



Nayan Jain &lt;nayan.jain@getcogno.ai&gt;

**Fwd: CognoAI WhatsApp Bot Data Purging**

2 messages

**Vandana Pathak** <vandana.pathak@getcogno.ai>  
To: Nayan Jain <nayan.jain@getcogno.ai>

Thanks and Regards,

Vandana Pathak  
IT Project Manager | Cogno AI  
+91 9935958157  
[www.getcogno.ai](http://www.getcogno.ai)

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----- Forwarded message -----

From: **Akhilesh shahu** <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>

Date: Fri, Feb 4, 2022 at 11:49 AM

Subject: RE: CognoAI WhatsApp Bot Data Purging

To: Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>, Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>, Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
Cc: Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>, Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>, Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>, Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>, Deba <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>, Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>, Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>, Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>

Hi Ajith,

We initiated the request to increase SFTP space from 2GB to 5GB .

@Ashish

Please check the Space and let me know if we are able to get the data chunk by chunk in existing available SFTP space

@Vandana

Please sync with Ashish and start your work .

**Thanks & Regards****Akhilesh Shahu**

Tel.:  
Mobile: 9971273472  
Email:[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)  
[idfcfirstbank.com](http://idfcfirstbank.com)

2nd Floor( Part)Pride Hulkul116 Lalbagh Main Road,  
Bangalore - 560027

**Please take a note of change in email address for future communication****From:** Ajith Kumar Singaravelu**Sent:** Friday, February 4, 2022 11:38 AM

**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
**Cc:** Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Deba <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>  
**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Akhilesh, Ashish,

Allocate a file for Data Purging and have this started in 1GB Units to cover and close in a week.

Hi Vandana,

Kindly check if we can start this today.

**Ajith Kumar Singaravelu**

Specialist Customer Experience Transformation

Customer Experience



Tel.: DID-022 42798844 Extn:

98844

Mobile: 7538877052

Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)Ground Floor , C-32 G Block, Naman Chambers, BKC,  
Bandra (East) , MUMBAI SUBURBAN - 400051**Please take a note of change in email address for future communication****From:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>**Sent:** 03 February 2022 20:40**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>**Cc:** Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Dipanshu yadav <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet Kumar <[abhijeet.kumar@idfcfirstbank.com](mailto:abhijeet.kumar@idfcfirstbank.com)>; Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>**Subject:** Re: CognoAI WhatsApp Bot Data Purging**Caution:** External mail be careful. If you are suspicious, please click on 'report phishing' button or forward this mail as attachment to [phishing.re](#)

Hi Akhilesh,

Thank you for your approval, This is to inform you that we have increased the resource.

Also, Please find the data purging details below:-

- Total MISDashboard objects count - 21674931
- Attached doc details for 1 day :  
Start date - 2022-02-02  
End date - 2022-02-02  
Count - 149332  
First Object Date - 22/07/2020  
Last Object Date - 03/02/2022  
Total number of 561 days

1-day file is approximately around 10MB so total size **10**(for one day) \* **561**(Total days) = **5610MB** = **5.61GB** (Approx)

Let me know if any other details are required from our end.

Thanks and Regards,

Vandana Pathak

IT Project Manager | Cogno AI

+91 9935958157

[www.getcogno.ai](http://www.getcogno.ai)*The content of this email is confidential and intended for the recipient specified in the message only. It is strictly forbidden to share any part of this message with any third party and follow with its deletion, so that we can ensure such a mistake does not occur in the future.*On Thu, Feb 3, 2022 at 4:39 PM Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)> wrote:

Hi Vandana,

Please do this Activity after 8 pm and update purging data size .

Thanks &amp; Regards

Akhilesh Shahu



Tel.:  
Mobile: 9971273472  
Email: [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)

2nd Floor( Part)Pride Hulkul116 Lalbagh Main Road,  
Bangalore - 560027

Please take a note of change in email address for future communication

**From:** Vandana Pathak [mailto:[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)]

**Sent:** Thursday, February 3, 2022 12:57 PM

**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>

**Cc:** Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Dipanshu Yadav <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet Kumar <[abhijeet.kumar@idfcfirstbank.com](mailto:abhijeet.kumar@idfcfirstbank.com)>; Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>

**Subject:** Re: CognoAI WhatsApp Bot Data Purging

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Dear Akhilesh,

As discussed, we would require downtime of 10 minutes to restart the server in order to increase the resources.

Kindly let me know the time for the same.

Thanks and Regards,

Vandana Pathak

IT Project Manager | Cogno AI

+91 9935958157

[www.getcogno.ai](http://www.getcogno.ai)

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On Wed, Feb 2, 2022 at 1:22 PM Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)> wrote:

Hi Vandana,

Trying to reach out to you. Kindly start the purging activity.

**Ajith Kumar Singaravelu**

Specialist Customer Experience Transformation

Customer Experience



Tel.: DID-022 42798844 Extn:  
98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

Ground Floor , C-32 G Block, Naman Chambers, BKC,  
Bandra (East) , MUMBAI SUBURBAN - 400051

Please take a note of change in email address for future communication

**From:** Ajith Kumar Singaravelu

**Sent:** 02 February 2022 10:49

**To:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Sanghavi <[raj@getcogno.ai](mailto:raj@getcogno.ai)>; Dipanshu Yadav <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>

**Cc:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet Kumar <[abhijeet.kumar@idfcfirstbank.com](mailto:abhijeet.kumar@idfcfirstbank.com)>

**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Vandana,

We didn't receive update over purging. Kindly share the status.

**Ajith Kumar Singaravelu**

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Tel.: DID-022 42798844 Extn:  
98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

Ground Floor , C-32 G Block, Naman Chambers, BKC,  
Bandra (East) , MUMBAI SUBURBAN - 400051

**Please take a note of change in email address for future communication**

**From:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>

**Sent:** 31 January 2022 17:50

**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>

**Cc:** Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Dipanshu Yadav <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>; Alex Sanghavi <[raj@getcogno.ai](mailto:raj@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; At <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>; Debabrata Basak <[deb@getcogno.ai](mailto:deb@getcogno.ai)>; Pallavi Bhoyar <[pallavi.bhoyar@getcogno.ai](mailto:pallavi.bhoyar@getcogno.ai)>

**Subject:** Re: CognoAI WhatsApp Bot Data Purging

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Dear Akhilesh,

Acknowledging receipt of your email, we will start the activity from tomorrow.

Thanks and Regards,

Vandana Pathak

IT Project Manager | Cogno AI

+91 9935958157

[www.getcogno.ai](http://www.getcogno.ai)

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On Mon, Jan 31, 2022 at 5:47 PM Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)> wrote:

Hi Vandana,

As Discuss over call Please take a backup and share data over SFTP to IDFC and also share path of the file.

When the above step done you can start purging .

@Ajith

Please sync with Vandana to clarify below statement so she will start .

We spoke last day. Need both the API logs (with request, response) and the usage report data to be purged ASAP

**Thanks & Regards**

**Akhilesh Shahu**



Tel.:  
Mobile: 9971273472  
Email: [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)

2nd Floor( Part)Pride Hulkul116 [Lalbagh Main Road](#),  
Bangalore - 560027

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**From:** Pronil Halder [mailto:[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)]

**Sent:** Monday, January 31, 2022 2:15 PM

**To:** Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Dipanshu Yadav <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>

**Cc:** Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>; Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Alex Coelho <[alex.coe@idfcfirstbank.com](mailto:alex.coe@idfcfirstbank.com)>; Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Debabrata Basak <[deb@getcogno.ai](mailto:deb@getcogno.ai)>; Pallavi Bhoyar <[pallavi.bhoyar@getcogno.ai](mailto:pallavi.bhoyar@getcogno.ai)>

**Subject:** Re: CognoAI WhatsApp Bot Data Purging

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+Dipanshu Yadav

Thanks and Kind Regards

Pronil Halder

Associate Engineer | Cogno AI

+91 7450077859

<https://www.getcogno.ai/>

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On Thu, Jan 27, 2022 at 2:12 PM Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)> wrote:

Dear Ajith/Akhilesh,

Sure, @Alex Coelho / @Vandana Pathak kindly look into this as discussed.

Thanks and Kind Regards,

Natasha Konjier

Customer Success Associate

Cogno AI

+91-8879868030

[getcogno.ai](https://www.getcogno.ai)

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On Thu, Jan 27, 2022 at 2:06 PM Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)> wrote:

Hi Natasha,

We spoke last day. Need both the API logs (with request, response) and the usage report data to be purged  
As requested earlier, send us a sample for API log data.

Hi Akhilesh,

Please discuss and close on where this is going to be stored at our end and the conveyance of the same fr

Ajith Kumar Singaravelu

Specialist Customer Experience Transformation

Customer Experience



Tel.: DID-022 42798844 Extn: 98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

Ground Floor , C-32 G Block, Naman Chambers, BKC, Bandra (East) , MUMBAI SUBURBAN - 400051

**From:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>  
**Sent:** 21 January 2022 17:02  
**To:** Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>; Raj Sanghavi <[raj@getcogno.ai](mailto:raj@getcogno.ai)>  
**Cc:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>  
**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Alex,

Please give a confirmation as all the data over SFTP to IDFC data lake has been shared before start purging.

Thanks & Regards  
Akhilesh Shahu



Tel.:  
Mobile: 9971273472  
Email: [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)

2nd Floor( Part)Pride Hulkul116 Lalbagh Main Road, Bangalore - 560027

Please take a note of change in email address for future communication

**From:** Ajith Kumar Singaravelu  
**Sent:** Friday, January 21, 2022 4:54 PM  
**To:** Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Raj Sanghavi <[raj@getcogno.ai](mailto:raj@getcogno.ai)>; Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; So  
**Cc:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>  
**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Alex,

This is similar to the daily reports. During our conversation we had discussed on the json based data. In terms, logs of all the requests as fired and responses as received. Let's purge this data.

Ajith Kumar Singaravelu  
  
Specialist Customer Experience Transformation  
  
Customer Experience



Tel.: DID-022 42798844 Extn: 98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

Ground Floor , C-32 G Block, Naman Chambers, BKC, Bandra (East) , MUMBAI SUBURBAN - 400051

**From:** Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>  
**Sent:** 20 January 2022 17:42  
**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>  
**Cc:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ashish Bhatt(Pinnacle Technolo <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sanghavi <[raj@getcogno.ai](mailto:raj@getcogno.ai)>; Pronil Halder <[pronil.halder@ajithkumar.singaravelu@idfcfirstbank.com](mailto:pronil.halder@ajithkumar.singaravelu@idfcfirstbank.com)>  
**Subject:** Re: CognoAI WhatsApp Bot Data Purging

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Thanks and Kind Regards,

Alex Coelho

Associate Project Manager | Cogno AI  
+91 9769390335  
<https://www.getcogno.ai>

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On Thu, Jan 20, 2022 at 5:35 PM Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)> wrote:

Hi Akhilesh,

PFA a sample data purging sheet as requested.

Thanks and Kind Regards,

Alex Coelho

Associate Project Manager | Cogno AI  
+91 9769390335  
<https://www.getcogno.ai>

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On Thu, Jan 20, 2022 at 3:01 PM Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)> wrote:

Hi Vandana,

As Discuss Please share the required details for review , one more question I have if this data already Allincall is sharing to IDFC the

Thanks & Regards

Akhilesh Shahu



Tel.:  
Mobile: 9971273472  
Email: [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)

2nd Floor(  
Part)Pride  
Hulkul116  
Lalbagh  
Main  
Road,  
Bangalore  
- 560027

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**From:** Ajith Kumar Singaravelu  
**Sent:** Wednesday, January 19, 2022 1:15 PM  
**To:** Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>; Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
**Cc:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ashish Bhatt(Pinnacle Technolo <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sa  
**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Ronald,

I do not have idea around this. Setting up a call with you and CognoAI to take this further.

Ajith Kumar Singaravelu

Specialist Customer Experience Transformation

Customer Experience



Tel.:DID-022 42798844 Extn: 98844  
Mobile: 7538877052  
Email:ajithkumar.singaravelu@idfcfirstbank.com

Ground Floor , C-32 G Block, Naman Chambers, BKC, Bandra (East) , MUMBAI SUBURBAN - 400051

**From:** Ronald Verghese <Ronald.verghese@idfcfirstbank.com>  
**Sent:** 18 January 2022 13:39  
**To:** Ajith Kumar Singaravelu <ajithkumar.singaravelu@idfcfirstbank.com>; Vandana Pathak <vandana.pathak@getcogno.ai>  
**Cc:** Akhilesh shahu <akhilesh.shahu@idfcfirstbank.com>; Natasha Konjier <natasha.konjier@getcogno.ai>; Ashish Bhatt(Pinnacle 1 <sounav.nandi@getcogno.ai>; Abhijeet Kumar <abhijeet.kumar1@idfcfirstbank.com>; Vraj Sheth <vraj.sheth@getcogno.ai>; Raj Sa  
**Subject:** RE: CognoAI WhatsApp Bot Data Purging  
**Importance:** High

Hi Ajith,

Wanted to understand the following

- 1. If 3 months already decided by the bank or as per the guidelines provided by RBI?
- 2. Isn't archiving considered even before purging the data

With Best Regards,

Ronald Mathew Verghese  
+91-9819595376

**From:** Ajith Kumar Singaravelu <ajithkumar.singaravelu@idfcfirstbank.com>  
**Sent:** Tuesday, January 18, 2022 12:19 PM  
**To:** Ronald Verghese <Ronald.verghese@idfcfirstbank.com>; Vandana Pathak <vandana.pathak@getcogno.ai>  
**Cc:** Akhilesh shahu <akhilesh.shahu@idfcfirstbank.com>; Natasha Konjier <natasha.konjier@getcogno.ai>; Ashish Bhatt(Pinnacle 1 <sounav.nandi@getcogno.ai>; Abhijeet Kumar <abhijeet.kumar1@idfcfirstbank.com>; Vraj Sheth <vraj.sheth@getcogno.ai>; Raj Sa  
**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Ronald,  
Please find the attachment.

Ajith Kumar Singaravelu

Specialist Customer Experience Transformation

Customer Experience





Tel.: DID-022 42798844 Extn: 98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

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Chambers,  
BKC,  
Bandra  
(East) ,  
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SUBURBAN  
- 400051

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**From:** Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>  
**Sent:** 18 January 2022 11:00  
**To:** Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>; Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
**Cc:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ashish Bhatt(Pinnacle 1 <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sa  
**Subject:** RE: CognoAI WhatsApp Bot Data Purging  
**Importance:** High

Hi Ajith,

Can I get to see the doc once...

*With Best Regards,*

**Ronald Mathew Verghese**

**+91-9819595376**

**From:** Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>  
**Sent:** Monday, January 17, 2022 5:57 PM  
**To:** Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>; Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
**Cc:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ashish Bhatt(Pinnacle 1 <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sa  
**Subject:** CognoAI WhatsApp Bot Data Purging

Hi Ronald,

Requesting your review and subsequent approval for choosing the convenient approach for data purging.

**Ajith Kumar Singaravelu**

Specialist Customer Experience Transformation

Customer Experience



Tel.: DID-022 42798844 Extn: 98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

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Naman  
Chambers,  
BKC,  
Bandra  
(East) ,  
MUMBAI  
SUBURBAN  
- 400051

Please take a note of change in email address for future communication

**From:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
**Sent:** 17 January 2022 16:42  
**To:** Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>  
**Cc:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ashish Bhatt(Pinnacle 1 <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sa  
**Subject:** Re: Usage Dashboard - Access

Caution: External mail be careful. If you are suspicious, please click on 'report phishing' button or forward this mail as attachment to

Hi Ajith,

As per our conversation, please find attached the Data Purging document from our end, awaiting your confirmation in order to start w

Let me know if you have any questions.

Thanks and Regards,

Vandana Pathak  
IT Project Manager | Cogno AI  
+91 9935958157  
[www.getcogno.ai](http://www.getcogno.ai)

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message by mistake, please reply to this message and follow with its deletion, so that we can ensure such a mistake does not occ*

On Mon, Jan 17, 2022 at 9:07 AM Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)> wrote:

Dear Ajith,

This has occurred due to the very high amount of data that has been stored in our server over the span of last 3 years.

To resolve this we would need to perform the data purging as mentioned earlier by @Vandana Pathak and we will initiate it today.

Thanks and Kind Regards

Pronil Halder  
Associate Engineer | Cogno AI  
+91 7450077859  
<https://www.getcogno.ai/>

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message by mistake, please reply to this message and follow with its deletion, so that we can ensure such a mistake does not occ

On Thu, Jan 13, 2022 at 8:47 PM Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)> wrote:

Hi Pronil,

Requesting an update on this.

**Ajith Kumar Singaravelu**

Specialist Customer Experience Transformation

Customer Experience



Tel.: DID-022 42798844 Extn:  
98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

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Naman  
Chambers,  
BKC,  
Bandra  
(East) ,  
MUMBAI  
SUBURBAN  
- 400051

Please take a note of change in email address for future communication

**From:** Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>  
**Sent:** 13 January 2022 13:26  
**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>  
**Cc:** Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ajith Kumar Singaravelu <[ajiithkumar.singaravelu@idfcfirstbank.com](mailto:ajiithkumar.singaravelu@idfcfirstbank.com)>; A: Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kun](mailto:abhijeet.kun)>  
**Subject:** Re: Usage Dashboard - Access

Caution: External mail be careful. If you are suspicious, please click on 'report phishing' button or forward this mail as attachment

Dear Akhilesh,

Let me get this resolved on priority and get back to you shortly.

Thanks and Kind Regards

Pronil Halder  
Associate Engineer | Cogno AI  
+91 7450077859  
<https://www.getcogno.ai/>

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On Thu, Jan 13, 2022 at 1:18 PM Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)> wrote:

Looping in [@Pronil Halder](#) to check this.

Thanks and Kind Regards,

Natasha Konjier  
Customer Success Associate  
Cogno AI  
+91-8879868030  
[getcogno.ai](mailto:natasha.konjier@getcogno.ai)

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On Thu, Jan 13, 2022 at 1:17 PM Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)> wrote:

Hi Ajith,

I am also not getting any count .



Thanks & Regards

Akhilesh Shahu



Tel.:  
Mobile: 9971273472  
Email:[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)  
2nd Floor(  
Part)Pride  
Hulkul116  
Laibagh  
Main  
Road,  
Bangalore  
- 560027

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**From:** Ajith Kumar Singaravelu  
**Sent:** Thursday, January 13, 2022 12:36 PM  
**To:** Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>  
**Cc:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Sounav Nandi <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sanghavi <[raj@getcogno.ai](mailto:raj@getcogno.ai)>  
**Subject:** RE: Usage Dashboard - Access

Hi Ashish, Akhilesh,  
Please check this at your end. I'm unable to see the counts under analytics.

**Ajith Kumar Singaravelu**  
  
Specialist Customer Experience Transformation  
  
Customer Experience



Tel.: DID-022 42798844 Extn:  
98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

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Chambers,  
BKC,  
Bandra  
(East) ,  
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SUBURBAN  
- 400051

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**From:** Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>  
**Sent:** 13 January 2022 12:01  
**To:** Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>  
**Cc:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Sounav Nandi <[shahu@akhilesh.shahu@idfcfirstbank.com](mailto:shahu@akhilesh.shahu@idfcfirstbank.com)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@idfcfirstbank.com](mailto:vraj.sheth@idfcfirstbank.com)>  
**Subject:** Re: Usage Dashboard - Access

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Hi Ajith,

PFB the credentials for console login

<https://idfc-first-whatsapp-banking.allincall.in/chat/login/>

1. [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com) Pass123!@#
2. [Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com) Ashish@123
3. [abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com) Abhijeet@123
4. [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com) AjithKS@123

Thanks and Kind Regards,

Alex Coelho

Associate Project Manager | Cogno AI  
+91 9769390335  
<https://www.getcogno.ai>

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On Thu, Jan 13, 2022 at 11:35 AM Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)> wrote:

Hi Ajith,

We will make the credentials and share them with you by Monday.

Thanks and Kind Regards,

Alex Coelho

Associate Project Manager | Cogno AI  
+91 9769390335  
<https://www.getcogno.ai>

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On Wed, Jan 12, 2022 at 5:14 PM Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)> wrote

Hi Team,

As discussed, please initiate log-in credential to the dashboard for below IDs,

1. [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)
2. [Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)
3. [abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)
4. [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

Ajith Kumar Singaravelu

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Tel.: DID-022 42798844 Extn: 98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)  
[idfcfirstbank.com](http://idfcfirstbank.com)

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Bandra (East) , MUMBAI  
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Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
To: Nayan Jain <[nayan.jain@getcogno.ai](mailto:nayan.jain@getcogno.ai)>

Thanks and Regards,

Vandana Pathak  
IT Project Manager | Cogno AI  
+91 9935958157  
[www.getcogno.ai](http://www.getcogno.ai)

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----- Forwarded message -----  
From: **Vandana Pathak** <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
Date: Fri, Feb 11, 2022 at 12:52 PM  
Subject: Fwd: CognoAI WhatsApp Bot Data Purging  
To: Nayan Jain <[nayan.jain@getcogno.ai](mailto:nayan.jain@getcogno.ai)>

Thanks and Regards,

Vandana Pathak  
IT Project Manager | Cogno AI  
+91 9935958157  
[www.getcogno.ai](http://www.getcogno.ai)

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----- Forwarded message -----  
From: **Akhilesh shahu** <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>  
Date: Fri, Feb 4, 2022 at 11:49 AM  
Subject: RE: CognoAI WhatsApp Bot Data Purging  
To: Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>, Ashish Bhatt (Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>, Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
Cc: Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>, Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>, Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>, Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>, Deba <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>, Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>, Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>, Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>

11/02/2022, 13:08

AllinCall Research and Solutions Mail - Fwd: CognoAI WhatsApp Bot Data Purging

Hi Ajith,

We initiated the request to increase SFTP space from 2GB to 5GB .

@Ashish

Please check the Space and let me know if we are able to get the data chunk by chunk in existing available SFTP space

@Vandana

Please sync with Ashish and start your work .

Thanks & Regards

Akhilesh Shahu



Tel.:  
Mobile: 9971273472  
Email: [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)

2nd Floor( Part)Pride Hulkul116 Lalbagh Main Road,  
Bangalore - 560027

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**From:** Ajith Kumar Singaravelu  
**Sent:** Friday, February 4, 2022 11:38 AM  
**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
**Cc:** Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Deba <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>  
**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Akhilesh, Ashish,

Allocate a file for Data Purging and have this started in 1GB Units to cover and close in a week.

Hi Vandana,

Kindly check if we can start this today.

Ajith Kumar Singaravelu

Specialist Customer Experience Transformation

Customer Experience



Tel.:DID-022 42798844 Extn:  
98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

Ground Floor , C-32 G Block, Naman Chambers, BKC,  
Bandra (East) , MUMBAI SUBURBAN - 400051

Please take a note of change in email address for future communication

**From:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
**Sent:** 03 February 2022 20:40  
**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>  
**Cc:** Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Dipanshu Yadav <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet Kumar <[abhijeet.kumar@idfcfirstbank.com](mailto:abhijeet.kumar@idfcfirstbank.com)>  
**Subject:** Re: CognoAI WhatsApp Bot Data Purging

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Hi Akhilesh,

Thank you for your approval, This is to inform you that we have increased the resource.

Also, Please find the data purging details below:-

- Total MISDashboard objects count - 21674931
- Attached doc details for 1 day :  
Start date - 2022-02-02  
End date - 2022-02-02  
Count - 149332  
First Object Date - 22/07/2020  
Last Object Date - 03/02/2022  
Total number of 561 days

1-day file is approximately around 10MB so total size **10**(for one day) \* **561**(Total days) = **5610MB** = **5.61GB** (Approx)

Let me know if any other details are required from our end.

Thanks and Regards,

Vandana Pathak

IT Project Manager | Cogno AI

+91 9935958157

[www.getcogno.ai](http://www.getcogno.ai)

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On Thu, Feb 3, 2022 at 4:39 PM Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)> wrote:

Hi Vandana,

Please do this Activity after 8 pm and update purging data size .

Thanks & Regards

Akhilesh Shahu



Tel.:  
Mobile: 9971273472  
Email: [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)

2nd Floor( Part)Pride Hulkul116 [Lalbagh Main Road](#),  
Bangalore - 560027

Please take a note of change in email address for future communication

**From:** Vandana Pathak [mailto:[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)]

**Sent:** Thursday, February 3, 2022 12:57 PM

**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>

**Cc:** Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Dipanshu Yadav <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet Kumar <[Singaravelu\\_ajithkumar.singaravelu@idfcfirstbank.com](mailto:Singaravelu_ajithkumar.singaravelu@idfcfirstbank.com)>

**Subject:** Re: CognoAI WhatsApp Bot Data Purging

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Dear Akhilesh,



As discussed, we would require downtime of 10 minutes to restart the server in order to increase the resources.

Kindly let me know the time for the same.

Thanks and Regards,

Vandana Pathak  
IT Project Manager | Cogno AI  
+91 9935958157  
[www.getcogno.ai](http://www.getcogno.ai)

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On Wed, Feb 2, 2022 at 1:22 PM Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)> wrote:

Hi Vandana,

Trying to reach out to you. Kindly start the purging activity.

**Ajith Kumar Singaravelu**

Specialist Customer Experience Transformation

Customer Experience



Tel.: DID-022 42798844 Extn:  
98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

Ground Floor , C-32 G Block, Naman Chambers, BKC,  
Bandra (East) , MUMBAI SUBURBAN - 400051

**Please take a note of change in email address for future communication**

**From:** Ajith Kumar Singaravelu

**Sent:** 02 February 2022 10:49

**To:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Sanghavi <[raj@getcogno.ai](mailto:raj@getcogno.ai)>; Dipanshu Yadav <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>

**Cc:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet Kumar <[abhijeet.kumar@idfcfirstbank.com](mailto:abhijeet.kumar@idfcfirstbank.com)>

**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Vandana,

We didn't receive update over purging. Kindly share the status.

**Ajith Kumar Singaravelu**

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Customer Experience



Tel.: DID-022 42798844 Extn:  
98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

Ground Floor , C-32 G Block, Naman Chambers, BKC,  
Bandra (East) , MUMBAI SUBURBAN - 400051

**Please take a note of change in email address for future communication**

**From:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
**Sent:** 31 January 2022 17:50  
**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>  
**Cc:** Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Dipanshu Yadav <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>; Alex Sanghavi <[raj@getcogno.ai](mailto:raj@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; At <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>; Debabrata Basak <[deb@getcogno.ai](mailto:deb@getcogno.ai)>; Pallavi Bhoyar <[pallavi.bhoyar@getcogno.ai](mailto:pallavi.bhoyar@getcogno.ai)>  
**Subject:** Re: CognoAI WhatsApp Bot Data Purging

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Dear Akhilesh,

Acknowledging receipt of your email, we will start the activity from tomorrow.

Thanks and Regards,

Vandana Pathak  
IT Project Manager | Cogno AI  
+91 9935958157  
[www.getcogno.ai](http://www.getcogno.ai)

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On Mon, Jan 31, 2022 at 5:47 PM Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)> wrote:

Hi Vandana,

As Discuss over call Please take a backup and share data over SFTP to IDFC and also share path of the file.

When the above step done you can start purging .

@Ajith

Please sync with Vandana to clarify below statement so she will start .

We spoke last day. Need both the API logs (with request, response) and the usage report data to be purged ASAP

Thanks & Regards

Akhilesh Shahu



Tel.:  
Mobile: 9971273472  
Email:[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)

2nd Floor( Part)Pride Hulkul116 Lalbagh Main Road,  
Bangalore - 560027

Please take a note of change in email address for future communication

**From:** Pronil Halder [mailto:[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)]  
**Sent:** Monday, January 31, 2022 2:15 PM  
**To:** Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Dipanshu Yadav <[dipanshu.yadav@getcogno.ai](mailto:dipanshu.yadav@getcogno.ai)>  
**Cc:** Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>; Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Alex Coelho <[alex.coelho@idfcfirstbank.com](mailto:alex.coelho@idfcfirstbank.com)>; Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet Kumar <[abhijeet.kumar@idfcfirstbank.com](mailto:abhijeet.kumar@idfcfirstbank.com)>; Debabrata Basak <[deb@getcogno.ai](mailto:deb@getcogno.ai)>; Pallavi Bhoyar <[pallavi.bhoyar@getcogno.ai](mailto:pallavi.bhoyar@getcogno.ai)>  
**Subject:** Re: CognoAI WhatsApp Bot Data Purging

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+Dipanshu Yadav

Thanks and Kind Regards

Pronil Halder  
Associate Engineer | Cogno AI  
+91 7450077859  
<https://www.getcogno.ai/>

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On Thu, Jan 27, 2022 at 2:12 PM Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)> wrote:

Dear Ajith/Akhilesh,

Sure, @Alex Coelho / @Vandana Pathak kindly look into this as discussed.

Thanks and Kind Regards,

Natasha Konjier  
Customer Success Associate  
Cogno AI  
+91-8879868030  
[getcogno.ai](https://www.getcogno.ai)

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On Thu, Jan 27, 2022 at 2:06 PM Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)> wrote:

Hi Natasha,

We spoke last day. Need both the API logs (with request, response) and the usage report data to be purged  
As requested earlier, send us a sample for API log data.

Hi Akhilesh,

Please discuss and close on where this is going to be stored at our end and the conveyance of the same from our end.

**Ajith Kumar Singaravelu**

Specialist Customer Experience Transformation

Customer Experience



Tel.: DID-022 42798844 Extn: 98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

Ground Floor, C-32 G Block, Naman Chambers, BKC,  
Bandra (East), MUMBAI SUBURBAN - 400051

**From:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>

**Sent:** 21 January 2022 17:02

**To:** Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>; Raj Sanghavi <[raj.sanghavi@idfcfirstbank.com](mailto:raj.sanghavi@idfcfirstbank.com)>;  
**Cc:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Ashish Bhatt (Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>

**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Alex,

Please give a confirmation as all the data over SFTP to IDFC data lake has been shared before start purging.

Thanks & Regards

Akhilesh Shahu



Tel.:  
Mobile: 9971273472  
Email: [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)

2nd Floor( Part)Pride Hulkul116 Lalbagh Main Road,  
Bangalore - 560027

Please take a note of change in email address for future communication

**From:** Ajith Kumar Singaravelu

**Sent:** Friday, January 21, 2022 4:54 PM

**To:** Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>; Raj Sanghavi <[raj@getcogno.ai](mailto:raj@getcogno.ai)>; Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; So

**Cc:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Abhijeet <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>; Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>

**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Alex,

This is similar to the daily reports. During our conversation we had discussed on the json based da

In terms, logs of all the requests as fired and responses as received. Let's purge this data.

**Ajith Kumar Singaravelu**

Specialist Customer Experience Transformation

Customer Experience



Tel.:DID-022 42798844 Extn:  
98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

Ground Floor , C-32 G Block, Naman Chambers, BKC,  
Bandra (East) , MUMBAI SUBURBAN - 400051

**From:** Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>

**Sent:** 20 January 2022 17:42

**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>

**Cc:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ashish Bhatt(Pinnacle Technolo  
<[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sanghavi <[raj@getcogno.ai](mailto:raj@getcogno.ai)>; Pronil Halder <[pronil.halder@idfcfirstbank.com](mailto:pronil.halder@idfcfirstbank.com)>

**Subject:** Re: CognoAI WhatsApp Bot Data Purging

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Thanks and Kind Regards,

Alex Coelho

Associate Project Manager | Cogno AI  
+91 9769390335  
<https://www.getcogno.ai>

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On Thu, Jan 20, 2022 at 5:35 PM Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)> wrote:

Hi Akhilesh,

PFA a sample data purging sheet as requested.

Thanks and Kind Regards,

Alex Coelho

Associate Project Manager | Cogno AI

+91 9769390335

<https://www.getcogno.ai>

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On Thu, Jan 20, 2022 at 3:01 PM Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)> wrote:

Hi Vandana,

As Discuss Please share the required details for review , one more question I have if this data already AllinCall is sharing to IDFC the

**Thanks & Regards**

**Akhilesh Shahu**



Tel.:  
Mobile: 9971273472  
Email: [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)

2nd Floor(  
Part)Pride  
Hulkul116  
**Lalbagh**  
Main  
Road,  
Bangalore  
- 560027

**Please take a note of change in email address for future communication**

**From:** Ajith Kumar Singaravelu

**Sent:** Wednesday, January 19, 2022 1:15 PM

**To:** Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>; Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>

**Cc:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ashish Bhatt(Pinnacle 1 <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sa

**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Ronald,

I do not have idea around this. Setting up a call with you and CognoAI to take this further.

**Ajith Kumar Singaravelu**

Specialist Customer Experience Transformation

Customer Experience



Tel.:DID-022 42798844 Extn:  
98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

Ground  
Floor , C-32  
**G Block,**  
Naman  
Chambers,  
BKC,  
Bandra  
(East) ,  
MUMBAI

SUBURBAN  
- 400051

**From:** Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>  
**Sent:** 18 January 2022 13:39  
**To:** Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>; Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
**Cc:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ashish Bhatt(Pinnacle 1 <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sa  
**Subject:** RE: CognoAI WhatsApp Bot Data Purging  
**Importance:** High

Hi Ajith,

Wanted to understand the following

1. If 3 months already decided by the bank or as per the guidelines provided by RBI?
2. Isn't archiving considered even before purging the data

*With Best Regards,*

**Ronald Mathew Verghese**

**+91-9819595376**

**From:** Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>  
**Sent:** Tuesday, January 18, 2022 12:19 PM  
**To:** Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>; Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
**Cc:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ashish Bhatt(Pinnacle 1 <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sa  
**Subject:** RE: CognoAI WhatsApp Bot Data Purging

Hi Ronald,

Please find the attachment.

**Ajith Kumar Singaravelu**

Specialist Customer Experience Transformation

Customer Experience



Tel.: DID-022 42798844 Extn: 98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

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Floor , C-32  
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Naman  
Chambers,  
BKC,  
Bandra  
(East) ,  
MUMBAI  
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- 400051

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**From:** Ronald Verghese <[Ronald.verghese@idfcfirstbank.com](mailto:Ronald.verghese@idfcfirstbank.com)>  
**Sent:** 18 January 2022 11:00  
**To:** Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>; Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>  
**Cc:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ashish Bhatt(Pinnacle 1 <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sa  
**Subject:** RE: CognoAI WhatsApp Bot Data Purging  
**Importance:** High

Hi Ajith,

With Best Regards,

Ronald Mathew Verghese  
+91-9819595376

From: Ajith Kumar Singaravelu <ajithkumar.singaravelu@idfcfirstbank.com>  
Sent: Monday, January 17, 2022 5:57 PM  
To: Ronald Verghese <Ronald.verghese@idfcfirstbank.com>; Vandana Pathak <vandana.pathak@getcogno.ai>  
Cc: Akhilesh shahu <akhilesh.shahu@idfcfirstbank.com>; Natasha Konjier <natasha.konjier@getcogno.ai>; Ashish Bhatt(Pinnacle 1 <sounav.nandi@getcogno.ai>; Abhijeet Kumar <abhijeet.kumar1@idfcfirstbank.com>; Vraj Sheth <vraj.sheth@getcogno.ai>; Raj Sa  
Subject: CognoAI WhatsApp Bot Data Purging

Hi Ronald,  
Requesting your review and subsequent approval for choosing the convenient approach for data purging.

Ajith Kumar Singaravelu  
Specialist Customer Experience Transformation  
Customer Experience



Tel.: DID-022 42798844 Extn: 98844  
Mobile: 7538877052  
Email: ajithkumar.singaravelu@idfcfirstbank.com

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G Block,  
Naman Chambers,  
BKC,  
Bandra (East) ,  
MUMBAI SUBURBAN  
- 400051

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From: Vandana Pathak <vandana.pathak@getcogno.ai>  
Sent: 17 January 2022 16:42  
To: Ajith Kumar Singaravelu <ajithkumar.singaravelu@idfcfirstbank.com>  
Cc: Akhilesh shahu <akhilesh.shahu@idfcfirstbank.com>; Natasha Konjier <natasha.konjier@getcogno.ai>; Ashish Bhatt(Pinnacle 1 <sounav.nandi@getcogno.ai>; Abhijeet Kumar <abhijeet.kumar1@idfcfirstbank.com>; Vraj Sheth <vraj.sheth@getcogno.ai>; Raj Sa  
Subject: Re: Usage Dashboard - Access

Caution: External mail be careful. If you are suspicious, please click on 'report phishing' button or forward this mail as attachment to  
Hi Ajith,

As per our conversation, please find attached the Data Purging document from our end, awaiting your confirmation in order to start w

Let me know if you have any questions.

Thanks and Regards,

Vandana Pathak  
IT Project Manager | Cogno AI  
+91 9935958157  
www.getcogno.ai

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On Mon, Jan 17, 2022 at 9:07 AM Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)> wrote:

Dear Ajith,

This has occurred due to the very high amount of data that has been stored in our server over the span of last 3 years.

To resolve this we would need to perform the data purging as mentioned earlier by [@Vandana Pathak](#) and we will initiate it today.

Thanks and Kind Regards

Pronil Halder  
Associate Engineer | Cogno AI  
+91 7450077859  
<https://www.getcogno.ai/>

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On Thu, Jan 13, 2022 at 8:47 PM Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)> wrote:

Hi Pronil,  
Requesting an update on this.

**Ajith Kumar Singaravelu**  
  
Specialist Customer Experience Transformation  
  
Customer Experience



Tel.: DID-022 42798844 Extn: 98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

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G Block,  
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BKC,  
Bandra (East) ,  
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**From:** Pronil Halder <[pronil.halder@getcogno.ai](mailto:pronil.halder@getcogno.ai)>  
**Sent:** 13 January 2022 13:26  
**To:** Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>  
**Cc:** Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>; A: Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Sounav Nandi <[sounav.nandi@getcogno.ai](mailto:sounav.nandi@getcogno.ai)>; Abhijeet Kumar <[abhijeet.kun](mailto:abhijeet.kun)>  
**Subject:** Re: Usage Dashboard - Access

Caution: External mail be careful. If you are suspicious, please click on 'report phishing' button or forward this mail as attachment.  
Dear Akhilesh,

Let me get this resolved on priority and get back to you shortly.  
  
Thanks and Kind Regards

Pronil Halder  
Associate Engineer | Cogno AI  
+91 7450077859  
<https://www.getcogno.ai/>



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On Thu, Jan 13, 2022 at 1:18 PM Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)> wrote:

Looping in [@Pronil Halder](#) to check this.

Thanks and Kind Regards,

Natasha Konjier  
Customer Success Associate  
Cogno AI  
+91-8879868030  
[getcogno.ai](https://getcogno.ai)

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On Thu, Jan 13, 2022 at 1:17 PM Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)> wrote:

Hi Ajith,

I are also not getting any count .



Thanks & Regards  
Akhilesh Shahu



Tel.:  
Mobile: 9971273472  
Email: [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)

2nd Floor(  
Part)Pride  
Hulkul116  
Lalbagh  
Main  
Road,  
Bangalore  
- 560027

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---

**From:** Ajith Kumar Singaravelu  
**Sent:** Thursday, January 13, 2022 12:36 PM  
**To:** Ashish Bhatt(Pinnacle Technology) <[Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)>; Akhilesh shahu <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>  
**Cc:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Sounav Nandi <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>; Raj Sanghavi <[raj@getcogno.ai](mailto:raj@getcogno.ai)>  
**Subject:** RE: Usage Dashboard - Access

Hi Ashish, Akhilesh,

Please check this at your end. I'm unable to see the counts under analytics.

**Ajith Kumar Singaravelu**

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Customer Experience



Tel.:DID-022 42798844 Extn:  
98844  
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Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

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**From:** Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)>  
**Sent:** 13 January 2022 12:01  
**To:** Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)>  
**Cc:** Vandana Pathak <[vandana.pathak@getcogno.ai](mailto:vandana.pathak@getcogno.ai)>; Natasha Konjier <[natasha.konjier@getcogno.ai](mailto:natasha.konjier@getcogno.ai)>; Sounav Nandi <[akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)>; Abhijeet Kumar <[abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)>; Vraj Sheth <[vraj.sheth@getcogno.ai](mailto:vraj.sheth@getcogno.ai)>  
**Subject:** Re: Usage Dashboard - Access

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Hi Ajith,

PFB the credentials for console login

<https://idfc-first-whatsapp-banking.allincall.in/chat/login/>

1. [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com) Pass123!@#
2. [Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com) Ashish@123
3. [abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com) Abhijeet@123
4. [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com) AjithKS@123

Thanks and Kind Regards,

Alex Coelho

Associate Project Manager | Cogno AI  
+91 9769390335  
<https://www.getcogno.ai>

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On Thu, Jan 13, 2022 at 11:35 AM Alex Coelho <[alex.coelho@getcogno.ai](mailto:alex.coelho@getcogno.ai)> wrote:

Hi Ajith,

We will make the credentials and share them with you by Monday.

Thanks and Kind Regards,

Alex Coelho

Associate Project Manager | Cogno AI  
+91 9769390335  
<https://www.getcogno.ai>

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On Wed, Jan 12, 2022 at 5:14 PM Ajith Kumar Singaravelu <[ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)> wrote

Hi Team,

As discussed, please initiate log-in credential to the dashboard for below IDs,

1. [akhilesh.shahu@idfcfirstbank.com](mailto:akhilesh.shahu@idfcfirstbank.com)
2. [Ashish.bhatt\\_pin@idfcfirstbank.com](mailto:Ashish.bhatt_pin@idfcfirstbank.com)
3. [abhijeet.kumar1@idfcfirstbank.com](mailto:abhijeet.kumar1@idfcfirstbank.com)
4. [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

**Ajith Kumar Singaravelu**

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Customer Experience



Tel.: DID-022 42798844 Extn: 98844  
Mobile: 7538877052  
Email: [ajithkumar.singaravelu@idfcfirstbank.com](mailto:ajithkumar.singaravelu@idfcfirstbank.com)

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