RSO App vFocus Merger

Release: Version 1.0

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Core Business Application and Service

Business Support System

1   Background

The impact of daily sales apps in modern business is immeasurable. A lot can be done by using the right sales productivity tools. With the high-end sales team tools, sales team can not only increase Banglalink's sales but also improve internal team collaboration for offering better services to the retailers and stakeholders.
The purpose of the vFocus app is to help the end user with access to real-time data or reports on the go to make their life easier and efficient.

2   Scope Summary

The scopes of Development of Daily operational process in vFocus Apps are as following:

- RSO App vFocus Merger (Android & IOS)
- Dynamic Sales KPI dashboard
- BTS wise revenue shows in map
- Retailer shop visualization in map
- Down BTS in map
- Various sales performance report
- Exiting RSO App convert in IOS

3   Scope Details:

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- Android and iOS version
- Dark and Light Theme
- Universal Search
- Notification
- Home:
  - Salutation and Welcome note
  - Graph (GA, Recharge, DS)
    - Select Chart
    - Select KPI
  - Quick Access
    - KPI Details
    - Down BTS
    - Performance
    - Sales Update
    - Deno
    - ETSAF

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- Summary
  - Select Cluster, Region, Zone, RSO, Retailer

- o Call Retailer
- o Graph Change (line, bar)

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- Visit Retailer
  - o Map View
  - o Location of user
  - o Nearby retailers (closest retailer name and number)
  - o Select retailer will redirect to KPI summary of that retailer

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- BTS Navigation
  - o BTS MAP: 2G, 3G, 4G, CurrentYr _Plan, CurrentYr_OnAir
  - o Enter BTS Code
  - o BTS Types
  - o BTS Info1: BTS Code, Location, BTS Type, Type(Network Mode), SRAN, Archetype, Thana, District
  - o BTS Info2: MTD, LM of EV ret, SIM ret, %@BBH, sub base, CMS%, 4G Revenue, 4G subscriber.
  - o BTS Info3: MTD, LMTD and LM of GA, Rev, Data Rev, Sc recharge, Data User, Data usage
  - o MB

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- Menu
  - o KPI Details
  - o KPI Summary
  - o BTS on MAP
  - o Down BTS
    - ▪ Down BTS: latest update time, search as per update time, region wise total bts and down bts (Table, graph)
    - ▪ BTS Info1: BTS Code, Location, BTS Type, Type(Network Mode), SRAN, Archetype, Thana, District
    - ▪ BTS Info2: MTD, LM of EV ret, SIM ret, %@BBH, sub base, CMS%, 4G Revenue, 4G subscriber.
    - ▪ BTS Info3: MTD, LMTD and LM of GA, Rev, Data Rev, Sc recharge, Data User, Data usage MB

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  - o Visit retailer
  - o Inbox :
    - ▪ Discussion: message sharing (NRT)
    - ▪ My Post: New post: Region, Zone, Title, Message, Publish, Send

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  - o My Team Performance
    - ▪ Sales Update : Distributor/ZMNumber, recharge amount, data sales, GA, ETSAF Accept, ETSAF Reject. Total of each kpi in below.

- My Campaign: Name of DD, Campaign Name, Target Achievement% ; Filter: Campaign name, From and To date
- Deno Individual
- Deno Summary
- ETSAF Status
- Retail Visit report
  - o Feedback
  - o Notification
  - o Theme
  - o Logout

vfocus Screenshots.pptx

1.2 Existing RSO App IOS version convert

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

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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.

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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
6. Stock and issue
7. Dismantling list with retailer info
8. Return Material from Retailer

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App for Supervisor

- Login As per DMS
- 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

- o Routes
- o SIM Status Check
- o Feedback Tools

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Revamp retailer Info Update:

- NID
- TIN
- Trade licence

Integrate with DMS retailer Page with additional information.

Info update Approval in DMS

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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 issue products
  - 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

SIM Status Check

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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.

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Retailer EV PIN Unbar

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)

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Retailer EV PIN Reset (2-step)

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)

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PIN less Child balance for RSO

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

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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.

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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

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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.

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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

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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

Head wise 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

1.3 Software Interfaces

Interactive and dynamic scopes in tabs.

4 Application Change

To develop this Apps Functionality Table, procedure, jobs and other DB object has to be created or change in existing object. For apps front end will have additional interface to cater above options to user. Development has to be made on ASP.NET/ android/IOS/ C#/Oracle stack.

5 Non Functional Requirements

1. Experience requirement:
   The company must have at least 5 years of previous work experience in working with renowned telecom Sales Commission Solution development.

2. Technology Stack:
   The solution has to be built on ASP.Net/ android/C#/IOS/Oracle/MySQL/Linux stack. It should be able to communicate external system which are based on other technology stack through API or DB Link.

3. Confidentiality:
   Solution provider must maintain confidentiality of Non-Disclosure Agreement (NDA).

4. BL Resource usage:
   BL cannot provide any logistic support (pc/laptop, internet connection, any software, physical device or documents etc.) for development.

5. Source code handover:

Vendor has to handover complete source code of the whole software with technical and functional documentations including application and database design.

6. System Integrations
The system has to be capable of consuming any kind of API provided by different external systems.

7. Other system's data processing:
Vendor has to provide all kind of development regarding other systems data collection as well as any backend processing required.

8. Necessary Training:
Vendor has to provide complete training on functionalities and technical troubleshooting.

9. Deployment Mode & Support:
Vendor has to deploy the solution in Banglalink premises in Windows or Linux server. Vendor have to ensure at least one-year instant support for any kind of operational issue. Application should be connected with Banglalink Source code repository.

10. Timeline Requirement:
Supplier must implement this Apps within three months after the PO issue.

11. Technical Knowledge on Scope:
The supplier must be experienced in all required technologies of this project.

12. Security & Compliance:
The software and whole solution must have to comply with Banglalink IT security policy, SDLC process, system access right policy, password policy, and maintain VAPT guidelines and compliance.

13. Maintain Log:
The system must maintain all types of transaction log to check & validate authorized/ unauthorized changes.

14. Process & Audit:
While developing solution, ensure compliance with all process & policy including SDLC process, system access right policy etc.

15. Company Profile:
The company should be well reputed based on market footprint