

User Acceptance Test

BITEL Peru

Loan Credit Service



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Document Version: 0.3

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1 Document Management

1.1 Revision History

Date	Version	Author	Notes
10 May 2018	0.1	Theocharis Kalamaras	Initial setup
12 May 2018	0.2	Theocharis Kalamaras	Updates/Changes
14 May 2018	0.3	George Skapetis	Update/Changes Addition of Bundle Completion (SAT-PUSH) test cases.

1.2 Document Contributors

Name	Role	Providing Input	Review
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1.3 Document References

ID	Document Name	Version	Status
1			

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Summary

This document is a generic User Acceptance Test (UAT) plan for Loan Credit Service, developed and implemented by ChannelVAS for BITEL Peru. This document has been customized for BITEL Peru use to certify the system implementation. The objective of this document is to inform the stakeholders about the test approach, test resources and organization, detailed test-cases, reporting and test deliverables for the BITEL Peru Loan Credit Service implementation. This is to prove that the Loan Credit Service system is properly integrated with the BITEL Peru's landscape and operates as described in the technical designs and the user interactivity designs.

Audience

This document is intended for ChannelVAS and BITEL Peru engineers. The document assumes an advanced level of familiarity with setting up, configuring and using Loan Credit Service services.

3 General Prerequisites

3.1 System Connectivity

1. All BITEL Loan Credit Service servers are up, running and connected to the Operator LAN
2. All BITEL Loan Credit Service system components are up and running
3. BITEL integration tasks have been properly executed and the systems are ready to be integrated with the Loan Credit Service systems
4. Remote access to Loan Credit Service servers are up and working
5. Interfaces & integration points described in the technical design should be up and accessible and the IAT should be passed before the UAT can start.

3.2 Devices and SIM Prerequisites

The short codes assigned to the service.

Test cell phone devices

Test Data, Test SIMs and Test MSISDNs with the following specifications:

ID	Account Type	Validation Period	Additional Characteristics
1			

4 Progress Reporting

During the UAT period, the ChannelVAS test lead will send out daily progress e-mails to the UAT team members presented in the table above, showing the status of the UAT. The daily e-mail will present the following topics:

- General status and open issues
- An overview of all test-cases, their projected and actual pass-rate as well as the projected and actual number of executed test-cases.
- A list of defects that are blocking, and the responsible department for resolving them
- Statistics on the number of defects and the severity
- Statistics on the number of Change Requests and the severity.

All defects & change requests will be registered in the ChannelVAS defect management system Jira.

Test cases are organized and executed in the ChannelVAS Test Director system TestLink.

5 Business Rules Overview

5.1 Airtime

Lending Band	Airtime Value	Service Fee	Recoverable Amount
1	1 SOL	0.2 SOL	1.2 SOL
2	2 SOL	0.4 SOL	2.4 SOL
3	3 SOL	0.6 SOL	3.6 SOL
5	5 SOL	1 SOL	6 SOL
10	10 SOL	2 SOL	12 SOL
20	20 SOL	4 SOL	24 SOL

5.2 Data

Lending Band	Monetary Value	Service Fee	Recoverable Amount
100 MB	3 SOL	0.6 SOL	3.6 SOL
200 MB	5 SOL	1 SOL	6 SOL
1 GB	5 SOL	1 SOL	6 SOL
500 MB	10 SOL	2 SOL	12 SOL

5.3 Bundle

Lending Band	Monetary Value	Service Fee	Recoverable Amount
BF5	5 SOL	1 SOL	6 SOL
BF10	10 SOL	2 SOL	12 SOL

5.4 Eligibility Checks

Parameter	Value
Subscriber Status	Active
Subscriber Type	Prepaid
Minimum Tenure	180 days
Service Excluded list	
Minimum ARPU (average recharge during last 3 months)	6
Maximum Last Topup Interval	30 days
TCL	>0
Available Credit Limit	>1.2

6 Test Scenarios Details

6.1 Successful Advance

6.1.1 Successful Airtime Advance - USSD

Description
An eligible subscriber requests and receives an airtime advance via the USSD channel.
Steps USSD:
<ol style="list-style-type: none"> 1. Dial *152# 2. Select S/1 from the menu. 3. Dial *152# again 4. Select Outstanding Advances from the menu. 5. Verify the response
Expected Results
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount.
Notes
Please repeat this test case for every lending band
Result
Passed/Failed/Blocked

6.1.2 Successful Airtime Advance – SMS

Description
An eligible subscriber requests and receives an airtime advance via the SMS channel.
Steps SMS:
<ol style="list-style-type: none"> 1. Send 1 to 152 2. Verify the response 3. Send YES to 152 4. Verify the response 5. Send CREDIT to 152 6. Verify the response
Expected Results
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount.
Notes
Please repeat this test case for every lending band
Result
Passed/Failed/Blocked

6.1.3 Successful Airtime Advance – IVR

Description	
An eligible subscriber requests and receives an airtime advance via the IVR channel.	
Steps	
IVR:	
<ol style="list-style-type: none"> 1. Dial 152 2. Select S/1 from the menu. 3. Dial 152 again 4. Select Outstanding Advances from the menu. 5. Verify the response 	
Expected Results	
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount. 	
Notes	
Please repeat this test case for every lending band	
Result	
Passed/Failed/Blocked	

6.1.4 Successful Data Advance - USSD

Description	
An eligible subscriber requests and receives a data advance via the USSD channel.	
Steps	
USSD:	
<ol style="list-style-type: none"> 1. Dial *152# 2. Select 100MB from the menu. 3. Dial *152# again 4. Select Outstanding Advances from the menu. 5. Verify the response 6. Check validity days of received data advance 	
Expected Results	
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount. 	
Notes	
Please repeat this test case for every lending band	
Result	
Passed/Failed/Blocked	

6.1.5 Successful Data Advance – SMS

Description	
An eligible subscriber requests and receives a data advance via the SMS channel.	
Steps	
SMS:	
<ol style="list-style-type: none"> 1. Send MM3 to 152 2. Verify the response 3. Send YES to 152 4. Send CREDIT to 152 5. Verify the response 6. Check validity days of requested data advance 	
Expected Results	
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount. 	
Notes	
Please repeat this test case for every lending band	
Result	
Passed/Failed/Blocked	

6.1.6 Successful Data Advance – IVR

Description	
An eligible subscriber requests and receives a data advance via the IVR channel.	
Steps	
IVR:	
<ol style="list-style-type: none"> 1. Dial 152 2. Select 100MB from the menu. 3. Dial 152 again 4. Select Outstanding Advances from the menu. 5. Verify the response 6. Check validity days of requested data advance 	
Expected Results	
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount. 	
Notes	
Please repeat this test case for every lending band	
Result	
Passed/Failed/Blocked	

6.1.7 Successful Data Advance – Zero Balance Landing Page (ZBLP)

Description	
An eligible subscriber requests and receives a data advance via the ZBLP channel.	
Steps	
ZBLP:	
<ol style="list-style-type: none"> 1. Land to ZBLP page 2. Select 100MB from the menu. 3. Dial *152# 4. Select Outstanding Advances from the menu. 5. Verify the response 6. Check validity days of received data advance 	
Expected Results	
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount. 	
Notes	
Please repeat this test case for every lending band	
Result	
Passed/Failed/Blocked	

6.1.8 Successful Data Advance – WEB

Description	
An eligible subscriber requests and receives a data advance via the WEB channel.	
Steps	
WEB:	
<ol style="list-style-type: none"> 1. Use WEB application 2. Select 100MB from the menu. 3. Select Outstanding Advances from the menu. 4. Verify the response 5. Check validity days of received data advance 	
Expected Results	
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount. 	
Notes	
Please repeat this test case for every lending band	
Result	
Passed/Failed/Blocked	

6.1.9 Successful Bundle Advance – USSD

Description
An eligible subscriber requests and receives a bundle advance via the USSD channel.
Steps USSD: <ol style="list-style-type: none"> 1. Dial *152# 2. Select 30mins and 150MB from the menu. 3. Dial *152# again 4. Select Outstanding Advances from the menu. 5. Verify the response 6. Check validity days of received bundle advance
Expected Results <ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount.
Notes Please repeat this test case for every lending band
Result Passed/Failed/Blocked

6.1.10 Successful Bundle Advance – SMS

Description
An eligible subscriber requests and receives a bundle advance via the SMS channel.
Steps SMS: <ol style="list-style-type: none"> 1. Send BF5 to 152 2. Verify the response 3. Send YES to 152 4. Send CREDIT to 152 5. Verify the response 6. Check validity days of received bundle advance
Expected Results <ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount.
Notes Please repeat this test case for every lending band
Result Passed/Failed/Blocked

6.1.11 Successful Bundle Advance – IVR

Description	
An eligible subscriber requests and receives a bundle advance via the IVR channel.	
Steps	
IVR:	
<ol style="list-style-type: none"> 1. Dial 152 2. Select 30mins and 150MB from the menu. 3. Dial 152 again 4. Select Outstanding Advances from the menu. 5. Verify the response 6. Check validity days of received bundle advance 	
Expected Results	
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount. 	
Notes	
Please repeat this test case for every lending band	
Result	
Passed/Failed/Blocked	

6.1.12 Successful Multiple Advances

Description	
An eligible subscriber requests and received multiple types of advance via all possible channel till subscriber's credit limit is reached	
Steps	
Subscriber must have enough TCL to make multiple loans	
<ol style="list-style-type: none"> 1. Dial 152 2. Select S/1 from the menu 3. Verify the response 4. Send MM3 to 152 5. Verify the response 6. Send YES to 152 7. Dial *152# 8. Select 30mins and 150MB from the menu. 9. Verify response 10. Repeat above steps till TCL is reached 	
Expected Results	
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount. • All loans are granted correctly 	
Notes	
Please repeat this test case for several combinations of loans.	
Result	
Passed/Failed/Blocked	

6.1.13 Successful Advance – USSD shortcode

Description
An eligible subscriber requests and receives loan via USSD shortcode
Steps
<ol style="list-style-type: none"> 1. Dial *152*1*1# 2. Verify Response
Expected Results
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount.
Notes
Please repeat the test using all available shortcodes
Results
Passed/Failed/Blocked

6.1.14 Send NO after Advance Request via SMS

Description
An eligible subscriber sends NO after advance request via SMS
Steps
<ol style="list-style-type: none"> 1. Send 1 to 152 2. Verify the response 3. Send NO to 152
Expected Result
<ul style="list-style-type: none"> • No loan is granted
Notes
Please repeat this test case for every lending band
Result
Passed/Failed/Blocked

6.1.15 Correct Update of Main & Dedicated Accounts

Dedicated Account ID	Function
	Debt Balance Tracking
	Fee Balance Tracking

6.2 Unsuccessful Advance

6.2.1 Unsuccessful Advance Request: Subscriber with Low Tenure – all channels

Description A subscriber whose tenure is under 180 days requests an advance via the all available channels.
Steps USSD: The subscriber's tenure should be under 180 days . <ol style="list-style-type: none"> 1. Dial *152# 2. Check that no lending bands are available
Steps SMS: The subscriber's tenure should be under 180 days . <ol style="list-style-type: none"> 1. Send 1 to 152 2. Verify the response
Steps IVR: The subscriber's tenure should be under 180 days . <ol style="list-style-type: none"> 1. Dial 152 2. Check that no lending bands are available
Steps ZBLP The subscriber's tenure should be under 180 days . <ol style="list-style-type: none"> 1. Land to ZBLP page 2. Check that no lending bands are available
Steps WEB The subscriber's tenure should be under 180 days . <ol style="list-style-type: none"> 1. Use WEB application 2. Check that no lending bands are available.
Expected Results <ul style="list-style-type: none"> • No advance is provided • The response notifies the subscriber that their tenure is under 180 days.
Notes Please repeat this test case for every lending band (Airtime, Data, Bundle)
Result Passed/Failed/Blocked

6.2.2 Unsuccessful Advance Request: Subscriber has reached TCL – all channels

Description
A subscriber who has reached his/her TCL requests an advance via all possible channels.
Steps The subscriber should have the maximum amount of outstanding credit. USSD: <ol style="list-style-type: none"> 1. Dial *152# 2. Check that no lending bands are available
Steps The subscriber should have the maximum amount of outstanding credit. SMS: <ol style="list-style-type: none"> 1. Send 1 to 152 2. Verify the response
Steps The subscriber should have the maximum amount of outstanding credit. IVR: <ol style="list-style-type: none"> 1. Dial 152 2. Check that no lending bands are available
Steps The subscriber should have the maximum amount of outstanding credit. ZBLP: <ol style="list-style-type: none"> 1. Land ZBLP 2. Check that no lending bands are available
Steps The subscriber should have the maximum amount of outstanding credit. WEB: <ol style="list-style-type: none"> 1. Use WEB app 2. Check that no lending bands are available
Expected Results <ul style="list-style-type: none"> • No advance is provided • The response notifies the subscriber that their TCL has been reached, and of their outstanding credit.
Notes Please repeat this test case for every lending band (Airtime, Bundle, Data)
Result Passed/Failed/Blocked

6.2.3 Unsuccessful Advance Request: Subscriber with TCL=0 – all channels

Description A subscriber who has TCL=0 requests an advance via all possible channels.
Steps The subscriber should have a TCL of 0. USSD: <ol style="list-style-type: none"> 1. Dial *152# 2. Check that no lending bands are available
Steps The subscriber should have a TCL of 0. SMS: <ol style="list-style-type: none"> 1. Send 1 to 152. 2. Verify the response
Steps The subscriber should have a TCL of 0. IVR: <ol style="list-style-type: none"> 1. Dial 152 2. Check that no lending bands are available.
Steps The subscriber should have a TCL of 0. ZBLP: <ol style="list-style-type: none"> 1. Land ZBLP page 2. Check that no lending bands are available.
Steps The subscriber should have a TCL of 0. WEB: <ol style="list-style-type: none"> 1. Use WEB application 2. Check that no lending bands are available.
Expected Results <ul style="list-style-type: none"> • No advance is provided • The response notifies the subscriber that they are currently not qualified to receive an advance.
Notes Please repeat this test case for every lending band (Airtime, Data, Bundle)
Result Passed/Failed/Blocked

6.2.4 Unsuccessful Advance Request: Subscriber with Expired Last Topup – all channels

Description
A subscriber whose most recent topup was over 30 days ago requests an advance via all possible channels.
Steps The subscriber's last topup has taken place over 30 days ago. USSD: <ol style="list-style-type: none"> 1. Dial *152# 2. Check that no lending bands are available
Steps The subscriber's last topup has taken place over 30 days ago. SMS: <ol style="list-style-type: none"> 1. Send 1 to 152 2. Verify the response
Steps The subscriber's last topup has taken place over 30 days ago. IVR: <ol style="list-style-type: none"> 1. Dial 152 2. Check that no lending bands are available
Steps The subscriber's last topup has taken place over 30 days ago. ZBLP: <ol style="list-style-type: none"> 1. Land ZBLP page 2. Check that no lending bands are available
Steps The subscriber's last topup has taken place over 30 days ago. WEB: <ol style="list-style-type: none"> 1. Use WEB application 2. Check that no lending bands are available
Expected Results <ul style="list-style-type: none"> • No advance is provided • The response notifies the subscriber that they have not topped up in the last 30 days.
Notes Please repeat this test case for every lending band
Result Passed/Failed/Blocked

6.2.5 Unsuccessful Advance Request: Low ARPU Subscriber – all channels

Description
A subscriber with ARPU lower than 6 requests an advance via all possible channels
Steps Subscriber's ARPU is lower than 6. USSD: <ol style="list-style-type: none"> 1. Dial *152# 2. Check that no lending bands are available
Steps Subscriber's ARPU is lower than 6. SMS: <ol style="list-style-type: none"> 1. Send 1 to 152 2. Verify response
Steps Subscriber's ARPU is lower than 6. IVR: <ol style="list-style-type: none"> 1. Dial 152 2. Check that no lending bands are available
Steps Subscriber's ARPU is lower than 6. ZBLP: <ol style="list-style-type: none"> 1. Land ZBLP page 2. Check that no lending bands are available
Steps Subscriber's ARPU is lower than 6. WEB: <ol style="list-style-type: none"> 1. Use WEB application 2. Check that no lending bands are available
Expected Results <ul style="list-style-type: none"> • No advance is provided • The response notifies the subscriber that should topup more than S/6 for the last 3 months.
Notes Please repeat this test case for every lending band
Result Passed/Failed/Blocked

6.2.6 Unsuccessful Advance Request: Low TCL for band – SMS/USSD

Description	An eligible subscriber requests a loan which costs more than available TCL
Steps	Subscriber has available TCL of S/1.2 SMS: <ol style="list-style-type: none"> 1. Send 2 to 152 2. Verify the response
Steps	Subscriber has available TCL of S/1.2 USSD shortcode: <ol style="list-style-type: none"> 1. Dial *152*1*2# 2. Verify the response
Expected Results	<ul style="list-style-type: none"> • No advance is provided • The response notifies the subscriber about the available TCL
Notes	Please repeat the test using all types of data and different combination of remaining TCL
Result	Passed/Failed/Blocked

6.2.7 Unsuccessful Advance Request: Post-Paid Subscriber – all channels

Description	A post-paid subscriber requests an advance via all possible channels.
Steps	The MSISDN must belong to a post-paid service class. USSD: <ol style="list-style-type: none"> 3. Dial *152# 4. Check that no lending bands are available
Steps	The MSISDN must belong to a post-paid service class. SMS: <ol style="list-style-type: none"> 1. Send 1 to 152 2. Verify the response
Steps	The MSISDN must belong to a post-paid service class. USSD: <ol style="list-style-type: none"> 1. Dial 152 2. Check that no lending bands are available
Steps	The MSISDN must belong to a post-paid service class. ZBLP: <ol style="list-style-type: none"> 1. Land ZBLP page 2. Check that no lending bands are available
Steps	The MSISDN must belong to a post-paid service class. WEB: <ol style="list-style-type: none"> 1. Use WEB application

2. Check that no lending bands are available	
Expected Results	<ul style="list-style-type: none"> No advance is provided The response notifies the subscriber that they are not qualified to receive an advance.
Notes	Please repeat this test case for every lending band (Airtime, Data, Advance)
Result	Passed/Failed/Blocked

6.2.8 Unsuccessful Advance Request: Subscriber who is marked as blocked – all channels

Description	A subscriber who is marked as blocked requests an advance via all possible channels.
Steps	<p>The subscriber should be marked as blocked.</p> <p>USSD:</p> <ol style="list-style-type: none"> Dial *152# Check that no lending bands are available
Steps	<p>The subscriber should have a negative main account balance.</p> <p>SMS:</p> <ol style="list-style-type: none"> Send 1 to 152 Verify the response
Steps	<p>The subscriber should be marked as blocked.</p> <p>IVR:</p> <ol style="list-style-type: none"> Dial 152 Check that no lending bands are available
Steps	<p>The subscriber should be marked as blocked.</p> <p>ZBLP:</p> <ol style="list-style-type: none"> Land ZBLP page Check that no lending bands are available
Steps	<p>The subscriber should be marked as blocked.</p> <p>WEB:</p> <ol style="list-style-type: none"> Use WEB application

2. Check that no lending bands are available
Expected Results <ul style="list-style-type: none"> No advance is provided The response notifies the subscriber that they are not qualified to use the service.
Notes Please repeat this test case for every lending band (Airtime, Data, Advance)
Result Passed/Failed/Blocked

6.2.9 Unsuccessful Advance Request: Service Excluded Subscriber – all channels

Description A service excluded subscriber requests an advance via all possible channels.
Steps The MSISDN must be excluded from the service. USSD: <ol style="list-style-type: none"> Dial *152# Check that no lending bands are available
Steps The MSISDN must be excluded from the service. SMS: <ol style="list-style-type: none"> Send 1 to 152 Verify the response
Steps The MSISDN must be excluded from the service. IVR: <ol style="list-style-type: none"> Dial 152 Check that no lending bands are available
Steps The MSISDN must be excluded from the service. ZBLP: <ol style="list-style-type: none"> Land ZBLP page Check that no lending bands are available
Steps The MSISDN must be excluded from the service. USSD: <ol style="list-style-type: none"> Use WEB application Check that no lending bands are available
Expected Results

<ul style="list-style-type: none"> No advance is provided The response notifies the subscriber that they are not qualified to receive an advance.
Notes Please repeat this test case for every lending band (Airtime, Data, Bundle)
Result Passed/Failed/Blocked

6.3 Recovery

6.3.1 Partial Recovery of a Loan (and VAD Update)

Description A subscriber with outstanding credit partially recovers an advance.
Steps The subscriber should have outstanding credit. Topup the account by an amount which is lower than the outstanding amount.
Expected Results <ul style="list-style-type: none"> The notification which follows the recharge should state the deducted amount, as well as the remaining amount.
Notes Retry by using all possible ways of topup (Voucher, P2P)
Result Passed/Failed/Blocked

6.3.2 Full Recovery of a Loan (and VAD Update)

Description A subscriber with outstanding credit fully recovers an advance.
Steps The subscriber should have outstanding credit. Topup the account by an amount which is greater than or equal to the outstanding amount.
Expected Results <ul style="list-style-type: none"> The notification which follows the recharge should state the deducted amount, as well as the fact that the outstanding credit has been fully repaid and that the subscriber is now eligible again.
Notes Retry by using all possible ways of topup (Voucher, P2P)
Result Passed/Failed/Blocked

6.4 Customer Support Functions

6.4.1 Outstanding Credit – SMS/USSD/IVR

Description
A subscriber with outstanding credit checks his/her outstanding amount.
Steps The subscriber must have outstanding credit. SMS: <ol style="list-style-type: none"> 1. Send CREDIT to 152 2. Verify the response
Steps The subscriber must have outstanding credit. USSD: <ol style="list-style-type: none"> 1. Dial *152# 2. Select Outstanding Advances from the menu 3. Verify the response
Steps The subscriber must have outstanding credit. IVR: <ol style="list-style-type: none"> 1. Dial 152 2. Select Outstanding Advances from the menu 3. Verify the response
Expected Results <ul style="list-style-type: none"> • The response contains the outstanding amount (principal+fee)
Notes Please repeat the test case for every type of advance.
Result Passed/Failed/Blocked

6.4.2 Subscriber Status – SMS/USSD/IVR

Description
A subscriber checks his/her status.
Steps SMS: <ol style="list-style-type: none"> 1. Send status to 152 2. Verify the response based on the subscriber's eligibility

Steps USSD: <ol style="list-style-type: none"> 1. Dial *152# 2. Select Status from the menu 3. Verify the response based on the subscriber's eligibility
Steps IVR: <ol style="list-style-type: none"> 1. Dial 152 2. Select Status from the menu 3. Verify the response based on the subscriber's eligibility
Expected Results <ul style="list-style-type: none"> • The response notifies the subscriber of their eligibility status.
Notes Please repeat the test case for every eligibility check.
Result Passed/Failed/Blocked

6.4.3 Subscriber Transaction History – SMS/USSD/IVR

Description A subscriber checks his/her transaction history.
Steps SMS: <ol style="list-style-type: none"> 1. Send HISTORY to 152 2. Verify the response
Steps USSD: <ol style="list-style-type: none"> 1. Dial *152# 2. Select History from the menu 3. Verify the response
Steps IVR: <ol style="list-style-type: none"> 1. Dial 152 2. Select History from the menu 3. Verify the response
Expected Results <ul style="list-style-type: none"> • The response contains 10 of the subscriber's most recent transactions • Each advance and recovery is marked accordingly • Each transaction contains the date and time when it took place
Notes Please repeat the test case for every type of advance and recovery.
Result Passed/Failed/Blocked

6.4.4 Information About Service – SMS/USSD/IVR

Description A subscriber requests information about the service.
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Steps SMS: 1. Send INFO to 152 2. Verify the response
Steps USSD: 1. Dial *152# 2. Select Info from the menu 3. Verify the response
Steps IVR: 1. Dial 152 2. Select Info from the menu 3. Verify the response
Expected Results <ul style="list-style-type: none"> The response contains information about the service.
Notes
Result Passed/Failed/Blocked

6.4.5 Invalid Keyword or Input – SMS/USSD/IVR

Description A subscriber uses an invalid keyword.
Steps SMS: 1. Send test1234 to [sms_shortcode] 2. Verify the response
Steps USSD: 1. Dial *152# 2. Send a number which does not correspond to any of the available options 3. Verify the response
Steps IVR: 1. Dial 152 2. Send a number which does not correspond to any of the available options 3. Verify the response
Expected Results SMS <ul style="list-style-type: none"> The response prompts the subscriber to try again and contains a list of available keywords or choices. USSD/IVR <ul style="list-style-type: none"> The response prompts the subscriber to try again
Notes
Result Passed/Failed/Blocked

6.4.6 Language

Description
Checking Language
Steps
<ol style="list-style-type: none"> 1. Check that the default language of service is Spanish 2. Check all available channels (SMS, USSD, IVR, ZBLP, WEB, FCR, Marketing) 3. Check that no other language is available
Expected Results
<ul style="list-style-type: none"> • Spanish should be the language of Loan Credit Service
Notes
Results
Passed/Failed/Blocked

6.5 Call Center

6.5.1 Call Center: Check Eligibility

Description
Checking a subscriber's eligibility in the Call Center
Steps
<ol style="list-style-type: none"> 1. Log in to the Call Center 2. Select "Customer Profile" 3. Enter the subscriber's MSISDN 4. Check eligibility status
Expected Results
<ul style="list-style-type: none"> • If subscriber is not eligible, the response returns the subscriber's current eligibility status • If subscriber is eligible, the list of available products is displayed
Notes
Please repeat the test for every eligibility check
Result
Passed/Failed/Blocked

6.5.2 Call Center: Exclude Subscriber from Service

Description
Excluding a subscriber from the service in the Call Center
Steps
<ol style="list-style-type: none"> 1. Log in to the Call Center 2. Select "Customer Profile" 3. Enter the subscriber's MSISDN 4. Click on "Exclude from Service" 5. Verify the response
Expected Results
<ul style="list-style-type: none"> • The subscriber is no longer qualified for the service; this can be verified via any of the available channels.
Notes

Result
Passed/Failed/Blocked

6.5.3 Call Center: Check Subscriber's Transactions History

Description
Checking a subscriber's transaction history in the Call Center
Steps
<ol style="list-style-type: none"> 1. Log in to the Call Center 2. Select "Customer Profile" 3. Enter the subscriber's MSISDN 4. Click on "Loans" tab 5. Click on "Transactions" tab 6. Verify the data
Expected Results
<ul style="list-style-type: none"> • The subscriber's recent advances and recoveries are returned • The advances and recoveries are marked accordingly • Each transaction has a timestamp
Notes
Please repeat the test for every type of advance and recovery method
Result
Passed/Failed/Blocked

6.5.4 Call Center: Exclude from Marketing

Description
Excluding a subscriber from marketing in the Call Center
Steps
<ol style="list-style-type: none"> 1. Log in to the Call Center 2. Select "Customer Profile" 3. Enter the subscriber's MSISDN 4. Click on "Exclude from Service" 5. Verify the response
Expected Results
<ul style="list-style-type: none"> • The subscriber is no longer receives marketing SMS
Notes
Result
Passed/Failed/Blocked

6.6 Low Balance Notifications

6.6.1 Successful Reception of Low Balance Notifications by Eligible Subscribers

Description
An eligible subscriber receives marketing SMS when the balance gets low
Steps
<ol style="list-style-type: none"> 1. Consume airtime and gets the balance low

2. Check that a Marketing SMS is received
Expected Results
<ul style="list-style-type: none"> Subscriber receives a Marketing SMS regarding Loan Credit Service
Notes
Result
Passed/Failed/Blocked

6.6.2 Non-Eligible Subscribers do not Receive Low Balance Notifications

Description
An ineligible subscriber does not receive marketing SMS when the balance gets low
Steps
<ol style="list-style-type: none"> Consume airtime and gets the balance low Check that no Marketing SMS is received
Expected Results
<ul style="list-style-type: none"> Subscriber does not receive a Marketing SMS regarding Loan Credit Service
Notes
Please repeat the test for all eligibility checks
Result
Passed/Failed/Blocked

6.6.3 Excluded from Marketing Subscribers do not Receive Low Balance Notifications

Description
An ineligible subscriber does not receive marketing SMS when subscriber is excluded from marketing.
Steps
<ol style="list-style-type: none"> Consume airtime and gets the balance low Check that no Marketing SMS is received
Expected Results
<ul style="list-style-type: none"> Subscriber does not receive a Marketing SMS regarding Loan Credit Service
Notes
Result
Passed/Failed/Blocked

6.6.4 Subscribers in "Do not Disturb" List don't Receive Low Balance Notifications

Description
A subscriber in Do not Disturb list does not receive marketing SMS
Steps
Eligible Subscriber
<ol style="list-style-type: none"> Consume airtime and gets the balance low Check that no Marketing SMS is received
Expected Results
<ul style="list-style-type: none"> Subscriber does not receive a Marketing SMS regarding Loan Credit Service

Notes
Result
Passed/Failed/Blocked

6.7 Failed Call Route

6.7.1 Successful Advance via FCR

Description
An eligible subscriber requests and receives a loan via FCR
Steps
An eligible subscriber with zero balance <ol style="list-style-type: none"> 1. Make a call 2. Verify that call is forwarded correctly 3. Press to make a loan 4. Verify the response
Expected Results
<ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly. • The platform serves a confirmation containing the advanced amount and outstanding amount.
Notes
Result
Passed/Failed/Blocked

6.7.2 Deny Advance via FCR

Description
An eligible subscriber denies a loan via FCR
Steps
An eligible subscriber with zero balance <ol style="list-style-type: none"> 1. Make a call 2. Verify that call is forwarded correctly 3. Terminate the call 4. Verify the response
Expected Results
<ul style="list-style-type: none"> • Subscriber doesn't receive any loan • Marketing SMS is sent to subscriber
Notes
Result
Passed/Failed/Blocked

6.7.3 Invalid input – FCR

Description
An eligible subscriber presses invalid input via FCR

Steps An eligible subscriber with zero balance <ol style="list-style-type: none"> 1. Make a call 2. Verify that call is forwarded correctly 3. Press invalid input 4. Verify the response
Expected Results <ul style="list-style-type: none"> • Subscriber doesn't receive any loan • Marketing SMS is sent to subscriber
Notes
Result <div>Passed/Failed/Blocked</div>

6.7.4 Unsuccessful Advance – FCR

Description An ineligible subscriber is not able to request loan via FCR
Steps An ineligible subscriber with zero balance <ol style="list-style-type: none"> 1. Make a call 2. Verify that call is forwarded correctly 3. Check that no lending bands are available
Expected Results <ul style="list-style-type: none"> • No loan is granted
Notes Please repeat test for all eligibility checks
Result <div>Passed/Failed/Blocked</div>

6.8 Failed Bundle Activation

6.8.1 Successful Advance via Bundle Completion Functionality (SAT-PUSH)

Description An eligible subscriber requests and receives a loan for Bundle Completion via SAT-PUSH
Steps An eligible subscriber with not enough balance <ol style="list-style-type: none"> 1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that a SAT-PUSH message that includes the most suitable airtime loan for bundle completion, is delivered to subscriber 4. Subscriber 'accepts' the airtime offer 5. Verify that a 2nd confirmation message is delivered to subscriber. 6. Subscriber 'accepts again'
Expected Results <ul style="list-style-type: none"> • The subscriber's main and dedicated accounts are updated correctly.

<ul style="list-style-type: none"> The platform serves a confirmation containing the advanced amount and outstanding amount.
Notes
Result
Passed/Failed/Blocked

6.8.2 CONFIRM Advance via Bundle Completion Functionality (SAT-PUSH) after selecting CANCEL

Description
An eligible subscriber confirms a loan for Bundle Completion that is offered to him/her via SAT-PUSH after selecting 'cancel' at 1 st confirmation dialogue
Steps
<p>An eligible subscriber with not enough balance</p> <ol style="list-style-type: none"> 1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that a SAT-PUSH message that includes the most suitable airtime loan for bundle completion, is delivered to subscriber 4. Subscriber 'denies'/'cancel' the airtime offer (1st confirmation step) 5. Verify that a 2nd confirmation message is delivered to subscriber that encourage him send CONFIRM for airtime loan provisioning (since he/she pressed 'cancel' at 1st phase) 6. Subscriber sends 'CONFIRM'
Expected Results
<ul style="list-style-type: none"> The subscriber's main and dedicated accounts are updated correctly. The platform serves a confirmation containing the advanced amount and outstanding amount.
Notes
Result
Passed/Failed/Blocked

6.8.3 CANCEL Advance via Bundle Completion Functionality (SAT-PUSH) after selecting ACCEPT

Description
An eligible subscriber cancels a loan for Bundle Completion that is offered to him/her via SAT-PUSH after selecting 'accept' at 1 st confirmation dialogue
Steps
<p>An eligible subscriber with not enough balance</p> <ol style="list-style-type: none"> 1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that a SAT-PUSH message that includes the most suitable airtime loan for bundle completion, is delivered to subscriber 4. Subscriber 'accepts' the airtime offer (1st confirmation step) 5. Verify that a 2nd confirmation message is delivered to subscriber that encourage him send CONFIRM for airtime loan provisioning (since he/she pressed 'accepts' at 1st phase)

6. Subscriber sends 'CANCEL'
Expected Results
<ul style="list-style-type: none"> Subscriber doesn't receive any loan.
Notes
Result
Passed/Failed/Blocked

6.8.4 Deny Advance via Bundle Completion Functionality (SAT-PUSH)

Description
An eligible subscriber denies a loan for Bundle Completion that is offered to him/her via SAT-PUSH.
Steps
An eligible subscriber with not enough balance <ol style="list-style-type: none"> 1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that a SAT-PUSH message that includes the most suitable airtime loan for bundle completion, is delivered to subscriber 4. Subscriber 'denies'/'cancel' the airtime offer (1st verification step) 5. No other message is sent from subscriber (no CONFIRM message)
Expected Results
<ul style="list-style-type: none"> Subscriber doesn't receive any loan
Notes
Result
Passed/Failed/Blocked

6.8.5 Unsuccessful Advance via Bundle Completion Functionality (SAT-PUSH) for non-eligible subscriber

Description
No SAT-PUSH message for Bundle Completion is presented to non-eligible subscriber.
Steps
An eligible subscriber with not enough balance <ol style="list-style-type: none"> 1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that NO SAT-PUSH message for Bundle completion is delivered to subscriber due to being non-eligible for the service.
Expected Results
<ul style="list-style-type: none"> No loan is granted
Notes
Please repeat test for all eligibility checks
Result
Passed/Failed/Blocked

6.8.6 Unsuccessful Advance via Bundle Completion Functionality (SAT-PUSH)

subscriber who turned from eligible to non-eligible.

Description
No SAT-PUSH message for Bundle Completion is presented to eligible subscriber who turned to non-eligible after offer provisioning.
Steps
<p>An eligible subscriber with not enough balance</p> <ol style="list-style-type: none"> 1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that a SAT-PUSH message that includes the most suitable airtime loan for bundle completion, is delivered to subscriber 4. Subscriber turns to non-eligible 5. Subscriber 'accepts' the airtime offer (1st confirmation step) 6. Verify that a 2nd confirmation message is delivered to subscriber that encourage him send CONFIRM for airtime loan provisioning (since he/she pressed 'cancel' at 1st phase) 7. Subscriber sends 'CONFIRM'
Expected Results
<ul style="list-style-type: none"> • No loan is granted since subscriber has been marked as non-eligible at the final eligibility check for loan provisioning.
Notes
Please repeat test for all eligibility checks
Result
Passed/Failed/Blocked

6.9 Format of produced CDRs

Description
Produced CDRs have the agreed format
Steps
<ol style="list-style-type: none"> 1. Check produced Advance CDRs 2. Check produced Recovery CDRs 3. Check produced Topup CDRs 4. Check produced Bundle Activations CDRs 5. Check produced P2P CDRs 6. Check produced Life Cycle Activations CDRs 7. Check produced Life Cycle Changes CDRs 8. Check produced Life Cycle Terminations CDRs 9. Check produced Failed Bundle Activations CDRs 10. Check produced Low Balance Notification CDRs 11. Check produced "Do not Disturb" List
Expected Results
<ul style="list-style-type: none"> • CDRs have the correct format and trigger the event successfully
Notes
Please repeat test for all type of loans
Result
Passed/Failed/Blocked

6.10 Lifecycle

6.10.1 Life Cycle Activation

Description
New subscriber is created with correct activation date in VAD system
Steps
<ol style="list-style-type: none"> 1. Create a new subscriber in Peru BTEL system 2. Verify that corresponding CDR is generated 3. Verify that corresponding CDR is parsed by VAD system 4. Check that a new subscriber with correct activation date is created in VAD
Expected Results
New subscriber has the same activation date in VAD as in Peru BTEL.
Notes
Result
Passed/Failed/Blocked

6.10.2 Life Cycle Changes

Description
The update subscriber's state in PERU BTEL is depicted in VAD system
Steps
<ol style="list-style-type: none"> 1. Update the subscriber's status from Active to Block 2. Verify that corresponding CDR is generated 3. Verify that corresponding CDR is parsed by VAD system 4. Check that subscriber's state is updated in VAD system
Expected Results
Subscriber's state is updated in VAD system
Notes
Please repeat for all possible changes
Result
Passed/Failed/Blocked

6.10.3 Life Cycle Terminations

Description
Subscriber is marked as churned in VAD system
Steps
<p>A subscriber with open advances.</p> <ol style="list-style-type: none"> 1. Update the subscriber's status from Active to Terminated 2. Verify that corresponding CDR is generated 3. Verify that corresponding CDR is parsed by VAD system 4. Check that subscriber's state is updated in VAD system
Expected Results
<ul style="list-style-type: none"> • Subscriber is marked as churned in VAD system • Open loans are marked as defaulted
Notes

Result	Passed/Failed/Blocked
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Testing and Acceptance Certificate

We confirm that the Testing and Acceptance Procedure has been carried out and the provision of the Loan Credit Service can be commenced.

The Network Operator:

Name	
Title	
Date	
Signature	

The Service Provider:

Name	
Title	
Date	
Signature	