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**Bolt Tool Process Evaluation**

**Identified Scenarios:**

* 1. Requests with No unbilled information
  2. Requests with Unbilled information

**Common sub scenarios to both of the above scenarios:**

1. Customer with No prior credit history information
2. Customer with prior credit history information

**Possible results under the combination of above scenarios and sub scenarios:**

1. Requests unprocessed due to duplicate credit amount.
2. Requests unprocessed due to invalid / multiple reasons provided.
3. Requests processes / posted successfully when both the above failure conditions are not encountered.

**Process Logic**:

1. Tool logins to Amdocs security manager using the credential provided at the Configurations screen.
2. On successful login, tool selects the environment.
3. Tool then chooses the Business Organisation hierarchy (MNG) (test scenario – Maharashtra and Goa)
4. Tool reads the request content from the text file in 4Processing folder.
5. Tool chooses the Account Number filter and populates the Account number data under search criteria.
6. List of Account details matching the criteria are retrieved by the system.
7. The corresponding account is selected from the list.
8. The entire account information is then displayed.
9. The search for credits screen is navigated by clicking the Queries and then Credits option.
10. Credit list history is displayed if the customer has credit history transactions otherwise error message is displayed.
11. Duplicate amount verification check is done if there are credit history transactions.
12. If duplicate amount exists, the service request file is moved to DuplicateCases folder and next file is processed. If there is no duplicate amount, billing arrangement number is looked up from Account receivable popup option.
13. Credit reason, credit amount and remarks (memo) is populated from the text file. BA number is populated from the popup. If Credit reason could not be located from the dropdown option, the service request file is moved to the WrongReasonsCodes folder. The transaction is not posted to BCL and next service request is taken for processing.
14. The data is then posted to the BCL and the service request file is moved to the PostingCompleted folder.
15. On successful posting to BCL, CRM is updated with the corresponding status and transaction data.

**Observations:**

1. For service requests containing both billed and unbilled information, only one entry is posted in BCL by the tool while two entries are created during the manual process: One for Billed information and One for Unbilled information. I understand the tool has been developed before the GST regime (Pre- July 1, 2017), hence the current functionality. To be compatible with the current manual process, this feature needs to be incorporated into the tool.
2. Some Reason code present in the service request file are currently not available in the BCL Create Credit Screen: Credit Reason drop down (Example: LPC Credit with Service Tax - Invoice level). Hence valid transactions are going to the wrong reason code folder and are left unprocessed for manual processing again.