Pega GenAl *** Blueprint**™

APPLICATION OVERVIEW DOCUMENT

Secure and Offline Payments

Congratulations on completing your application definition! This document presents a summary overview of your application as defined in the Pega platform. It encapsulates the key elements of your application's design, highlighting its core functionalities and overall structure.

Please note that this is a high-level view and does not include granular details like data models or sample data. It's an ideal resource for a quick reference, facilitating discussions among team members and stakeholders, and for guiding strategic decisions in your application development process.

Blueprint ID: BP-160775

Application Context

Organization name Location Industry Industry subsegment Department/function Rajalakshmi India Banking Retail Banking Collections

Engineering College

Language English

Application purpose

Secure and Offline Payments

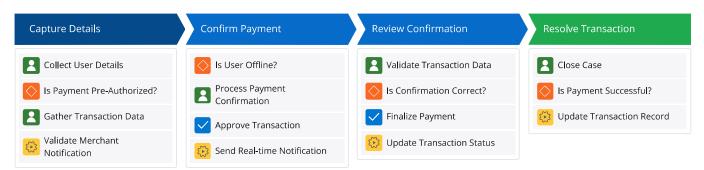
Functional description

The purpose of this app is to enable seamless offline transaction confirmation by pre-authorizing payments online and allowing users to finalize them without internet access while merchants receive real-time notifications.

Workflows (Case Types)

Payment Confirmation

Payment Confirmation cases are initiated when a user needs to confirm an offline transaction after pre-authorizing a payment online. This case type ensures that all necessary details are collected and processed to finalize the transaction, allowing merchants to receive real-time notifications of successful confirmations.



Field Name	Description	Туре	Primary
Case ID	Unique identifier for this individual case instance	Text	~
Case Label	Label for this individual case instance	Text	~
Urgency	Priority/urgency of the case	Decimal	~
Work Status	Work status of the case	Text	~
Created by	User that created the case	Text	
Created date/time	Date/time case was created	DateTime	
Description	Description for this individual case instance	Text	
Resolved by	User that resolved the case	Text	
Resolved date/time	Date/time case was resolved	DateTime	

Dispute Resolution

Dispute Resolution cases occur when users raise concerns regarding unauthorized or incorrect offline payments. This case type outlines the workflow for investigating disputes, gathering evidence, and communicating resolutions to ensure customer satisfaction and regulatory compliance.



Field Name	Description	Туре	Primary
Case ID	Unique identifier for this individual case instance	Text	~
Case Label	Label for this individual case instance	Text	✓
Case Number	The unique identifier for the dispute case. It is used to track and reference the	Text	✓
Case Status	The status of the dispute resolution case, indicating whether it is open, in	Text	✓
Creation Date	The date and time when the dispute case was initiated or created. This helps in	DateTime	✓
Customer Contac	The contact number of the customer who initiated the dispute. This is used for	Text	✓
Customer Name	The name of the customer who raised the dispute regarding the offline payme	Text	~
Investigation	The details of the investigation findings and evidence collected during the	Text	✓
Issue Description	The detailed description of the issue raised by the customer regarding the offli	Text	✓
Proposed	The proposed resolution or action to be taken to address the dispute raised by	Text	~
Resolution	The deadline or target date for resolving the dispute case. This helps in setting	DateTime	~
Urgency	Priority/urgency of the case	Decimal	~
Work Status	Work status of the case	Text	~
Additional	Additional comments or notes related to the dispute resolution case. This allow	Text	
Created by	User that created the case	Text	
Created date/time	Date/time case was created	DateTime	
Description	Description for this individual case instance	Text	
Resolved by	User that resolved the case	Text	
Resolved date/time	Date/time case was resolved	DateTime	

Transaction Monitoring

Transaction Monitoring cases are created to track and analyze offline transactions for fraud detection and risk management. This case type helps the organization ensure that all transactions are compliant with internal policies and external regulations, minimizing financial losses.



Field Name	Description	Туре	Primary
Case ID	Unique identifier for this individual case instance	Text	✓
Case Label	Label for this individual case instance	Text	✓
Case Number	The unique identifier for the offline transaction case instance. It is used to	Text	✓
Merchant Name	The name of the merchant involved in the offline transaction. This field helps i	Text	✓
Transaction	The date and time when the offline transaction was initiated. This timestamp is	DateTime	✓
Urgency	Priority/urgency of the case	Decimal	✓
Work Status	Work status of the case	Text	✓
Created by	User that created the case	Text	
Created date/time	Date/time case was created	DateTime	
Description	Description for this individual case instance	Text	
Flagged for Review	A flag indicating whether the offline transaction has been flagged for further	Boolean	
Payment Method	The type of payment method used in the offline transaction (e.g., credit card,	Text	
Resolved by	User that resolved the case	Text	
Resolved date/time	Date/time case was resolved	DateTime	
Transaction	The total amount involved in the offline transaction. This field captures the	Currency	
Transaction	The date and time when the offline transaction was finalized or completed. Thi	DateTime	
Transaction	The location where the offline transaction took place. This field helps in	Text	
Transaction Notes	Additional notes or comments related to the offline transaction. This field allo	Text	
Transaction Status	The status of the offline transaction (e.g., pending, authorized, declined). This	Text	

User Registration

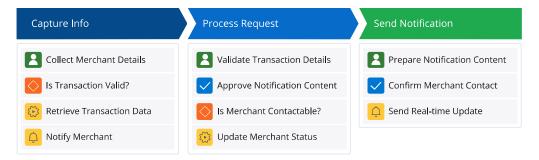
User Registration cases facilitate the onboarding of new users who wish to utilize the Secure and Offline Payments application. This case type includes workflows for collecting user information, verifying identities, and ensuring that users are appropriately set up to make offline payments.

No stages and steps were found for your case lifecycle.

Field Name	Description	Туре	Primary
Case ID	Unique identifier for this individual case instance	Text	~
Case Label	Label for this individual case instance	Text	✓
Urgency	Priority/urgency of the case	Decimal	~
Work Status	Work status of the case	Text	✓
Created by	User that created the case	Text	
Created date/time	Date/time case was created	DateTime	
Description	Description for this individual case instance	Text	
Resolved by	User that resolved the case	Text	
Resolved date/time	Date/time case was resolved	DateTime	

Merchant Notification

Merchant Notification cases are generated when merchants need to be alerted about the status of offline transaction confirmations. This case type defines the processes for sending timely and accurate notifications to merchants, ensuring they are informed about the transactions occurring in real-time.



Field Name	Description	Туре	Primary
Case ID	Unique identifier for this individual case instance	Text	~
Case Label	Label for this individual case instance	Text	✓
Merchant Email	The email address of the merchant to receive the notification.	Text	✓
Merchant Name	The name of the merchant to whom the notification is being sent.	Text	✓
Merchant Phone Number	The phone number of the merchant to receive SMS notifications.	Text	~
Urgency	Priority/urgency of the case	Decimal	✓
Work Status	Work status of the case	Text	~
Acknowledgement	Indicates whether the merchant has acknowledged the notification.	Boolean	
Created by	User that created the case	Text	
Created date/time	Date/time case was created	DateTime	
Description	Description for this individual case instance	Text	
Notes	Additional notes or comments related to the merchant notification.	Text	
Notification Case ID	The unique identifier for the merchant notification case.	Text	
Notification Message	The content or message of the notification sent to the merchant.	Text	
Notification Sent Date	The date and time when the merchant notification was sent.	DateTime	
Notification Status	The status of the notification (e.g., Delivered, Pending, Failed).	Text	
Resolved by	User that resolved the case	Text	
Resolved date/time	Date/time case was resolved	DateTime	
Response Deadline	The deadline by which the merchant needs to respond to the	DateTime	

Online Transactions Processing

When internet connection is available the app operates as a full featured digital payment platform, processing transactions in real-time.

No stages and steps were found for your case lifecycle.

Field Name	Description	Туре	Primary
Case ID	Unique identifier for this individual case instance	Text	~
Case Label	Label for this individual case instance	Text	~
Urgency	Priority/urgency of the case	Decimal	~
Work Status	Work status of the case	Text	~
Created by	User that created the case	Text	
Created date/time	Date/time case was created	DateTime	
Description	Description for this individual case instance	Text	
Resolved by	User that resolved the case	Text	
Resolved date/time	Date/time case was resolved	DateTime	

Payment Reversal

Payment Reversal cases are initiated when a user requests to reverse a previously approved offline payment. This case type ensures that the necessary validations are performed and that both the user and the merchant are informed about the status of the reversal process.

No stages and steps were found for your case lifecycle.

Field Name	Description	Туре	Primary
Case ID	Unique identifier for this individual case instance	Text	~
Case Label	Label for this individual case instance	Text	~
Case Number	The unique identifier for the Payment Reversal case	Text	~
Reason for Reversal	The reason provided by the user for the payment reversal request	Text	~
Urgency	Priority/urgency of the case	Decimal	~
Work Status	Work status of the case	Text	~
Approval Status	Indicates whether the reversal request has been approved by the system	Boolean	
Comments	Additional comments or notes related to the payment reversal request	Text	
Created by	User that created the case	Text	
Created date/time	Date/time case was created	DateTime	
Description	Description for this individual case instance	Text	
Merchant Account Number	The merchant's account number to which the payment was made	Text	
Processed By	The user ID of the operator who processed the payment reversal	Text	
Request Date	The date and time when the payment reversal request was initiated	DateTime	
Resolved by	User that resolved the case	Text	
Resolved date/time	Date/time case was resolved	DateTime	
Reversal Processed Date	The date and time when the payment reversal was processed	DateTime	
Reversal Status	The status of the payment reversal process (e.g., pending, completed)	Text	
User Account Number	The user's account number from which the payment was made	Text	

Transaction Audit

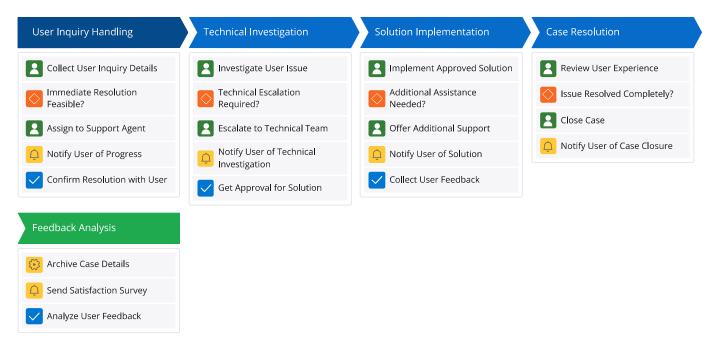
Transaction Audit cases are created to review and verify the details of offline transactions for compliance and record-keeping purposes. This case type involves a detailed examination of transaction records to ensure accuracy and adherence to regulatory standards.



Field Name	Description	Туре	Primary
Case ID	Unique identifier for this individual case instance	Text	✓
Case Label	Label for this individual case instance	Text	✓
Urgency	Priority/urgency of the case	Decimal	✓
Work Status	Work status of the case	Text	✓
Created by	User that created the case	Text	
Created date/time	Date/time case was created	DateTime	
Description	Description for this individual case instance	Text	
Resolved by	User that resolved the case	Text	
Resolved date/time	Date/time case was resolved	DateTime	

User Support

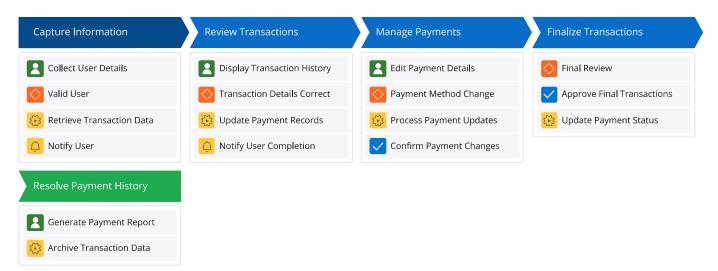
User Support cases address inquiries or issues raised by users regarding the Secure and Offline Payments application. This case type outlines the workflow for assisting users, providing timely responses, and ensuring a positive user experience.



Field Name	Description	Туре	Primary
Case ID	Unique identifier for this individual case instance	Text	✓
Case Label	Label for this individual case instance	Text	✓
Inquiry Submissio	The date and time when the support inquiry or issue was raised by the user	DateTime	✓
Urgency	Priority/urgency of the case	Decimal	✓
User's Email	The email address of the user submitting the support inquiry or issue. This fiel	Email	✓
User's Full Name	The user's full name who is raising the support inquiry or issue. This field is	Text	~
User's Phone	The phone number of the user raising the support inquiry or issue. This field	Phone	✓
Work Status	Work status of the case	Text	✓
Case Priority	The priority level assigned to the support case, determining the order in which	Text	
Case Status	The status of the user support case, indicating whether it is open, resolved, in	Text	
Created by	User that created the case	Text	
Created date/time	Date/time case was created	DateTime	
Description	Description for this individual case instance	Text	
Issue Category	The category or type of issue reported by the user. This field helps in routing t	Text	
Resolution Details	The resolution provided by the support agent to address the user's inquiry or	Text	
Resolved by	User that resolved the case	Text	
Resolved date/time	Date/time case was resolved	DateTime	
Support Agent	Internal notes added by support agents during the resolution process. These	Text	
User's Inquiry	A detailed description of the user's inquiry or issue. This field captures the	Text	

Payment History

Payment History cases allow users to access and review their past offline transaction records. This case type facilitates the retrieval of detailed transaction information, helping users keep track of their payments and manage their financial activities effectively.



Field Name	Description	Туре	Primary
Case ID	Unique identifier for this individual case instance	Text	~
Case Label	Label for this individual case instance	Text	✓
Urgency	Priority/urgency of the case	Decimal	~
Work Status	Work status of the case	Text	~
Created by	User that created the case	Text	
Created date/time	Date/time case was created	DateTime	
Description	Description for this individual case instance	Text	
Resolved by	User that resolved the case	Text	
Resolved date/time	Date/time case was resolved	DateTime	

Compliance Review

Compliance Review cases are designed to evaluate the adherence of offline payment processes to internal policies and external regulations. This case type ensures that all transactions are scrutinized for compliance, minimizing risks and safeguarding the organization against potential breaches.

No stages and steps were found for your case lifecycle.

Field Name	Description	Туре	Primary
Case ID	Unique identifier for this individual case instance	Text	✓
Case Label	Label for this individual case instance	Text	✓
Urgency	Priority/urgency of the case	Decimal	✓
Work Status	Work status of the case	Text	~
Created by	User that created the case	Text	
Created date/time	Date/time case was created	DateTime	
Description	Description for this individual case instance	Text	
Resolved by	User that resolved the case	Text	
Resolved date/time	Date/time case was resolved	DateTime	

⊗ Data Objects & Integrations

Payment Transaction

Represents the Payment Transaction Data Object and holds values like Transaction ID, Amount, Date, Status, etc. It connects to the Payments System of Record for processing and authorization.

User Profile

Represents the User Profile Data Object containing details such as User ID, Name, Contact Information, Preferences, etc. It links to the Customer Database for user management and authentication.

Merchant Information

Represents the Merchant Information Data Object with attributes like Merchant ID, Name, Location, Payment Methods accepted, etc. It integrates with the Merchant Database for business partnerships and transaction settlements.

Offline Transaction Log

Represents the Offline Transaction Log Data Object that stores details of offline transactions including Transaction ID, Amount, User ID, Timestamp, etc. It syncs with the Transaction Log Database for recording and reconciliation.

Notification Subscription

Represents the Notification Subscription Data Object for managing user preferences related to real-time notifications. It is linked to the Notification Service for delivering transaction alerts and updates.

≫ Personas

Collections Manager

The Collections Manager oversees the collections team, ensuring timely follow-up on outstanding payments and implementing collection strategies to minimize bad debt.

Offline Payment Specialist

The Offline Payment Specialist is responsible for assisting customers in processing offline payments, troubleshooting payment issues, and ensuring successful transaction completion.

Retail Banking Customer

The Retail Banking Customer uses the Secure and Offline Payments app to make offline purchases, pre-authorize payments, and receive real-time notifications on transaction status.

IT Support Analyst

The IT Support Analyst provides technical support for the Secure and Offline Payments app, troubleshoots system issues, and ensures the application runs smoothly for users.

Fraud Prevention Officer

The Fraud Prevention Officer monitors transactions processed through the app, identifies suspicious activities, and takes necessary actions to prevent fraudulent transactions.

Payment Verification Specialist

The Payment Verification Specialist verifies offline transactions, reconciles payment data, and ensures accurate processing of payments within the system.

Transaction Monitoring Analyst

The Transaction Monitoring Analyst monitors real-time transaction activities, identifies discrepancies, and escalates potential issues to ensure secure offline payment processing.

Payment Reconciliation Coordinator

The Payment Reconciliation Coordinator reconciles offline payment records with bank statements, resolves discrepancies, and ensures accurate financial reporting for merchants.

Offline Payment Auditor

The Offline Payment Auditor conducts audits on offline payment transactions, evaluates compliance with payment policies, and identifies areas for process improvement.

Merchant Services Manager

The Merchant Services Manager oversees merchant relationships, provides support on offline payment processes, and ensures seamless integration of the Secure and Offline Payments system.

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