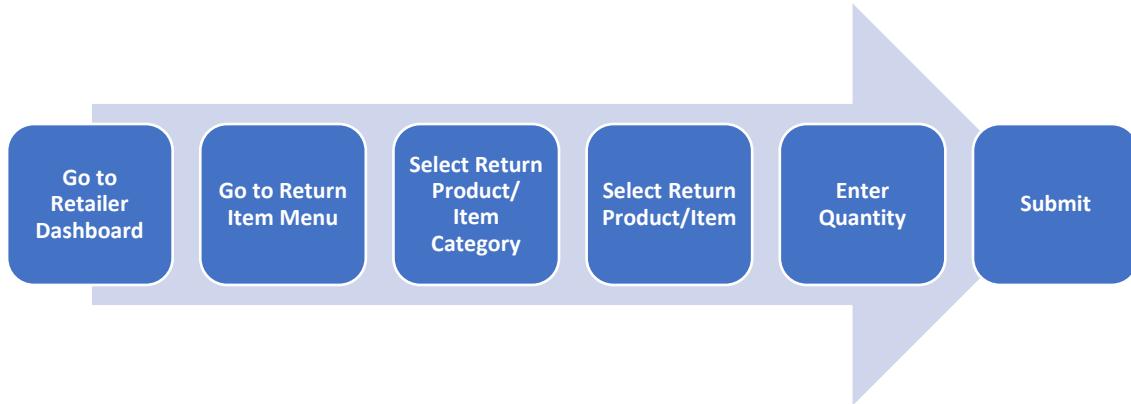
List Screen (Left): Displays a table of "Dismantlings" with columns: Retailer, Product, Date, and QTY. The table contains 15 rows, all of which show "Retailer" as R016712, "Product" as "Poster Peer SIM Regular Visual", "Date" as "04/OCT/2022", and "QTY" as "20".

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
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20
R016712	Poster Peer SIM Regular Visual	04/OCT/2022	20

Detailed Screen (Right): Shows a form for creating a new dismantling entry. It includes fields for Retailer Number (R016712), Select POSM category, Select POSM Name, Date (10 October, 2022), Quantity (10), Remarks (Item water damaged), and a large orange "Submit" button.

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

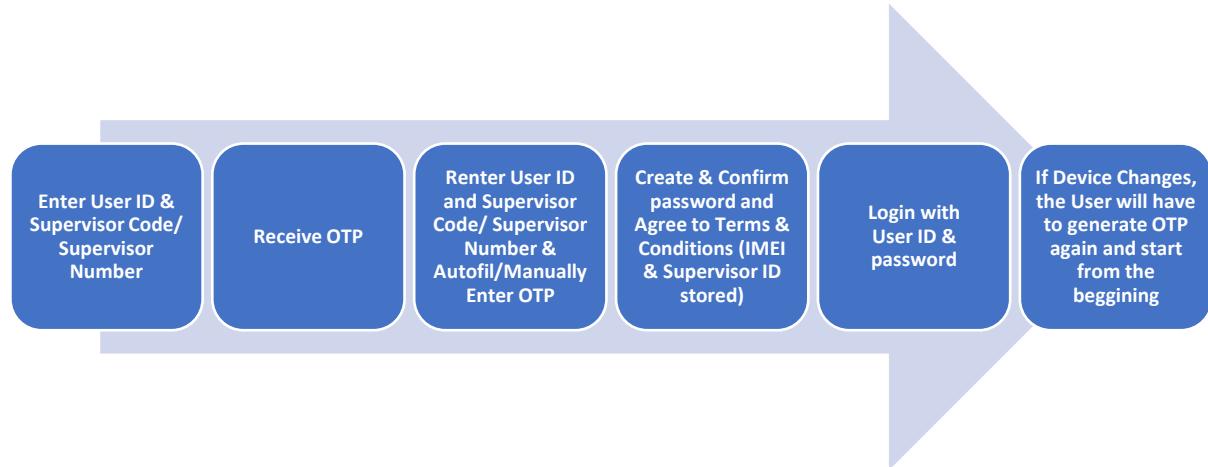
User Interface:

3.4 App for Supervisor

Ref: FR7 (Business Recruitments Document)

- Login as per DMS

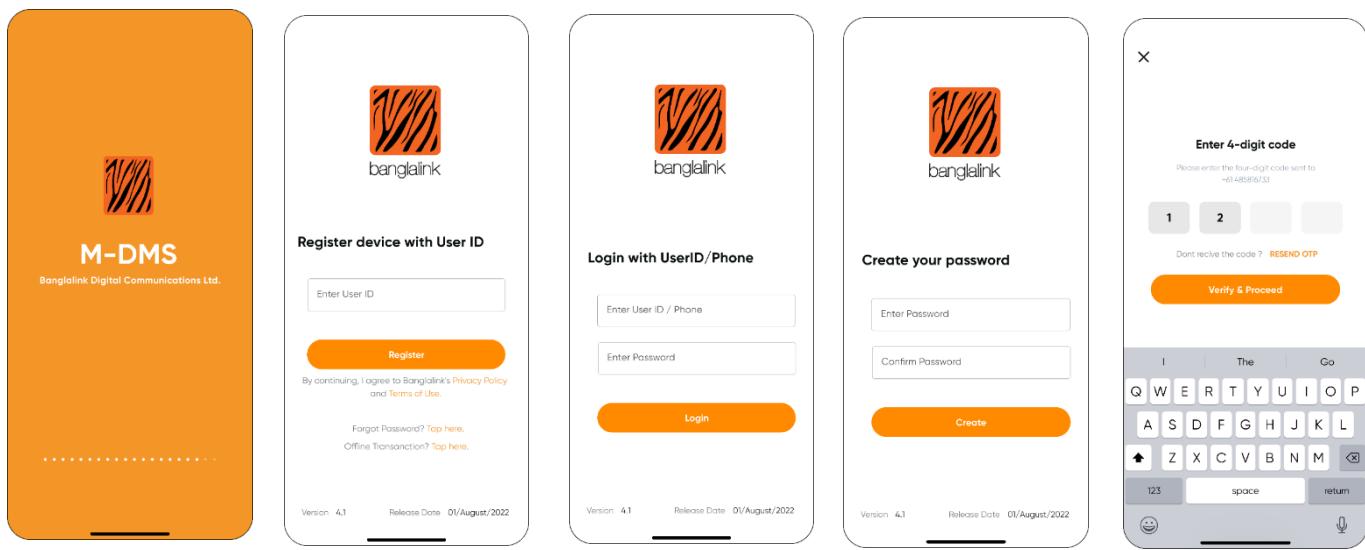
Workflow Diagram for Login as per DMS:



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:



Rules/Validations for Device Registration:

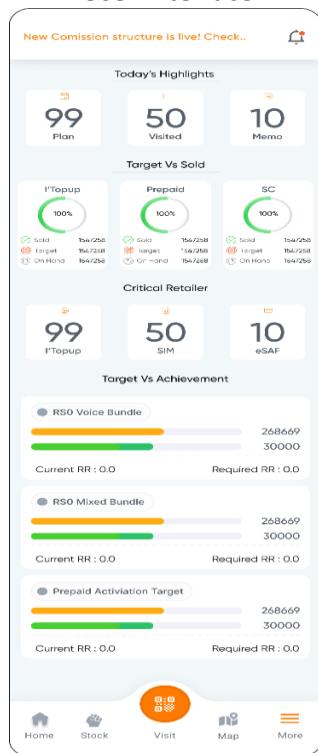
1. While user will input User ID (Supervisor Code / Supervisor Number) than a OTP will be generated
2. OTP length will be as per policy
3. OTP will be filled automatically or Supervisor can input manually
4. OTP must be valid (System will validate inputted OTP)
5. Password and confirm password must be 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)

- **Limited features of RSO App**

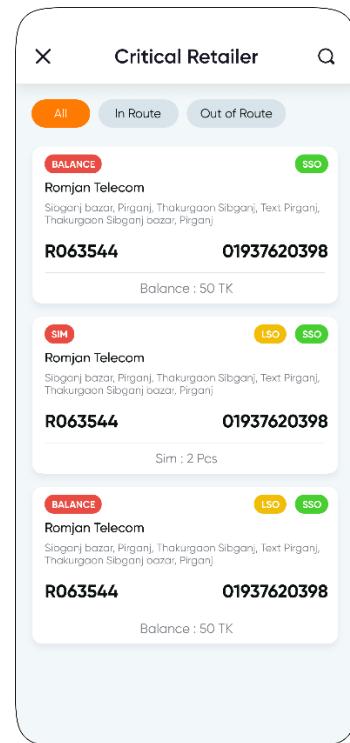
Dashboard: Total Plan, Total Visited, Total, Memo, Total Day target vs Sold. Critical Retailers Total, Target vs ach (DD Target, RSO Target, achievement total cumulative).

- **Critical Retailers:**

User Interface:



User Interface:



Rules/Validations:

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

Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

- **Modality :**

User Interface:

The image displays three mobile application screens side-by-side, each showing a different aspect of campaign management or reporting.

- Campaign Screen:** Shows two campaigns: "RSO Recharge Campaign OCT20" and "RSO Campaign Gross ADD with 4g Mixed Sept20". Each campaign section includes KPIs (Target, Achievement, Incentive), Status (Disbursed), Bank Name (The City Bank Ltd), Bank A/C (201.202.203.333555), and Vendor (Response).
- Offers Screen:** Shows two offer sections: "Voice Bundle Revised and New" and "Voice Bundle Revised and New". Each section includes a brief description and a screenshot of a device displaying the offer interface.
- Commission Structure Screen:** Shows two commission sections: "UAT Commission" and "UAT Commission". Each section includes a brief description and a screenshot of a device displaying the commission interface.

Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

- **Monitoring:**

User Interface:

The image displays four mobile application screens side-by-side, each showing a different monitoring metric or report.

- AD HOC Reports Screen:** Shows a list of reports, all dated 16-May-22, including "Usage Report", "Deno Report", and "RSO Report".
- Target vs Achievement Screen:** Shows four circular progress charts for "EV Lifting", "Prepaid Activation", "Data Pack", and "RSO Voice Bundle" across three months (Jan 22, Feb 22, Mar 22). Each chart shows Target and Achieved values.
- Seller Performance Screen:** Shows "Top Seller" and "Bottom Seller" lists. The top seller list includes ARIFUR RAHMAN (RSO149) with an achievement of 46%. The bottom seller list includes ARIFUR RAHMAN (RSO149) with an achievement of 46%.
- Route Performance Screen:** Shows "Route Performance" for five routes. The table below shows the last month and this month performance for each route.

SL	Route	Last Month	This Month
1	Ponchibbi Outer dRural	23	46
2	Ponchibbi Outer dRural	23	46
3	Ponchibbi Outer dRural	23	46
4	Ponchibbi Outer dRural	23	46
5	Ponchibbi Outer dRural	23	46

Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

○ Operational Report

User Interface:

Retailer Code	Activation Date	MSISDN
RO10230	01/JUNE/2022	01912345678

Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

○ Skill development

User Interface:

Best Practice - 1	
Retailer	Irene Mobile Plus
Distributor	S S Internation
Region	DHK-EAST
Period	January
Description	Retailer Best Practice 1

Best Practice - 1	
Retailer	Irene Mobile Plus
Distributor	S S Internation
Region	DHK-EAST
Period	January
Description	Retailer Best Practice 1

Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

- **Notification, Scroll msg, Popup as of RSO**

User Interface:

The screenshot shows a mobile application interface titled "Notification". It displays a list of seven messages, each with a small circular icon, a timestamp ("Friday, May 22"), and a truncated message content ("Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint").

User Interface:

The screenshot shows a mobile application interface titled "Info". It includes a profile picture placeholder, fields for "Retailer Name" (Sadiq Md Asif), "Address" (Comilla City), "Shop Size" (Small), "District" (Comilla), and "Owner Name" (Jamilur Rashid). An "Update" button is at the bottom.

Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

- **Information Update**

User Interface:

The screenshot shows a mobile application interface titled "Retailer Location update". It features a map with a red location pin and a "Select Location" section below it. The "Location Update" tab is highlighted in orange. A "Dashboard" tab is also visible.

User Interface:

The screenshot shows a mobile application interface titled "Device Return". It includes fields for "Device SL" (555345435934953) and a "Note" section containing the text "Battery Damaged". Buttons for "Cancel" and "Return" are at the bottom.

Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

- **Retailer Location update**

User Interface:

The screenshot shows a mobile application interface titled "Retailer Location update". It features a map with a red location pin and a "Select Location" section below it. The "Location Update" tab is highlighted in orange. A "Dashboard" tab is also visible.

User Interface:

The screenshot shows a mobile application interface titled "Device Return". It includes fields for "Device SL" (555345435934953) and a "Note" section containing the text "Battery Damaged". Buttons for "Cancel" and "Return" are at the bottom.

Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

- **Device Return**

User Interface:

The screenshot shows a mobile application interface titled "Retailer Location update". It features a map with a red location pin and a "Select Location" section below it. The "Location Update" tab is highlighted in orange. A "Dashboard" tab is also visible.

User Interface:

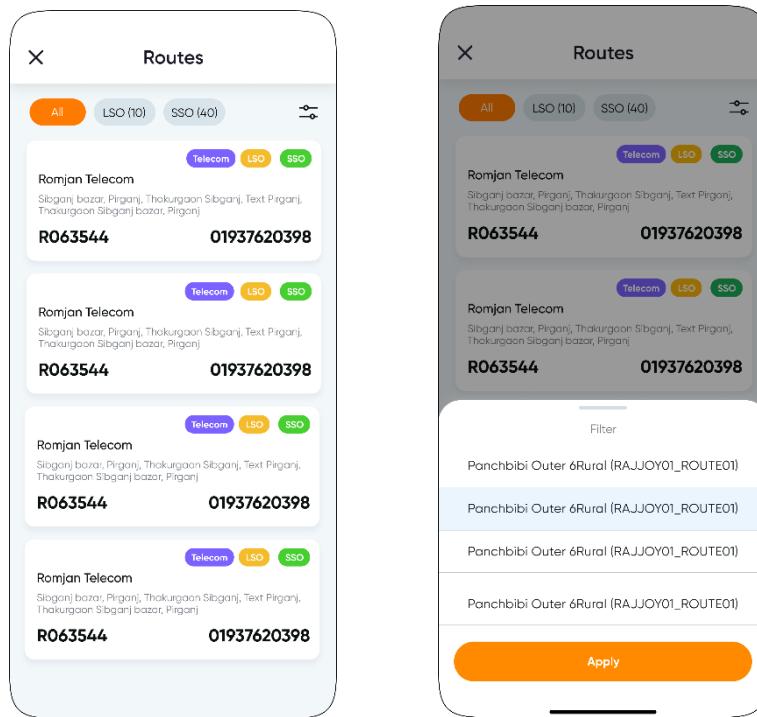
The screenshot shows a mobile application interface titled "Device Return". It includes fields for "Device SL" (555345435934953) and a "Note" section containing the text "Battery Damaged". Buttons for "Cancel" and "Return" are at the bottom.

Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

- **Routes**

User Interface:

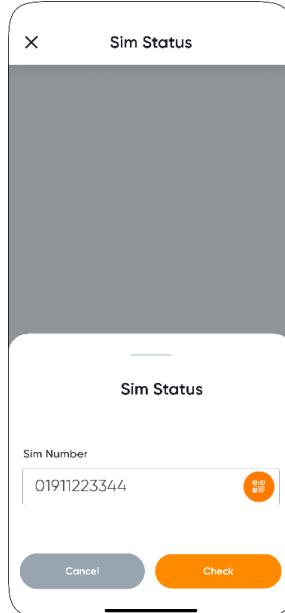


Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

- **SIM Status Check**

User Interface:



Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

- **Feedback Tools**

User Interface:

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

Survey Screen:

- Header: Survey
- Section 1: Sales Survey (Status: Complete, Date: 11th December 2022). Description: Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat quis enim velit mollit. Exercitation veniam consequatur sunt nostrud amet.
- Section 2: Sales Survey (Status: Pending, Date: 11th December 2022). Description: Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat quis enim velit mollit. Exercitation veniam consequatur sunt nostrud amet.
- Section 3: Sales Survey (Status: Complete, Date: 11th December 2022). Description: Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat quis enim velit mollit. Exercitation veniam consequatur sunt nostrud amet.

Market Update Screen:

- Header: Market Update
- Image: A circular profile picture of a building.
- Text: Change Picture
- Form fields:
 - Market Update Type: Small (dropdown menu)
 - Retailer Code: Comilla City (text input)
 - Event Name: Small (dropdown menu)
 - Operator Name: Comilla (dropdown menu)
 - Note: updating the market (text input)
- Button: Submit

Rules/Validations:

- The Dashboard data will be appearing based on RSO Mapping

3.5 Revamp retailer Info Update:

Ref: FR8 (Business Recruitments Document)

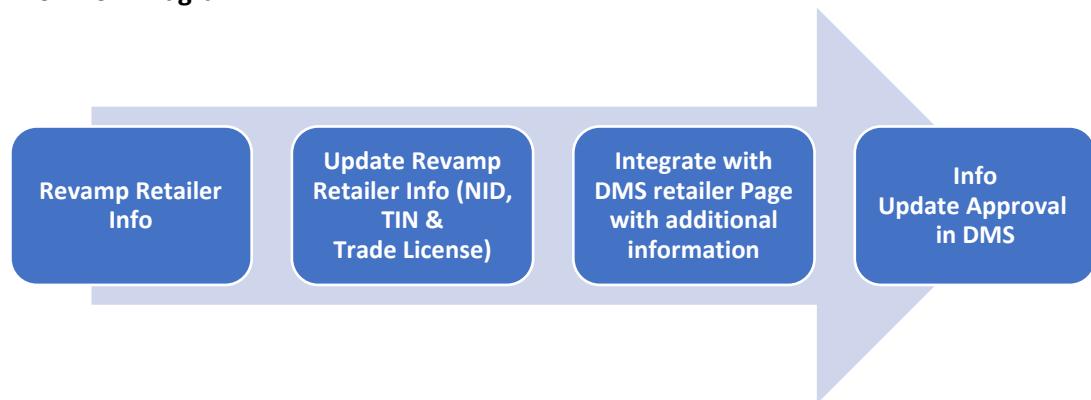
Revamp retailer Info Update:

- 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	View Detail
R063719	F. M. ENTERPRISE	Distry Telecom	01735883269	Kathiha Road Jogtha Pirgonj Thakurgaon	PENDING	View Detail
R224738	Fahim Communication	M/s. Shahin Traders	01912887581	Kalirhat, Kunjerhat, Borhauddin, Bhola	PENDING	View Detail
R224735	SS International	M/s. Rakib Store	01912887573	Fakir Hat, Kunjerhat, Borhanuddin, Bhola.	PENDING	View Detail
R224735	SS International	M/s. Rakib Store	01912887573	Fakir Hat, Kunjerhat, Borhanuddin, Bhola.	PENDING	View Detail

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
NID, TIN, Trade Licence		

* Location is not available to show map!!

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.

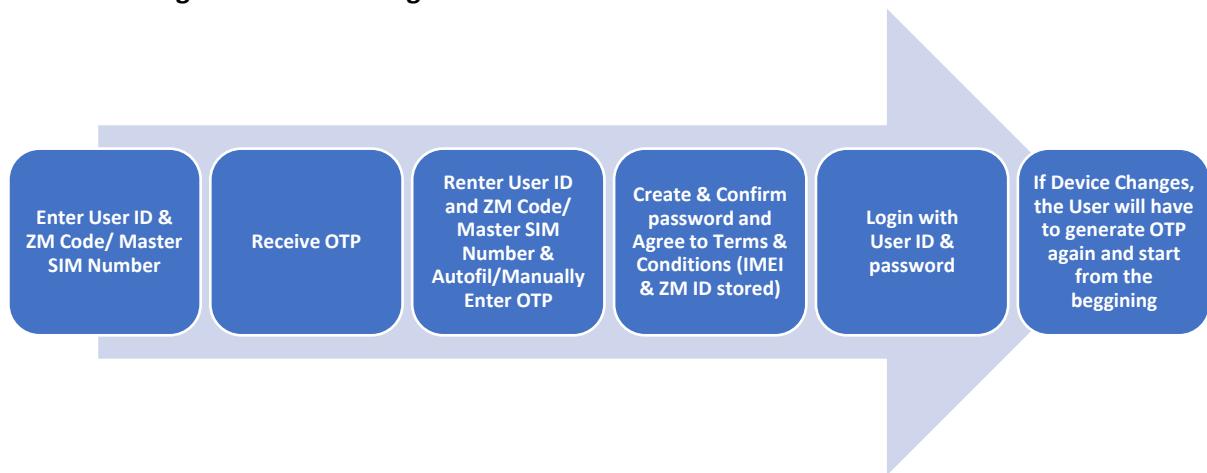
3) Approve request will be impacted on DMS Retailer Database.

3.6 Performance App for ZM

Ref: FR9 (Business Recruitments Document)

- ZM Login Process

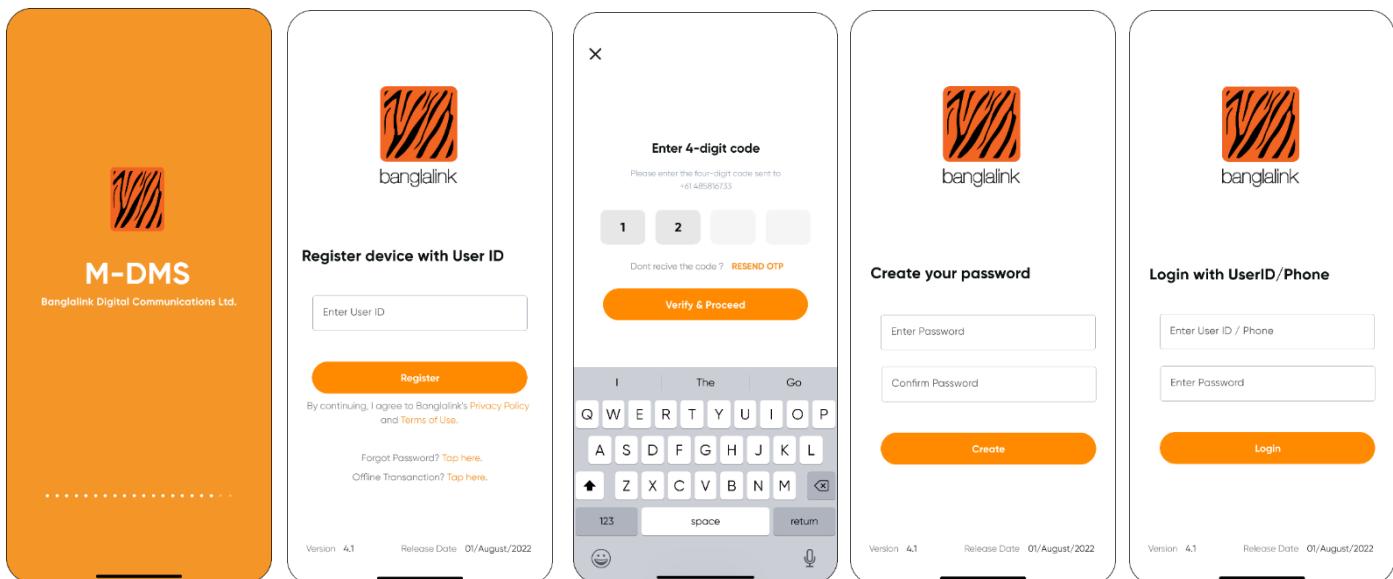
Workflow Diagram for Device Registration:



Workflow Description for Device Registration:

1. Whenever a new device is used to access the RSO app, the ZM 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:



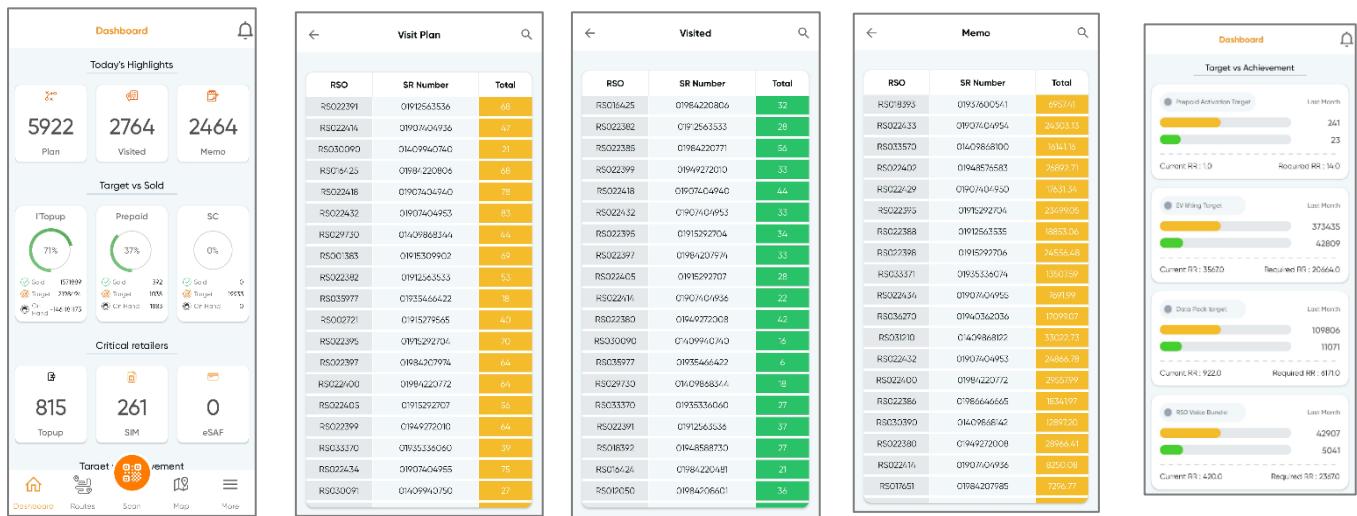
Rules/Validations for Device Registration:

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)

Limited features of RSO ZM:

- **Dashboard:** Total Plan, Total Visited, Total Memo, Total Day Target vs Sold. Critical Retailers, Target vs Ach (RSO Target, Achievement Total Cumulative)

User Interface:



Rules/Validations:

- ZM will be able to see the information of his assigned Distributors.

Critical Retailers:

User Interface

Critical retailers		
	All	iTopup
RSO	Product	Total
RS022418	ZERO_TOPUP	13
RS000870	ZERO_TOPUP	3
RS022398	ZERO_TOPUP	13
RS035978	ZERO_TOPUP	4
RS022427	ZERO_TOPUP	4
RS030091	ZERO_TOPUP	2
RS036270	ZERO_TOPUP	4
RS022382	ZERO_TOPUP	4
RS022403	ZERO_TOPUP	7
RS000902	ZERO_TOPUP	4
RS023850	ZERO_TOPUP	2
RS0492	ZERO_TOPUP	5
RS022399	ZERO_TOPUP	6
RS022413	ZERO_TOPUP	8
RS033370	ZERO_TOPUP	4
RS022429	ZERO_TOPUP	5
RS033531	ZERO_TOPUP	3
RS012670	ZERO_TOPUP	17

○ Modality

Current Offer:

User Interface for Current Offer:

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

The screenshot shows the 'Add New Current Offer' form. The 'Target Type' dropdown is open, displaying the following options: RETAILERS, DISTRIBUTORS, RSO, CENTER/SHOP, Merchindeser, ZM, and Supervisor. The 'RSO' option is highlighted. Other fields in the form include 'Offer Name', 'Offer Detail', 'Start Date', 'End Date', 'Display Date From', 'Display Date To', 'Upload Image', and 'Is Active'.

Rules/Validations for Current Offer:

- Add new Current Offer -> Target Type -> RSO will be added in the drop-down list.
- In Existing Current Offer list, ZM 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 RSO by providing the required information in the fields. ZM can view the saved the Commission Structures.

The screenshot shows the 'Add New Commission Structure' form. The 'Target Type' dropdown is open, displaying the following options: RETAILERS, DISTRIBUTORS, RSO, CENTER/SHOP, Merchindeser, ZM, and Supervisor. The 'RSO' option is highlighted. Other fields in the form include 'Region', 'Commission Name', 'Commission Detail', 'Start Date', 'End Date', 'Display Date From', 'Display Date To', 'Upload Image', and 'Is Active'.

localhost:4799/mDMS/SFTS/CurrentOffer

Offer Name	Offer Detail	Target Type	Start Date	Action
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		09/03/2021	
test miftah	test miftah	RETAILERS	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	fdff	RETAILERS	07/07/2021	
Test Offer 0001	Test Offer Detail	RETAILERS	03/04/2018	
Test Reset 1	Test Reset Detail	RETAILERS	30/03/2018	

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

localhost:4799/mDMS/SFTS/CommissionStructure

Commission Name	Commission Detail	Target Type	Start Date	Action
test miftah	test miftah	Distributor	01/07/2021	
test k	test k	Distributor	01/07/2021	
Te	reasw	STAFFS	16/08/2021	
UAT Commission	uat Commission detail	STAFFS	08/09/2021	
Commission 2	Test Commission Detail	STAFFS	01/05/2018	
Test Image	Test Image	STAFFS	12/07/2021	
Test iamge	Test iamge	STAFFS	12/07/2021	
test miftah	test miftah	RETAILERS	01/07/2021	
test miftah	test miftah	RETAILERS	01/07/2021	
New commission for RSO APP 3.10		STAFFS	01/08/2021	

Rules/Validations for Commission Structure:

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

- **More feature:** ZM can view these information in the More feature.

User Interface:

The screenshots illustrate the 'More' feature, which provides various operational insights and reporting tools for ZMs. The first screen shows a comprehensive navigation menu. The second screen displays commission structures, specifically for SIMs. The third screen shows today's sales report for a specific product category. The fourth screen shows route performance metrics across different routes.

Rules/Validations:

- ZM will be able to see the summary information of his assigned RSOs (Target vs Achievement, Top bottom Seller & Route Performance)

Skill Development: ZM can view the skill development features.

User Interface:

The screenshots illustrate the 'Skill Development' feature, which includes various training programs and best practices. The first screen shows a main menu with multiple sections. The second screen shows a list of training programs. The third screen shows a detailed view of an RSO's best practice, featuring a success story from Kazi Tonmoy Hasan.

- **View As RSO for ZM:** ZM will Select active RSO code from search, select RSO and press to go RSO Dashboard.

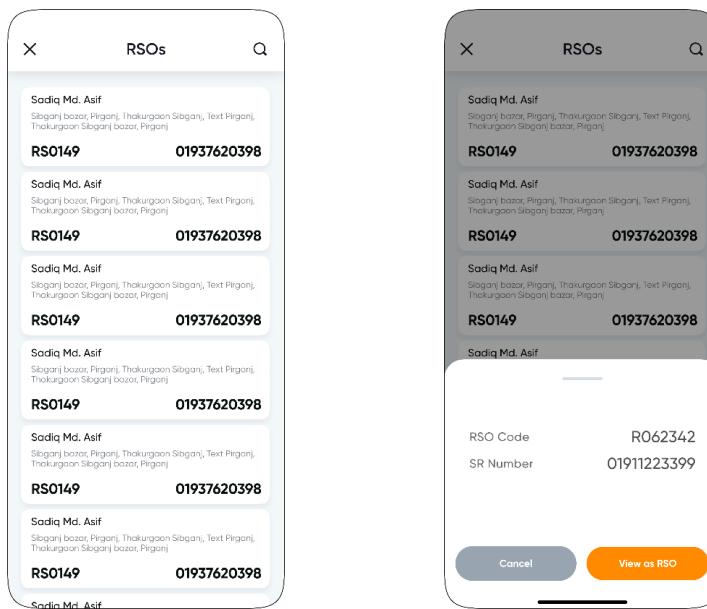
Workflow Diagram:



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

3.7 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:

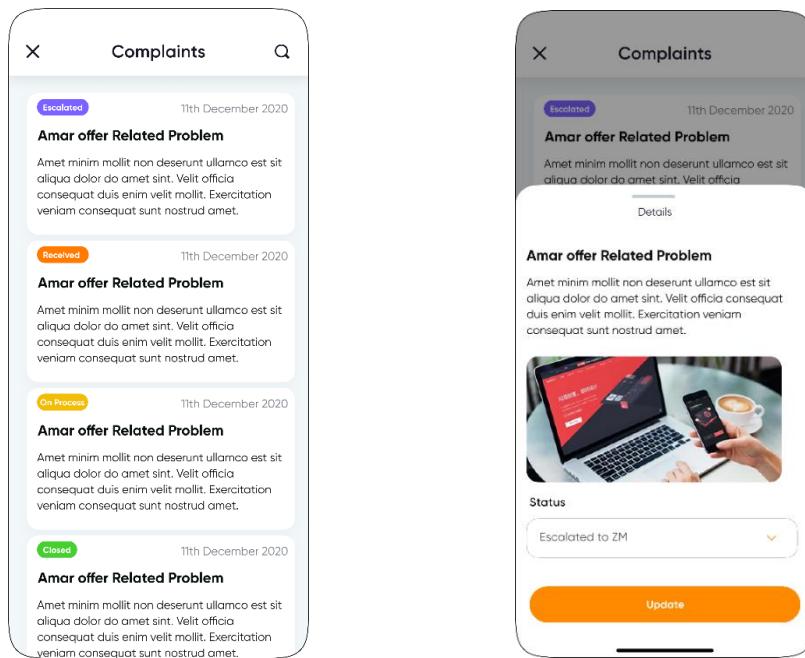


Workflow Description:

- 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



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.

3.8 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.

This screenshot shows the "Topup Transfer" screen of an application. At the top, there is a header bar with icons for time (19:56), signal strength, battery level (84%), and other status indicators. Below the header, the title "Topup Transfer" is displayed in an orange bar.

The main form has several input fields:

- Your Balance: 99242667.99
- Retailer: IREN MOBILE PLUS (R062163)
- Retailer Number: 01912259311
- Retailer balance(D-1): 0.0
- Avg Sales/Day (Tk): 0.0
- Transfer Amount (Tk): (empty field)

At the bottom of the form is a large orange "Transfer" button.

User Interface:

Rules/Validations:

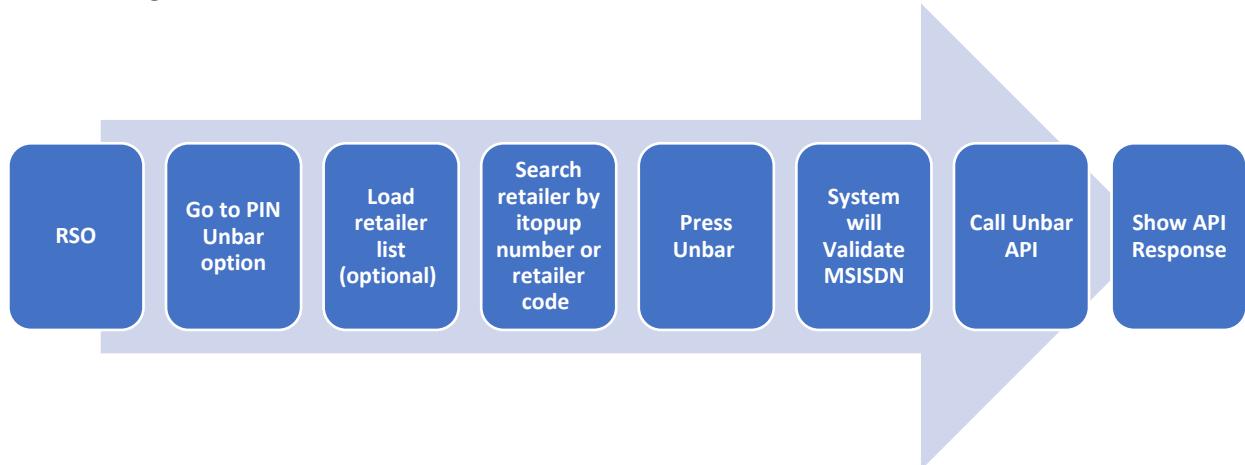
- Retailer balance will be current balance (Call EV API)

3.9 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)

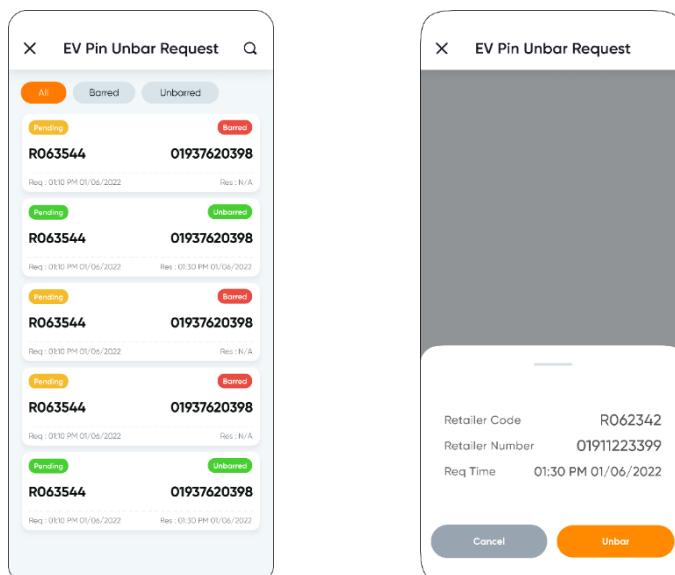
Workflow Diagram:



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

User Interface:



Rules/Validations:

- System will validate status -
- If Not Bar, response: PIN not Barred
 - If Bar, Unbar and response: PIN unbarred

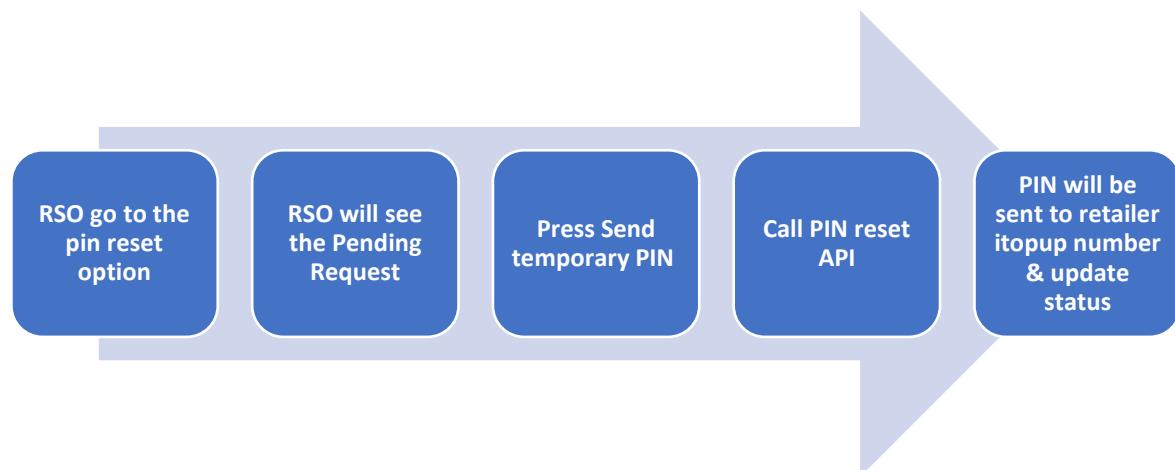
3.10 Retailer EV PIN Reset (2-step)

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)

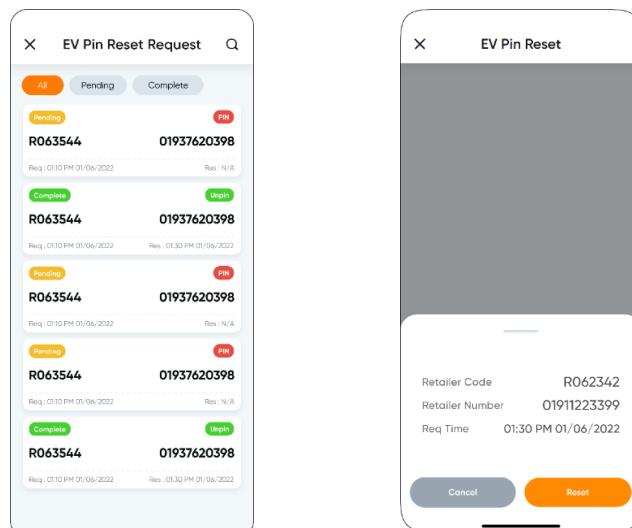
Workflow Diagram:



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

User Interface:



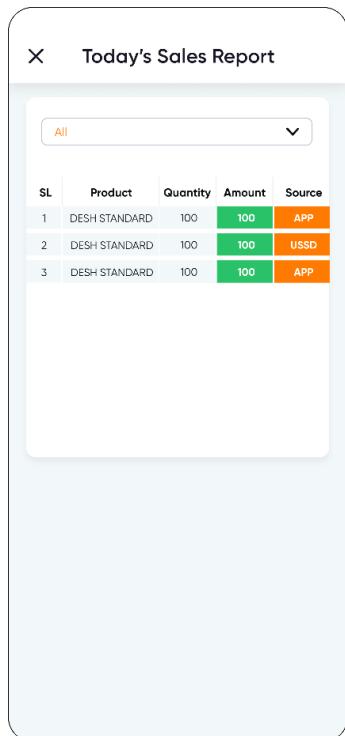
Rules/Validations:

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

3.11 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:**Rules/Validations:**

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

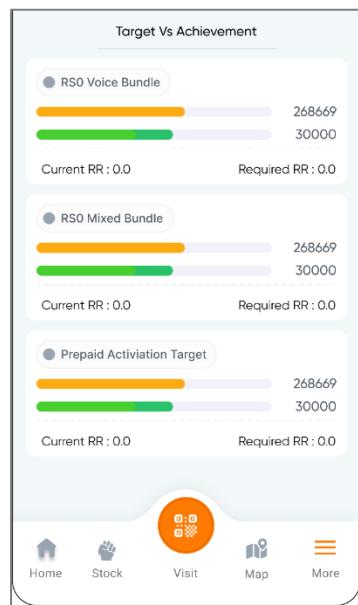
- Today's Target Vs Sold will capture both through App and through barphone(EV), Through DMS and Through MDMS (Prepaid).

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 C2S (new colour for today's achievement)

- **User Interface:**

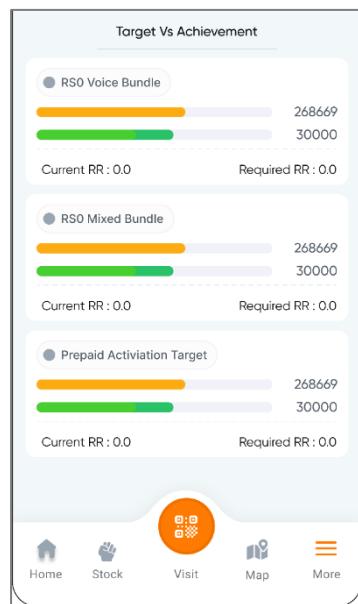


Rules/Validations:

- I'top-up Target vs achievement updated with Live C2S (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.

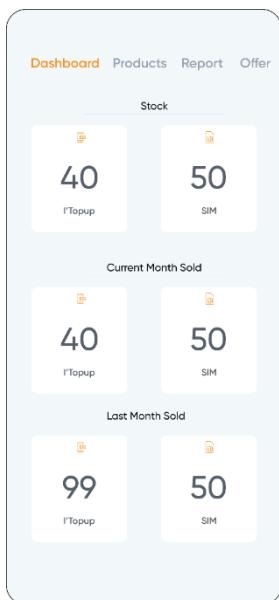
- Live C2S will be used to identify Critical retailers

Rules/Validations:

- Critical retailers will be generated from Live C2S 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.

3.12 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 form titled 'Low Balance Retailer Upload'. At the top right are four buttons: 'Reset' (red), 'Download Template' (dark blue), 'Show List' (light blue), and 'Save' (green). Below these buttons is a dropdown menu labeled 'Lat-Long for :' containing options: 'SIM' (selected), 'SC', 'SIM', and 'itop-up'. At the bottom left is a label '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 web-based application titled "Retailer Low Balance". At the top, there are several buttons: "Reset" (red), "Download Template" (blue), "Show List RT" (teal), "Show List DD" (green), and "Save" (light blue). Below these buttons is a table 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

3.13 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:**

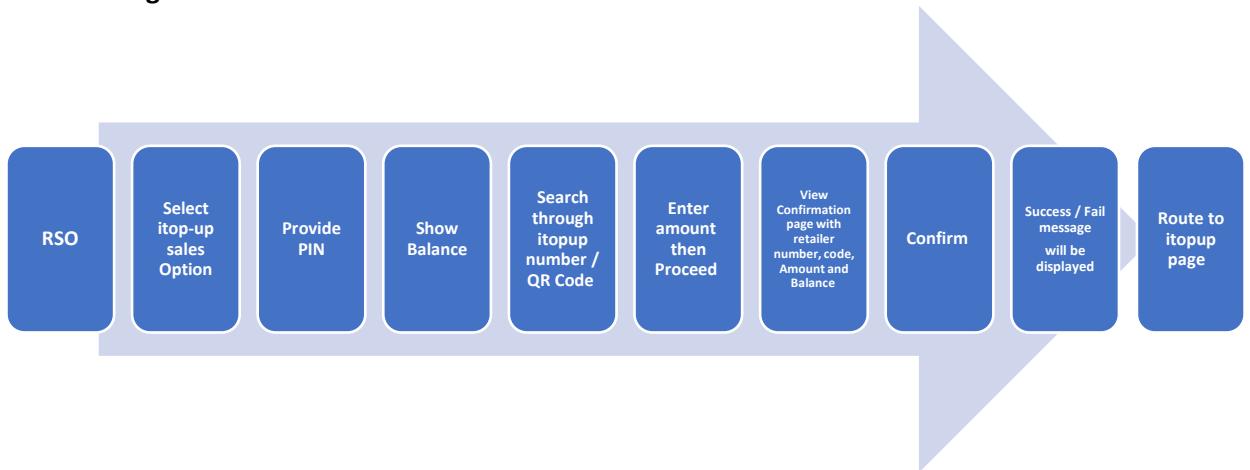
- There have a mapping between RSO and Retailer, and Retailer to Sites, those sites will be shown in the map.

3.14 Separate I'top-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

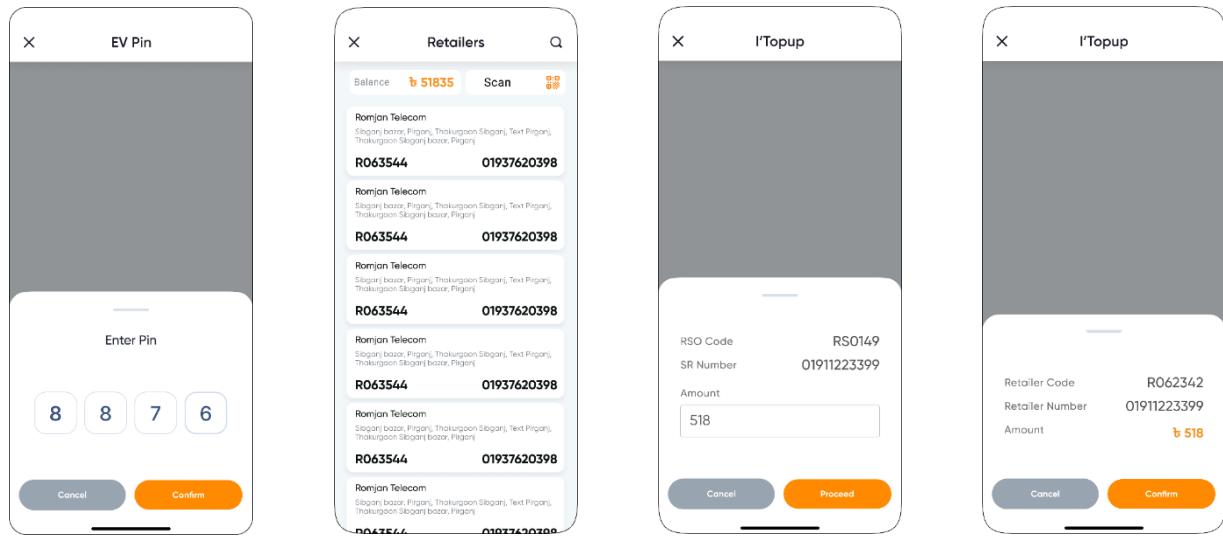
Workflow Diagram:



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

3.15 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
- 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

User Interface:

