SCRM Solution Approach

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| Demand ID | *DM 17697* |
| Demand Title | *SMS Integration On Critical Cases to RM* |
| Document Version | *V0.2* |
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# References

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| --- | --- |
| Reference Description | Reference Documents |
| Requirement Document (FRS) |  |
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# Dependencies

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| --- | --- |
| Dependencies | Impact |
| Need values which SAG will be sending to SCRM while creating enquiry SR. |  |
| ODS team need to send feed to DWH. Hence need IBM to tell us what fields they need from us. |  |
|  |  |

# Proposed solution

# BR0001— SMS Intimation to RM on Port out request

* There is an existing SMS which is sent to RM which is triggered as part of below mentioned SR
  + Type: Service Disconnection
  + Sub Type: Port Out
  + Sub Sub Type: UPC
* The existing SMS verbiage is as mentioned below: Hello! Request has been raised by your customer [Service Request.TM Contact First Name] [Service Request.TM Contact Last Name] with Vodafone no. [Service Request.MSISDN] under Type: [Service Request.INS Product], SubType: [Service Request.INS Area], SubSubType: [Service Request.INS Sub-Area], Ticket Type: [Service Request.Ticket Type]: SR Num: [Service Request.SR Number]. Kindly get in touch with customer for any further support. Happy to help!
* The New SMS verbiage as part of this demand is as mentioned below: ““Hello, we have received a Port out request from <Subscriber name>, <Customer segment>, <Mobile number>. Pls initiate urgent action at your end.”
* The SR classification for SMS notification to RM will be updated to take into consideration above mentioned new verbiage.

# BR0002— SMS for reason of discontinuation

* A new enquiry SR will be implemented with below mentioned details:
  + **SR Type**: Service Disconnection
  + **SR Sub-Type**: Voluntary
  + **SR Sub-Sub-Type**: Disconnection Process
* There will be a DFF field to capture customer response (Reason For Disconnection)
* SAG will invoke SCRM’s CreateSR API to create above mentioned SR.
* SAG will have conversion logic. For e.g. if customer has responded “1” then SAG will convert it to “Better Tariffs” and send it ahead to SCRM.  SAG will call SCRM API “CreateSR” to create Enquiry SR at SCRM end and send the converted text ahead to SCRM. Whatever value SAG will send ahead to SCRM same will be shown in the enquiry SR
* The SR will be auto-created and auto closed at SCRM end.
* Once created the SR will be available in Subscriber 360 degree view.

# BR0003— Reporting Requirement

* Report Name: **Discontinuation Response Report**

Mode of Delivery: Online

Data availability:  NRT

Input Attributes:

1. Circle
2. Date Range

Report Logic: Date & time of response  within selected date range

Output Attributes:

1. Customer’s Mobile Number
2. Date & time of response
3. UPC generation date & time
4. Customer segment
5. Customer name
6. Customer’s response
7. RM Name
8. RM Number
9. AON (Age on Network)
10. Average Invoice value of last 3 months

* Report Name: **SMS send to RM�**

Mode of Delivery: Online

Data availability:  NRT

Input Attributes:

1. Circle
2. Date Range

Report Logic: Date & time of response within selected date range

Output Attributes:

1. Customer’s Mobile Number
2. Date & time of response
3. UPC generation date & time
4. Customer segment
5. Customer name
6. RM Name
7. RM Number
8. AON (Age on Network)
9. Average Invoice value of last 3 month

# Assumptions

* SAG will have conversion logic. For e.g. if customer has responded “1” then SAG will convert it to “Better Tariffs” and send it ahead to SCRM.  SAG will call SCRM API “CreateSR” to create Enquiry SR at SCRM end and send the converted text ahead to SCRM. Whatever value SAG will send ahead to SCRM same will be shown in the enquiry SR.



# Efforts

# Revision History

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| --- | --- | --- | --- |
| Version | Date | Author | Change Description |
| 0.1 | 12th Oct 2018 | Ajit Khaladkar | First version |
| 0.2 | 12th Oct 2018 | Ajit Khaladkar | Changed based on internal comments |
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