

2. This Agreement shall be governed by and construed in accordance with laws of the State of Tamil Nadu, India and each party agrees to submit any dispute, including disputes relating to any non-contractual obligations, which may arise out of, under, or in connection with this Agreement to the courts in Chennai, Tamil Nadu, India.

Annexure 01- Statement of Work

INTRODUCTION

The goal of this enhancement is to introduce OTP (One-Time Password) validation to two existing custom applications—New Activation App and Profile Update App. This enhancement aims to improve the security and accuracy of customer data by ensuring that phone numbers associated with customer accounts are verified through OTP validation before any activations or profile updates are completed.

SCOPE OF WORK

The scope of the project includes enhancing the following two custom applications:

- **New Activation App (Full-page and Contact module):**
 - An app designed for facilitating new account activations.
- **Profile Update App (Account custom module):**
 - An app that allows agents to update customer details within the account.

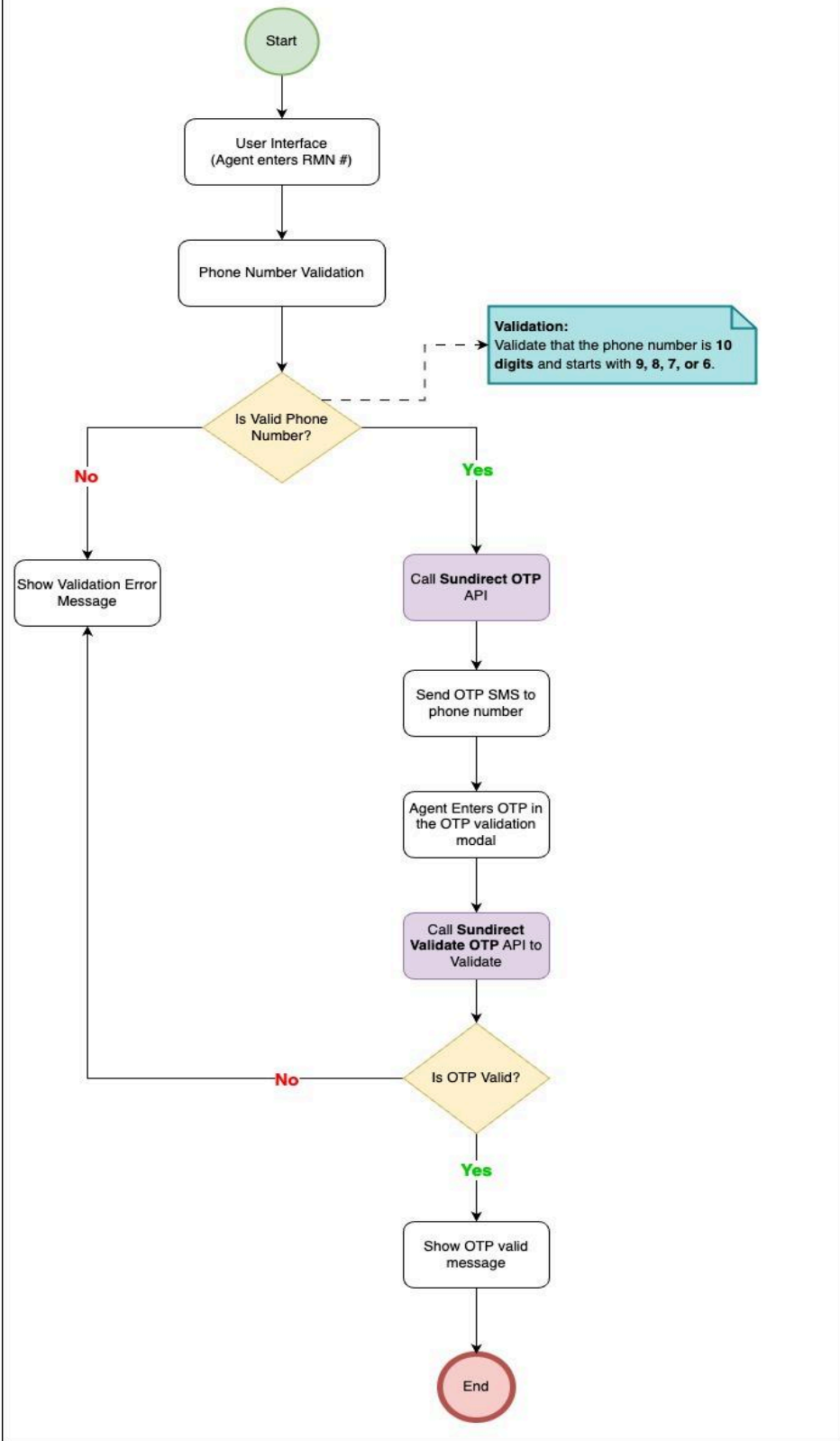
IMPLEMENTATION

Implement OTP validation during new account activations and profile updates to ensure the authenticity of phone numbers. The system will send an OTP to the customer's registered mobile number (RMN) for verification, using Sun Direct's Send OTP and Verify OTP APIs, before completing the activation or update process.

Architecture:

The overall architecture integrates the OTP validation API calls within the workflow of the existing applications. The OTP validation logic will be built into both the **New Activation App** and the **Profile Update App**. (Following is the high-level architecture diagram)

Sundirect - OTP Validation



System Flow / Data Flow:

User Input: The agent enters the customer's phone number in the user interface and clicks on validate.

Phone Number Validation:

- The system verifies that the entered phone number is:
 - 10 digits long.
 - Starts with a valid Indian prefix (9, 8, 7, 6, or 5).
- If the phone number is invalid, the agent is shown an error message.

OTP Request:

- If the phone number is valid, the app sends a request to the **Sun Direct Send OTP API** to send an OTP to the customer.
- On successful OTP dispatch, a message is displayed to the agent confirming that the OTP has been sent.
- If there is an issue sending the OTP, the agent receives an error message.

Validate OTP:

- The agent enters the OTP received by the customer into the OTP validation UI.
- The system invokes the **Sun Direct OTP Validation API** to verify the entered OTP.
- The OTP is valid for 5 minutes.
- If the OTP is valid, a success message is shown.
- If the OTP is invalid, an error message is displayed.

Invalid OTP validation:

- Agents will have the option to resend the OTP if the customer enters an invalid OTP. This can be done up to 5 times.
- After the fifth unsuccessful attempt, further OTP validation is locked, and the agent is advised to contact support.
- The number of retries can be configured in the configuration page.

Complete Activation or Profile Update:

The agent will only be permitted to complete the activation or profile update process once the validation process has been successfully completed.

Additional Condition for Profile Update App:

For the Profile Update App, the RMN (Registered Mobile Number) update option will only be enabled if at least 90 days have passed since the last update. This is to ensure that RMN changes are not made frequently.

The RMN last updated date will be stored in a custom field in the account module.

RMN can be updated starting on the 91st day after the last update.

Components:

Sun Direct Send OTP API:

- **URL:** <http://testapi.sundirect.in/crm/Account/SendOTP>
- **METHOD:** POST

REQUEST BODY:

```
{  
  "new_rmn": "9790938395"  
}
```

SAMPLE SUCCESS RESPONSE:

```
{  
  "status": 0,  
  "message": "OTP Send Successfully Registered RMN, Do not share this OTP  
with anyone. Valid for 5 minutes.",  
  "txnid": "14202",  
  "rmn": "9790938395"  
}
```

Sundirect Send OTP API:

- **URL:** <http://testapi.sundirect.in/crm/Account/VerifyOTP>
- **METHOD:** POST

REQUEST BODY:

```
{  
  "txnid": "14202",  
  "rmn": "9790938395",  
  "otp": "8522",  
  "time": "2023-12-18 15:00"  
}
```

SAMPLE SUCCESS RESPONSE:

```
{  
  "status": 0,  
  "message": "OTP Verified Successfully",  
  "txnid": "",  
  "rmn": "9790938395"  
}
```

ASSUMPTIONS

The Freshworks platform enforces a maximum timeout of 15 seconds for API calls. If the API does not respond within this timeframe, the request will fail, leading to potential disruptions in functionality.

The logic for defining valid starting digits (9, 8, 7, or 6) is currently hardcoded. Users are expected to provide valid 10-digit Indian mobile numbers that begin with the digits 9, 8, 7, 6, or 5.

The Sun Direct OTP API is assumed to be reliable and available during the validation process.

Sufficient product API limits and platform limits will be set on all products by Freshworks and/or by the client for the integration to function.

Any changes to the project scope will require mutual agreement and will be reflected in an updated Statement of Work, which must be signed off by all relevant stakeholders.