

Case Management and Inventory Management

Business Requirements Document for

IDSPL

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# Executive Summary

This document is the initial draft of business requirements specification in response to request the capability and solution presentation done to IDSPL. The document covers high level scope, high level architecture and use cases.

# About ConneQt Business Solutions Limited

Established in 2004, Conneqt headquartered in Bangalore is India’s leading Digital IT & BPM services provider, and a subsidiary of Quess Corp (BSE: 539978, NSE: QUESS). At Conneqt we strive to help our customers in growing revenues, enabling efficiencies, and enhancing customer experience across industries. With 22 delivery centres across India, we are among India’s Top 100 Best Workplaces in 2021. Top industry analyst Nelson Hall have ranked Conneqt amongst the top Customer Lifecycle Management & Business Process Management service providers in India.

We leverage our 17 years of experience across 200 customers on business processes including Customer lifecycle management, Collections, Mid-office, Backoffice, and Shared Services along with our Digital competency centres around Digital Engineering, Automation, Platforms, Data & Analytics and Cloud powered by technology partnerships to help customers modernize and re-engineer their technology landscapes, optimize costs, identify value drivers, setup new operating models and drive digital transformation initiatives in an agile manner to deliver tangible business outcomes. Commitment towards continuous excellence and a customer-first approach forms the base of our values.

# About IDSPL

IDSPL as a company provides the services to the Banks for setting up the POS Terminals at Merchant locations and provide the field support to the Merchants. IDSPL currently managing the cases manually using the excel files. Now IDSPL want to have a CRM System to digitize their business to ease the day-to-day activities and improve the efficiency of manpower.

# Our understanding on existing IDSPL Setup

* IDSPL receives the Case file in excel format daily in the morning
* IDSPL filters all the pending cases, and these cases are planned
* Planned cases are assigned to FSEs which will be taken up for the day
* FSEs will check the assigned cases and decide what infrastructure required
* FSEs collect the infrastructure from the Inventory
* FSE plans the visits based on the geography which is suggested on Mobile App Map. Planning depends on the priority of the Cases as well. i.e... schools and offices have timings, but other business establishments may have long working hours.
* FSEs visits/calls the Merchant and attends the cases
* FSEs updates the status of the cases

# ConneQt identified and recommended Solution

**Diagram

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# Modules – In Scope

**Case Management**

* Upload Daily Excel Case Log file to CRM Database
* Create individual cases manually in the CRM system
* Upload Proactive Log file (Call Category: SC\_Roll cases) via Excel to CRM Database
* Filter the cases with various parameters ex. Category Tag, Model, Call Category
* Planning of the Cases – Assigning to FSE and planning the planned date. Through UI as well as excel upload
* Display list of pending Cases in multiple of 10,20,50 and clicking on any item displays the particular Case Details and here User can do Case Updation.
* Case Updation
  + **Daily Case Planning –** There are many pending cases in the system. Planning the cases for day is done using excel file with Docket ID, FSE Name and Planned Date.
  + **Case Re-allocation** - Allocation of the planned cases from one set of FSEs to another set of FSEs and updating the planned date. Use excel file or UI screen for re-allocation of multiple cases using Docket ID, FSE, Planned Date.
  + **Case Re-planning** - FSE is already assigned few cases and in case FSE could not complete the cases then Planned Date is changed in the system using Docket ID, FSE, Planned Date and Remarks. This is done by Web CRM User. These Updation gets reflected in the FSE Mobile App also.
  + **Proactive Roll Count –** In the month beginning Banks send the case file (Proactive Cases) which contains the cases of Call Category with SC\_Roll. Dashboard shows the daily pending cases with Proactive Roll Count field. If there is any Proactive case is available against TID of pending case, then Proactive Roll Count field is updated with the Roll count mentioned in the Proactive case. Both the Cases are assigned to same FSE who can service both the Cases and close.

**Inventory Management**

* Upload the file – Create list of Assets in hand and import these items to CRM system using the excel file. Provision should be given to export the Assets in hand.
* Create Asset – Adding each Inventory item to CRM system.
* Update Asset – Updating the CRM system while issuing/receiving (Asset In/Out) Inventory items.

**FSE Mobile Application**

* Attendance Update – When FSE logs in Mobile App, his/her attendance is marked in the CRM system.
* Route Planning - GPS based Geotagging, Route Planning on the Map with distance and visibility of the FSE location on the Dashboard. Based on the cases assigned to FSE, the Mobile App shows all the Merchant locations in the Map with route path.
* Display the list of the Cases in the Mobile App
* FSE collects the required infrastructure from Inventory
* Display the case details and FSE can update case status. Data Capture including case status, photographs, telephonic conversation, and Latitude/Longitude
* Capture Serial Number - Scanner integration to capture the serial number of POS Terminals
* Inventory Screen with Assets in hand (From IDSPL, Collected from ME) and List of POS Terminals which are in Transit.
* Transaction Certificate Acceptance in both sides
* FSEs update the status of the cases on the Mobile App at the Merchant location itself

**Reports and Dashboards**

**Dashboard for Daily Case Log File**

1. Dashboard with Proactive roll count and repeat count
2. Daily Listing of the cases
3. Case Listing for the duration
4. Monthly comparison

**Dashboard – Overall Performance**

1. Overall Activity for the day
2. FSE wise performance and Team Lead wise
3. Today’s Case Progress – Daily. This is Dashboard which is displayed in the Big Monitor. All the values will have hyperlinks to see the details.
4. Screen with Map showing all the FSEs live locations

**Past Data Dashboard**

1. FSE Performance
2. Activity Summary for the duration
3. Overall Activity for the day

# Business Activities Flow

1. **Merchant Onboarding**

Bankside Sales Team signs up with Merchant for providing the POS Terminal and accessories. Rental and other charges depend on various factors as Which cards Merchant want to accept and Business. Bank onboards the Merchants. Banks outsources the field activities for setting up the POS Terminal at Merchant locations and provide service support to IDSPL Vendor.

**Merchant Onboarding – Flow Chart**

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**Merchant Onboarding – Flow Steps**

* Sales team signs up with Merchant for providing the POS Terminal
* Onboarding team approves the Merchant Request and onboards the Merchant by capturing the KYC (Merchant Name, Location, Address, Bank Account details) of the Merchant
* Merchant opts particular cards based on the business needs. Few of the cards are available by default and Merchant needs to give request for other cards
  + Master Visa - Default
  + Rupay - Default
  + Master Card
  + Amex Card
* Technical Team creates MID, TID and Merchant Profile
* Merchant Profile is a 3–4-page document with Merchant Details (Name, Address, Bank Account details where amount will go after settlement, MID, TID, which functionality is approved for this merchant). This is software page. Each Bank will have few lakhs of merchants and that many profile pages are created.
* Bank sends the cases to IDSPL for installation of the device at the Merchant location
* IDSPL assigns the case to FSE for installation of the device at the Merchant location
* FSE visits the Merchant location for installation of the POS Terminal
* **POS Device Configuration/Initialization:**
  + FSE configure Communication Parameters (Dial-in number, APN/Destination IP) on the POS Terminal. Bank provides configuration file to IDSPL.
  + TID (Terminal ID) is assigned to POS device by Bank. This is Index No for particular Merchant
  + Model mentioned in the Docket is installed at merchant location. Each model will have different rentals.
  + FSE need to configure the Device with TID this nothing but signing in with unique Username and password. Configuration means initialization of the POS Device with Merchant Profile using profile page which is downloaded from Bank server based on the TID. This is called Profile download.
  + In some cases, initialization can be done in advance and the terminal is setup at particular merchant location.
* **Settlement**: At the EOD, POS Terminal reconciles all the transactions of the day and sends as a batch transaction to Bank then the POS Terminal becomes blank. The settlement amount is credited to Bank details provided by the Merchant.

1. **Uploading of Case file and Filtering the daily cases**

**Uploading of Case file and Filtering the daily cases – Flow Chart**

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**Uploading of Case files and Filtering & Planning of the Cases - Steps**

* Banks send **Daily Case File** (File Name - Octopus) to IDSPL daily in the morning. This file is passive for IDSPL.
* This file is uploaded to CRM system. Cases are Filtered which must be planned and handled for the day.
* Filtering of the cases are done based on the below given parameters and values of these parameters are configurable and provided in the Master file.
  + Call\_Category – STP: Pending case. NSTP: Problematic case
  + Activity Tag – Installation, Deinstallation, Service\_ call
  + Institution – Bank
  + Models – Deselect Mobile App, QR Code (We might do or don’t do), Standee Paper, Static Paper
  + Activity Code – deselect COURTESY VISIT and NCMC Activation Visit
* CRM displays the cases in the multiples of 10, 20, 50 in the screen
* User can download the filtered cases to excel file to destination location.
* Case Management User can do planning by assign the cases to FSEs based on different parameters (Pin code, Allocated Area etc) and fixing the Planned Date.
* Proactive Case File: In the month beginning Banks send the **Proactive case** file which contains the Cases with Call Category for distributing the Paper Rolls. These cases are created based on the number of transactions performed by Merchants. Banks decide to distribute the Paper Rolls in advance to Merchants which avoids Merchants to raise the request for Paper Rolls.
* Banks send mini–Octopus **Daily Case File frequently** to IDSPL

1. **Case Management**

Banks send Case File to IDSPL daily in the morning. This file is uploaded to CRM system and filtering is done to select the cases which have to be planned and handled for the day. The cases are assigned to FSEs with planned date. Normally these cases will be any one of the categories Installation, Deinstallation, Service Call and Service Call Roll. FSE looks into cases and decide what infrastructure required for the day and accordingly collect the POS devices, Batteries, SIM Cards, Paper Rolls from the Inventory. FSE attends the cases of Merchants as per plan and updates the status of the cases in the Mobile App.

**Case Management – Flow Chart**

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**Case Management Steps**

* Cases are filtered for the day which will be planned by assigned to FSEs
* IDSPL assigns the cases to FSE which must be completed for the day
* FSE checks all the assigned cases and decides what infrastructure required for the day
* FSE collects the infrastructure from the Inventory
* Cases are displayed in the FSE Mobile App
* FSE Mobile has the capability to show the Map with all the locations with distance he/she has to visit
* FSE has option to visit or call each Merchant and decide the activities of the day
* Based on the visit or the call, FSE takes up the cases and updates the status of the cases
* FSE updates the case status with one of the values – Completed, NSTP (Problematic), Revisit or Unattended
* In case of any issue at Merchant location, FSE takes help of the Lead who will try to talk to Merchant and Bank to sort out the issue.

# Use Cases

1. **Case Management**
2. Upload Case Log file and Proactive Log file to CRM system Filtering and Planning the cases

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| **Use Case Name** | Upload Case Log file and Proactive Log file to CRM system and Filtering and Planning the cases |
| **Use Case Description** | Banks send Case File(File Name - Octopus) to IDSPL daily in the morning. This file is passive for IDSPL. This file is uploaded to IDSPL CRM system. Case Management User filters the Cases which have to be planned and handled for the day. |
| **Primary Actor** | IDSPL Case Management User |
| **Pre-Condition** | Banks have sent Case file or Proactive file to IDSPL |
| **Basic Flow** | * Banks send **Daily Case File**(File Name - Octopus) to IDSPL daily in the morning. This file is passive for IDSPL. * In the month beginning Banks send the **Proactive case** file which contains the Cases with Call Category of SC\_Roll. These cases are created based on the number of transactions performed by Merchants. Banks decide to distribute the Paper Rolls in advance to Merchants which avoids Merchants to raise the request for Paper Rolls. * This file is uploaded to IDSPL CRM system. Cases are Filtered which have to be planned. * Filtering of the cases are done based on the below given parameters and values of these parameters are configurable and provided in the **Master file**. Master file excel file with list of items which can be updated and deletion is not allowed.   + Call\_Category – STP: Pending case. NSTP: Problematic case   + Activity Tag – Installation, Deinstallation, Service\_ call   + Institution – Bank   + Models – Deselect Mobile App, QR Code (We might do or don’t do), Standee Paper, Static Paper   + Activity Code – deselect COURTESY VISIT and NCMC Activation Visit * CRM displays the cases in the screen in the multiples of 10, 20, 50 * User can download the filtered cases to excel file to destination location. * Case Management User can do planning by assign the cases to FSEs based on different parameters (Priority, Pin code, Allocated Area etc) and decide the Planned Date. * Pending cases can have planned date even if it is not assigned to FSEs.   **NOTE:** IDSPL is filtering the cases based on the fields given above. These fields are not finalized. |

1. Create individual case manually in the CRM system

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| **Use Case Name** | **Create individual case manually in the CRM system** |
| **Use Case Description** | Banks send Case File(File Name - Octopus) to IDSPL daily in the morning. This file is passive for IDSPL. This file is uploaded to IDSPL CRM system. Case Management User filters the Cases which have to be planned and handled for the day. |
| **Primary Actor** | IDSPL Case Management User |
| **Pre-Condition** | There is a new case which is not available in the system. |
| **Basic Flow** | There is a new case which has to created in the CRM system.  Case Management provides a screen where single case also can be created.  Case Creation screen provides Case Fields which have to be filled. |

1. Display list of pending Cases and Case Details

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| **Use Case Name** | Display the list of pending Cases and Case Details |
| **Use Case Description** | This Use Case pulls all the pending Cases from the CRM Database and displayed in multiples of 10,20,50. When User clicks on any Case then Case Details are displayed in the Screen. |
| **Primary Actor** | Case Management User |
| **Pre-Condition** | There are pending Cases with IDSPL |
| **Basic Flow** | Display the list of pending Cases and Case Details  **Steps:**   1. Click “Display pending Cases” option in the home screen. 2. If there is only one pending case, then Case details will be displayed   If there are multiple pending cases, then list of pending cases are displayed. User can open any case and view the Case details |

1. **Case Updation – Re-allocation, Re-planning, and Proactive cases**
2. **Case Re-allocation -** Assigning the cases to different FSEs and updating the planned date. Allocation of cases from one set of FSEs to another set of FSEs. Option of uploading excel file for re-allocation of multiple cases using Docket ID, FSE, Planned Date.
3. **Case Re-planning -** FSE is assigned with few cases and in case FSE could not complete the cases then Planned Date is changed in the system. Same thing is reflected in the FSE Mobile App as well.
4. **Proactive Roll Count** – In the month beginning Banks send the case file(Proactive Cases) which contains the cases of Call Category with SC\_Roll. Dashboard shows the daily pending cases with Proactive Roll Count field. If there is any Proactive case is available against TID of pending case, then Proactive Roll Count field is updated with the Roll count mentioned in the Proactive case. Then FSE can take up both cases pertaining to the TID.

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| **Use Case Name** | Case Updation – Re-allocation, Re-planning, and Proactive cases |
| **Use Case Description** | **There are situations where Re-allocation, Re-planning is required**  **Case Re-allocation -** Allocation of cases from one set of FSEs to another set of FSEs and updating the planned date. There is option of uploading excel file for re-allocation of multiple cases using Docket ID, FSE, Planned Date.  **Case Re-planning -** FSE is assigned with few cases and in case FSE could not complete the cases then Planned Date is changed in the system. These changes get reflected in the FSE Mobile App as well.  **Proactive Roll Count** – In the month beginning Banks send the case file(Proactive Cases) which contains the cases of Call Category with SC\_Roll. Dashboard shows the daily pending cases with Proactive Roll Count field. If there is any Proactive case is available against TID of pending case, then Proactive Roll Count field is updated with the Roll count mentioned in the Proactive case. Both the Cases are assigned to same FSE. |
| **Primary Actor** | Case Management User |
| **Pre-Condition** | There are pending cases in the system and are already assigned to FSEs. It needs some re-allocation and re-planning of the cases. IDSPL receives the Proactive case file from Bank. |
| **Basic Flow** | There are Case Updation options in the Case Management Screen as given below  Case Re-allocation: When re-allocation cases required for few FSEs, then excel file is created with list containing cases with Docket IDs, FSEs and Planned Dates. CRM system updates the cases with new FSEs and Planned Dates  Case Re-planning: FSE is assigned with few cases and in case FSE could not complete the cases within the Planned Date then Planned Date is changed in the system. These changes get reflected in the FSE Mobile App as well.  Proactive Roll Count – In the month beginning Banks send the case file(Proactive Cases) which contains the cases of Call Category with SC\_Roll. Dashboard shows the daily pending cases with Proactive Roll Count field. If there is any Proactive case is available against TID of pending case, then Proactive Roll Count field is updated with the Roll count mentioned in the Proactive case. Then FSE can take up both cases pertaining to the TID. |

1. Case Updation – Installation Updation by FSE and Case Management User

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| **Use Case Name** | Installation Case Updation by FSE and Case Management User |
| **Use Case Description** | Once Merchant signs the Bank for the POS device then FSE has to collect the required infrastructure and set up the POS Terminal at the Merchant location. This is called Installation. FSE collects the POS device and other accessories from Inventory then goes to the Merchant location and completes the installation of the device. Few times Merchant may not agree as there are some differences what sales team committed to Merchant on charges then FSE updates the case with the details as merchant refused. |
| **Primary Actor** | FSE on Mobile App or Case Management User on CRM System |
| **Pre-Condition** | IDSPL has received the case request for Installation |
| **Basic Flow** | FSE attends the Case at Merchant location, and the Case Closure status will be either Completed, NSTP, Revisit and Unattended. FSE makes call to Merchant to check his/her availability or directly visits the Merchant location.  **1.Completed -** FSE visits the Merchant location and completes the POS Terminal setup. FSE updates the below given fields on the Mobile App.  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number * Updation Person - Team Lead   **Case Remarks**   * ST Number – Job Card Number * Pics - upto 7 * Audio File - upto 4 * Roll type * No of rolls delivered   **Asset Details:**   * Terminal Model - model of terminal installed@ME * Terminal S/N - serial number of terminals installed@ME * SIM Service Provider - Service Provider of Installed SIM * SIM S/N - Serial number of installed SIM * QR CODE S/N - Serial number of QR Code   **2.Revisit**  **By Visit** -FSE visits the Merchant location for setting up the POS Terminal. Merchant asks FSE to visit later because of some reason – Merchant not available, N/W not available. FSE updates the below given fields on the Mobile App.  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number – ME Contact Person’s Contact Number * Updation Person - Team Lead   **Case Remarks**   * Case Remarks * Revisit Category * Revisit Date * NSTP/ Revisit verified by? * ST Number   **Asset Details:**   * Pics - upto 7 * Audio File - upto 4   **By Phone** - FSE calls Merchant to check Merchant’s availability. Merchant asks FSE to visit later because of some reason – Merchant not available, N/W not available. FSE updates the below given fields on the Mobile App.    **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number * Updation Person - Team Lead   **Case Remarks**   * Case Remarks * Revisit Category * Revisit Date * NSTP/ Revisit verified by? * Audio File – attach more than 1 * Job card pics – upto 3 * Case feedback   **Asset Details:**   * Deactivated   **3.NSTP (Refusal from merchant)**  **By Phone** - FSE calls Merchant to check Merchant’s availability. Merchant refuses to accept the services of FSE for some reason (charges are too high, network issue, shop not ready). Merchant may say to cancel the request.  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number   **Case Remarks**   * Case Remarks - Remarks * NSTP Category - "NSTP Category Pushpraj to provide the list" * NSTP/ Revisit verified by? - Team Lead * Updation Person - Team Lead * Job card pics - Upto 3 * Audio File - Upto 3 optional. Few Bankers insist * case feedback - optional   **Asset Details:**   * Deactivated   **By Visit** - FSE visits the Merchant location for setting up the POS Terminal. Few times Merchant may not agree for some reason. FSE need to intimate same thing to Team who can pitch in and try to resolve the issue by talking to Bank and Merchant. If the issue is not resolved, then FSE updates the case with the case status as NSTP.  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – MEContact Person * Contact Person number - ME Contact Person’s Contact Number   **Case Remarks**   * Case Remarks - Remarks * NSTP Category – Problematic case * NSTP/ Revisit verified by? - Team Lead * ST Number   **Asset Details:**   * Outlet pics – upto 7 * Job card pics – upto 3 * Audio file – upto 4   **4.Unattended –** Provision given to FSE as well as Web CRM User for updating the Case status as Unattended with Remarks. |

1. Case Updation – De-Installation Updation by FSE and Case Management User

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| **Use Case Name** | Deinstallation Case Updation by FSE and Case Management User |
| **Use Case Description** | Merchant may want to stop the services of the Bank for using the POS device, in that case Bank sends the Deinstallation request to IDSPL. Then FSE has to complete the Deinstallation process at the Merchant location and collect POS Terminal and other accessories from the Merchant location. This is called Deinstallation. FSE has to update the Deinstallation details on Mobile App. |
| **Primary Actor** | FSE on Mobile App or Case Management User on CRM System |
| **Pre-Condition** | IDSPL has received the case request for Deinstallation |
| **Basic Flow** | FSE attends the Case at Merchant location, and the Case Closure status will be updated as Completed, NSTP, Revisit or Unattended. FSE makes call to Merchant to check his/her availability or directly visits the Merchant location.  **1.Completed -** FSE visits the Merchant location and completes the Deinstallation process. FSE updates the below given fields on the Mobile App.  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number * Updation Person - Team Lead   **Case Remarks**   * ST Number – Job card number * Pics - upto 7 * Audio File - upto 4   **Asset Details:**  **Received from ME**   * Terminal Model - model of terminal installed@ME * Terminal S/N - serial number of terminals installed@ME * SIM Service Provider - Service Provider of Installed SIM * SIM S/N - Serial number of installed SIM * Missing Part: Drop down box   **2.Revisit**  **By Visit** -FSE visits the Merchant location for setting up the POS Terminal. Merchant asks FSE to visit later because of some reason – Merchant not available, N/W not available. FSE updates the below given fields on the Mobile App.  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number * Updation Person - Team Lead   **Case Remarks**   * Case Remarks * Revisit Category * Revisit Date * NSTP/ Revisit verified by? * Pics – upto 7 * Audio File – upto 4 * Case Feedback   **Asset Details:**   * Deactivated   **By Phone** - FSE calls Merchant to check Merchant’s availability. Merchant asks FSE to visit later because of some reason – Merchant not available or busy. FSE updates the below given fields on the Mobile App.    **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number * Updation Person - Team Lead   **Case Remarks**   * Case Remarks * Revisit Category * Revisit Date * NSTP/ Revisit verified by? * Audio File – attach more than 1 * Case Feedback   **Asset Details:**   * Deactivated   **3.NSTP (Refusal from merchant)**  **By Phone** - FSE calls Merchant to check Merchant’s availability. Merchant refuses to cooperate for the Deinstallation process. FSE has to update the below given fields  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number * Updation Person   **Case Remarks**   * Case Remarks - Remarks * NSTP Category – Problematic case * NSTP/ Revisit verified by? - Team Lead * Audio File – More than 1. Few Bankers insist * case feedback   **Asset Details:**   * Deactivated   **By Visit** - FSE visits the Merchant location for setting up the POS Terminal. Few times Merchant may not agree for some reason. FSE need to intimate same thing to Team who can pitch in and try to resolve the issue by talking to Bank and Merchant. If the issue is not resolved, then FSE updates the case with the case status as NSTP.  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number * Updation Person   **Case Remarks**   * Case Remarks - Remarks * NSTP Category – Problematic case * NSTP/ Revisit verified by? - Team Lead * ST Number   **Asset Details:**   * Deactivated   **4.Unattended –** FSE has not attended the case as planned. |

1. Case Updation – Service Call Updation by FSE and Case Management User

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| **Use Case Name** | Service Call Case Updation by FSE and Case Management User |
| **Use Case Description** | Banks have already provided installed POS Terminals at various Merchant locations. When Merchants face any issue with the POS Terminal or run out of Paper Roll or having any Technical issue then Merchants request Bank to resolve the issue. Then Banks send Service Call request to IDSPL for resolving the issue at field. IDSPL assigns the cases to FSEs who will either make a call or visit the Merchant location to resolve the issue. |
| **Primary Actor** | FSE on Mobile App or Case Management User on CRM System |
| **Pre-Condition** | IDSPL has received the Service Call case request |
| **Basic Flow** | Banks have already provided installed POS Terminals at various Merchant locations. When Merchants face any issue with the POS Terminal or run our of Paper Roll or having any Technical issue then Merchants request Bank to resolve the issue. Then Banks send Service Call request to IDSPL for resolving the issue at field. IDSPL assigns the cases to FSEs who will either make a call or visit the Merchant location to resolve the issue and updates the Case Closure status Completed, NSTP, Revisit or Unattended.  **1.Completed -** FSE visits the Merchant location and completes the Service Call request. FSE updates the below given fields on the Mobile App.  **By Visit**  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number * Outlet Pics * Job card pics * Audio file   **Case Remarks**   * Problem Found * Action taken/ Case Remarks * No Problem found * ME Terminal already working fine? * Any Asset item replaced?   + Terminal Replaced?   + Battery Replaced?   + Adaptor Replaced?   + SIM Replaced?   + Paper Drive Roller/ Printer cover replaced? * Network Problem at location? * BATCH PENDING * ST Number * Updation Person * case feedback   **Asset Details:**  **At ME Place**   * Terminal Model - model of terminal installed@ME * Terminal S/N - serial number of terminal installed@ME (Faulty/uninstalled terminal) * SIM Service Provider - Service Provider of Installed SIM * SIM S/N - Serial number of installed SIM   **Received from ME**   * Terminal Model - model of terminal received from ME * Terminal S/N - serial number of terminal received from ME * SIM Service Provider - Service Provider of received SIM * SIM S/N - Serial number of received SIM   **By Phone** - FSE calls Merchant to check Merchant’s availability and also discusses the issue. FSE solves the issue over phone by guiding the Merchant. FSE updates the below given fields on the Mobile App.    **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number   **Case Remarks**   * Any Problem found * ME Terminal working fine? * Test Transaction Done? * Updation Person * Chargeslip Pic * Audio file   **Asset Details:**   * Deactivated   **2.Revisit**  **By Visit** -FSE visits the Merchant location for setting up the POS Terminal. Merchant asks FSE to visit later because of some reason – Merchant not available, N/W not available. FSE updates the below given fields on the Mobile App.  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number * Outlet Pics * Job card pics * Audio file   **Case Remarks**   * Problem Found * Action taken/ Case Remarks * ME Terminal already working fine? * Revisit Category * Revisit Date * NSTP/ Revisit verified by ? * ST Number * Updation Person * BATCH PENDING   **Asset Details:**  **At ME Place**   * Terminal Model - model of terminal installed@ME * Terminal S/N - serial number of terminal installed@ME (Faulty/uninstalled terminal) * SIM Service Provider - Service Provider of Installed SIM * SIM S/N - Serial number of installed SIM   **Received from ME**   * Terminal Model - model of terminal received from ME * Terminal S/N - serial number of terminal received from ME * SIM Service Provider - Service Provider of received SIM * SIM S/N - Serial number of received SIM   **By Phone** - FSE calls Merchant to check Merchant’s availability. Merchant asks FSE to visit later because of some reason – Merchant not available or busy. FSE updates the below given fields on the Mobile App.    **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number * Updation Person - Team Lead   **Case Remarks**   * Case Remarks * Revisit Category * Revisit Date * NSTP/ Revisit verified by ? * Audio File – attach more than 1 * Case Feedback   **Asset Details:**   * Deactivated   **3.NSTP (Refusal from merchant)**  **By Phone** - FSE calls Merchant to check Merchant’s availability. Merchant refuses to cooperate for the servicing the Service Call request. FSE has to update the below given fields  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number   **Case Remarks**   * Case Remarks * NSTP Category * NSTP/ Revisit verified by ? * Updation Person * Chargeslip Pic * Audio file   **Asset Details:**   * Deactivated   **By Visit** - FSE visits the Merchant location for setting up the POS Terminal. Few times Merchant may not agree for some reason. FSE need to intimate same thing to Team who can pitch in and try to resolve the issue by talking to Bank and Merchant. If the issue is not resolved then FSE updates the case with the case status as NSTP.  **Case Details**   * Calling date - Attended Date * Called by - Attended by * Contact Person name – ME Contact Person * Contact Person number - ME Contact Person’s Contact Number * Outlet Pics * Job card pics * Audio file   **Case Remarks**   * Problem Found * Action taken/ Case Remarks * ME Terminal already working fine? * NSTP Category * Revisit Date * BATCH PENDING * NSTP/ Revisit verified by ? * ST Number * Updation Person   **Asset Details:**  **At ME Place**   * Terminal Model - model of terminal installed@ME * Terminal S/N - serial number of terminal installed@ME * SIM Service Provider - Service Provider of Installed SIM * SIM S/N - Serial number of installed SIM   **Received from ME**   * Terminal Model - model of terminal received from ME * Terminal S/N - serial number of terminal received from ME * SIM Service Provider - Service Provider of received SIM * SIM S/N - Serial number of received SIM   **4.Unattended –** FSE has not attended the case as planned. |

1. **Inventory Management**
2. Upload the Inventory file – Create a list of Assets in hand and export these items to CRM system using the excel file

|  |  |
| --- | --- |
| **Use Case Name** | Upload the Inventory file to CRM system using the excel file |
| **Use Case Description** | When IDSPL receives the volume of Inventory Items then these items need to be added to Inventory. This is done by creating the list of Assets in hand and the export these items to CRM system using this excel file |
| **Primary Actor** | IDSPL Inventory Management User |
| **Pre-Condition** | IDSPL has received volume of Inventory items |
| **Basic Flow** | * IDSPL has received the volume of Inventory * Inventory Management User creates the excel file with all the Inventory details. This file should be in pre-determined format. * There is option in Inventory Management screen to upload this Inventory excel file. * Once User uploads the items then he/she need to cross check the overall count of the Inventory |

1. Create Asset – Adding each Inventory item to CRM manually

|  |  |
| --- | --- |
| **Use Case Name** | Create Asset – Adding each Inventory item to CRM manually |
| **Use Case Description** | IDSPL receives one or few Inventory Items from Banks. These Asset items have to be added to CRM system using Web UI item by item. |
| **Primary Actor** | IDSPL Inventory Management User |
| **Pre-Condition** | IDSPL has received an Asset which has to be added to Inventory |
| **Basic Flow** | * IDSPL has received the few assets from Banks * Inventory Management User adds Assets one by one using Web UI. |

1. Updating the Inventory system while issuing/receiving(Asset In/Out) Inventory items

|  |  |
| --- | --- |
| **Use Case Name** | Updating the Inventory system while issuing/receiving (Asset In/Out) Inventory items |
| **Use Case Description** | On the daily basis, Inventory Management User keeps receiving the Inventory from various entities and also keeps issuing the Inventory to various entities. User has to update the Asset In/Out in the Inventory Management system which will ease the Inventory Tracking mechanism. |
| **Primary Actor** | Inventory Management User |
| **Pre-Condition** | User receives or need to issue the Asset. |
| **Basic Flow** | When Asset is received from outside, then User has to update the details from it is received, from whom it is received, asset details in Inventory System  **Flow for Asset In**  **Receive Details**   * Zone * State * Receive Date * Receive Place * Received by * Received from – entity * Received from – Details   **Mode**   * By Hand/Courier – radio button * Courier Name: ID(from Masters) * POD/AWB – Mandatory (scan copy upload) * GRN - Mandatory * GTR – Mandatory * STN – Mandatory (scan copy upload) * Eway bill – Mandatory (scan copy upload)   **Terminal Details**   * Terminal Serial Number – to be scanned using bar code reader * EDC Model – drop down list. (from masters) * EDC Type – PSTN, GPRS, 2G+Wi-Fi, 3G+Wi-Fi, 4G+Wi-Fi * Client – from master list * Bank – from master list * Ownership – from master list * Asset Status – Working/Defective/BER/TBC   **Flow for Asset Out**  **Allocation Details**   * Zone * State * Allocate Date * Place of allocation * Allocated by   **Allocated To**   * Entity * Details * IM Approval code   **Mode**   * By Hand/Courier – radio button * Courier Name: ID(from Masters) * POD/AWB – Mandatory (scan copy upload) * GRN - Mandatory * GTR – Mandatory * STN – Mandatory (scan copy upload) * Eway bill – Mandatory (scan copy upload)   **Terminal Details**   * Terminal Serial Number – to be scanned using bar code reader * TID * EDC Model – drop down list. (From masters) * EDC Type – PSTN, GPRS, 2G+Wi-Fi, 3G+Wi-Fi, 4G+Wi-Fi * Client – from master list * Bank – from master list * Ownership – from master list * Asset Status – Working/Defective/BER/TBC |

**Transaction** **Certificate**

Transaction Certificate is a Digital certificate created and sent to FOS Mobile App while issuing POS Terminals. Transaction Certificate contains details of POS Terminal, Issuing Person, and Accepting Person details. FSE must send the acceptance from Mobile App. This is required to improve the Accountability of the staff and this certificate will be useful for filing FIR and for claiming insurance in case of any theft of the POS Terminal

**Transaction Certification contains the following fields**

1. **IDSPL Name and Address**
2. **Issuing Details**

* Issuing Date and Time
* Issued by
* Issuing Place and address

1. **Mode**

* By hand/Courier
* Courier Name
* POD/AWR

1. **Issued to**

* FSE ID
* FSE Name
* Address
* Mode

1. **Terminal Details**

* POS Terminal Model
* POS Terminal Serial number
* EDC Type
* Bank
* Acceptance Date and Time

1. **Reports and Dashboards**
2. **Dashboard for Daily Case Log File**
3. Dashboard with Proactive roll count and repeat count

* Proactive Roll Count – In the month beginning Banks send the case file (Proactive Cases) which contains the cases of Call Category with SC\_Roll. Dashboard shows the daily pending cases with Proactive Roll Count field. If there is any Proactive case is available against TID of pending case, then Proactive Roll Count field is updated with the Roll count mentioned in the Proactive case. Then FSE can take up both cases pertaining to the TID.
* Repeat Count – This column displays the number of dockets logged for the particular POS Terminal ID for last three month. This value is hyperlink and on clicking this value, pops up the Case History screen

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Proactive Cases** | **Dockets pertaining to TID** | Daily Cases - Pending | | | |
| **Proactive Roll Count** | **Repeat Count** | **Client** | **Region** | **PLAN/LOG DATE** | …. |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Case History**

Timeline

Description automatically generated

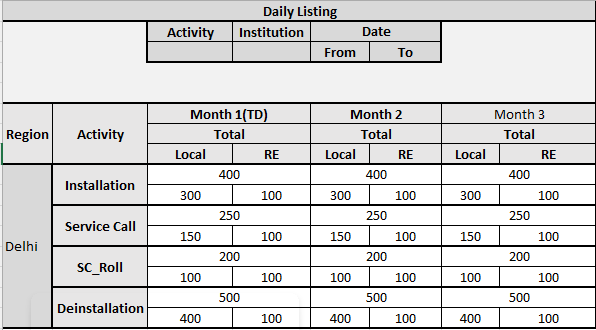
**Case History**

* Soft borders for each docket wise
* Dockets may be presented in collapsible tabular format. For one docket one entry (latest date activity) is visible, once you click on + sign remaining entries for that particular docket gets displayed
* logic: for installations, history is searched based on Docket no; for Service call and SC-Roll, Proactive roll, deinstallation etc search is based on TID

1. Daily Listing of the cases



1. Case Listing for the duration



1. Monthly comparison



1. **Dashboard – Overall Performance**
2. Overall Activity for the day

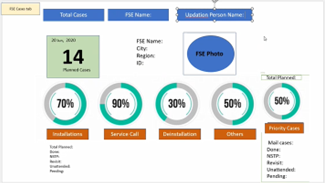
Chart, waterfall chart

Description automatically generated

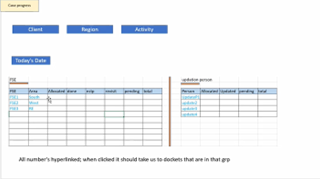
Chart

Description automatically generated

1. FSE wise and Team Lead wise performance



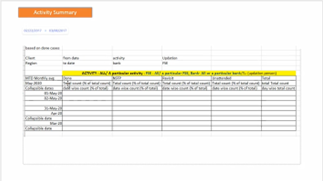
1. Today’s Case Progress – Daily Dashboard. This is Dashboard which is displayed in the Big Monitor. All the values will have hyperlinks to see the details.



1. Screen with Map showing all the FSEs live locations
2. **Past Data Dashboard**
3. FSE Performance



1. Activity Summary for the duration



1. Overall Activity for the day

# Responsibility Matrix

|  |  |  |
| --- | --- | --- |
| **Responsibility** | **ConneQt** | **IDSPL** |
| **Google Map API** | ConneQt will integrate Google Map API with Mobile App as well as Desktop Application | IDSPL provides Google Map APIs to ConneQt |
| **Case Field values – Masters** |  | IDSPL provides the Masters for all the Case Field values before the System Design |
| **Fields for filtering the Cases** |  | IDSPL has to provide the list of fields with values before the System Design |

# User Profiles

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **User** | **Management Dashboard** | **Inventory Management** | **Case Management** | **Mobile App** | **Admin Module** |
| **FSE** |  |  |  | **Yes** |  |
| **Team Lead** |  |  | **Yes** |  |  |
| **CRM User – Case Management** |  |  | **Yes** |  |  |
| **CRM User – Inventory Management** |  | **Yes** |  |  |  |
| **Management** | **Yes** |  |  |  |  |
| **CRM Admin** |  |  |  |  | **Yes** |
|  |  |  |  |  |  |

**Users**

User for Inventory Management – CRM – 10

Field Executives: Total count - 220

* Delhi Region: 70
* East India Region: 150

Count of Incremental New Cases per day: Approx. Max 900 - 2000

Active cases at any point: Approx. 10

Current Inventory of - POS Devices: Approx. 40-50K

# CRM System – Configuration Details

**Case Fields**

* Docket ID/Case ID – Unique ID for each case
* Docket Date – Date on which Docket is created
* MID – Merchant ID
* Merchant Name
* Address
* Contact No
* TID(Terminal ID) - Inde No assigned by Bank. TID is used for configuring the POS Terminal. This nothing but signing in with unique Username and password.
* Call\_Category – STP: Pending case, NSTP: Problematic case
* Activity Tag - Case Types(Installation, Deinstallation and Service Calls)
* Activity Code – shows the actual problem to be resolved
* Activity Subcode – shows the actual problem to be resolved
* Remarks -
* Existing Model – POS Models. In case of Installation, same model Terminal need to be installed at merchant location. Each model will have different rentals.
* Institution – Bank Name
* Closure date – date by which case closure required.
* Aging – time left for the closure of the ticket.
* TAT – Turn Around Time. Depends on the Activity Tag and Location (Local, Remote:RE)
* Target Date– who decides the target date – is it bank or IDSPL
* Planned Date – Planned date can be decided in advance. Planning for the day is done by assigning the Cases to FSEs.
* Within/Beyond – It the Case is closed within TAT then value is “Within” otherwise it is Beyond
* Location – IDSPL deals Delhi Region(Delhi and NCR) which is referred as Local and East India which covers some parts of the UP and Haryana which is referred as Remote location(RE).
* CITY/OUTSTN – TAT will be different
* FSE – from Masters
* Team Lead – from masters
* Ticket Status – from masters

**NSTP**

* NSTP – Drop down with around 15 items.
* ME Refused – No Requirement
* ME Refused – charges too high
* ME Refused – Shop Not Ready
* Network Issue

**Inventory Items**

1. **POS Terminal**

Lifecycle journey of the POS Terminal starts when IDSPL receive the Terminal from customer. Owner of the device is Bank. Custodian is who is currently holding the device and it can be Warehouse, FSE, Merchant or Transit. In case of Transit, User need to update the courier details in the system.

* There are around 15-20 models and rental differ based on the model.
* POS Device work on SIM, PSTN line, Wi-Fi/GPRS, Android terminal (New)
* POS Terminals require Battery. And POS Terminal which is connected to PSTN line does not require battery

**POS Terminal Details**

* Model
* Serial Number
* Owner: Bank
* Custodian/Asset Position: Warehouse, FSE, Merchant, Transit

1. **SIM Card**

**SIM Card Details**

* Service Provider
* Serial Number
* Owner: Bank
* Custodian/Asset Position: Warehouse, FSE, Merchant, Transit

1. **Battery**

* There is no serial number for Batteries. Tracking is done only on count
* Inventory Position: Warehouse, FSE, Merchant, Transit

**Battery Details**

* Count: Count of the Batteries
* Custodian: Warehouse, FSE, Merchant, Transit

1. **Paper Roll**

* This is very important inventory item

**Paper Roll Details**

* Count: Count of the Paper Rolls
* Custodian: Warehouse, FSE, Merchant, Transit

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