

FAQ

Version 1.0



VocoXp

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Frequently Ask Questions - VocoXp

1. What is VocoXp and what does it stand for?

VocoXp stands for "Verification Operation Communication Operation of X person." It's a complete platform for digital verification processes and communication operations for both individuals and organizations.

2. What types of verifications can be performed using VocoXp?

VocoXp supports various verification processes, including Aadhar verification, PAN verification, voter ID verification, driving license verification, and e-crime verification. These options allow for comprehensive document verification.

3. How can agency owners utilize VocoXp?

Agency owners can use VocoXp to verify employee documents, conduct e-crime verifications for new applicants, and manage the verification needs of their organizations effectively.

4. What features are available for user convenience within VocoXp?

VocoXp offers user-friendly services such as wallet integration and various verification types. Users can also verify documents for their families, making it suitable for both families and corporations.

5. How can users' access and manage their accounts within VocoXp?

Users can download the VocoXp app from the Google Play Store or Apple Store. They can sign up as either an organization or an individual and complete the registration using code authentication sent via SMS.

6. What functionalities are available within the Member Management feature?

The Member Management feature allows users to create and manage profiles for employees and family members. User can send self-data feeding links to members, making form-filling simple and efficient.

7. How does the Wallet feature work within VocoXp?

The Wallet feature allows users to add funds for verification purposes, view transaction history, filter transactions, and monitor wallet balances for financial transparency and control.

8. What administrative capabilities are available within VocoXp?

Admin roles, designated by agency owners, include digital verification, member management, and wallet management. This delegation helps streamline verification processes within organizations.

9. Where can users find additional support or assistance while using VocoXp?

Users can refer to the VocoXp user manual for detailed guidance. Further support is available through dedicated customer service for any operational queries or issues.

10. What should I do if I added funds to my payment wallet but they're not showing up?

If the funds don't reflect in the wallet:

- Check the transaction status to ensure it was successful.
- Refresh or reload the wallet page or log out and log back in.
- Verify there are no network issues or delays.
- Contact customer support with transaction details if the issue persists.

11. What should I do if the benefits of an applied offer were not credited to my wallet payment?

If offer benefits are not credited:

- Check the transaction
- Review payment details to ensure the transaction meets the offer's terms.
- Contact customer support with transaction and offer details.
- Allow some time as benefits may take a while to reflect.

12. How does the member management process work?

The member management process involves:

- Accessing the Member Management section from the dashboard.
- Filling out necessary details for organization employees or individual family members.

13. How does the Aadhar verification process work?

- Initiate verification and receive an OTP on the member's registered mobile number.
- Enter the OTP and pay the verification charges.
- Provide required details like name and date of birth and click on **generate report**.
- Enter the OTP received on mobile number linked with Aadhar.
- View and share the verification report via email or download.

14. How does the PAN verification process work?

- Initiate verification and receive an OTP on the member's registered mobile number.
- Enter the OTP and pay the verification charges.
- Provide required details.
- View and share the verification report via email or download.

15. How does the voter ID verification process work?

- Initiate verification and receive an OTP on the member's registered mobile number.
- Enter the OTP and pay the verification charges.
- Provide required details.
- View and share the verification report via email or download.

16. How does the driving license verification process work?

- Initiate verification and receive an OTP on the member's registered mobile number.
- Enter the OTP and pay the verification charges.
- Provide required details.
- View and share the verification report via email or download.

17. How does the e-crime verification process work?

- Initiate verification and receive an OTP on the member's registered mobile number.
- Enter the OTP and pay the verification charges.
- Provide required details.
- Enter the OTP received on mobile number linked with Aadhar.
- View and share the verification report via email or download.

18. How does the wallet process work?

- Add funds by selecting "Add Money," inputting the amount, and completing the payment process.
- View transaction history to see details of all transactions.
- Monitor wallet balance to keep track of available funds for verification services.

19. How does the verification report work?

- Displays results from Aadhar, PAN, e-crime, driving license, and voter ID verifications.
- Users can search for specific reports by name, download them, or email them for easy sharing.

20. How do the admin processes and roles work?

- Admin roles are assigned by agency owners for tasks such as digital verification, member management, and wallet management.
- Admins perform tasks related to their roles to ensure efficient operation within the organization.¹

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