Tasks -

1. ***Build a website*** 
   1. Customers/business-users can login and check their accounts (1)
   2. Customers can login and edit, view their personal details, keep track of their communication with Smart Media. (1.1)
   3. Customer should have the right to query for recording against which they can claim (1.24)
      1. Customer can push/submit the claims they have identified in the workflow (1.26)
      2. Customer can push/submit a bulk of the claims they have identified in the workflow (1.27)
   4. Raise a service request to change the password for their account (1.3)
   5. Provide querying and registration option to customers (1.12)
   6. Display the customer’s contractual requirements on the website (1.4)
   7. Allow customer to maintain multiple contacts on the website (1.14)
   8. ***Create and maintain a document/database management system (1.56)***
      1. Store scanned legal documents of the customer applying index to them (1.56)
      2. Customer can view these documents when required (1.56)
      3. Merge duplicate customer records (1.21)
      4. Add and commit customer data to the database once the registration is complete (1.22)
      5. Maintain a repository of customer’s legal scanned documents, so that the customer service team has access to it. They should be linked to a particular customer account. (1.5)
      6. Update database records based on additional information received from customer via claims. (1.31)
      7. Update data with the outcome of claims (1.36)
      8. Trigger update of rights and media repository after a dispute is resolved (1.47)
   9. ***Access Rights - Setup access rights for third party intermediaries so that they can access user account on their behalf (1.6)***
   10. Develop a batch file which will do bulk update to the customer information (1.57)
   11. Allow customer service team to update customer’s file with the most information (1.11)
   12. Raise a dispute from the online portal (1.42)
   13. Allow customer service agents to access customer information via a proper channel (1.52)
       1. Allow customer service agents to access information about customer transaction data (1.54)
       2. Enable customer service agents to update customer details (1.55)
   14. ***Workflow management – Take care to navigate to appropriate pages for particular customer (1.13)***
       1. Check for legal requirement fulfilment (1.13)
       2. Send automatic responses to customer in case of registration/failure or when there is any change in the workflow (1.19)
       3. Every claim will be managed and be processed by different paths in the workflow depending on the type of the claim (1.23)
       4. Maintain a log file for multiple online bulk submission from a single customer, so that the system identifies it as a single order (1.28)
       5. Validate data received from the customer by applying business rules (1.30)
       6. Communicate to customers when appropriate data is not available (1.30)
       7. Workflows should be configured in such a way that on the basis of proof required, the necessary steps in the workflow should be followed (1.33)
          1. Generate a mail communication to customer in case of proof is required for a particular claim (1.34)
          2. Log evidence which is submitted by customer (1.35)
          3. Send automated email to the customer when the status of the query changes (1.50)
       8. Track service requests which were raised for disputes over claims. Any changes made to the status of this service requests will be audited. (1.40)
          1. Generate mail communication to the disputer and disputed party when a dispute over a claim originates, changes to the status of this dispute will also be mailed to both parties (1.41)
          2. Allow disputes to be raised from other processes (1.42)
       9. Send out a mail communication to the claimant requesting a proof for the claim depending on the nature of the claim (1.45)
       10. Attach evidence provided by customer to the respective claims (1.46)
       11. Workflows should track every query which was raised right from the point it was raised till the time it was closed (1.49)

1.12.11.1 Log updates to these queries for audit purpose (1.49)

* 1. ***Manage Registration - Enable customers to set a join/termination date in the future (1.15)***
     1. Prompt customers with preferences they haven’t registered for (1.16)
     2. Prevent duplicate selection of preferences for customers (to be handled by customer services team) (1.17)

1. Create placeholder for entities that are not registered as customers, but these entities are known to SmartMedia (1.8)
2. ***Campaign Management - Identify potential customers and target these customers to bring in more business (1.9)*** 
   1. Prioritise potential customers so that the customer service team can contact them for bringing in more business (1.10)
3. ***Fund Management - Calculate payment for an individual after the claim has been successful (1.37?)***
   1. Enable customer service agents to create a hold on funds in case of disputes, this hold will be created on the service requests and all associated entities (1.44)