Legend

- Power Automate
- API Calls
- Decision Point
- Copilot Studio

Flowchart

Start Ticketing Processing (When an Item is modified on Database)

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Retrieve all stored Ticket issues from Database

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Get MSISDN Number from Queue

↓

Perform Search on MSISDN to fetch customer profile

↓

Customer ID -
1. Active latest modification date
2. Number called
3. DAID Number
4. Byte Number

↓

Check Number Called =180 — Yes → **Number Called Event Date**

↓

DAID not Blank & Byte >50MB & Event Date >=Number Called Event Date → **Tickets Closed**

↓

(DAID is Blank) or (DAID not blank & Byte Column < 50MB & Event Date>=Number Called Date

```mermaid
flowchart TD
    A[API Calls (VLR Address)] --> B{Check VLR Address}
    B -->|Has Number| C[Extract APN ID]
    B -->|Blank/Unknown| D[Transfer Ticket to E & SR Team (Copilot Agent)]
    C --> E{Check APN ID}
    E -->|APN ID<>25 & APN ID Blank| F[Transfer Ticket to E & SR Team (Copilot Agent)]
    E -->|Blank| G[APN ID Activated and Ticket closes]
    E -->|APN ID=25| H{Check OBP}
    H -->|Active| I{Check if Line = Suspended or Corporate}
    H -->|Not Active| J[Extract SGSN Data]
    I -->|True| K[Transfer / Re-assign Ticket to E & SR Team (Copilot Agent)]
    I -->|False| L[OBP Disabled and Ticket Closes]
    J --> M{Check SGSN Data}
    M -->|Unknown| N{Check LTESERVICE}
    M -->|Blank or Has Number| O[Transfer / Re-assign Ticket to E & SR Team (Copilot Agent)]
    N -->|3G| P[Push the 4G Configuration and Ticket Closes]
    N -->|4G| Q[Transfer / Re-assign Ticket to E & SR Team (Copilot Agent)]
```