

**User Story 001**  
As a FOS user, I want to be able to log in with my registered email Id and password. There should be a provision for resetting password on the form. Username and passwords are mandatory fields for log in; So that only registered user can access the system.

**Description**  
1. While user type the password, mask the textbox values with "\*\*\*"  
2. If user clicks on Terms and conditions or Privacy policy text, then redirect user to a page on web, open chrome with link of Terms and conditions and privacy policy  
3. At successful log in, show loading icon to user and in background download contact card information and save locally to db. So that it can be retrieved later on "App Drawer" screen.  
4. Privacy Policy, code of conduct, terms of services will come from backend. show it in webview.

**Acceptance Criteria**  
1. Only registered and system enabled users should be able to log in into system  
2. Disabled user should not get access to system.  
3. Proper validations should be applied to Email id/ mobile number.  
4. If user tries to log in and there is no

**User Story 002**  
As a FOS disabled user, if i try to log in into system; then the system should show me proper warning messages.  
So that only enable/active user can access the system. And it will prevent unauthorised access to the system.

**Description**  
Check whether the person is enabled or disabled before logging him into the system. If user's account is disabled, then show proper message to user.

**Acceptance Criteria**  
Only Enabled FOS users should get access to the system. If the user is disabled in the system, then show him a warning/dialogue message.

**User Story 003**  
As a FOS user, there should be a functionality on the log in page, where I can reset my password.  
So that if I reinstall my software and dont remember the password then I can reset it from here.

**Description**  
1. Show the above screen when user clicks on Reset Password Link on log in page..  
2. When user enters his mobile number or email id, then send Password reset link to SMS and email.  
3. Validity of Password reset link is 30 minutes. After 30 minutes if user clicks on this link again. Then Show pop up message as "Link Expired! Click on Forgot Password Again To Generate New Link".  
4. Once the Password Reset link is used, then it should get expired. So that if the user sends this link again to someone via text message, this will not work.  
4. Proper email id and mobile number validations should be applied

**Acceptance Criteria**  
1. Only registered users can get reset password link. If unregistered user tries this, then show proper message to user.  
2. Once the reset password link sent to

**User Story 004**  
As a unregistered user, if i try to reset the password. I should see a warning message.  
So only registered user should only be able to reset the password and get access to the system.

**Description**  
If unregistered user tries to reset the password, then he should see warning message.

**User Story 005**  
As a registered FOS user, when I click on password reset link I should get redirected to this screen.  
So that I dont have to close the running app to enter the OTP received in my inbox.

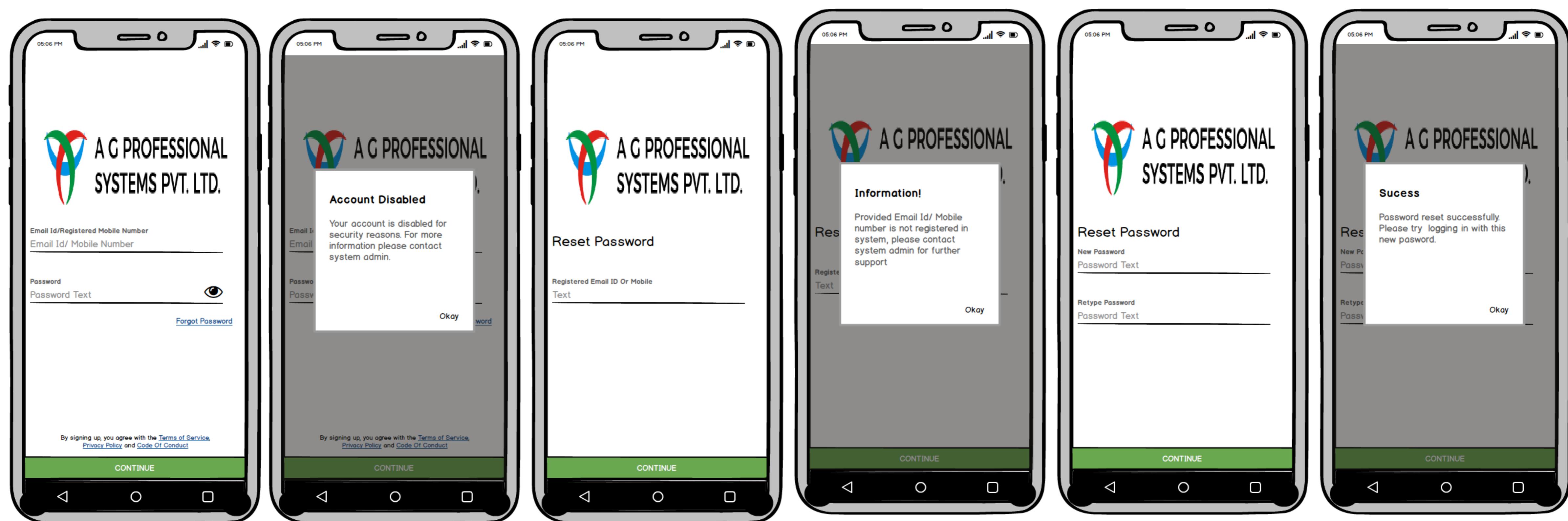
**Description**  
1. Once the user enters his correct email id/ password, then we'll send him password reset link on his email and sms.  
2. If user clicks on this link then validate the link whether this expired or not?  
3. If link is expired, then show proper message to user.  
4. If link is not expired, then let user enter new password and let user retype the password.

**Acceptance Criteria**  
1. This window will be shown in case of valid link only.  
2. If link is invalid/expired then show proper message to user.  
3. New password and retype password string should be same before saving the password.  
4. allow only numbers and alphabets at the time of setting password.

**User Story 006**  
As a registered FOS user, when I reset my password, I should be able to see a response as whether my password successfully changed or not.  
So that I'll have confirmation on password change.

**Description**  
1. On successfull password change show this message.  
2. If any validations gets trigger then instead of this sucess message, so proper validation message to this pop up.  
3. Once user clicks on Okay button, then redirect user to Log in Screen.

**Acceptance Criteria**  
1. Pop should be shown only after successfull password change.  
2. proper validations errors should get displayed if password is not set successfully  
3. User should get redirected to Log in screen.  
4. Push one email to FOS user that his password reset is successful.



**For Developer**

**When account is disabled**  
Account Disabled!  
Your account is disabled for security reasons. For more information please contact system admin.

**When user Enters wrong email /mobile and password combination**  
Notice!  
Please check your username/ password.

**When user trying to login in with no internet connection**  
Notice!  
Make sure you're connected to the internet before logging into the system.

**When user is trying to reset password and provides wrong email/ mobile number combination**  
Notice!  
Provided email id/ mobile number not found in system

**When user trying to reset the password with wrong mobile number/ email**  
Notice!  
Please check your email id / mobile number. For further assistance please contact system admin.

**When password is reset successfully**  
Success!  
Password reset successfully. Please trying log in with new password.

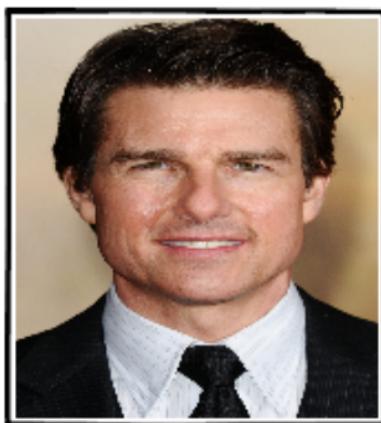
**When password reset link is sent successfully**  
Success!  
Password reset link sent successfully on your email and text message. Please click on the link to reset the password. The link is only valid for 6 minutes.

**When user tries to enter special characters in password field.**  
Notice!  
Only alphabets and numbers are allowed in password field.



## I-Card

### A G PROFESSIONAL SYSTEMS PVT. LTD.



Tom Cruise

Designation : FOS

Employee ID : ABC45874

Blood Group : B +Ve

Emergency Contact +91-985412547

Address : Testing address field

Testing address field Testing address field

**AG Professional Systems Pvt Ltd.**

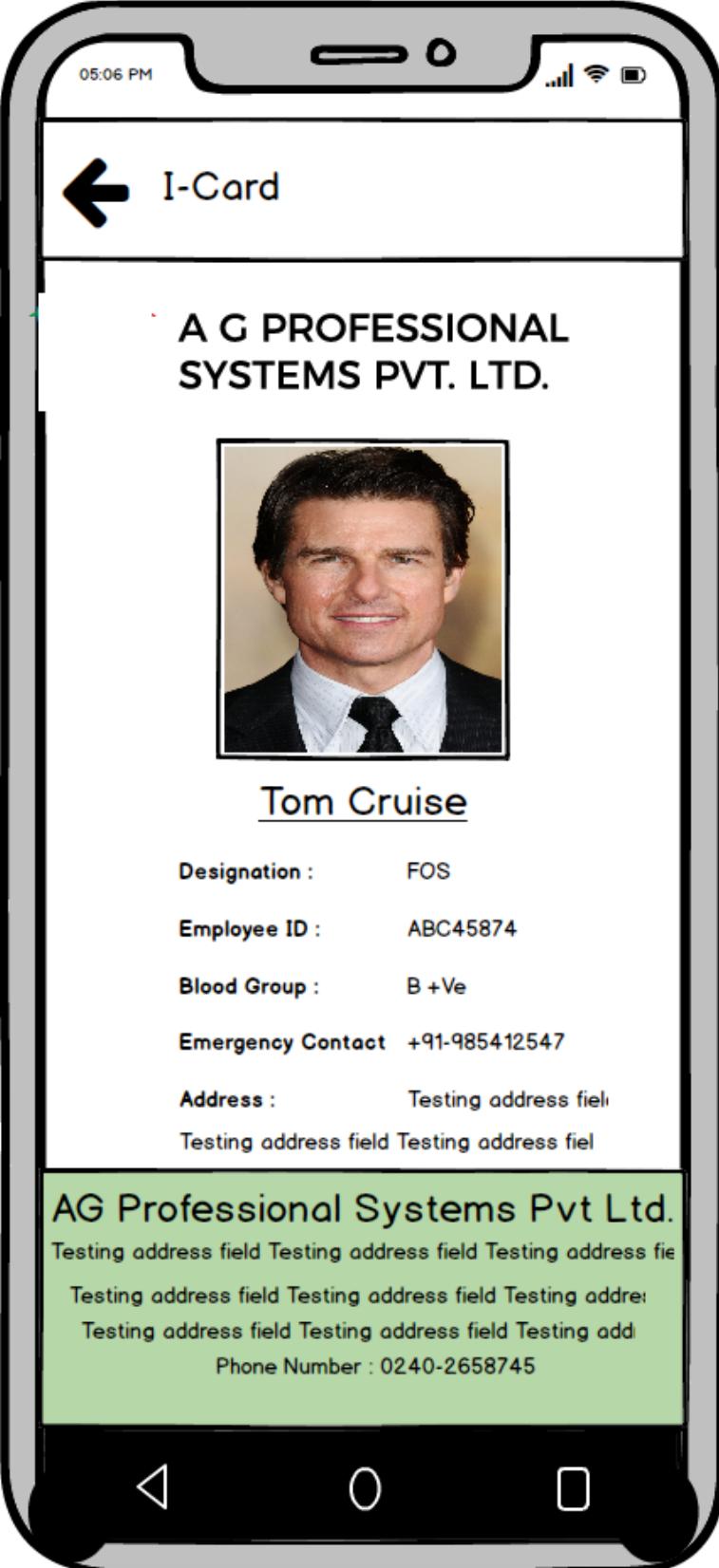
Testing address field Testing address field Testing address fie

Testing address field Testing address field Testing addre

Testing address field Testing address field Testing add

Phone Number : 0240-2658745





## User Story 008

As a FOS user, I should be able to access my Identity Card when I click on Contact Card on App Drawer Screen.

So that when I visit client, I would be able to provide my identity to them.

### Description

1. User should not be able to take screenshot of this page.
2. When user first logs in into the system, then this information is saved in local db.
3. This information is getting displayed from local db. So that user don't need to connect to internet to get his ID card.
4. Company name will be fetched from internet here, at the time of addingn FOS user, admin user will assign him a company name.

### Acceptance Criteria

1. Maintain aspect ratio, when displaying employee image.
2. Information should get shown from local db and not from internet.
3. Proper company name of the user should be shown.

## AG Professional Systems Pvt Ltd

Employee Name : Tom Cruise  
 Employee Id : ABC1235  
 Date Of Birth : 15 Jan 1992  
 Mobile : +91-9028202397



Assigned Cases

Confirmed Cases

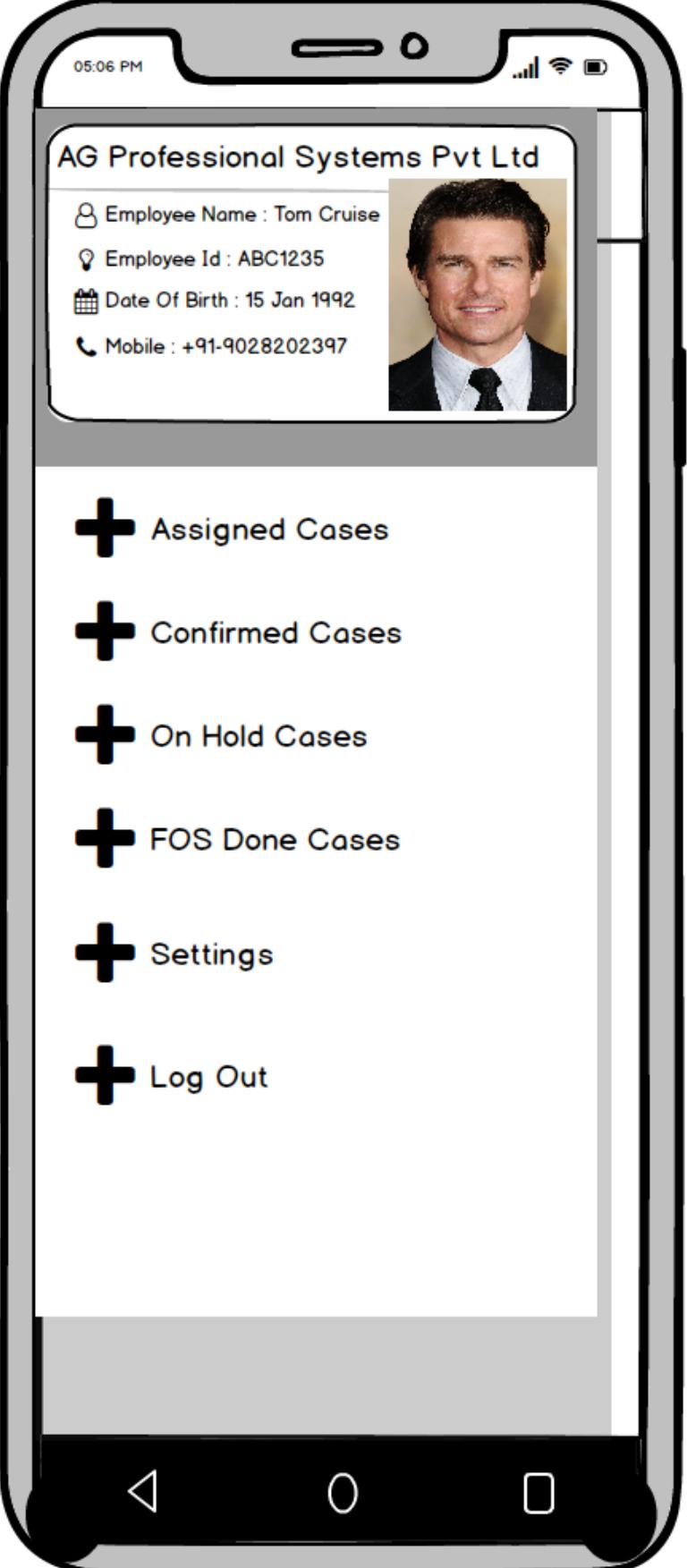
On Hold Cases

FOS Done Cases

Settings

Log Out





## User Story 007

As a FOS registered user, once I log in into the system, I should be able to access app drawer.

So that I can access other features of the application

### Description

1. At the top of the drawer, there is employee description card.
2. When user logs in into the system for first time, then save this card information locally. So that everytime when user opens the app, it doesnt need to fetch this information from web.
3. If there is change in user information from admin side, this FOS user has to log out from system and log in again to see the change reflected.

### Acceptance Criteria

1. After first log in information card information should get fetched from local storage.
2. When showing FOS user image in contact card area, maintain aspect ratio; so that image will be properly shown.

05:06 PM

### Assigned Cases

Company Name :	ABC Company Name
Customer Name :	XYZ Customer Name
Assigned On :	12 Jan 2019 : 11:00 AM
Complete Till :	12 Jan 2019 : 03:00 PM (03:37)
Team Leader :	Amit Mhaske
Address :	Dummy Address field Dummy Address Dummy Address field Dummy Address field Dummy Address

Accept     Reject

05:06 PM

Company Name :	ABC Company Name
Customer Name :	XYZ Customer Name
Assigned On :	12 Jan 2019 : 11:00 AM
Complete Till :	12 Jan 2019 : 03:00 PM (03:37)
Team Leader :	Amit Mhaske
Address :	Dummy Address field Dummy Address Dummy Address field Dummy Address field Dummy Address

Accept     Reject

05:06 PM

Company Name :	ABC Company Name
Customer Name :	XYZ Customer Name
Assigned On :	12 Jan 2019 : 11:00 AM
Complete Till :	12 Jan 2019 : 03:00 PM (03:37)
Team Leader :	Amit Mhaske
Address :	Dummy Address field Dummy Address Dummy Address field Dummy Address field Dummy Address

Accept     Reject

05:06 PM

### View Case Details

#### Customer Details

Customer Name	Customer Mobile
Rajesh Sharma	9652314587
Alternate Number	Cust. Company Name
9652314587	ABC Company Name
Loan Amount Plan	Customer State
9652314587	Maharashtra
Customer City	Cust. District
Aurangabad	Aurangabad
Cust. Taluka	
Aurangabad	
Customer Address	
This is a dummy address.	

#### Case Details

Company Name	Dealer Name
Bajaj Finance	Rathi Motors
Product Name	Case Type
Two Wheeler Loan	Residence Verification (Local)
Complete Till Date	Complete Till Time
12 Jan 2019	02 : 00 PM

05:06 PM

### Assigned Cases

Company Name :	ABC Company Name
Customer Name :	XYZ Customer Name
Assigned On :	12 Jan 2019 : 11:00 AM
Complete Till :	12 Jan 2019 : 03:00 PM (03:37)
Team Leader :	Amit Mhaske
Address :	Dummy Address field Dummy Address Dummy Address field Dummy Address field Dummy Address

Accept     Reject

Do You Want To Accept The Case?

YES     NO

05:06 PM

Company Name :	ABC Company Name
Customer Name :	XYZ Customer Name
Assigned On :	12 Jan 2019 : 11:00 AM
Complete Till :	12 Jan 2019 : 03:00 PM (03:37)
Team Leader :	Amit Mhaske
Address :	Dummy Address field Dummy Address Dummy Address field Dummy Address field Dummy Address

Accept     Reject

05:06 PM

### Assigned Cases

Company Name :	ABC Company Name
Customer Name :	XYZ Customer Name
Assigned On :	12 Jan 2019 : 11:00 AM
Complete Till :	12 Jan 2019 : 03:00 PM (03:37)
Team Leader :	Amit Mhaske
Address :	Dummy Address field Dummy Address Dummy Address field Dummy Address field Dummy Address

Accept     Reject



#### Specify Reason For Rejection

- Wrong Allocation
- Other Area Case
- Rejected Due To On Leave

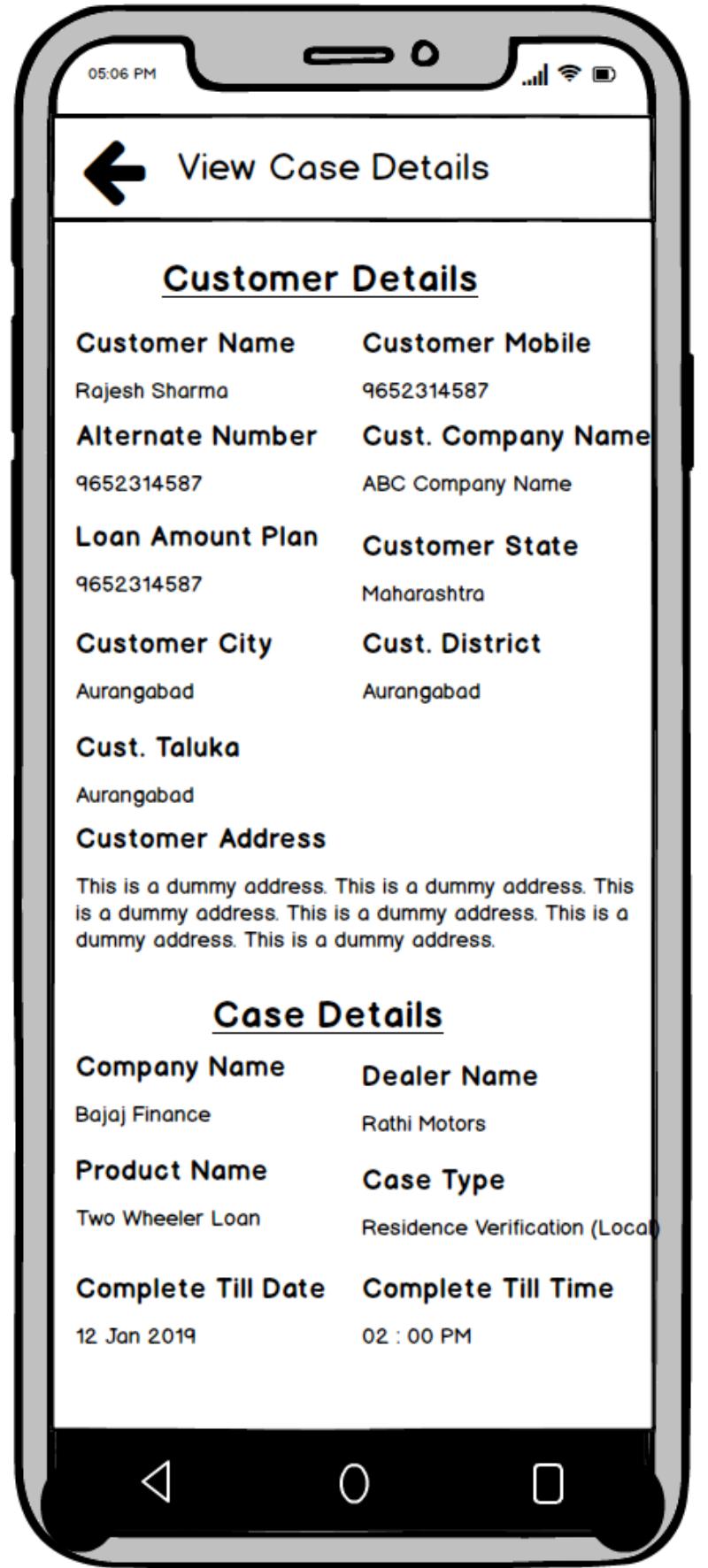
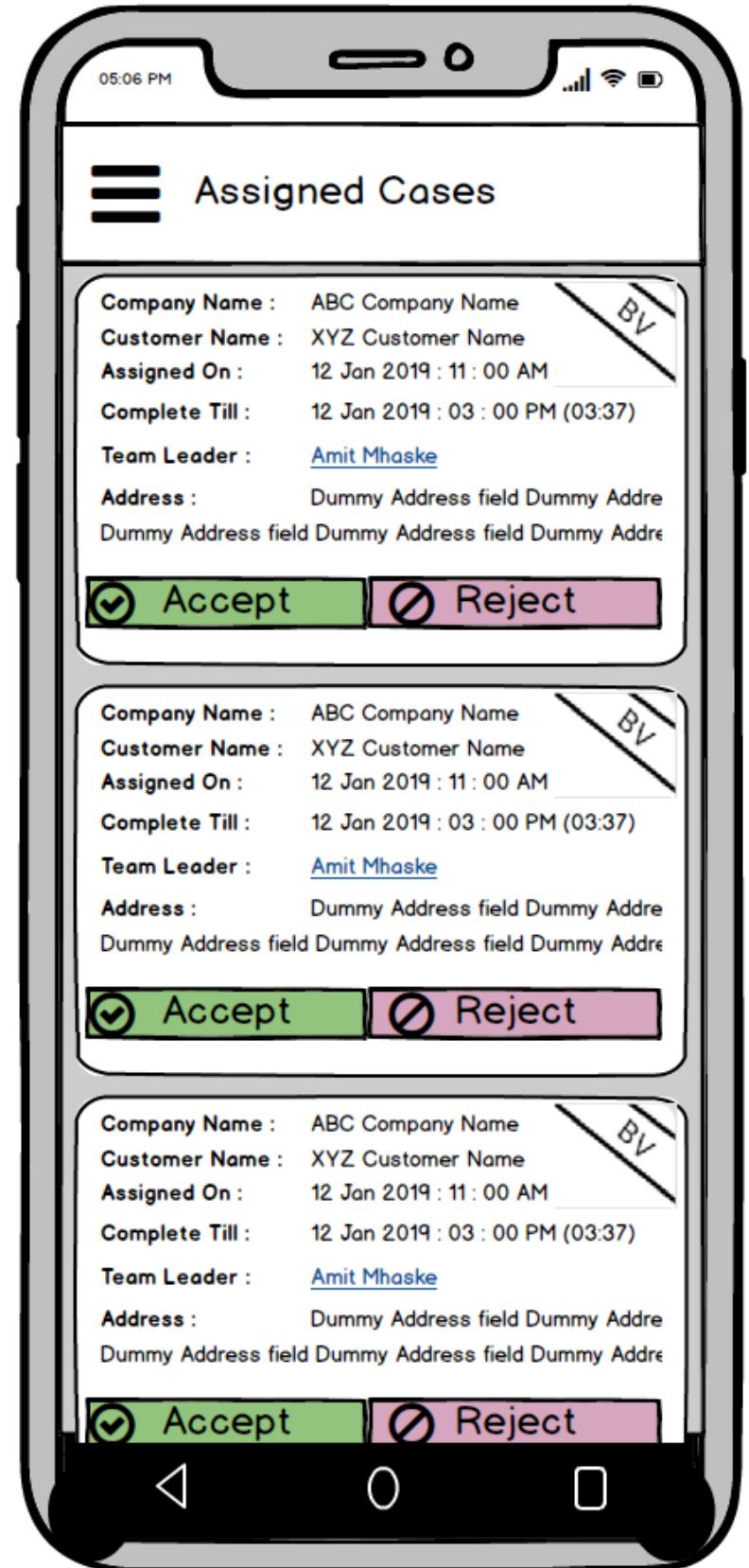
Comment if any

Comment for rejection

SUBMIT

Company Name :	ABC Company Name
Customer Name :	XYZ Customer Name
Assigned On :	12 Jan 2019 : 11:00 AM
Complete Till :	12 Jan 2019 : 03:00 PM (03:37)
Team Leader :	Amit Mhaske
Address :	Dummy Address field Dummy Address Dummy Address field Dummy Address field Dummy Address

Accept     Reject



### User Story 009

As a FOS user, I should be able to view all cases assigned to me along with remaining TAT

So that I can check details of the cases, before accepting or rejecting it.

#### Description

1. Show loader icon, before showing this picture because we're fetching this information from internet.
2. The cases shown in this list are first in first out basis. So the case added first will be shown at top position.
3. Multiple cases might be assigned to user, so we need to use Lazy Loading and show 10 cases in first request. If user scroll down more, then show further 10 cases.
4. Show TAT. TAT starts when case is assigned to FOS user.

#### Acceptance Criteria

1. User should be able to view Assigned cases
2. Show 10 cases in one go
3. Case type such as "BV", "RV" should also be visible.

### User Story 010

As a FOS user, I should be able to view case details when I click on case name from case card list view.

So that I can get further details before accepting or rejecting the case.

#### Description

At the time of adding case in the system, these details were added, we need to fetch these details from database and show to the FOS user in android app.

#### Acceptance Criteria

1. Proper values should get displayed on the form.
2. Values fetched from database.

### User Story 011

As a FOS user, app should show me confirmation before accepting the case.

So that if I click on Accept by mistake, the case would not get accepted automatically.

#### Description

At the time of adding case in the system, these details were added, we need to fetch these details from database and show to the FOS user in android app.

#### Acceptance Criteria

1. If user clicks on Accept button, then this dialogue box should appear.
2. If user clicks on "NO", then no action will be taken and this pop up will get closed.
3. If user clicks on "YES", then this case will get removed from Assigned case listing and will get shown in Confirmed case listing page.

### User Story 012

As a FOS user, if I reject the case, the app should ask me reason for which I am rejecting the case.

So that admin user of the system can understand better why users are rejecting the case for analytical purposes.

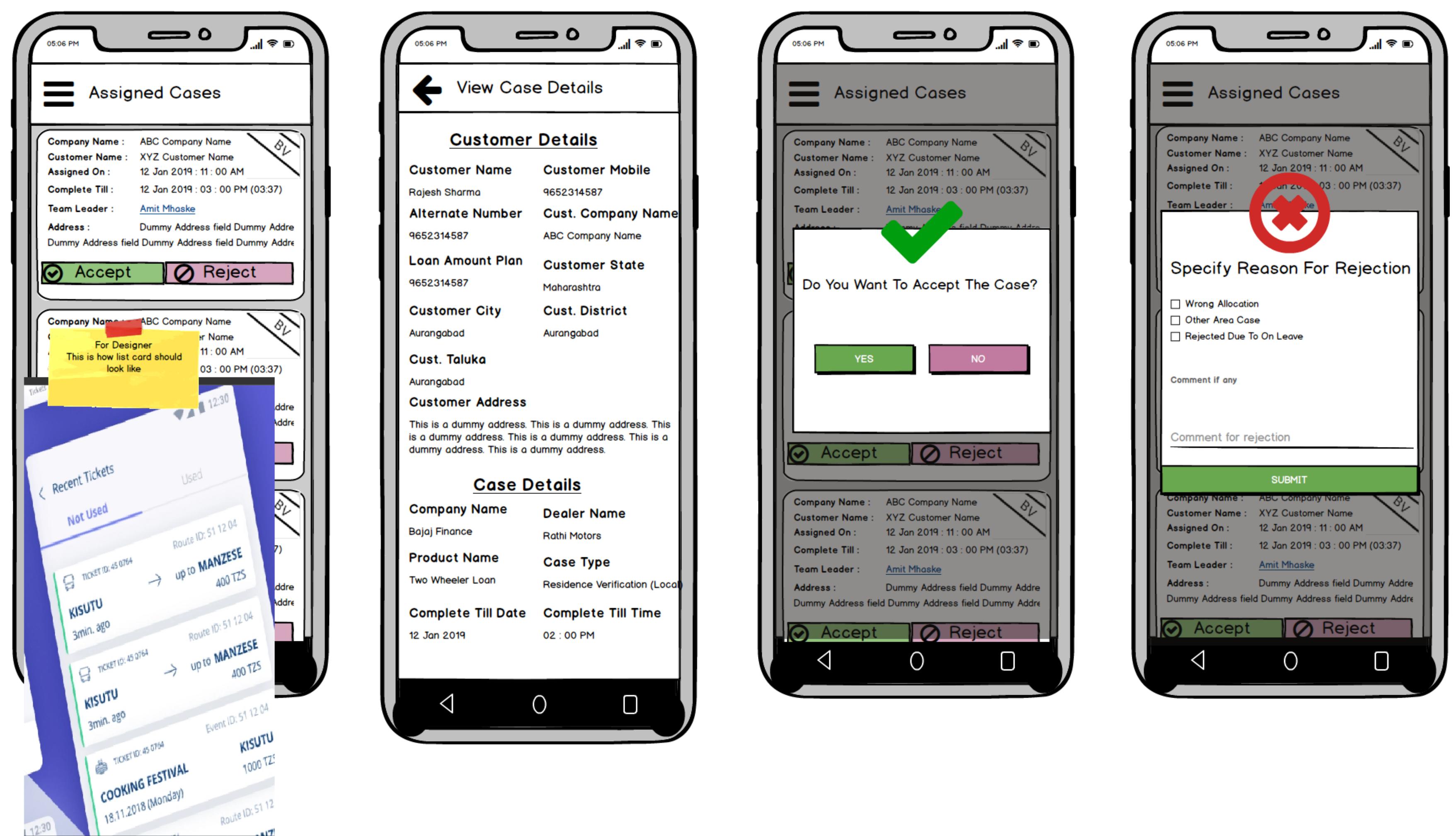
#### Description

If user clicks on Reject button on case listing page, then show this dialogue box. Ask user reasons for which he is rejecting the case.

Optionally user can also enter comments.

#### Acceptance Criteria

1. If user clicks on Reject then show this dialogue box.
2. user has to select at least one reason from check box group. It is mandatory
3. entering comment is optional for user.



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### Confirmed cases

Company Name : ABC Company Name	BV
Customer Name : XYZ Customer Name	
Assigned On : 12 Jan 2019 : 11:00 AM	
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)	
Team Leader : Amit Mhaske	
Address : Dummy Address field Dummy Addre	
Dummy Address field Dummy Address field Dummy Addre	
<b>- 02 : 00 Hrs Remain</b>	
Company Name : ABC Company Name	BV
Customer Name : XYZ Customer Name	
Assigned On : 12 Jan 2019 : 11:00 AM	
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)	
Team Leader : Amit Mhaske	
Address : Dummy Address field Dummy Addre	
Dummy Address field Dummy Address field Dummy Addre	
<b>- 02 : 00 Hrs Remain</b>	
Company Name : ABC Company Name	BV
Customer Name : XYZ Customer Name	
Assigned On : 12 Jan 2019 : 11:00 AM	
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)	
Team Leader : Amit Mhaske	
Address : Dummy Address field Dummy Addre	
Dummy Address field Dummy Address field Dummy Addre	
<b>- 02 : 00 Hrs Remain</b>	
Company Name : ABC Company Name	BV
Customer Name : XYZ Customer Name	
Assigned On : 12 Jan 2019 : 11:00 AM	
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)	
Team Leader : Amit Mhaske	
Address : Dummy Address field Dummy Addre	
Dummy Address field Dummy Address field Dummy Addre	
<b>- 02 : 00 Hrs Remain</b>	

05:06 PM

### View Case Details

#### Customer Details

Customer Name	Customer Mobile
Rajesh Sharma	9652314587
Alternate Number	Cust. Company Name
9652314587	ABC Company Name
Loan Amount Plan	Customer State
9652314587	Maharashtra
Customer City	Cust. District
Aurangabad	Aurangabad
Cust. Taluka	
Aurangabad	
<b>Customer Address</b>	
This is a dummy address.	

05:06 PM

### View Case Details

#### Customer Details

Customer Name	Customer Mobile
Rajesh Sharma	9652314587
Alternate Number	Cust. Company Name
9652314587	ABC Company Name



#### Reason For Putting On Hold

- Customer or family member not available for FI
- Customer asked to come later

Comment if any

Comment for putting the case on hold

**SUBMIT**

Product Name	Case Type
Two Wheeler Loan	Residence Verification (Local)
Complete Till Date	Complete Till Time
12 Jan 2019	02 : 00 PM

05:06 PM

### View Case Details

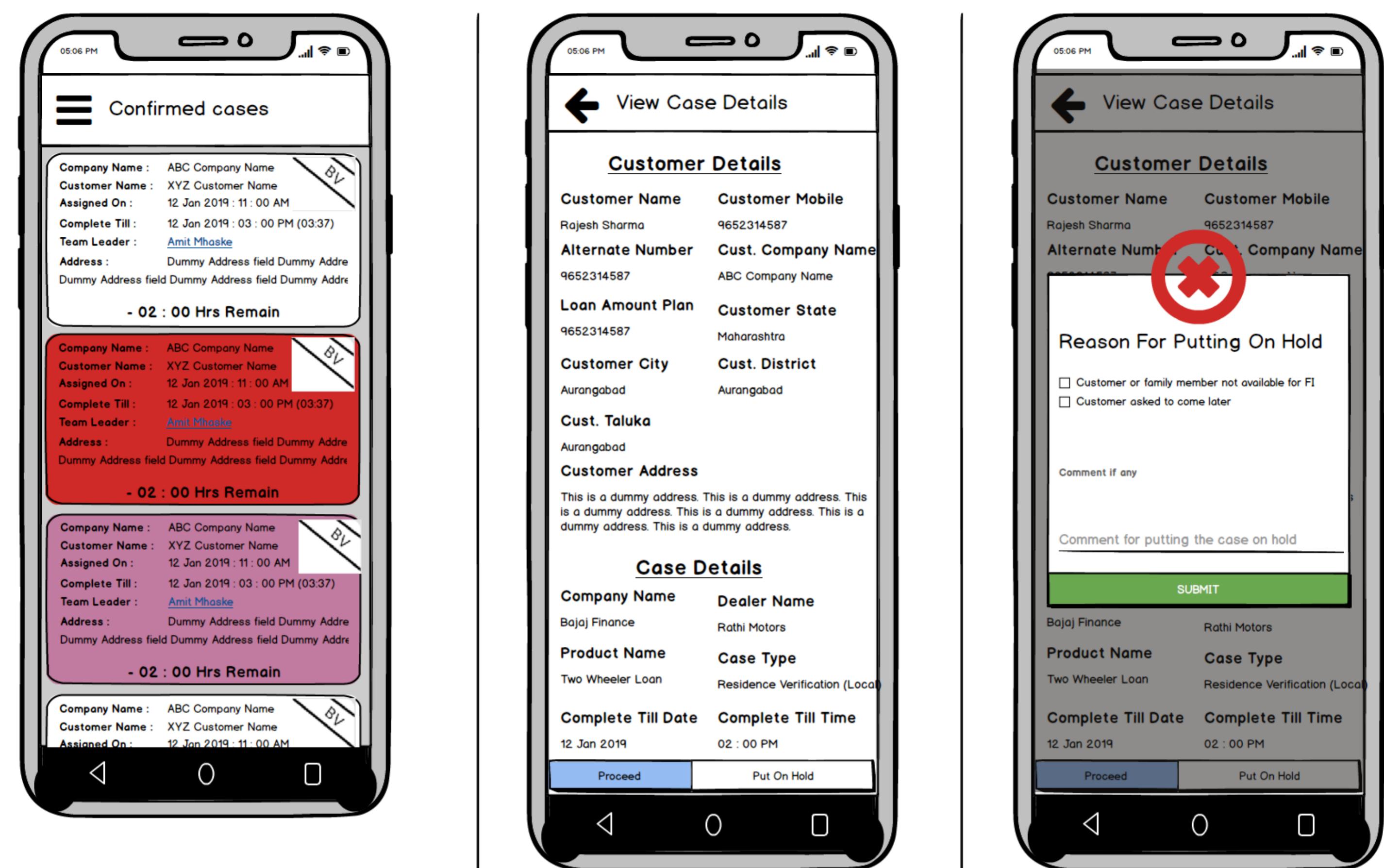
Product Name	Case Type
Two Wheeler Loan	Residence Verification (Local)
Complete Till Date	Complete Till Time
12 Jan 2019	02 : 00 PM

05:06 PM

### Confirmed cases

Company Name : ABC Company Name	BV
Customer Name : XYZ Customer Name	
Assigned On : 12 Jan 2019 : 11:00 AM	
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)	
Team Leader : Amit Mhaske	
Address : Dummy Address field Dummy Addre	
Dummy Address field Dummy Address field Dummy Addre	
<b>- 02 : 00 Hrs Remain</b>	





### User Story 013

As a FOS user, I should be able to see which cases I have marked as confirmed; and what is the TAT remaining for completing the case.

So I that I can prioritize my work on Confirmed cases.

### Description

1. User can see short descriptionn of case on card view.
2. After clicking on card view user can see full details of selected confirmed case
3. On every card, user can see the type of case "BV" or "RV".
4. As this listing get fetched from web, then show loader icon while fetching case cards from web
5. If TAT is nearing 75% of time, then change the card color to orange. If TAT exceeds the given time, then change the card color to RED
6. Before the time exceeds, the timer will show in negative values (-), after the time exceeds, the timer will show in positive values(+) .

### User Story 014

As a FOS user, I should be able to view case details when I click on case name from case card list view.

So that I can get further details before accepting or rejectint the case.

There should be provision on the page through which I can start working on the case or put the case on hold.

### Description

At the time of adding case in the system, these details were added, we need to fetch these details from database and show to the FOS user in in android app.

### Acceptance Criteria

1. Proper values should get displayed on the form.
2. Values fetched from database.
3. Show loader icon if needed.

### User Story 015

As a FOS user, I should be able to put the case on Hold.

So that if there is any problem for me working on the case, I can put it on hold.

### Description

If user clicks on Put On Hold button on case details page, then show this dialogue box. Ask user reasons for which he is putting the case on hold

### Acceptance Criteria

1. If user clicks on Put On Hold then show this dialogue box.
2. user has to select at least one reason from check box group. It is mandetory
3. entering comment is optional for use
4. Once user put the case on hold, it will get removed from Confirmed case listing and will be shown in "On Hold Cases" listing.
5. So now in User story 14, if user clicks on back button, then he can not see the case in listing page on Confirmed cases.

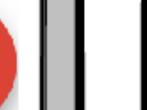
05:06 PM

### Proceed With Case

Company Name : ABC Company Name  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)  
Address : Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre

Did you located customer address?  
 Yes  No

Reason behind untracability  
 Phone number not given  
 Phone number not connected  
 Phone number belongs to third party



Comment if any

Comment for untracability.

Support Photos  


SUBMIT

05:07 PM

### Proceed With Case

Company Name : ABC Company Name  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)  
Address : Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre

Did you located customer address?  
 Yes  No

Does customer resides at given address?  
 Yes  No

Do contacted person know customer?  
 Yes  No

Was the customer residing there shifted now?  
 Yes  No

Comment if any

Comment with more information

SUBMIT

05:06 PM

### Proceed With Case

Company Name : ABC Company Name  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)  
Address : Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre

Did you located customer address?  
 Yes  No

Does customer resides at given address?  
 Yes  No

Has person applied in concern company?  
 Yes  No

Comment if any

Comments

SUBMIT

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### View Case Details

#### Customer Details

Customer Name	Customer Mobile
Rajesh Sharma	9652314587
Alternate Number	Cust. Company Name
9652314587	ABC Company Name
Loan Amount Plan	Customer State
9652314587	Maharashtra
Customer City	Cust. District
Aurangabad	Aurangabad
Cust. Taluka	
Aurangabad	
Customer Address	
This is a dummy address.	
<b>Case Details</b>	
Company Name	Dealer Name
Bajaj Finance	Rathi Motors
Product Name	Case Type
Two Wheeler Loan	Residence Verification (Loca)
Complete Till Date	Complete Till Time
12 Jan 2019	02 : 00 PM

SUBMIT

05:06 PM

### Proceed With Case

Company Name : ABC Company Name  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)  
Address : Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre

Did you located customer address?  
 Yes  No

Further details  
 Easy to locate without assistance  
 Need third party assistance  
 Need to call assistance

SUBMIT

**User Story 16**  
As a FOS user, When I click on Proceed in User Story 014, I should be able start working on the case. So that I can mention information about tracking customer.

**Description**  
Ask whether FOS user found customer address or not?  
1. If address is not found, then ask for reason behind untraceability.  
2. At least one reason need to be selected out of all reasons given.  
3. uploading image is optional

**Acceptance Criteria**  
1. If user selects "No" in radio button, then ask for untraceability reasons.  
2. User needs to select at least one reason out of all reason given in checkbox, before submitting.  
Without it for will not get submitted  
3. Commet is optional  
4. Uploading image is optional.  
5. Once user upload image, show the uploaded image in thumbnail.  
6. When user clicks on camera icon open camera, so that user can take picture.

**User Story 17**  
As a FOS user, When I click on Yes radio button in User Story 18, I should be able to tell software whether customer resides in the given address or not. So that software will know whether to move forward or not?

**Description**  
Ask whether the customer resides at the given address or not?  
1. If FOS answer is YES then move to User Story 19  
2. If FOS answer is NO then asks two more questions as shown in wireframes  
3. Ask user for comment

**Acceptance Criteria**  
1. Entering comment is mandatory here

**User Story 18**  
As a FOS user, When I click on Yes radio button in User Story 17, I should be able to tell software whether customer applied in the concern company, requesting for background verification, or not? So that software will know whether to move forward or not?

**Description**  
Ask whether the person located has applied in the concern company, which is requesting for background for verification, or not?

**Acceptance Criteria**  
1. If user clicks on No, then we need to make changes in webapp accordingly.  
2. If user clicks on Yes, then we need to start questionnaire.  
3. If user clicks on NO, then ask for user comments

**User Story 19**  
As a FOS user, When I click on Yes radio button in User Story 17, I should be able to tell software whether customer applied in the concern company, requesting for background verification, or not? So that software will know whether to move forward or not?

**Description**  
Ask whether the person located has applied in the concern company, which is requesting for background for verification, or not?

**Acceptance Criteria**  
1. If user clicks on No, then we need to make changes in webapp accordingly.  
2. If user clicks on Yes, then we need to start questionnaire.  
3. If user clicks on NO, then ask for user comments

**User Story 20**  
As a FOS user, I should be able to view case details when I click on case name from case card list view.

So that I can get further details before accepting or rejecting the case.

There should be provision on the page through which I can start working on the case or put the case on hold.

**Description**  
At the time of adding case in the system, these details were added, we need to fetch these details from database and show to the FOS user in android app.

**Acceptance Criteria**  
1. Proper values should get displayed on the form.  
2. Values fetched from database.  
3. Show loader icon if needed.

**User Story 20.1**  
As a FOS user, When I click on Yes radio button in User Story 16, then application should ask me for further details. So I can provide more details regarding locating the customer.

**Description**  
If user selects yes in user Story 16, ask how easy or hard it was to find the customer

**Acceptance Criteria**  
1. Selecting at least one checkbox out of given options is required.

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**← Proceed With Case**

**Company Name :** ABC Company Name **BV**  
**Customer Name :** XYZ Customer Name  
**Assigned On :** 12 Jan 2019 : 11:00 AM  
**Complete Till :** 12 Jan 2019 : 03 : 00 PM (03:37)  
**Address :** Dummy Address field Dummy Addre Dummy Address field Dummy Address field Dummy Addre

1. How many people are there in family  
number of people in family

\_\_\_\_\_

YES  NO

**← Proceed With Case**

**Company Name :** ABC Company Name **BV**  
**Customer Name :** XYZ Customer Name  
**Assigned On :** 12 Jan 2019 : 11:00 AM  
**Complete Till :** 12 Jan 2019 : 03 : 00 PM (03:37)  
**Address :** Dummy Address field Dummy Addre Dummy Address field Dummy Address field Dummy Addre

2. Is Person Salaried?

YES  NO

**← Proceed With Case**

**Company Name :** ABC Company Name **BV**  
**Customer Name :** XYZ Customer Name  
**Assigned On :** 12 Jan 2019 : 11:00 AM  
**Complete Till :** 12 Jan 2019 : 03 : 00 PM (03:37)  
**Address :** Dummy Address field Dummy Addre Dummy Address field Dummy Address field Dummy Addre

3. Amenities at home

Sofa TV Fridge

Select a value

**← Proceed With Case**

**Company Name :** ABC Company Name **BV**  
**Customer Name :** XYZ Customer Name  
**Assigned On :** 12 Jan 2019 : 11:00 AM  
**Complete Till :** 12 Jan 2019 : 03 : 00 PM (03:37)  
**Address :** Dummy Address field Dummy Addre Dummy Address field Dummy Address field Dummy Addre

4. Applicant photos



**← Proceed With Case**

**Company Name :** ABC Company Name **BV**  
**Customer Name :** XYZ Customer Name  
**Assigned On :** 12 Jan 2019 : 11:00 AM  
**Complete Till :** 12 Jan 2019 : 03 : 00 PM (03:37)  
**Address :** Dummy Address field Dummy Addre Dummy Address field Dummy Address field Dummy Addre

5. Mark Case As

Positive  Negative

**BACK** **NEXT**

0

**BACK** **NEXT**

0

**BACK** **NEXT**

0

**BACK** **NEXT**

0



05:07 PM

## ← Proceed With Case

Company Name : ABC Company Name BV  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)  
Address : Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre

### 5. Applicant Signature and Consent

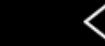


Please Dont Give Any Money कृपाकरें नादे।  
If asked kindly call on 085869721

*Signature*

BACK

REVIEW



05:07 PM

## ← Proceed With Case

Company Name : ABC Company Name BV  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)  
Address : Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre

### 1. How many people are there in family

4

### 2. Is Person Salaried?

YES  NO

### 3. Amenities at home

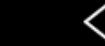
Sofa TV Fridge

### 4. Applicant photos



BACK

SUBMIT



05:07 PM

## ← Proceed With Case

## ← Proceed With Case

Company Name : ABC Company Name BV  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03 : 00 PM (03:37)

Is all information Correct?

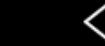
Do you want to Submit the case?

NO

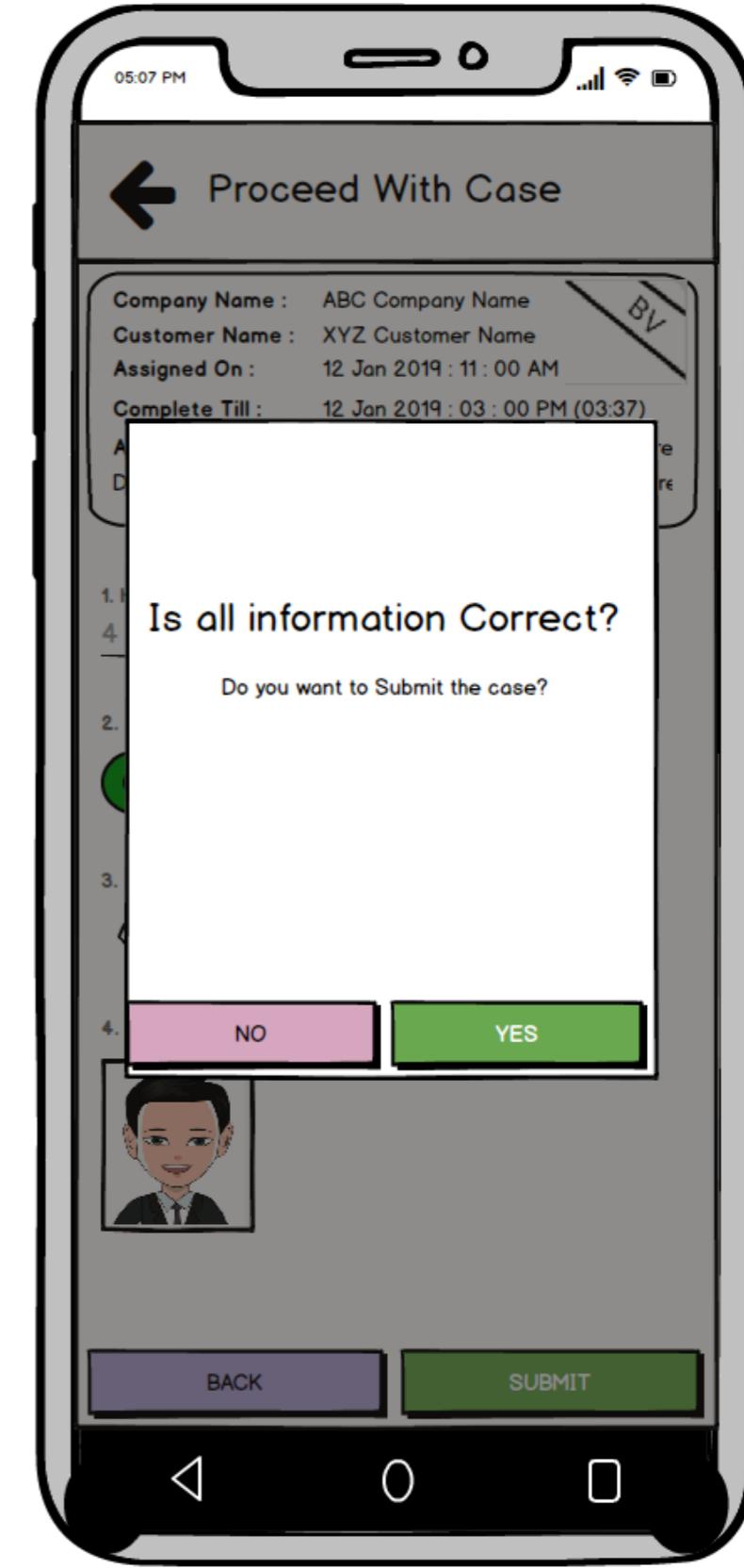
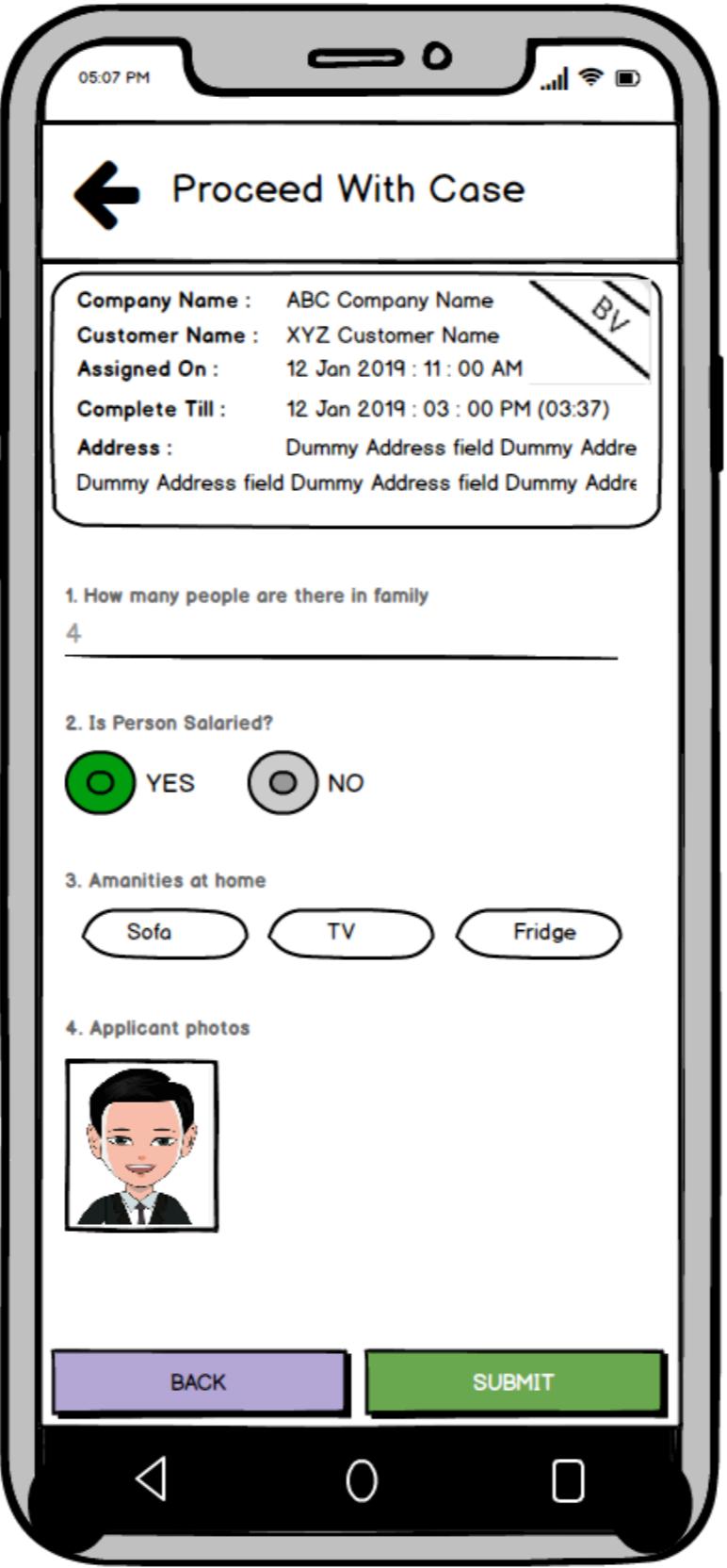
YES

BACK

SUBMIT



05:07 PM



### User Story 24.1

As a FOS user, I should be able to get signature of the client at the end of the questionnaire. So that I can get information collection consent from client as well as I should be able to show message that client should not offer any bribe to FOS user in the form of gifts or money.

#### Description

- There will be a pictorial warning suggesting, do not offer any money in the form of money or gifts
- There will be provision where client will sign his signature.

#### Acceptance Criteria

- capture signature in low resolution.
- warning message should be properly displayed.

### User Story 25

As a FOS user, I should be able to view the details of the questions and answers that I have uploaded, so that I can verify them before final submission of questionnaire.

#### Description

- Show user all the questions along with answers in a single form
- There will be a scrolling available on page, so that user can view all the questions in one page
- User will come to this page, if user comes from User Story 24 and User Story 24 is a last / final question in questionnaire.
- If user clicks on Submit button, on this page, then close the case.
- While scrolling through questions and their answers, the short description card will be fixed to its position.

#### Acceptance Criteria

- All questionnaire shown on review page are for view only, user can not change values of from here.
- If user needs to change the values, then he has to click on back button and go back on the question to change the values.

### User Story 26

As a FOS user, app should ask my confirmation before submitting the questionnaire for final. So that if I click on submit button unintentionally, the form will not get submitted

#### Description

- When user clicks on submit button user story 25, then this pop up will be shown asking for confirmation of finally submitting the form.

#### Acceptance Criteria

- If user clicks on YES button, the show a confirmation text as "CASE HAS BEEN SUBMITTED" in Toast and redirect user to Dashboard.

05:07 PM

On Hold Cases

Company Name : ABC Company Name  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03:00 PM (03:37)  
Address : Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre

Company Name : ABC Company Name  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03:00 PM (03:37)  
Address : Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre

Company Name : ABC Company Name  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03:00 PM (03:37)  
Address : Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre

Company Name : ABC Company Name  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03:00 PM (03:37)  
Address : Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre

Company Name : ABC Company Name  
Customer Name : XYZ Customer Name  
Assigned On : 12 Jan 2019 : 11:00 AM  
Complete Till : 12 Jan 2019 : 03:00 PM (03:37)  
Address : Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre

0 0 0

05:07 PM

View Case Details

Customer Details

Customer Name	Customer Mobile
Rajesh Sharma	9652314587
Alternate Number	Cust. Company Name
9652314587	ABC Company Name
Loan Amount Plan	Customer State
9652314587	Maharashtra
Customer City	Cust. District
Aurangabad	Aurangabad
Cust. Taluka	
Aurangabad	
Customer Address	
This is a dummy address.	

Case Details

Company Name	Dealer Name
Bajaj Finance	Rathi Motors
Product Name	Case Type
Two Wheeler Loan	Residence Verification (Local)
Complete Till Date	Complete Till Time
12 Jan 2019	02 : 00 PM

PROCEED      RESUME CASE

0 0 0

05:07 PM

View Case Details

Customer Details

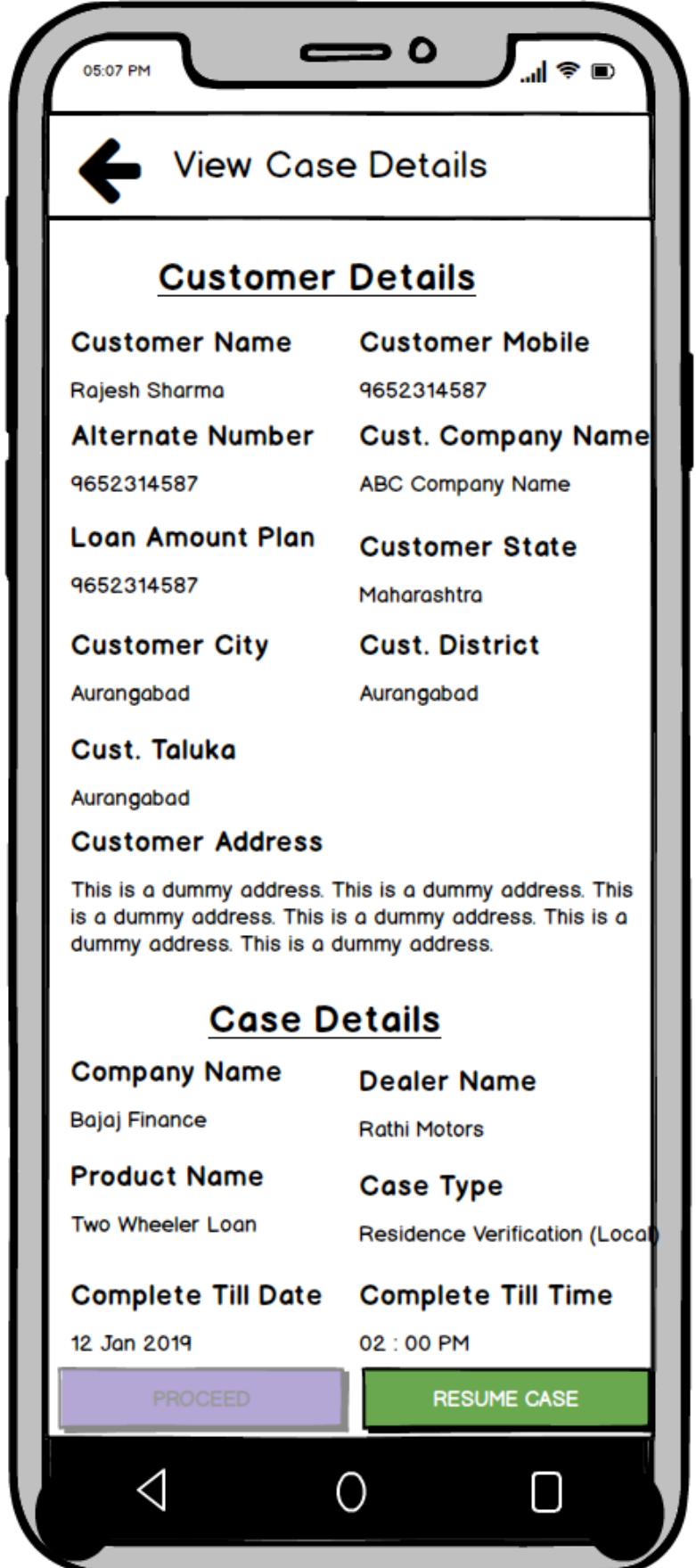
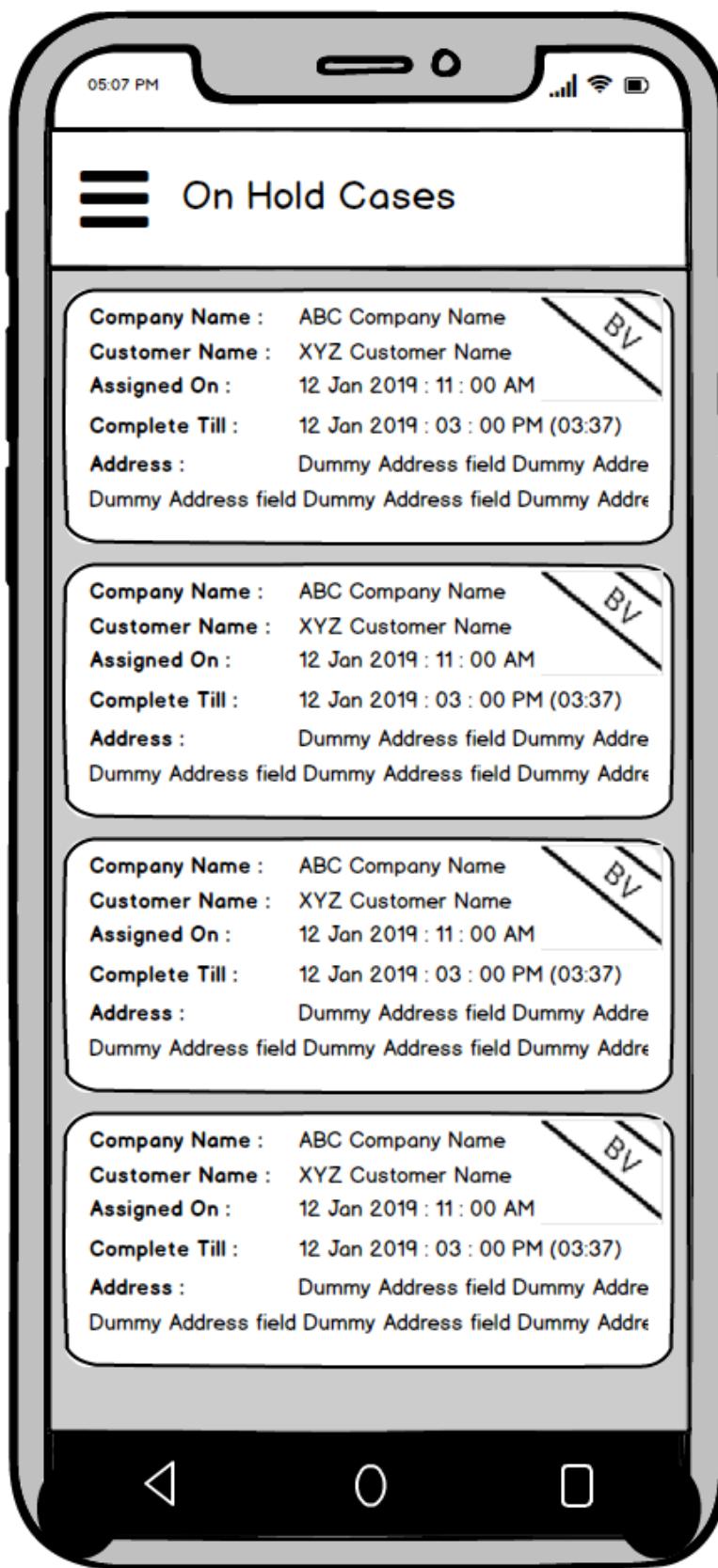
Customer Name	Customer Mobile
Rajesh Sharma	9652314587
Alternate Number	Cust. Company Name
9652314587	ABC Company Name
Loan Amount Plan	Customer State
9652314587	Maharashtra
Customer City	Cust. District
Aurangabad	Aurangabad
Cust. Taluka	
Aurangabad	
Customer Address	
This is a dummy address.	

Case Details

Company Name	Dealer Name
Bajaj Finance	Rathi Motors
Product Name	Case Type
Two Wheeler Loan	Residence Verification (Local)
Complete Till Date	Complete Till Time
12 Jan 2019	02 : 00 PM

PROCEED      RESUME CASE

0 0 0



## User Story 27

As a FOS user, I should be able to see all cases, that I have put on hold in place. So I can easily take actions on the cases that have been put on hold and I can easily identify those cases.

### Description

1. Short description card of cases, will be shown here on listing page.
2. Once the user clicks on card, then show Case details. as in User Story 28

### Acceptance Criteria

1. As the information is loading from web using API, show loader icon before loading the listing on page.
2. Show case details to user if user clicks on case card.

## User Story 28

As a FOS user, I should be able to view case details when I click on case name from case card list view. And If I have put the case on hold, then I should be able to resume the case. So that I can start working on the case.

### Description

1. At the time of adding case in the system, these details were added, we need to fetch these details from database and show to the FOS user in android app.
2. When user comes on this page, the PROCEED button will be disabled, as the user has put the case on hold, so he can not work on the case. First he has to click on RESUME CASE button, then PROCEED button will get enabled, and user can start working on the case.

### Acceptance Criteria

1. Proper values should get displayed on the form.
2. Values fetched from database.
3. If the case is on hold then PROCEED button should be disabled.
4. It will be enabled if user clicks on RESUME CASE button.

05:07 PM

## Settings



Barack Will Obama



9562323236

Note: For any change in information, please contact your reporting person

### Contact Details

**Mobile 1**  
9856521458

**Mobile 2**  
9856321478

**Landline**  
0240569874

**City**  
Aurangabad

**Address**  
This is some dummy address  
This is some dummy address

### Joining Details

**Date Of Joining**  
12 Jan 2019

**Bank Account Number**  
65212457896

**Bank Name**  
State Bank Of India

**IFSC Code**  
IFDC676545

**Pan Number**  
BDWPM8866R

**TAX Number**  
BDWPM8866R

**Designation**  
FOS

**Reporting Per:**  
Satish Andhare

**Terms Of Service**

**Code Of Conduct**

[Privacy Policy](#)

### Change Password

**Current Password**

SUBMIT



05:07 PM

## Settings

Barack Will Obama



9562323236

Note: For any change in information, please contact your reporting person

### Joining Details

**Date Of Joining**  
12 Jan 2019

**Bank Account Number**  
65212457896

**Bank Name**  
State Bank Of India

**IFSC Code**  
IFDC676545

**Pan Number**  
BDWPM8866R

**TAX Number**  
BDWPM8866R

**Designation**  
FOS

**Reporting Per:**  
Satish Andhare

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### Change Password

**Current Password**

Type Your Current Password Here

**New Password**

Enter New Password That You Want To Set

**Retype Password**

Retype new password here

SUBMIT



05:07 PM

## Settings



Barack Will Obama



9562323236

Note: For any change in information, please contact your reporting person

### Joining Details

**Date Of Joining**  
12 Jan 2019

**Bank Account Number**  
65212457896

**Bank Name**  
State Bank Of India

**IFSC Code**  
IFDC676545

**Pan Number**  
BDWPM8866R

**TAX Number**  
BDWPM8866R

**Designation**  
FOS

**Reporting Per:**  
Satish Andhare

[Terms Of Service](#)

[Code Of Conduct](#)

[Privacy Policy](#)

### Change Password

**Current Password**

Type Your Current Password Here

**New Password**

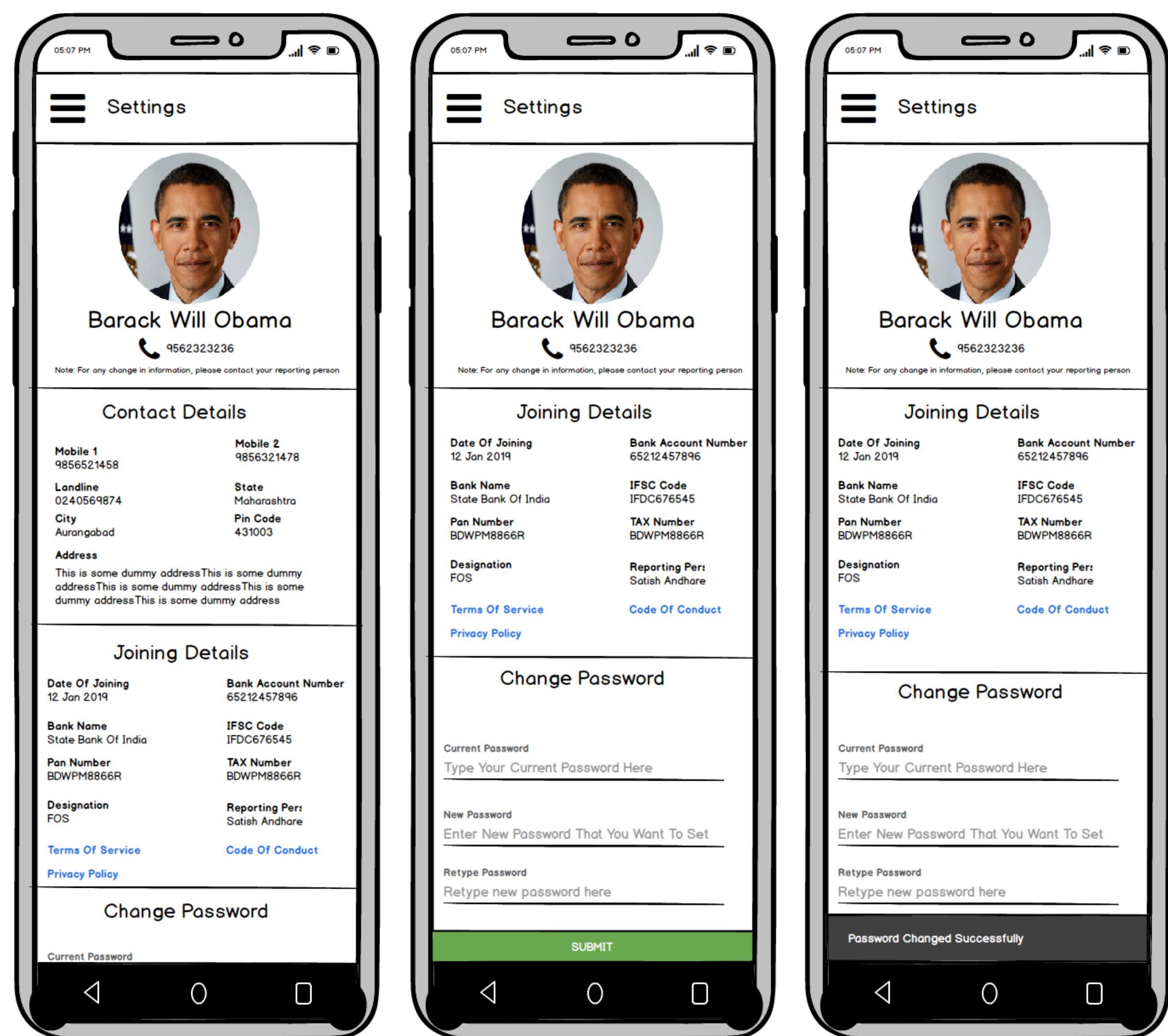
Enter New Password That You Want To Set

**Retype Password**

Retype new password here

Password Changed Successfully





## User Story 29

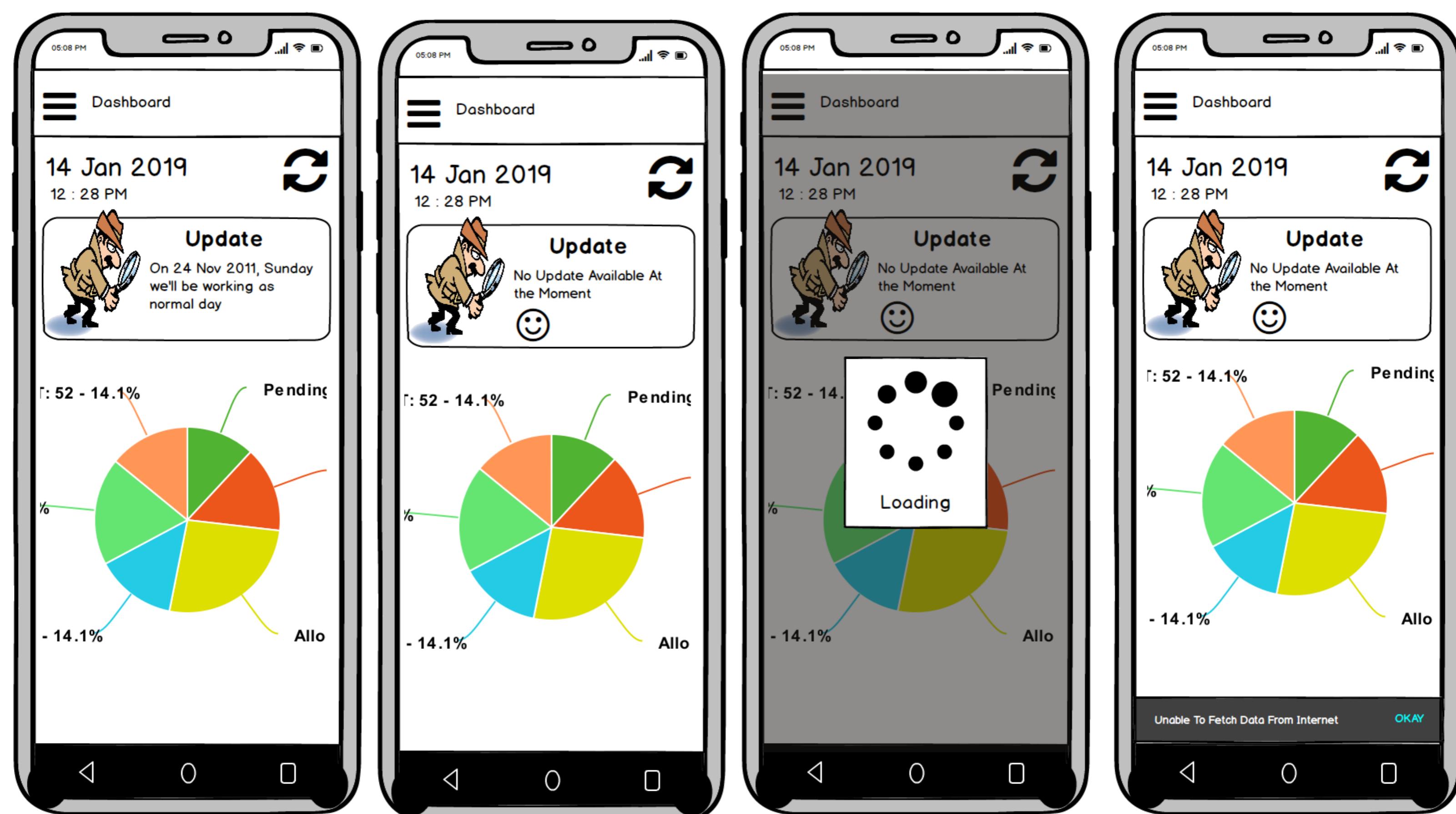
As a FOS user, I should be able to view my profile information in my app. And I should be able to change my password. So that I can maintain security in my mobile application

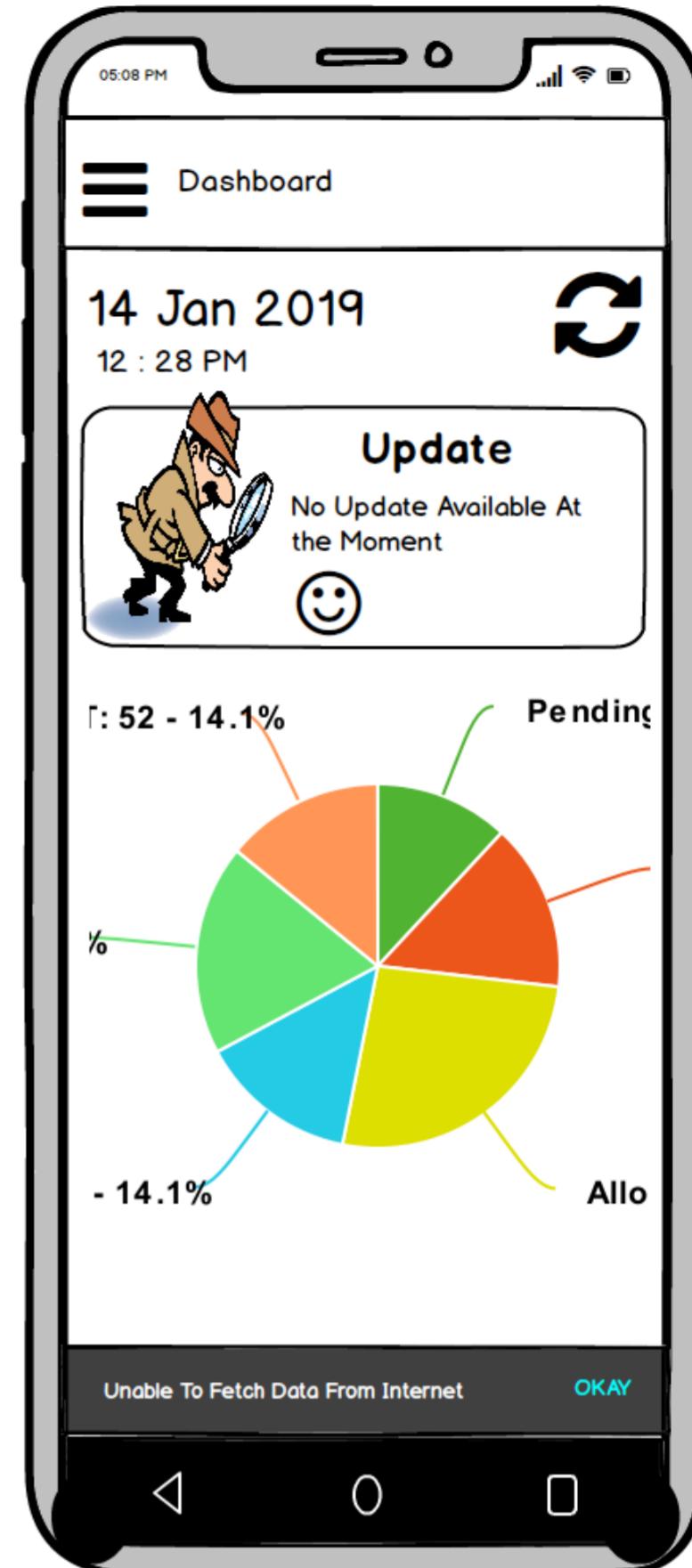
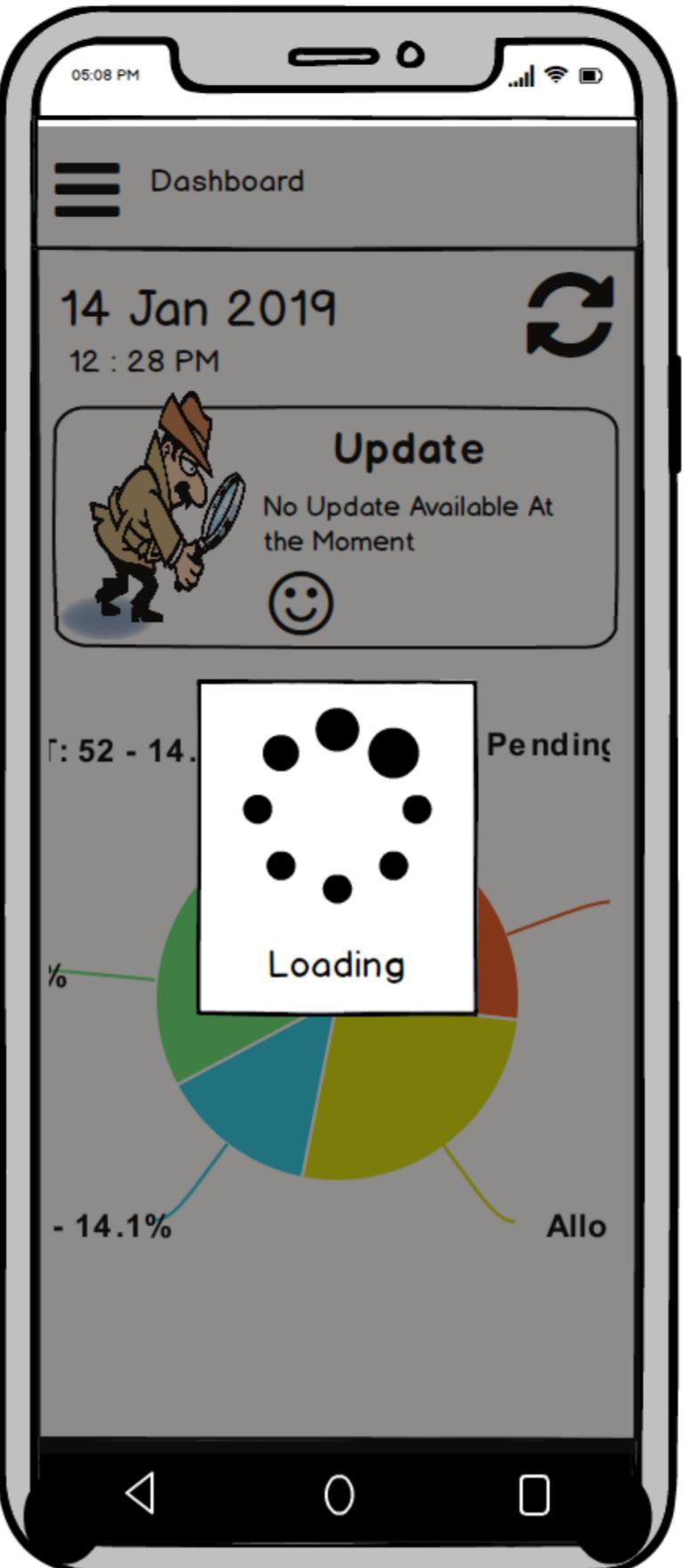
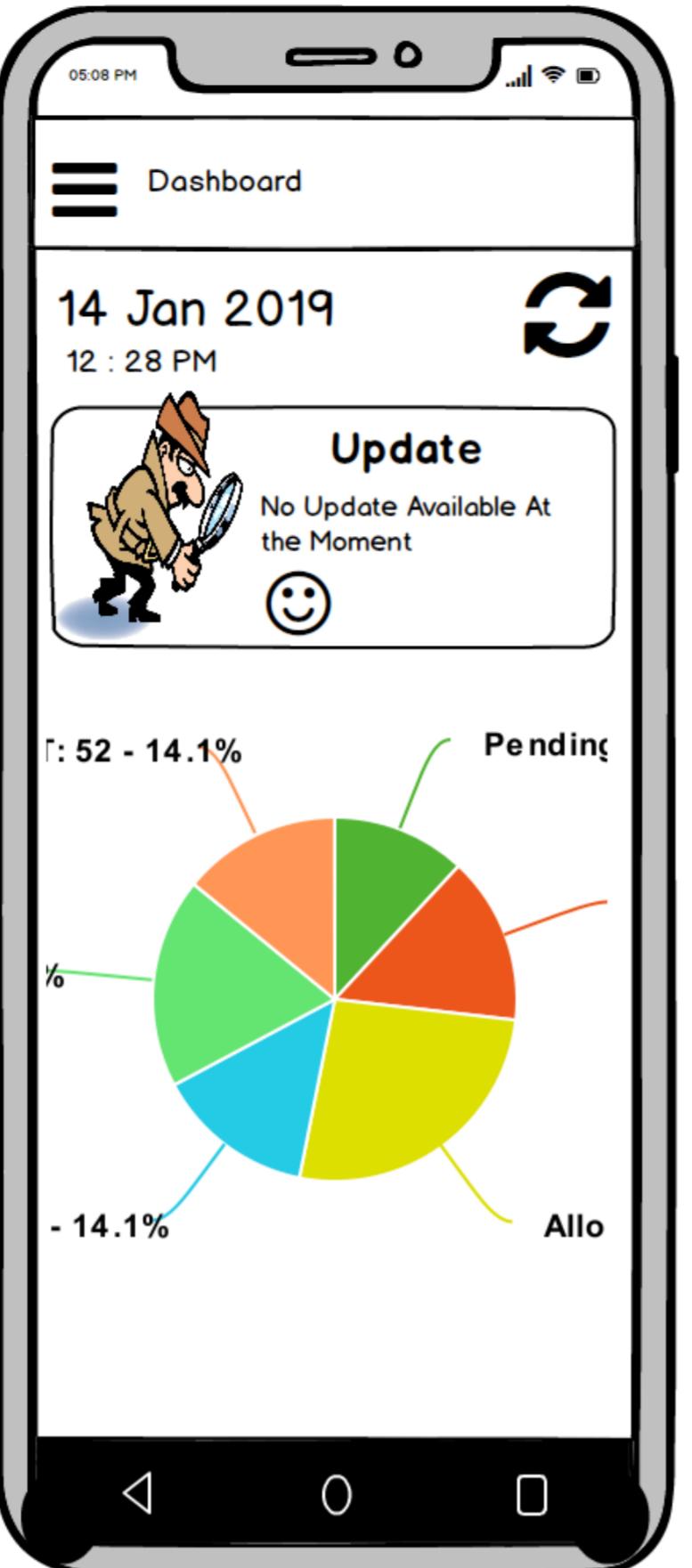
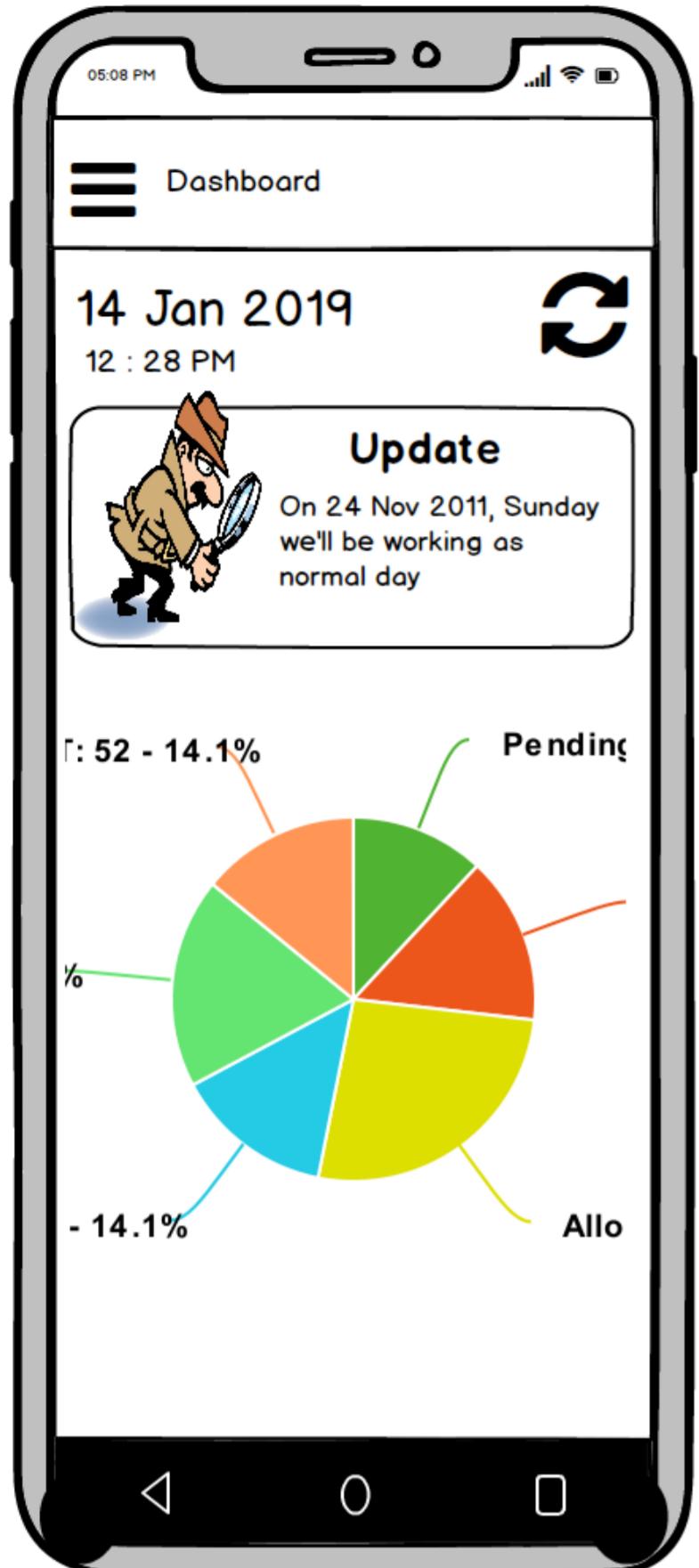
### Description

1. User will be able to view information shown in wireframe.
2. User will be able to change the password.
3. Suppose user does not remember his current password, then there is a link at the bottom called, "Log out and send password link". When user clicks on this link, he'll get log out of the system and password reset link will be sent to him through sms email. Rest working will done as explained in User story 03 - 06
4. When user logs in
5. If there is any change in user profile, then force log out user out of system. And when user logs in again, then show updated information.
6. When user first time logs in into the system, then save profile information in shared preferences and show this information to user from it.
7. Once the password is reset successfully then show Toast.
8. Privacy Policy, code of conduct, terms of services will come from backend. show it in webview.

### Acceptance Criteria

1. Proper user details will be shown to the user.
2. User should be able to download files by clicking on the link





### User Story 30

As a FOS user of the application, I should be able to get statistics related to my account. So that I can get better analytics of my work.

#### Description

1. User can see if there are any update that's been sent out by office
2. User can see his own stats such as
  - 2.a. Total number of Pending cases for confirmation
  - 2.b. Total number of cases pending for verification
  - 2.c. Total number of allocated cases in current month
  - 2.d. Total number of closed cases in current month
  - 2.e. Total number of cases that were completed IN TAT
  - 2.f. Total number of cases that were EXCEEDED TAT.

#### Acceptance Criteria

1. Stats shown on dashboard should be accurate
2. When user updates the Update section from web, he'll give some validity

### User Story 31

As a FOS user of the application, if there are no new update, then I should be able to see this.

#### Description

1. If there are no new update, then in Update section, user will be able to see a message, "No new update available at the moment."

#### Acceptance Criteria

1. This message will only be shown to user if there are no update available at the moment

### User Story 32

As a FOS user of the application, if I click on Refresh button on dashboard, then I should be able to see a loader icon, so I can understand that the application is fetching data from internet.

#### Description

Loader icon will be shown only when user clicks on refresh button. Time out for the refresh operation via manual refresh button is 5 seconds

#### Acceptance Criteria

1. When user clicks on Refresh button, then show loader icon.
2. time out for the loader is 5 seconds.

### User Story 33

As a FOS user of the application, if there are any errors occurred during fetching data from internet via API, the I should be able to see that message. So that I can take further actions.

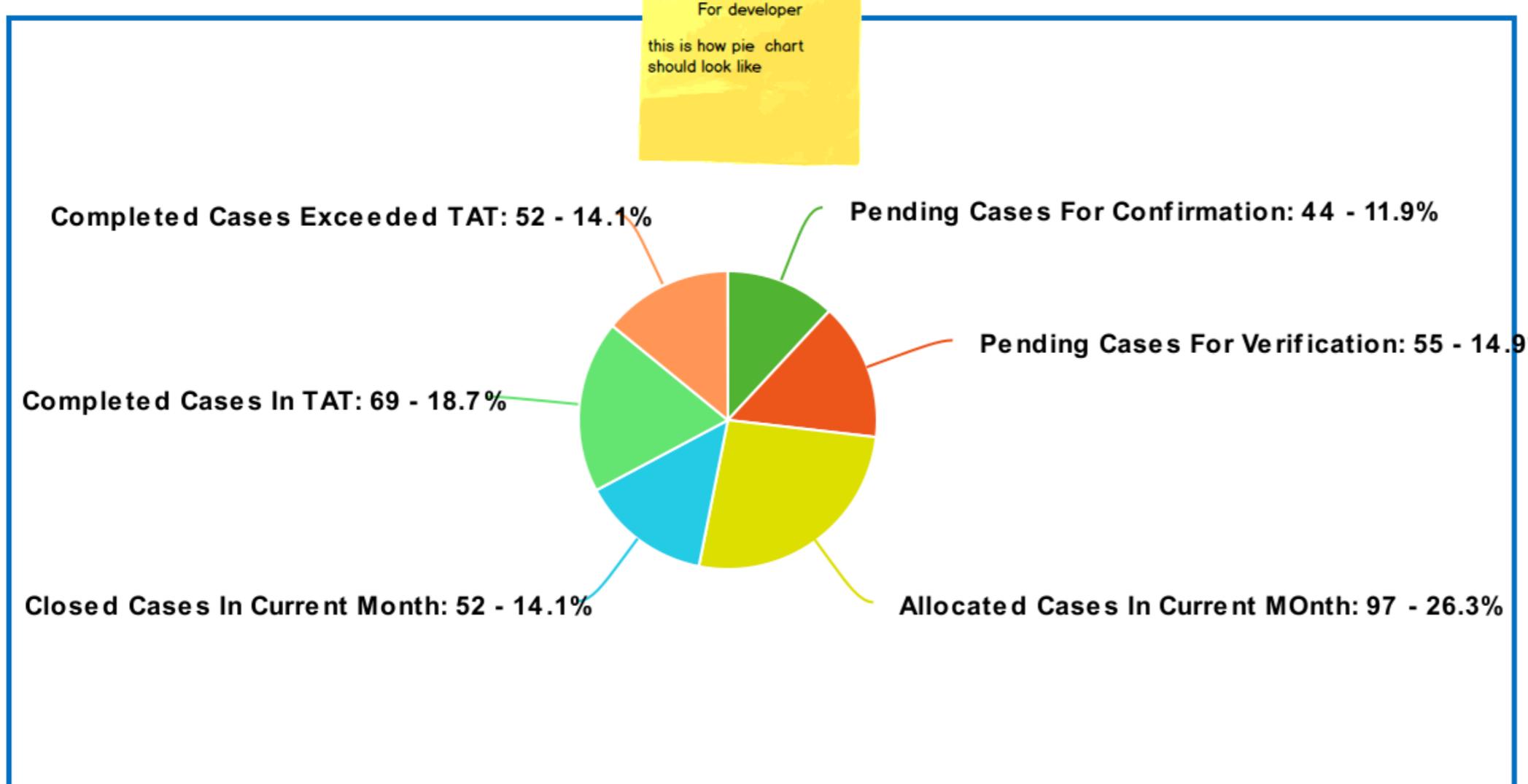
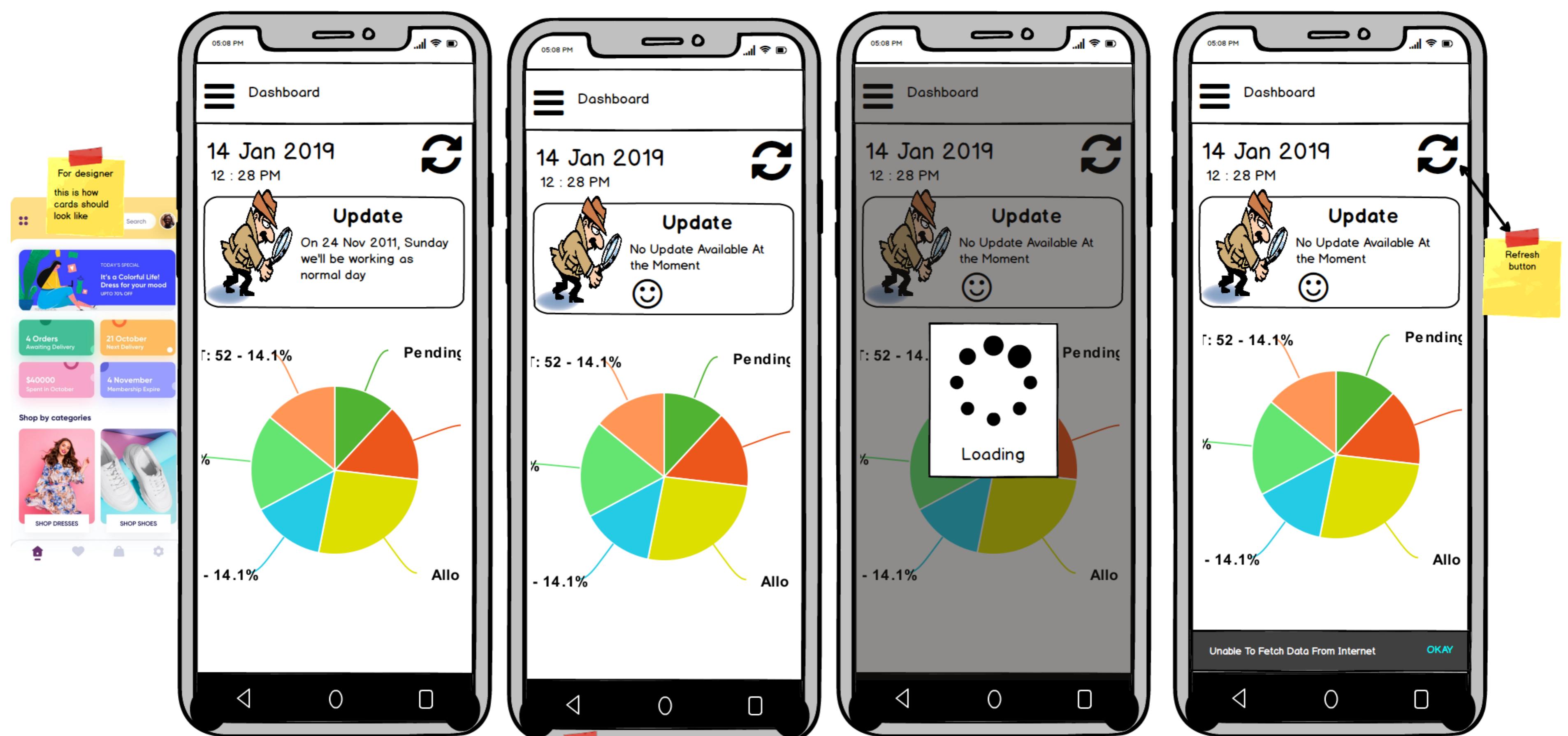
#### Description

If there are any errors while fetching data from internet then show those errors on toast. Message would be

1. Unable to fetch data from internet.
2. No data found

#### Acceptance Criteria

Proper toast messages should be shown  
In case of no internet connection, show message as "Unable to fetch data from internet"  
In case of no data available in database, show message as "No data found for current user"



- |  |  |
|--|--|
| [Green square] Pending Cases For Confirmation    | [Orange square] Pending Cases For Verification     |
| [Yellow square] Allocated Cases In Current Month | [Blue square] Closed Cases In Current Month        |
| [Light Green square] Completed Cases In TAT      | [Light Orange square] Completed Cases Exceeded TAT |

05:08 PM

## FOS Done Cases

**Company Name :** ABC Company Name BV  
**Customer Name :** XYZ Customer Name  
**Assigned On :** 12 Jan 2019 : 11:00 AM  
**Completed On :** 12 Jan 2019 : 03 : 00 PM (03:37)  
**Address :** Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre  
**TAT :** 2.30 Hrs

**Company Name :** ABC Company Name BV  
**Customer Name :** XYZ Customer Name  
**Assigned On :** 12 Jan 2019 : 11:00 AM  
**Completed On :** 12 Jan 2019 : 03 : 00 PM (03:37)  
**Address :** Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre  
**TAT :** 2.30 Hrs

**Company Name :** ABC Company Name BV  
**Customer Name :** XYZ Customer Name  
**Assigned On :** 12 Jan 2019 : 11:00 AM  
**Completed On :** 12 Jan 2019 : 03 : 00 PM (03:37)  
**Address :** Dummy Address field Dummy Addre  
Dummy Address field Dummy Address field Dummy Addre  
**TAT :** 2.30 Hrs

**Company Name :** ABC Company Name BV  
**Customer Name :** XYZ Customer Name  
**Completed On :** 12 Jan 2019 : 11:00 AM  
**Complete Till :** 12 Jan 2019 : 03 : 00 PM (03:37)  
**Address :** Dummy Address field Dummy Addre

05:08 PM

## View Case Details

### Customer Details

<b>Customer Name</b>	<b>Customer Mobile</b>
Rajesh Sharma	9652314587
<b>Alternate Number</b>	<b>Cust. Company Name</b>
9652314587	ABC Company Name
<b>Loan Amount Plan</b>	<b>Customer State</b>
9652314587	Maharashtra
<b>Customer City</b>	<b>Cust. District</b>
Aurangabad	Aurangabad

### **Cust. Taluka**

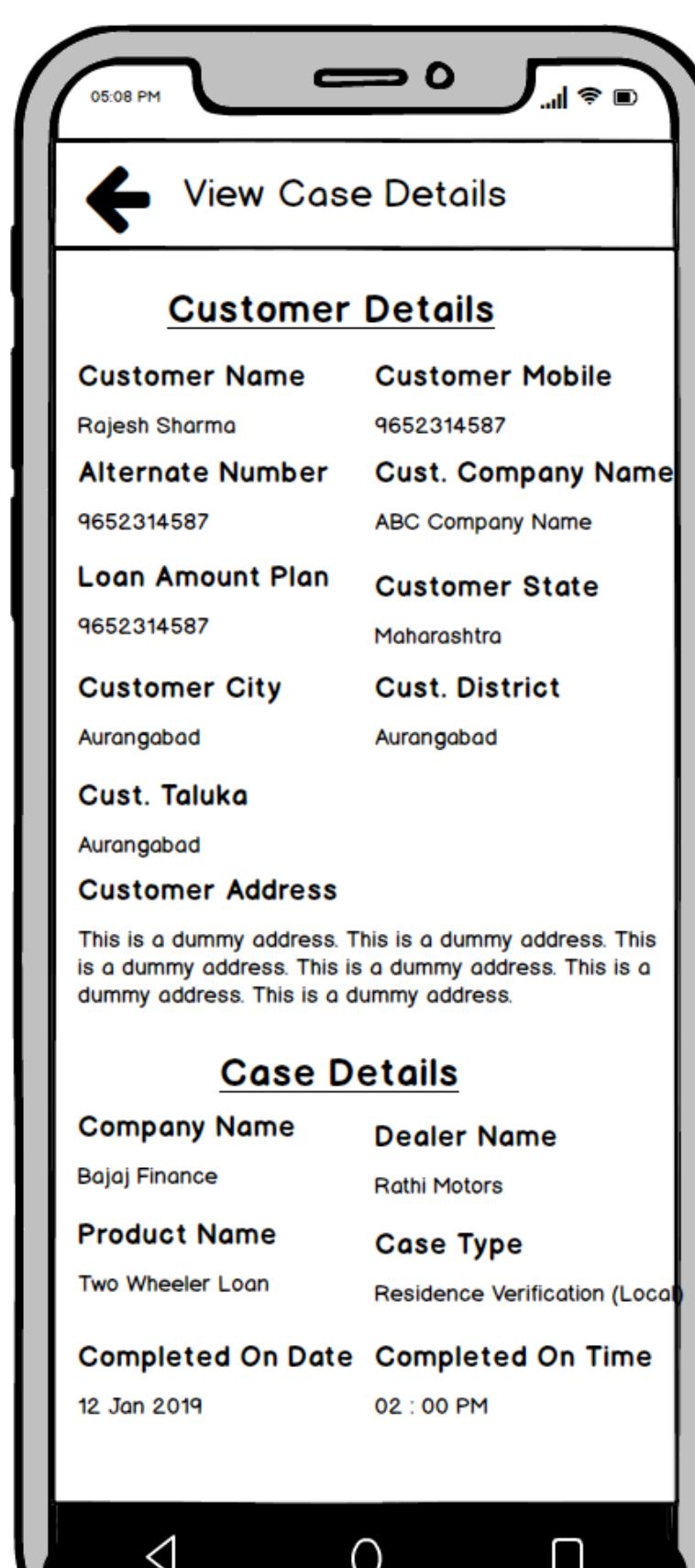
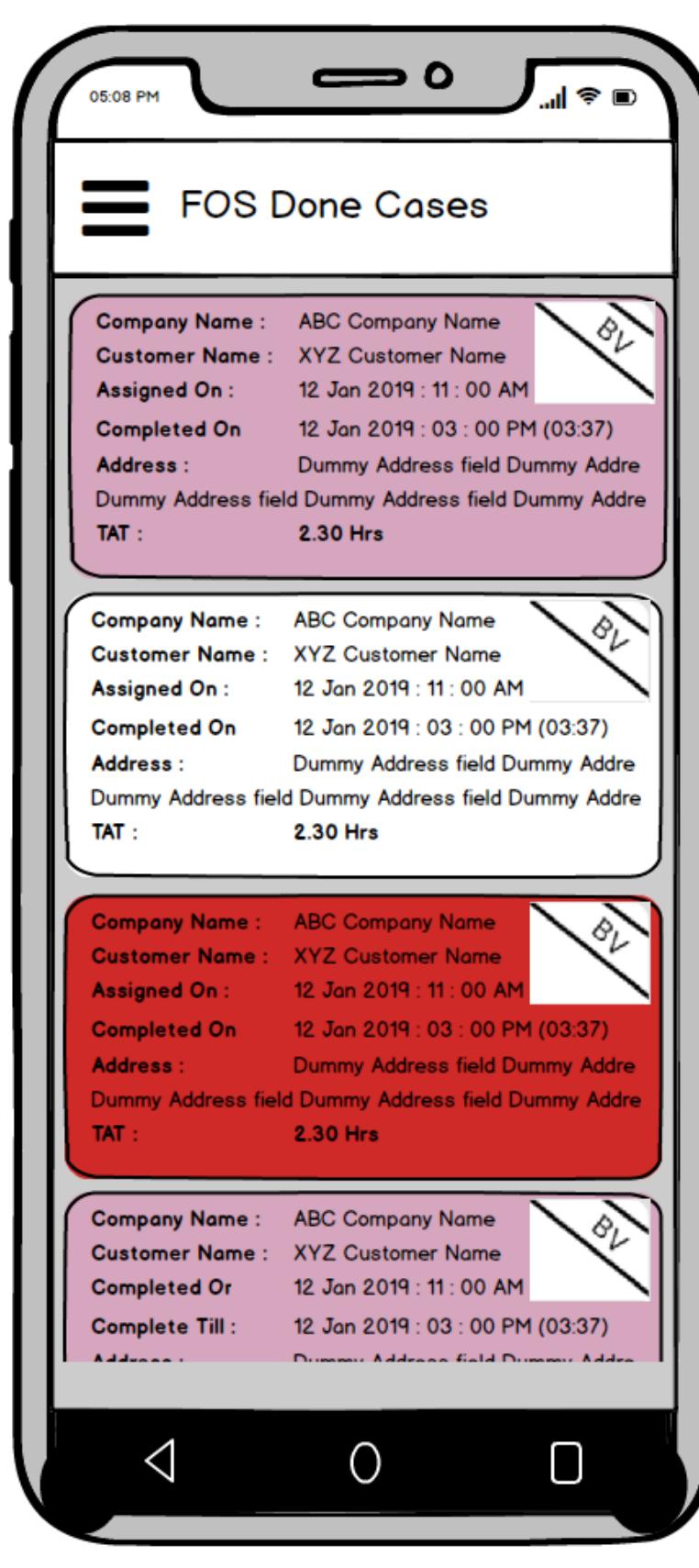
Aurangabad

### **Customer Address**

This is a dummy address. This is a dummy address.

### Case Details

<b>Company Name</b>	<b>Dealer Name</b>
Bajaj Finance	Rathi Motors
<b>Product Name</b>	<b>Case Type</b>
Two Wheeler Loan	Residence Verification (Loca)
<b>Completed On Date</b>	<b>Completed On Time</b>
12 Jan 2019	02 : 00 PM



## User Story 31

As a FOS user, I shouold be able to see which cases I have worked on; and what was the TAT for the case. So that I would get better understanding of my work.

### Description

1. User can see short descriptionn of case on card view.
2. After clicking on card view user can see full details of selected case
3. On every card, user can see the type of case "BV" or "RV".
4. As this listing get fetched from web, then show loader icon while fetching case cards from web
5. If TAT is nearing 75% of time, then change the card color to orange. If TAT exceeds the given time, then change the card color to RED
6. TAT figers at the bottom of the card, show the time in which the user completed the case

### Acceptance Criteria

1. All details should get displayed as per wireframe
2. Loading icon should get displayed while fetching information from web
3. Card color should change according to TAT timing.
4. Show only latest 35 cases

## User Story 32

As a FOS user, I should be able to view case details when I click on case name from case card list view.

So that I can get further details before accepting or rejectint the case.

### Description

At the time of adding case in the system, these details were added, we need to fetch these details from database and show to the FOS user in in android app.

### Acceptance Criteria

1. Proper values should get displayed on the form.
2. Values fetched from database.