Enquiry Journey Sign Off Document for Classic and Meteor

Date of Submission: 11-01-2023

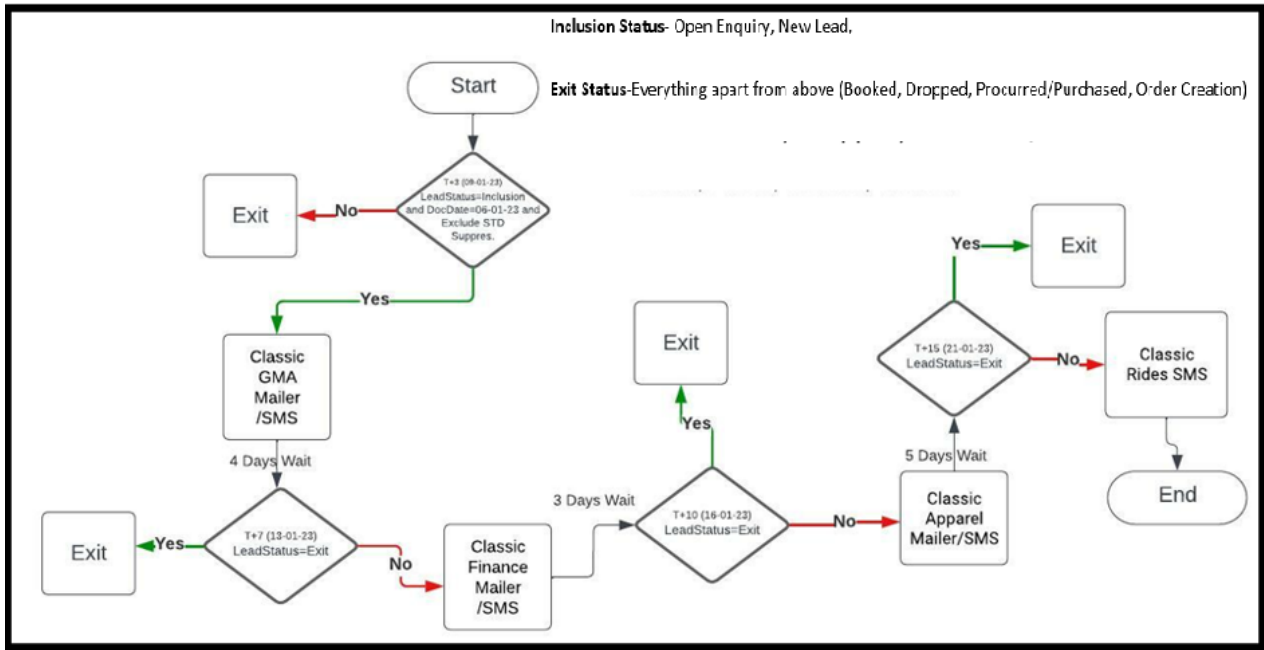## Custact Information

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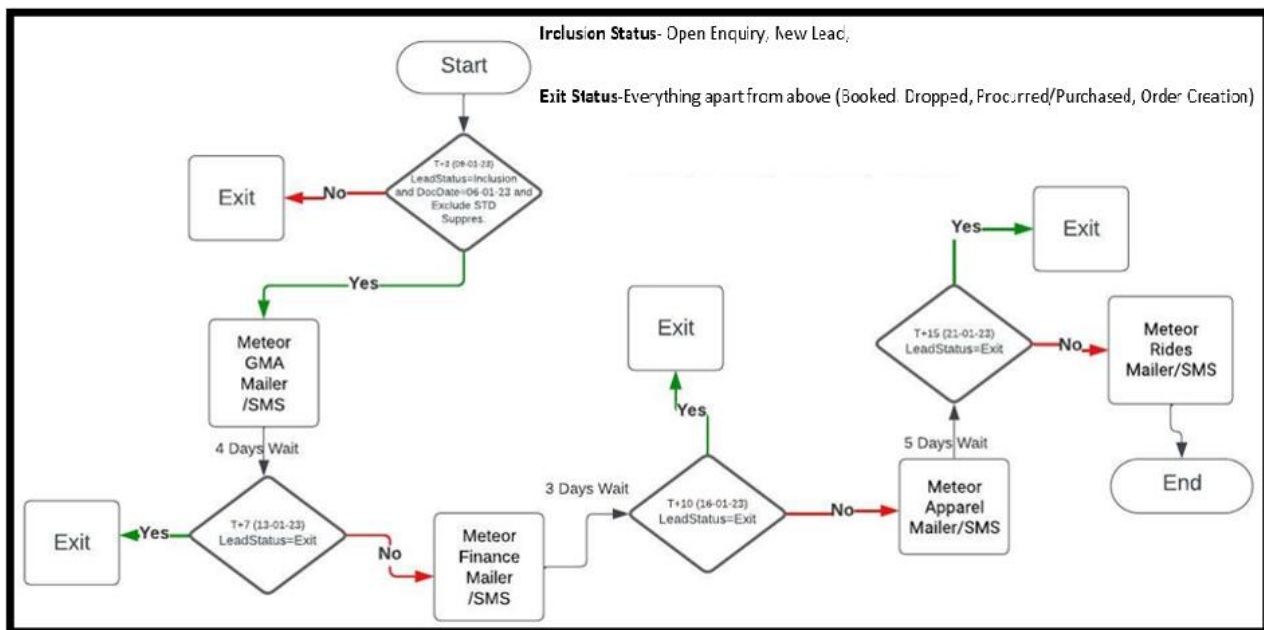
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Flow Diagram: Classic

Flow Diagram: Meteor

Logic

- Execution Date logic agreed as per mentioned in flow diagram
- If a customer made two separate enquiries with the same emails but different mobile numbers, then two different enquiries are made
- If the customer has created two enquiries with the same mobile number, then the dedupe logic will apply and will not send the communication again unless and until customer is exit from the journey.
- If a mobile number is not available, then we will not send any communication to customers from any channel
- Updated Lead Status value will be received in incremental CSV file (New records and Change records) on daily basis (from [model].[FactEnquiryStatement] table) which we will received on T+1
- In case of any failure/ Delay in file drop, the providing system (MSD) should provide the pending data in the next day file.

Channel Wise Communication Grid

Channel wise Communication Grid				
Grid	**Classic**		**Meteor**	
	Enquiry Grid	Channel	Enquiry Grid	Channel
T+3	GMA	Email/SMS	GMA	Email/SMS
T+5	NA		NA	
T+7	Finance	Email/SMS	Finance	Email/SMS
T+10	Apparel	Email/SMS	Apparel	Email/SMS
T+15	Rides	SMS	Rides	Email/SMS
T+20	NA		NA	

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