**SERVICE INTEGRATION REQUIREMENT SPECIFICATION**

**Centralize Payment and Collection (cPAC)**

**MIMO Tech Co., Ltd.** 

**Version 2.1**

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Description** | **Author** | **Version** |
| 29/03/2016 | Create | Kittisak | V.1.0 |
| 30/05/2016 | ปรับปรุง Interface Spec ตามที่ประชุม | Kittisak | V.2.0 |
| 21/06/2016 | ปรับปรุง Interface Spec ตามที่ได้รับแจ้งจากทีม SIEBEL | Kittisak | V.2.1 |
| 30/06/2016 | เพิ่ม Interface เส้น Exempt Flag | Kittisak | V.2.2 |
| 01/07/2016 | ปรับปรุง Interface Spec ตามที่ได้รับแจ้งจากทีม SIEBEL | Kittisak | V.2.3 |
| 07/09/2016 | แก้ไขคำผิด | Kittisak | V.2.4 |

## ระบบ Siebel

* + - 1. **Send Collection Activities Log**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | | Debt Activity Log | |
| **Description** | | Activity การติดตามหนี้ เป็น Batch File ทุกสิ้นวันเพื่อให้ระบบ Activity Management ใช้ในการตอบคำถามลูกค้า | |
| **Requester** | | ระบบ cPAC Collection | |
| **Provider** | | ระบบ SIEBEL | |
| **System Flow** | | | |
|  | | | |
| **Process Detail** | | | |
|  | | | |
| **รายละเอียดของ Service** | | | |
| **เลขที่** | **หัวข้อ** | **รายละเอียด** | **หมายเหตุ** |
| 1 | Service Type | Outbound |  |
| 2 | Interface Type | File |  |
| 3 | Data Type | Text File |  |
| 4 | Encoding | ANSI |  |

**Environment**

|  |  |  |  |
| --- | --- | --- | --- |
| **Environment** | **Dev** | **SIT** | **Production** |
| Server |  |  | PBSSNS410BVF1 (10.13.114.233) |
| Activity Log |  |  | /vol/SH\_SIEBEL/DATA/imActivityLoadPlugin/IN |

**Process**

|  |  |  |
| --- | --- | --- |
| **Process** | **Job Name** | **Run Time** |
| Activity Log |  | 1.00 AM |

**Outbound Format**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **File Name** | PLUGIN\_ACTV\_yyyymmdd\_hh24miss.dat | | | | | |
| **Limitation** | จำนวน Record ต่อไฟล์ต้องไม่เกิน 50,000 Order | | | | | |
| **Delimiter** | "|" (Pipe) | | | | | |
| **Header Structure** | | | | | | |
| **Field name** | **Description or Value** | **Data Type** | **Required** | **Length** | **Simple Data** | **Remark** |
| Record Type | Value "01" | Char | Y | 2 | 01 |  |
| Date | Sysdate | Char | Y | 255 | 20120910\_133800 | yyyymmdd\_hh24miss |
| **Body Structure** | | | | | | |
| **Field name** | **Description or Value** | **Data Type** | **Required** | **Length** | **Simple Data** | **Remark** |
| Record Type | Value "02" | Char | Y | 2 | 02 |  |
| Customer Account No | รหัส CA No. | Char | Y | 30 |  |  |
| Billing Account No | รหัส BA No. | Char | Y | 30 | 31099920946 | BA# |
| Mobile No | หมายเลขโทรศัพท์ | Char | Y | 30 | 0898889999 |  |
| Type | ชนิดของ Activity | Char | Y | 30 | SMS-Outbound |  |
| Category | Value "018" | Char | N | 30 | 018 |  |
| Sub Category | Value "21" | Char | N | 30 | 21 |  |
| Planned Start |  | Date/Time | N |  |  |  |
| Planned Completion |  | Date/Time | N |  |  |  |
| No Sooner Than |  | Date/Time | N |  |  |  |
| Actual Start |  | Date/Time | N |  |  |  |
| Actual Completion |  | Date/Time | Y |  | 10092012\_133759 | ddmmyyyy\_hh24miss |
| Due |  | Date/Time | N |  |  |  |
| Priority | Value default to Low. | Char | N | 30 |  |  |
| Description |  | Char | N | 1500 | Test load batch : imActivityLoadPlugin by SA | Description in Activity |
| More Info |  |  | N | 150 |  |  |
| Status | Value default to Done. |  | N | 30 |  |  |
| Owner |  |  | Y | 50 | DEBT |  |
| Document# |  |  | N | 30 |  |  |
| Sub Status |  |  | N | 50 |  |  |
| Reason |  |  | N | 150 |  |  |
| Order# |  |  | N | 30 |  |  |
| SR# |  |  | N | 30 |  |  |
| **Footer Structure** | | | | | | |
| **Field name** | **Description or Value** | **Data Type** | **Required** | **Length** | **Simple Data** | **Remark** |
| Record Type | Value "09" | Char |  | 2 | 09 |  |
| Total Record | จำนวนข้อมูลของ body | Number |  |  | 2 |  |

**อ้างอิง ตามเอกสาร Input\_Format\_ImActivityLoadCommon.doc**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **File Name** | PLUGIN\_ACTV\_yyyymmdd\_hh24miss.sync | | | | |
| **Limitation** | None | | | | |
| **Delimiter** | "|" (Pipe) | | | | |
| **Header Structure: None** | | | | | |
| **Body Structure** | | | | | |
| **Field name** | **Description or Value** | **Data Type** | **Length** | **Simple Data** | **Remark** |
| File Name | ชื่อไฟล์ | Char | 30 | PLUGIN\_ACTV\_yyyymmdd\_hh24miss.dat |  |
| File Size | ขนาดของไฟล์ | Char | 30 | 1258 |  |
| **Footer Structure: None** | | | | | |

**Activity Mode**

|  |  |
| --- | --- |
| **Mode** | **Type** |
| TS,TSC | SMS - Outbound |
| WL,WLC | Letter - Outbound |
| TL,TLC | Letter - Outbound |
| THR,THB | Debt - Outbound |

**ตัวอย่างข้อมูล**

**File Name:** PLUGIN\_ACTV\_20080428\_000001.dat

01|20070828\_160817

02|||0818302222|Call - Inbound|B47|03|||||20082007\_160817||Low|Test load batch : imactivityLoadCommon by SA|เชียงใหม่|Open|NAKHORNL|112233|ดำเนินการเรียบร้อยแล้ว|eChannel|050900173929|1-168814051

09|1

**File Name:** PLUGIN\_ACTV\_20080428\_000001.sync

PLUGIN\_ACTV\_20080428\_000001.dat|1258

* + - 1. **Campaign Debt File**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | | Campaign Debt File | |
| **Description** | | ระบบ Collection ส่งข้อมูลให้ ACC ใช้ในการโทรติดต่อลูกค้ากรณีลูกค้า PA | |
| **Requester** | | ระบบ cPAC Collection | |
| **Provider** | | ระบบ SIEBEL | |
| **System Flow** | | | |
|  | | | |
| **Process Detail** | | | |
|  | | | |
| **รายละเอียดของ Service** | | | |
| **เลขที่** | **หัวข้อ** | **รายละเอียด** | **หมายเหตุ** |
| 1 | Service Type | Outbound |  |
| 2 | Interface Type | File |  |
| 3 | Data Type | Text File |  |
| 4 | Encoding | ANSI |  |

**Environment**

|  |  |  |  |
| --- | --- | --- | --- |
| **Environment** | **Dev** | **SIT** | **Production** |
| Server | cPAC NAS DEV  10.252.167.22:/vol/SHT\_CPAC | cPAC NAS DEV  10.252.167.22:/vol/SHT\_CPAC | PBSSNS410BVF1 (10.13.114.233) |
| Campaign File | /collection/dev/file\_interface/  campaign | /collection/sit/file\_interface/  campaign | /vol/SH\_SIEBEL/DATA/imCampaignDebtLoad/IN |

**Process**

|  |  |  |
| --- | --- | --- |
| **Process** | **Job Name** | **Run Time** |
| Campaign File |  | 23:30 |

**Input Format:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **File Name** | CAMPAIGN\_DEBT\_LOAD\_yyyymmdd\_hh24miss.dat | | | | | |
| **Limitation** | None | | | | | |
| **Delimiter** | "|" (Pipe) | | | | | |
| **Header Structure** | | | | | | |
| **Field name** | **Description or Value** | **Data Type** | **Length** | **M/O** | **Example** | **Remark** |
| Record Type | ข้อมูล Header | Char | 2 | M | 01 | Value "01" |
| Date | Sysdate | Char | 255 | M | 20120910\_133800 | Format: yyyymmdd\_hh24miss |
| Sequence No File |  | Number | 255 | M | 0000001103 |  |
| **Body Structure** | | | | | | |
| **Field name** | **Description or Value** | **Data Type** | **Length** | **M/O** | **Example** | **Remark** |
| Record Type | ข้อมูล body | Char | 2 | M | 02 | Value "02" |
| Campaign Code | ข้อมูล Campaign Code | Char | 100 | M | 1-8017665348 |  |
|  | null |  |  | O |  |  |
| Billing Account Number | รหัส BA No. | Char | 30 | M | 31500070075182 |  |
| Mobile No | เลขหมายโทรศัพท์ | Char | 100 | M | 0889130918 |  |
| Assign ID | รหัส Assign ID | Char | 20 | M | 58069005 |  |
| USER\_LOGIN | USER\_LOGIN | char | 15 | O |  | Can be null |
| Agent Code & Assign Amount & Billing Account Number |  | Char | 255 | O | CSR-NUSARASR,Amt-2182.69,Ref-31500070075177 | 1.Fix CSR- before Agent Code 2.Fix Amt- before Assign Amount   Currency: Satang 3.Fix Ref- before Billing Account Number |
| **Footer Structure** | | | | | | |
| **Field name** | **Description or Value** | **Data Type** | **Length** | **M/O** | **Example** | **Remark** |
| Record Type | Value "09" | Char | 2 | M | 09 |  |
| Total Record | จำนวนข้อมูลส่วน body | Number |  | M | 2 |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **File Name** | CAMPAIGN\_DEBT\_LOAD\_yyyymmdd\_hh24miss.sync | | | | | |
| **Limitation** | None | | | | | |
| **Delimiter** | "|" (Pipe) | | | | | |
| **Header Structure: None** | | | | | | |
| **Body Structure** | | | | | | |
| **Field name** | **Description or Value** | **Data Type** | **Length** | **M/O** | **Example** | **Remark** |
| File Name | ชื่อไฟล์ | Char | 30 | M | CAMPAIGN\_DEBT\_LOAD\_yyyymmdd\_hh24miss.dat |  |
| File Size | ขนาดของไฟล์ | Char | 30 | M | 1258 |  |
| **Footer Structure: None** | | | | | |  |

**ตัวอย่างข้อมูล**

**File Name:** CAMPAIGN\_DEBT\_LOAD\_20080428\_000001.dat

01|20150702\_140306|0000001103

02|1-8017665348||31500070075182|0889130918|58069005||CSR-NUSARASR,Amt-2182.69,Ref-31500070075177

09|1

**File Name:** CAMPAIGN\_DEBT\_LOAD\_20080428\_000001.sync

CAMPAIGN\_DEBT\_LOAD\_20080428\_000001.dat|1258

* + - 1. **Exempt Flag**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | | Exempt Flag | |
| **Description** | | ระบบ Collection ส่งข้อมูล Exempt ในระดับ Mobile โดยที่ถ้าลูกค้าทำ Exempt  Level CA จะ Flag ทุก Mobile ภายใต้ CA  Level BA จะ Flag ทุก Mobile ภายใต้ BA  Level Mobile | |
| **Requester** | | ระบบ cPAC Collection | |
| **Provider** | | ระบบ SIEBEL | |
| **System Flow** | | | |
|  | | | |
| **Process Detail** | | | |
|  | | | |
| **รายละเอียดของ Service** | | | |
| **เลขที่** | **หัวข้อ** | **รายละเอียด** | **หมายเหตุ** |
| 1 | Service Type | Outbound |  |
| 2 | Interface Type | File |  |
| 3 | Data Type | Text File |  |
| 4 | Encoding | ANSI |  |

**Environment**

|  |  |  |  |
| --- | --- | --- | --- |
| **Environment** | **Dev** | **SIT** | **Production** |
| Server | cPAC NAS DEV  10.252.167.22:/vol/SHT\_CPAC | cPAC NAS DEV  10.252.167.22:/vol/SHT\_CPAC | PBSSNS410BVF1 (10.13.114.233) |
| Campaign File | /collection/dev/file\_interface/  exempt\_status | /collection/dev/file\_interface/  exempt\_status | /vol/SH\_SIEBEL/DATA/XXXXXXXX/IN |

**Process**

|  |  |  |
| --- | --- | --- |
| **Process** | **Job Name** | **Run Time** |
| Exempt Status |  | 09:00 -19:00 |
| **\*\*** Siebel Job run : 09:00-19:00 cyclic every 2 hours , from job's Start | | |

**Input Format:**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **File Name** | ExemptUpdate\_yyyymmdd\_hh24miss.dat | | | | | | | | | |
| **Limitation** | จำนวน Record ต่อไฟล์ต้องไม่เกิน 50,000 Records | | | | | | | | | |
| **Delimiter** | "|" (Pipe) | | | | | | | | | |
| **Header Structure** | | | | | | | | | | |
| **Field name** | **Description or Value** | **Data Type** | | **Length** | | **M/O** | | **Example** | **Remark** | |
| Record Type | ข้อมูล Header | Char | | 2 | | M | | 01 | Value "01" | |
| Date | Sysdate | Char | | 255 | | M | | 20120910\_133800 | Format: yyyymmdd\_hh24miss | |
| Sequence No File |  | Number | | 255 | | M | | 0000001103 |  | |
| **Body Structure** | | | | | | | | | | |
| **Field name** | **Description or Value** | **Data Type** | **Length** | | **M/O** | | **Example** | | | **Remark** |
| Record Type | ข้อมูล body | Char | 2 | | M | | 02 | | | Value "02" |
| Billing Account Number | รหัส BA No. | Char | 30 | | M | | 31500070075182 | | | Account No |
| Mobile No | เลขหมายโทรศัพท์ | Char | 100 | | M | | 0889130918 | | |  |
| Mode | ข้อมูล Action Mode | Char | 2 | | M | | DD | | | ค่า Exempt Mode |
| Effective Date | วันที่ Exempt Start Date | Char | 20 | | M | | 20160630\_153055  or  20160630 | | | YYYYMMDD\_HH24MISS |
| Expire Date | วันที่ Exempt End Date | Char | 20 | | M | | 20160630\_153055  or  20160630 | | | YYYYMMDD\_HH24MISS |
| **Footer Structure** | | | | | | | | | | |
| **Field name** | **Description or Value** | **Data Type** | | **Length** | | **M/O** | | **Example** | **Remark** | |
| Record Type | Value "09" | Char | | 2 | | M | | 09 |  | |
| Total Record | จำนวนข้อมูลส่วน body | Number | |  | | M | | 2 |  | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **File Name** | ExemptUpdate\_yyyymmdd\_hh24miss.sync | | | | | |
| **Limitation** | None | | | | | |
| **Delimiter** | "|" (Pipe) | | | | | |
| **Header Structure: None** | | | | | | |
| **Body Structure** | | | | | | |
| **Field name** | **Description or Value** | **Data Type** | **Length** | **M/O** | **Example** | **Remark** |
| File Name | ชื่อไฟล์ | Char | 30 | M | ExemptUpdate\_yyyymmdd\_hh24miss.dat |  |
| File Size | ขนาดของไฟล์ | Char | 30 | M | 1258 |  |
| **Footer Structure: None** | | | | | |  |

|  |  |  |
| --- | --- | --- |
| **Exempt Mode** | **Description** | **cPAC Collection Flag** |
| CT | Terminate | Yes |
| DC | Suspend Credit Limit | No |
| DD | Suspend | Yes |
| DF | Suspend Fraud | No |
| LG | Legal | Yes |
| NL | Notice Letter | Yes |
| TH | Tele | Yes |
| TL | Terminate Letter | Yes |
| TP | Third Party | Yes |
| TR | SMS by Robot | No |
| TS | SMS | Yes |
| WL | Warning Letter | Yes |
| WO | Write Off | Yes |

**ตัวอย่างข้อมูล**

**File Name:** ExemptUpdate\_yyyymmdd\_hh24miss.dat

Example:

01|20150818\_030127|32400

02|31500000686056|0800143502|DD|20150818\_025805|20150820\_000000

02|31500000686056|0800143502|TH|20150818\_025805|20150820\_000000

02|31500000686056|0800143502|TS|20150818\_025805|20150820\_000000

09|3

**File Name:** ExemptUpdate\_yyyymmdd\_hh24miss.sync

ExemptUpdate\_yyyymmdd\_hh24miss.dat|1258