Test my God and see..! God is always a God △Ⅱ Test my God and see. It has been God Editable Text Editable Text Editable Text ALLOF GOD **Editable Text** Requirements Gabriel ALLOPPUSS Test my God and see ..! 1. The system shall integrate with Core Banking Application to spool and display via a Yes Yes Yes dashboard the customer's full portfolio (name, age, current product in use, address, etc.) God of my father 2. The system shall be able to link all contact humbers i.e. Ei-Line, CUG Line Oitable Text **168 369 YES** Test my God and see..!
3. The system shall be able to integrate all channels of communication i.e. social media, Default Text emails, web, live help chat, etc. Did we make it Test my God and settingue and adamed. see..! 4. The system shall be able to perform self-services. **Editable Text** We are His. and He is Outson God and see..! Editable Text 5. The system shall be able to show and add to products subscribed to by customers. Editable Text God over everything New Text 6. The system shall integrate with our already existing CCMS portal Test my God and see.!! wherein Test my God and see.!! editableContent.style.padding= '0px'; Let God lead 8. The solution shall have automatic time and date stamping for all interactions and notes

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Editable Content.style.margin='0px'; 9. The solution shall have the ability to search Contacts, Notes, Email, call, and contact history QUETHESX tem shall be able to create tickets, record all customer interactions and search ickets using the following parameters (title, user, department, unit, from, to, agent that handled the call or inquiry, priority and status) Editable The Statem shall be able to search and sort for customers based on their categories (e.g. HNI, Gender, Religion, etc.) God of heaver has heep to happer and the ART Editable Customers shall be able to track their cases online God of heaven has been my helper and all..! Test my God and see..! 13. The system shall Bery Bre to capture Unity Bank Masen trons on social media liper and all..! 14. The system shall have SLA definitions to determine how long any issue must be resolved before it is escalated and reminders to aid adherence to SLAs

- 15. The system shall be able to create customers not already registered on CRM
- 16. The system shall be able to assign and reassign tasks or generate tasks automatically based on business rules
- 17. The system shall be able to escalate tasks both manually and automatically (Workflow)

18. The system shall be able to send alerts/notifications to users **Perhitis and displays**

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- 19. The system shall be able to spool interactions based on inbound and outbound
- 20. The solution shall be able to generate customized reports such as open cases, total cases, closed cases, total tickets created by an agent, as required
- 21. The solution shall have a Best Practice knowledge Base so that agents can access Self-Help documents and How-To Guides
- 22. The solution shall have the ability to create customized fields and objects
- 23. The solutions shall be able to assign tasks to individuals and groups
- 24. The system shall be able to carry out surveys via CRM
- 25. The solution shall have role-based security and permissions
- 26. The solution can be accessed securely and remotely by authorized users
- 27. The solution shall have integration with mobile and Wireless Devices for remote approvals and authorizations
- 28. The solution shall support XML.
- 29. The solutions shall support shared calendars and what can be viewed can be defined based on roles and permissions
- 30. The solution shall be able to integrate with Microsoft Office and Systems including ability to import and export CSV files.
- 31. The solution shall be able to capture leads and assign them to appropriate business segment.
- 32. The solutions shall be able to execute campaigns, email campaigns, and capture campaign survey metrics.