**FoneVerify Technical FAQ**

**Version 1.0**

**For**



**Title**

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| **Prepared By** | **Date of Preparation** | **Role** | **Signature** |
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| **Reviewed By** | **Date of Review** | **Role** | **Signature** |
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| **Approved By** | **Date of Approval** | **Role** | **Signature** |
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**Document Version History**

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| --- | --- | --- | --- | --- |
| **Sr No** | **Version #** | **Date** | **#Section Changed** | **Details of changes** |
| 1 | 2.0 | 31 Aug 2015 | All | Initial Draft |
|  |  |  |  |  |
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# Foneverify Technical FAQ

## Can we change SMS Template?

No. Presently U2opia supports generic template in different languages used across applications where application name, OTP and timeout interval are embedded in the template.

## Can information be masked in SMS?

CLI is masked depends on the country of operation. IN most of the countries it’s VERIFY and for other it could be different.

## What is the flow of verification?

There are two modes of verification; SMS and VOICE.

SMS mode:

Client application initiates verification request with end-user’s msisdn to FoneVerify system .In turn FoneVerify system allocates an OTP to this msisdn and sends this OTP to the end user (msisdn) via SMS. Client application/user types in the received OTP; application sends back this OTP to the FoneVerify system. FoneVerify matches the received OTP with the one it has allocated to this msisdn from which verification request has been initiated.

VOICE mode:

Client application initiates verification request with end-user’s msisdn to FoneVerify system .In turn FoneVerify system allocates a DID to this msisdn and sends this DID (Direct inward Dialing) to application in API’s response. End-user gives miss call to the allocated DID. FoneVerify system acknowledges the missed call and matches the combination of caller number (msisdn) and called number (DID).

## What are fallback mechanisms?

Fallback mechanism is the process where verification mode switches from SMS to VOICE and vice-versa (depends upon the flow opted) in case primary mode gets failed.

## Does the foneverify system call users?

No

## Is the end user charged?

No the end user is not charged as he/she will receive and SMS or has to give a missed call.

## Can I change the sender id of SMS?

No.

## How long does it take to switchover?

Switchover to fallback takes place as soon as update verification request is received from client application after initial timeout expires.

## How will the DID number be sent to the user if SMS sending fails?

### For App users

FoneVerify system provides DID number back to client application through API response.It is the responsibility of application developers to display this DID to end users through respective views.

### For Desktop Users

Same as above.

## How will a DID be unique to a particular MSISDN?

A DID once allocated to an end-user doesn’t get re-allocated to other one until previous verification cycle succeeds/fails.

## Is there an IVR available where a user can call?

No

## Can a user be verified more than once on the same number?

Yes. However, this is true in different verification cycle(s).

## How do I initiate a verification session?

By sending initial verification request given as below:

For SMS

/v1.0/flow/sms

For VOICE

/v1.0/flow/voice

## How do I get the app key and app id?

Once application is registered with FoneVerify account, a system generated unique appKey and appID get shared with developer on user’s account.

## What are the languages supported?

English, French, Spanish, German, Portuguese and Italian.

## Does the user need to input the Country code?

Yes. However it depends on application interface if it provides drop down or ask user to type in.

## How will I know the SMS delivery status?

In response to update request API hit, application will get any of the response codes 706, 707, 708. Please refer API document for all the available error/response codes.

## How do I know that a switchover from primary to fallback mechanism has happened?

In response to update request API hit, application will get any of the response codes 701, 705, 706. Please refer API document for all the available error/response codes.

## What happens when the SMS times out?

In VOICE/SMS flow, verification cycle ends and final verification status is failed.

In SMS/VOIOCE flow, it fall backs to VOICE verification mode.

## What happens when the missed call is not received within time out window?

In SMS/VOICE flow, verification cycle ends and final verification status is failed.

In VOICE/SMS flow, it fall backs to SMS verification mode.

## What if the fall back verification also fails?

Current verification cycle ends and final verification status will be failed.

However, application may re-initiate a new verification cycle.

## Can the OTP be alphanumeric?

No

## Can we use FoneVerify to verify landline numbers?

No

**1.24** 🡪 **What all are the business messages/error coded and corresponding next steps to be taken**.

|  |  |  |
| --- | --- | --- |
| **Error Business Message codes** | **Code Description** | **Next Step** |
| 200 | Success (Request Received / VERIFICATION\_COMPLETED) | Verification Success Screen |
| 500 | Unknown Response. Please Try again later. | Display Error Screen |
| 501 | INVALID\_CUSTOMER\_ID | Display Error Screen |
| 502 | INVALID\_APP\_KEY | Display Error Screen |
| 503 | INVALID\_ISOCOUNTRYCODE | Display Message "Invalid Country Code - Please enter the correct ISO Country Code and Try Again" |
| 504 | INVALID\_MOBILE\_NUMBERFORMAT | Display Message "Invalid Number - Please enter the correct Number and Try Again" |
| 505 | INVALID\_VERIFICATION\_ID | Display Error Screen |
| 506 | REQUEST\_ALREADY\_EXISTS | Send Update Request - Initiate Fall back |
| 507 | NO\_ACTIVE\_DID\_FOUND | Display Error Screen |
| 700 | VERIFICATION\_FAILED | Verification Failed Screen |
| 701 | TRYING\_FALLBACK | This is not an Error |
| 702 | WRONG\_OTP\_PROVIDED | Display Message "Wrong OTP - Please enter the correct OTP" |
| 703 | ALREADY\_VERIFIED | Verification Success Screen |
| 704 | NOT\_VALID\_TYPE\_REQUEST | Display Error Screen |
| 705 | TRYING\_FALLBACK\_SMS\_DELIVERED | This is not an Error |
| 706 | TRYING\_FALLBACK\_SMS\_NOT\_DELIVERED | This is not an Error |
| 707 | SMS\_DELIVERED\_SUCCESSFULLY | This is not an Error |
| 708 | SMS\_DELIVERY\_REPORT\_PENDING | This is not an Error |
| 709 | WRONG\_DID\_PROVIDED | Display Error Screen |
| 710 | DID\_VERIFICATION\_PENDING | This is not an Error |
| 711 | COUNTRY\_NOT\_SUPPORTED\_OTP\_SENT | DID is not available in the country, Flow has been switched to SMS. Display enter OTP screen to the customer |

**1.25** 🡪 **I am getting 30 sec time through API while in OTP message get 90 seconds.**

Flow timeout is of 90 seconds.

The Timeout parameter received in the first API (i.e. 30) is the suggested time post which application should send an update request to server (without any display to the user).

**1.26 🡪 What happens when user tap on the OTP submit button with blank OTP multiple times with in time frame**.

Ideally the blank text (OTP) field validation should be there at client side; thus should not result into server hit.

However, as the FoneVerify solution doesn’t generate blank OTP to be sent to user, thus in the event of blank OTP receipt it will result into incorrect OTP.