**Data Model**

1. Company
2. needs to include company business hours  ( for call request outside business hours message needs to be shown to customers indicating the same, At this stage UOM can use the message to be displayed, Dialog will later change this message )
3. Authentication model  (Company can opt which authentication method to use at the time of service request)

Two modes to authenticate the User

1. Captcha authentication
2. SMS – PIN authentication – When the user enters mobile number and SMS with a random PIN number will be sent to users phone. User has to enter the PIN number to initiate click to call request.
3. Calls
4. Needs to include call start time and end time
5. Need to capture all the details for the request (customer who make the click) for future number blocking algorithms

i.e. session id, Browser Agent etc  (these details will be needed for Call blocking)

1. Data model doesn’t include data which we should log  (refer the SOW and include, reporting and logging )
2. Calls – Should include start time/end time

**Click 2 Call – Action flow.**

1. Blacklist is based on Company. Hence before validation in the blacklist needs to check whether company is exists and  is in active status.
2. If users no has been blacklisted inform the user the same via  message.
3. If enterprise is temporary disable then show user error message “  Service is temporally unavailable. Please contact “The Compnay” “ . the error Message needs to be configurable.
4. If the enterprise doesn’t exists show the user error message “  Not authorized to use the service. Please contact “The company”.  This error message also needs to be configurable.
5. For other scenarios  user should be shown a message indicating “ Thank you for choosing the service you will receive a call during next 5mins  from “The Company”.
6. Logs needs to be created for call failure scenarios. Log needs to indicate the Originating number, time stamp and failure reason. Calls could fail due to following reasons.
7. Credit check failed
8. Company status is inactive.
9. Agent Busy/Waiting
10. Customer busy/waiting
11. Customer not Answered
12. Above logs needs to be accessible to Dialog admin and Customer Admin from the UI

**UI**

1. Customer (Enterprise admin should have following privileges)
2. Create/edit agent
3. Add/remove numbers from the company blacklist
4. View reports/logs belongs to his/her company.

**Reports**

    1)Under reports user should be allowed to specify the time period of the reports

           2)    View agent wise reports

           3)Call detail reports with A Number, B Number, time stamp, duration, release cause/ errror