



6D Technologies
Smart Ideas, Delivered

User Manual

STC-Jawwy Magik

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Revision History

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1 Instructions to the Reader

The guidelines given below are followed throughout the document. For a better understanding of the document, go through the instructions below.

1. It is mandatory to execute the steps given in a numbered list to achieve the expected result.
2. Steps in a bulleted list explain the optional or additional menu elements.
3. Hyperlinks are used in the document to explain the optional menu elements. Click the hyperlink, which will navigate you to the corresponding screen.
4. Commonly used GUI elements such as the Search box and Reset button are explained in a separate heading to avoid repetition of content. For more information, refer to [**Commonly used GUI elements.**](#)

2 Magik

MAGIK empowers operators with enhanced capabilities to understand customers' behavior, classify them into various segments, target them with personalized campaigns, and evaluate the outcome of these campaigns to refine them for the future.

It uses cutting-edge technology and proven marketing communication strategies to attract and manage potential customers and ensure that campaigns are approached in the most efficient manner.

6D's MAGIK server gives the power to create target-based marketing campaigns rapidly and cost-effectively in mobile media to make campaigns interactive, relevant, and timely.

3 Logon to the GUI

To logon to the GUI:

1. Enter the URL (found in the release notes) in the web browser. The following login screen will be displayed.

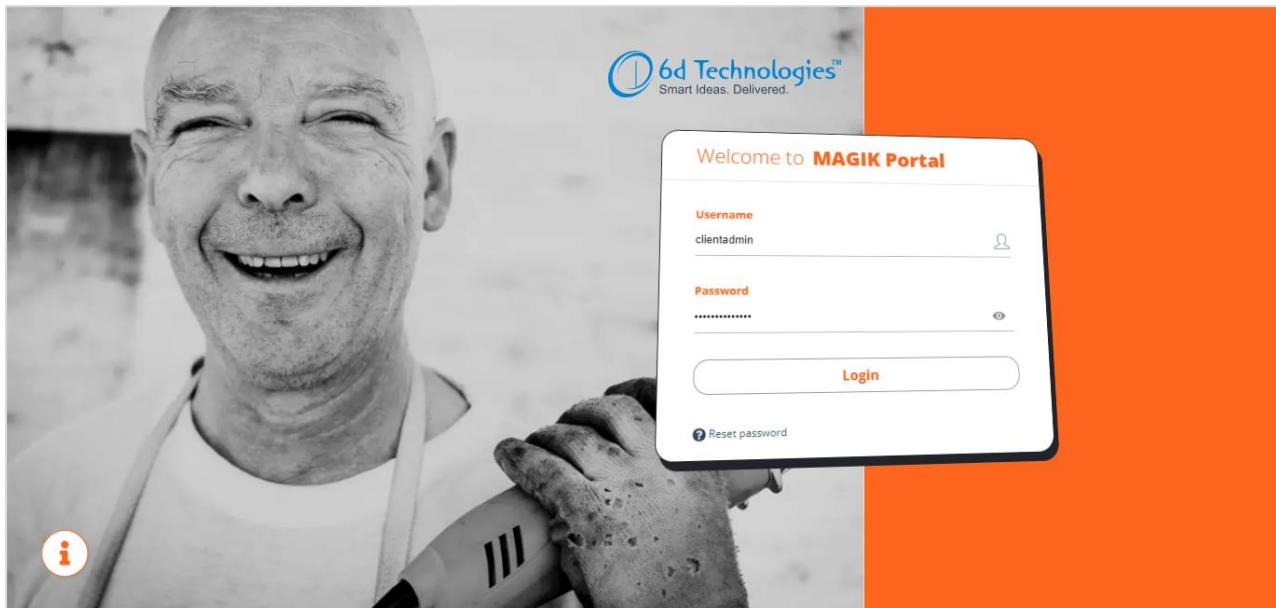


Figure 1 Magik Loyalty Login Screen

2. Enter the **Username** and **Password** in the corresponding fields.
3. Click **Login**.

Note: Click the **Info** button  to view the module guide. The following screen is displayed.

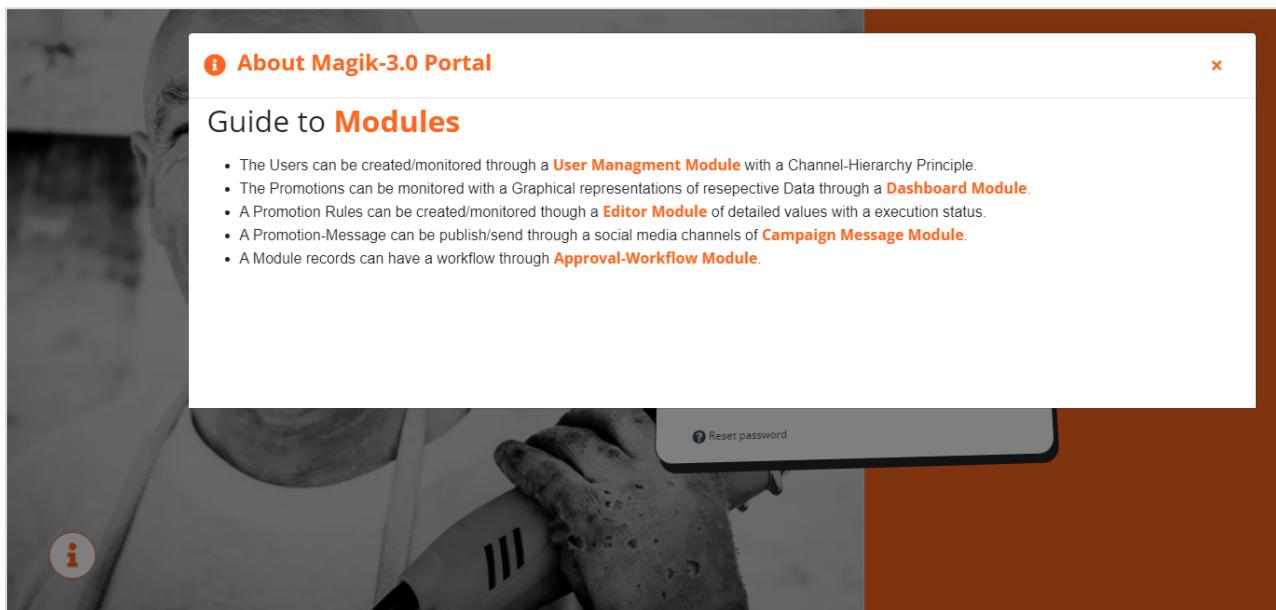


Figure 2 About Magik 3.0 Portal

4. After clicking the **Login** button, The Home screen will be displayed.

The home screen displays the side menu bar, as shown in the following screen:

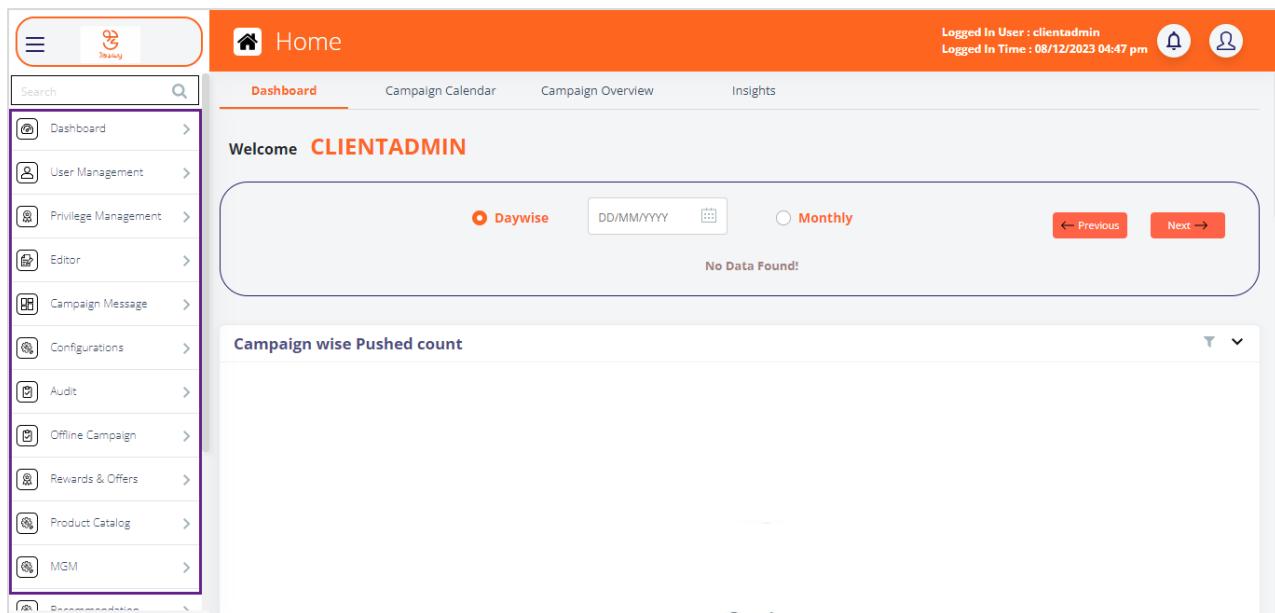


Figure 3 Dashboard

You can access the following main menu options on this screen:

- Dashboard
- User Management
- Privilege Management
- Editor
- Campaign Message
- Configurations
- Audit
- Offline Campaign
- Rewards & Offers
- Product Catalog
- MGM
- Recommendation
- Reports
- AB Test Reports
- Gamification Transaction History

3.1 Reset Password

Using this reset password option, you can reset your password. The random password will be sent to the registered Email ID. Using the random password sent to the Email ID, you can log in to the GUI, which will take you to the Password change screen.

After completing the preferred password step, which will navigate the user to the login page, you can enter the new password to login into the Magik system.

1. On the **Login Screen**, click the **Reset Password** button to change the password. Refer to the following screen.



Figure 4 Reset Password

2. After clicking the **Reset Password** button, the following screen will be displayed.

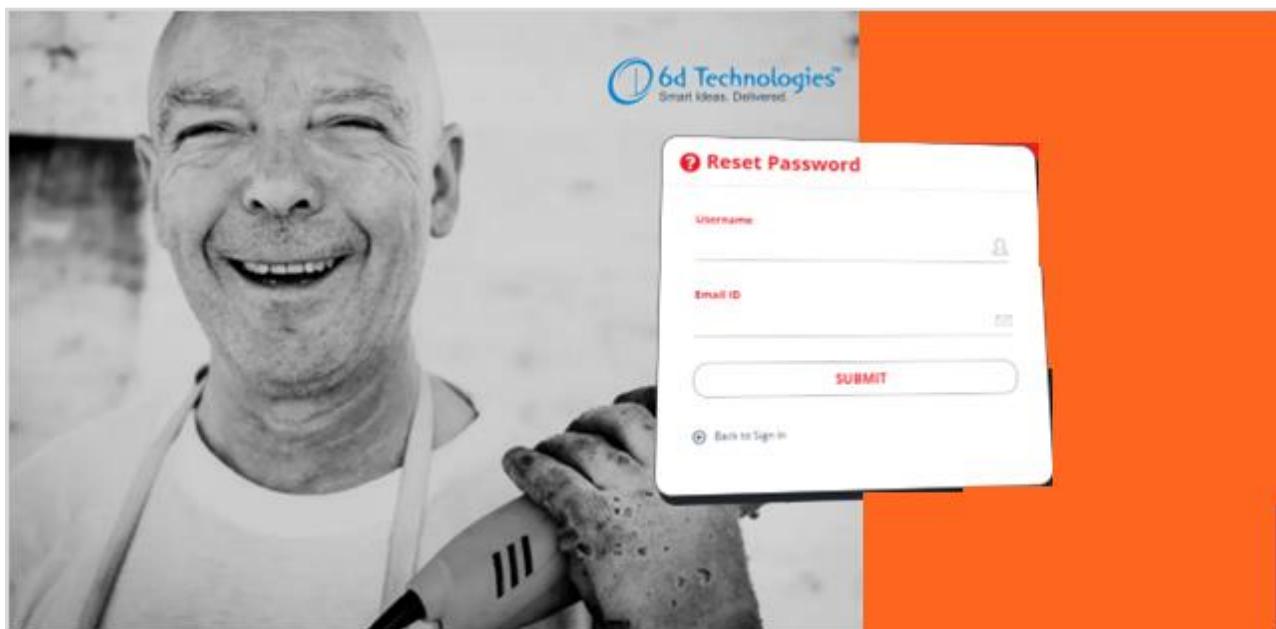


Figure 5 Reset Password Input Screen

- **Username** - Enter the **Username** of the user in the corresponding field.
 - **Email ID** – Enter the **Email ID** of the user in the corresponding field.
3. After entering the above details, click the **SUBMIT** button to save the changes.

A confirmation message will be displayed, indicating that the password is sent to registered mail successfully.

Or

Click the **Back to Sign In** button to go login screen.

4 Log Off from the GUI

To log off from the GUI,

1. On the **Dashboard** screen, click the **User Icon**  to view the log-off option in the drop-down list. Refer to the following screen.

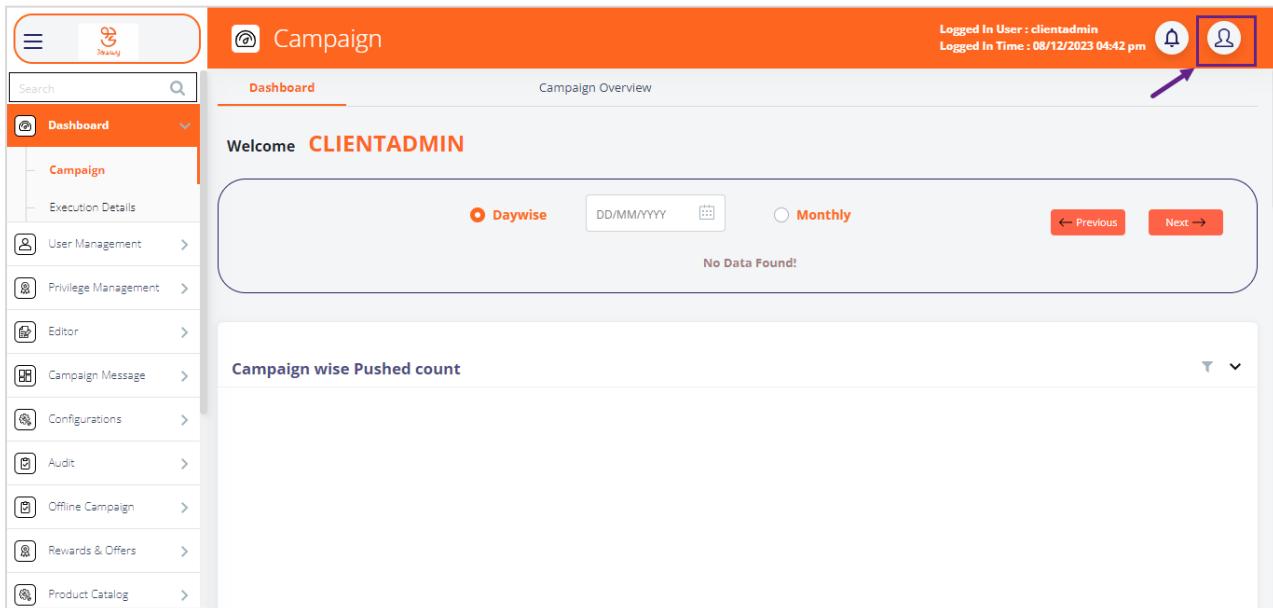


Figure 6 Dashboard – User Icon

2. After clicking the **User Icon** drop-down list, the following screen will be displayed.

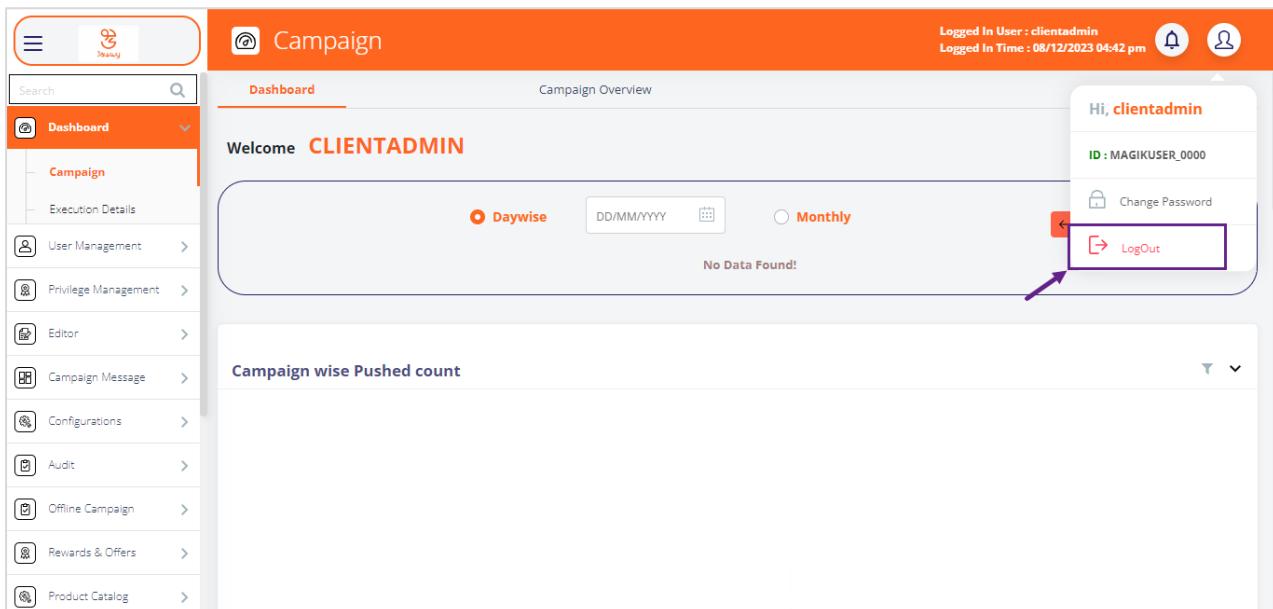


Figure 7 Log Out Option

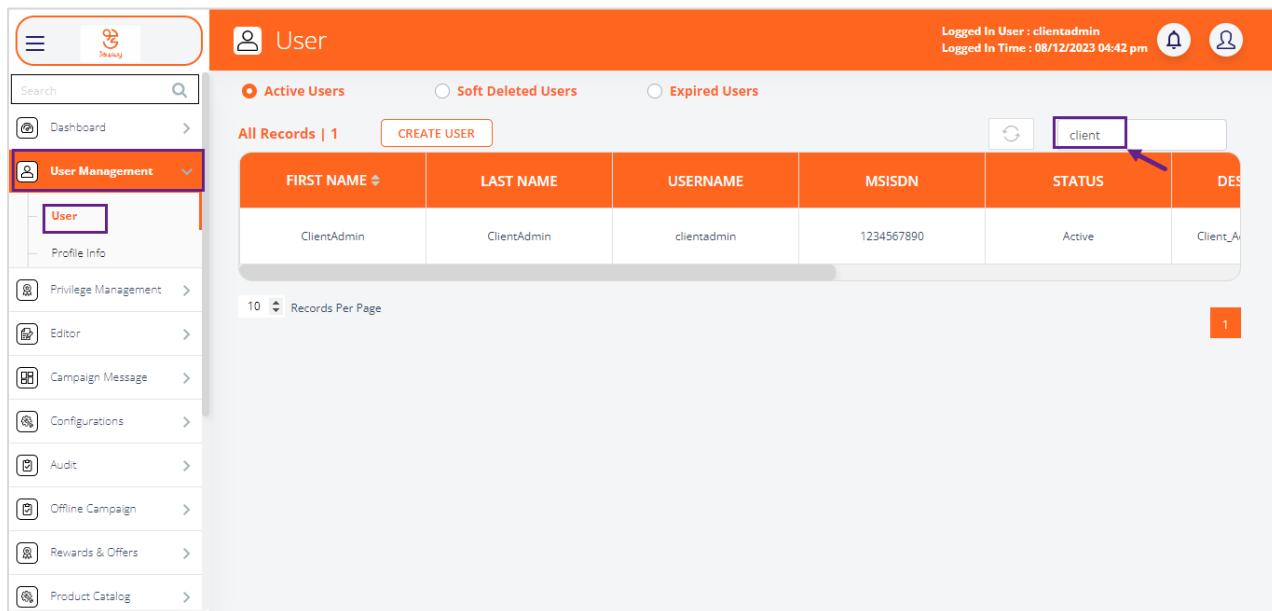
3. Click **Log Out** to log out of the application at any time.

5 Commonly used GUI elements

This section explains the commonly used elements such as the **Search** field, **Refresh** button, and **Reset** button.

- On the side menu, click **User Management>> User**; you can search for a specific user using the **Search** fields. Enter the **First Name** in the search field, and then click **Search**.

The results are displayed on the screen based on your search criteria.

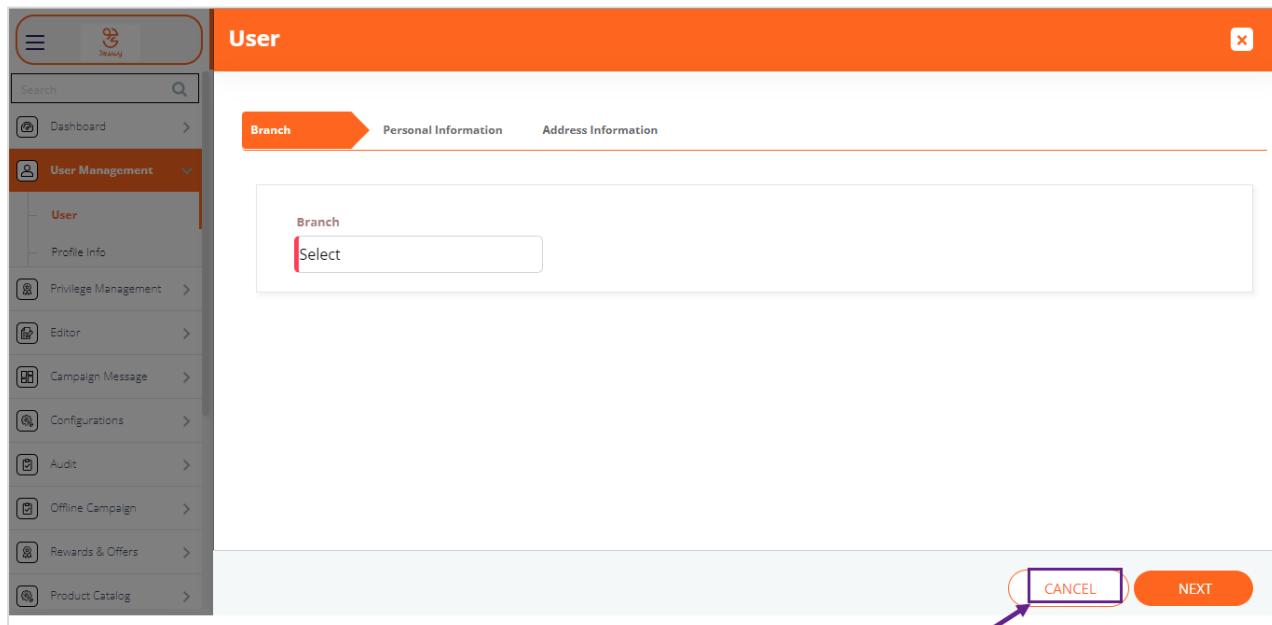


The screenshot shows the 'User' management page. On the left, there's a sidebar with various options like Dashboard, User Management (selected), Profile Info, Privilege Management, Editor, Campaign Message, Configurations, Audit, Offline Campaign, Rewards & Offers, and Product Catalog. The main area has a title 'User' and a search bar at the top right with the placeholder 'Search'. Below the search bar, there are three radio buttons: 'Active Users' (selected), 'Soft Deleted Users', and 'Expired Users'. A button labeled 'CREATE USER' is also present. The main table displays user details with columns: FIRST NAME, LAST NAME, USERNAME, MSISDN, STATUS, and DES. One row is visible with values: ClientAdmin, ClientAdmin, clientadmin, 1234567890, Active, Client_Admin. At the bottom, there's a dropdown for 'Records Per Page' set to 10, and a page number indicator '1'.

Figure 8 View User Details - Search Fields

Note: The search field supports the English language and alphanumeric characters only. It is not case-sensitive.

- Click the **Cancel** button to cancel the action. Refer to the following screen.



The screenshot shows a 'User' management page. The sidebar is identical to Figure 8. The main area has a title 'User' and a navigation bar with tabs: 'Branch' (selected), 'Personal Information', and 'Address Information'. Below the tabs, there's a form field labeled 'Branch' with a placeholder 'Select'. At the bottom right, there are two buttons: 'CANCEL' (highlighted with a red circle) and 'NEXT'.

Figure 9 Cancel Button

- On the **Home** screen, click  to expand/collapse the side menu. Refer to the following screen.

Note: Users can expand/ collapse the side menu anytime while navigating the GUI.

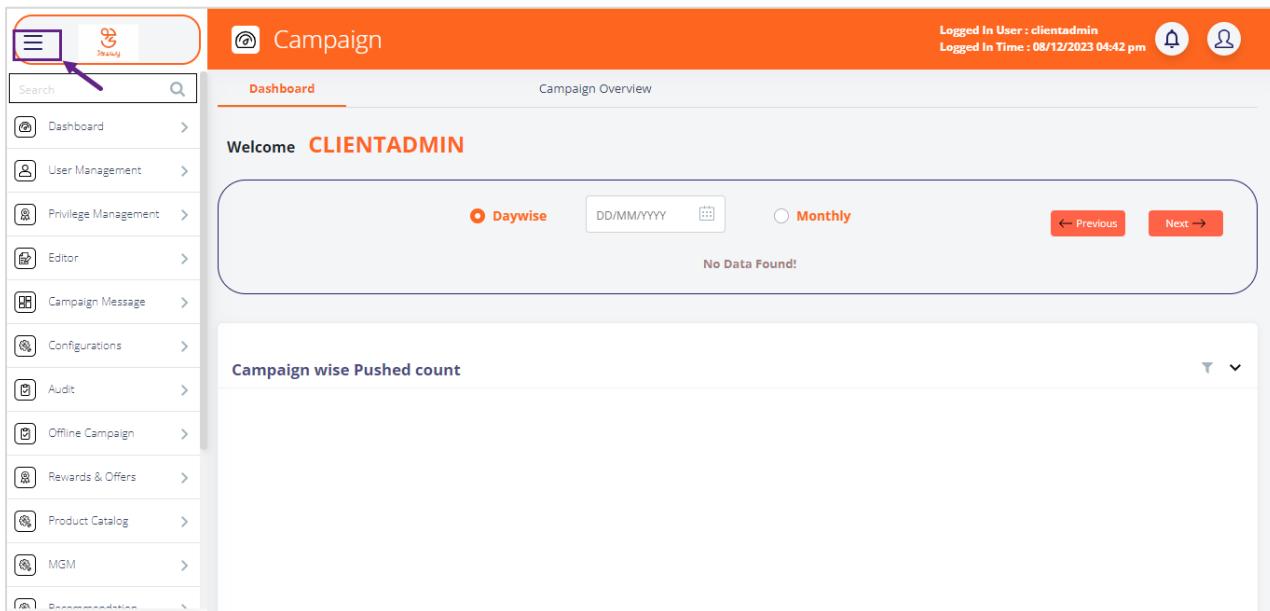


Figure 10 View/ Hide Menus

- By default, only five entries are displayed on the menu screen. Refer to the following screen.

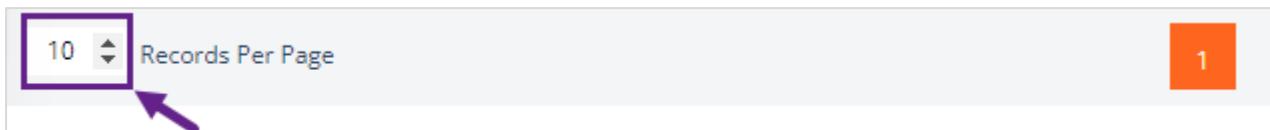


Figure 11 Search Results Range

Note: Click  to increase the record per page.

Click  to decrease the record per page.

- Click the **Page Number** to navigate to the corresponding page. Refer to the following screen.

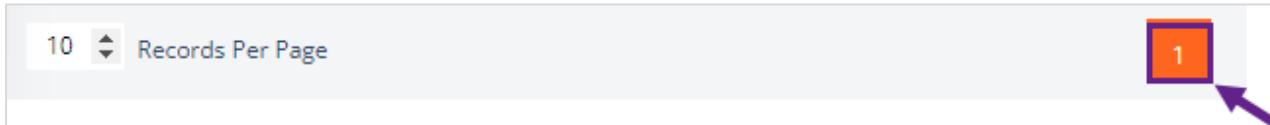


Figure 12 Jump to Page

- Click the **Previous** button to go to the previous page. Refer to the following screen.



Figure 13 Previous

- Click the **Reset** button to rest the values. Refer to the following screen.

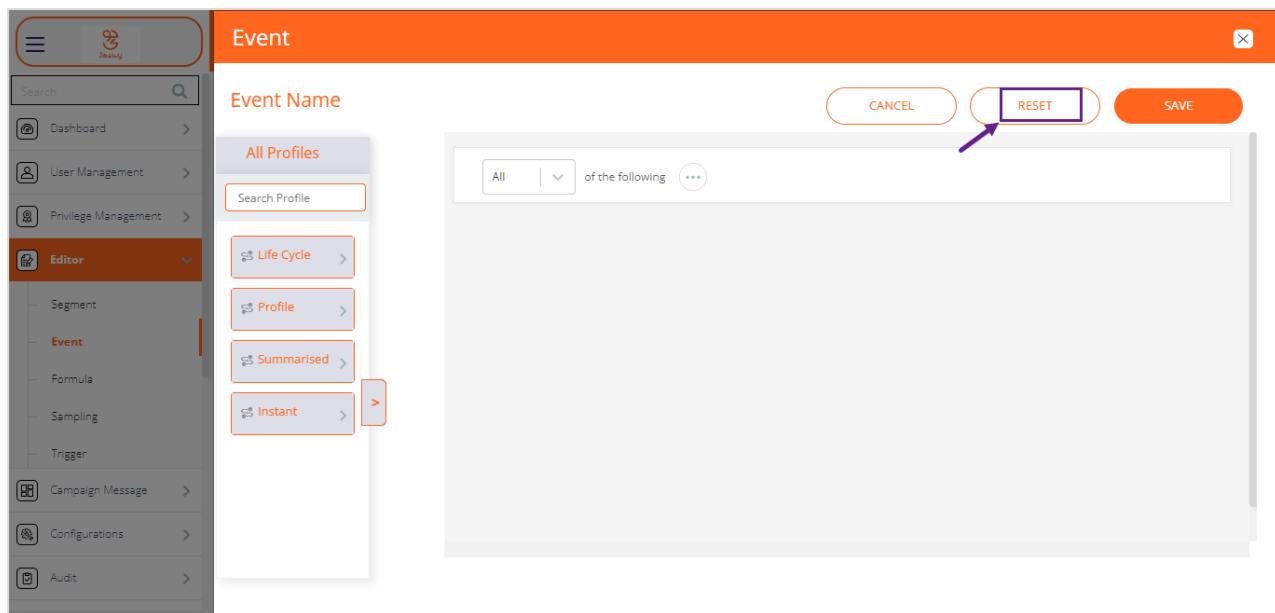


Figure 14 Reset Button

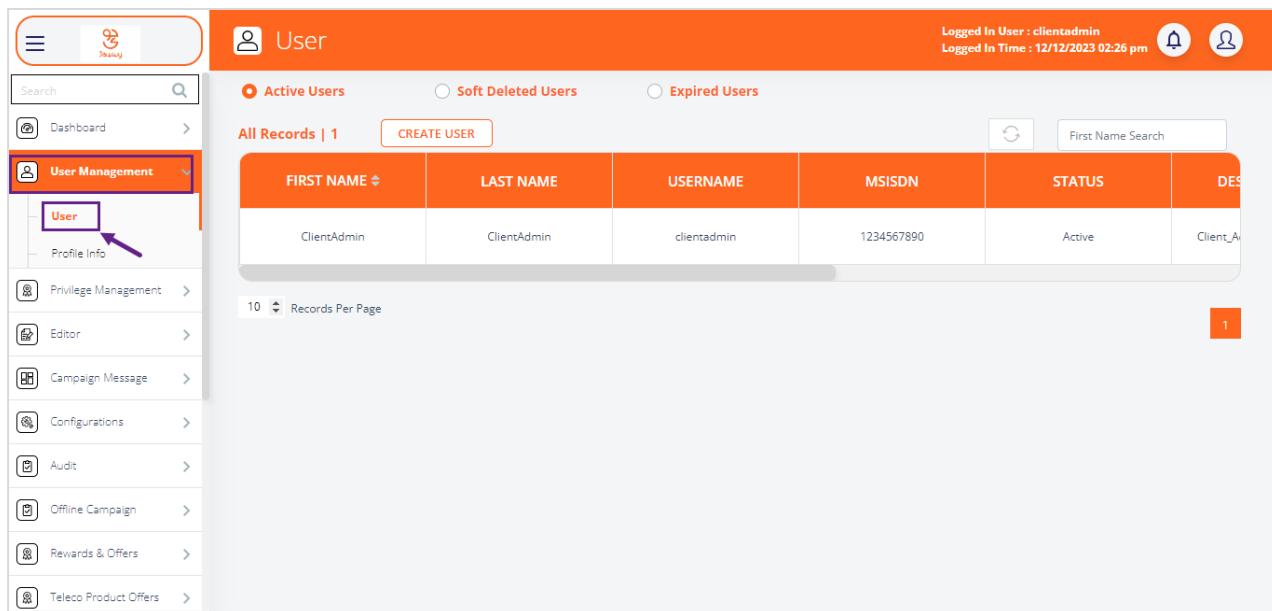
6 User Management

Using this option, you can create new users who can access this portal. You can also view the profile information of the user.

6.1 User

This section allows you to view the existing users and their details. You can also add, modify, and delete users using this option. All user levels have access to create users and view existing users. To manage the user,

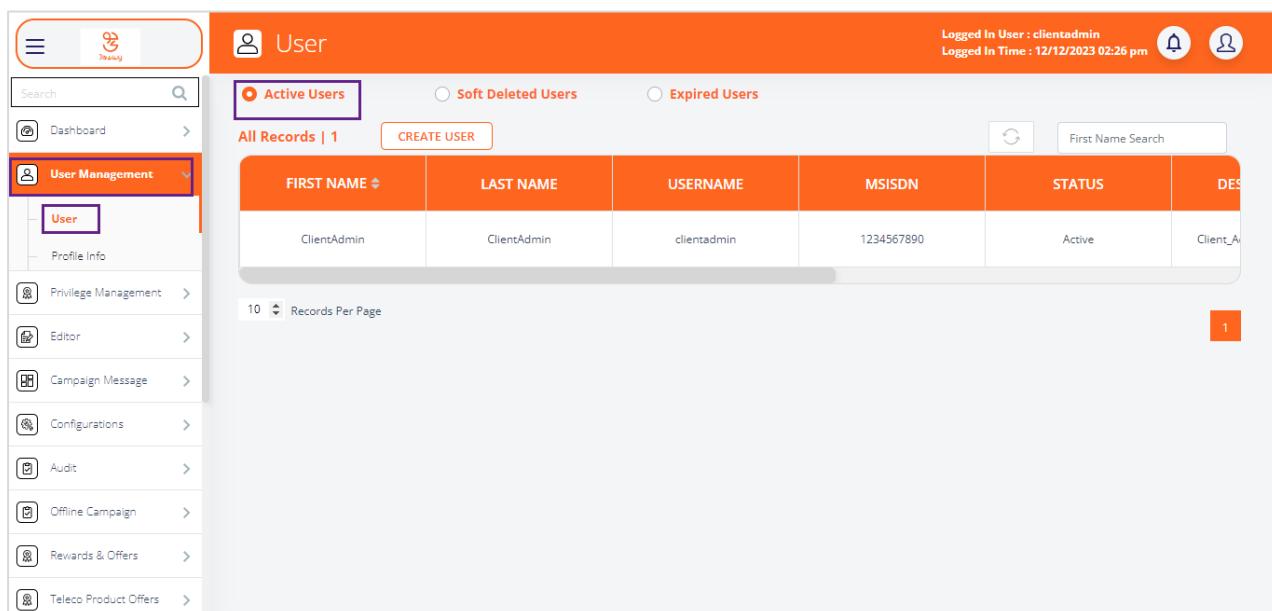
1. On the side menu, click **User Management>>User** to view user details. Refer to the following screen.



The screenshot shows the User Management interface. The left sidebar has a 'User Management' section with a 'User' item highlighted. The main area is titled 'User' and shows a table with one record. The table columns are FIRST NAME, LAST NAME, USERNAME, MSISDN, STATUS, and DES. The record displays: ClientAdmin, ClientAdmin, clientadmin, 1234567890, Active, Client_Admin. At the top, there are three radio buttons: Active Users (selected), Soft Deleted Users, and Expired Users. Below the table are buttons for 'CREATE USER', 'First Name Search', and a refresh icon. The status bar at the top right indicates 'Logged In User : clientadmin' and 'Logged In Time : 12/12/2023 02:26 pm'.

Figure 15 User Management – User

- By default, the **Active Users** option button is selected. Refer to the following screen.



This screenshot is identical to Figure 15, showing the User Management interface with the 'User' item selected in the sidebar. The main table displays the same record for ClientAdmin. The 'Active Users' radio button is highlighted with a purple box, indicating it is the selected filter. The status bar at the top right shows the same login information.

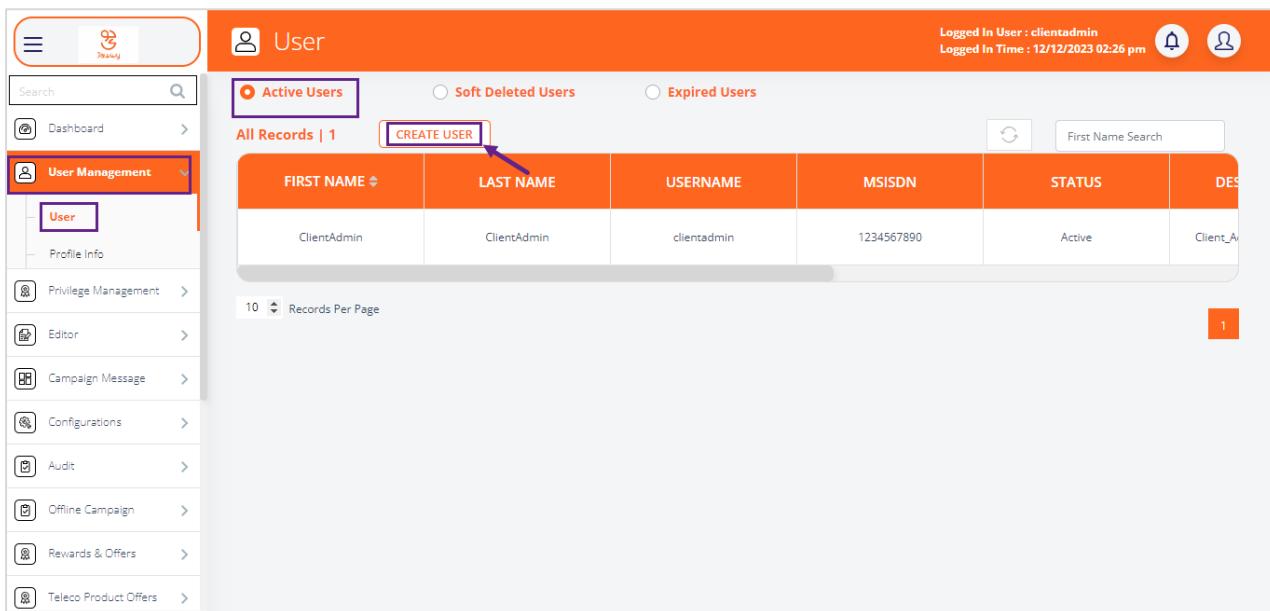
Figure 16 User – Active Users

Note: You can select the **Expired Users** option button to view expired user details.
 You can select the **Soft Deleted Users** option button to view soft deleted user details.

6.1.1 Create User

Using this create option, you can create a new user.
 To create a new user,

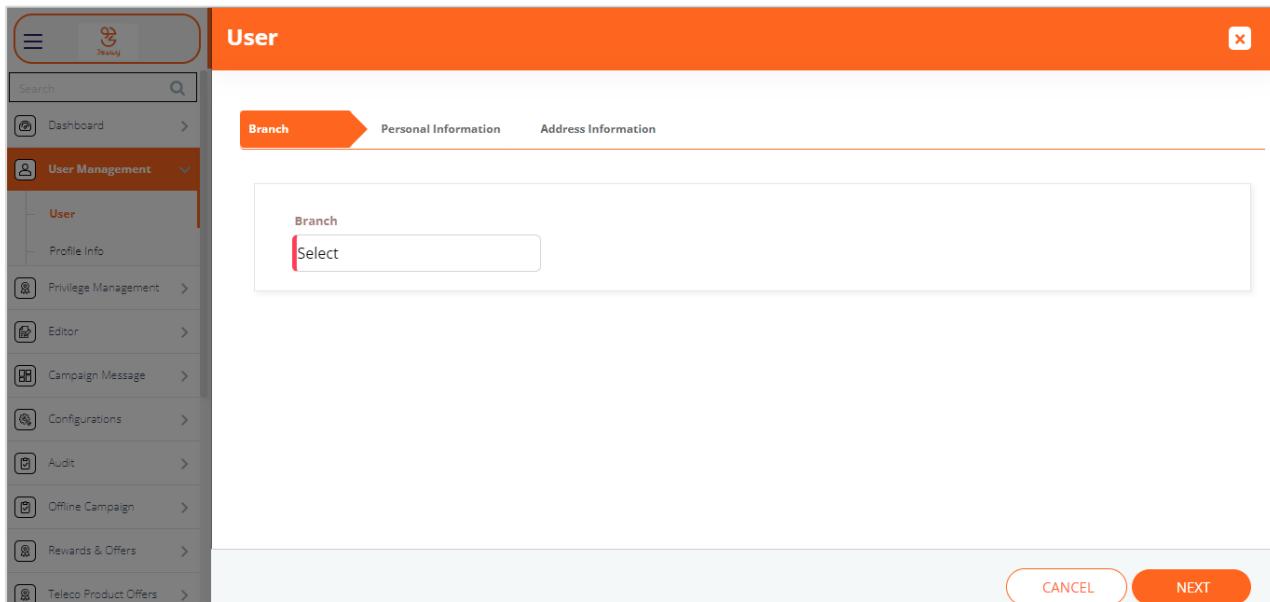
1. On the **User** screen, click the **CREATE USER** button to create a new user. Refer to the following screen.



The screenshot shows the 'User' screen with the 'User Management' module selected. The 'User' sub-module is also selected. A red box highlights the 'CREATE USER' button in the top navigation bar. The main table displays one record: ClientAdmin, ClientAdmin, clientadmin, 1234567890, Active, Client_Admin. The status bar at the top right indicates 'Logged In User : clientadmin' and 'Logged In Time : 12/12/2023 02:26 pm'.

Figure 17 User – Create User

2. After clicking the **CREATE USER** button, the following pop-up window will be displayed.



The screenshot shows a modal dialog titled 'User'. The 'Branch' tab is selected. A red box highlights the 'Select' button in the 'Branch' section. At the bottom right are 'CANCEL' and 'NEXT' buttons.

Figure 18 User – Branch Tab Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Branch	Select the branch in the drop-down list. “ STC Admin ”.

4. After providing the required details, click the **Next** button. The following **Personal Information** pop-up window will be displayed.

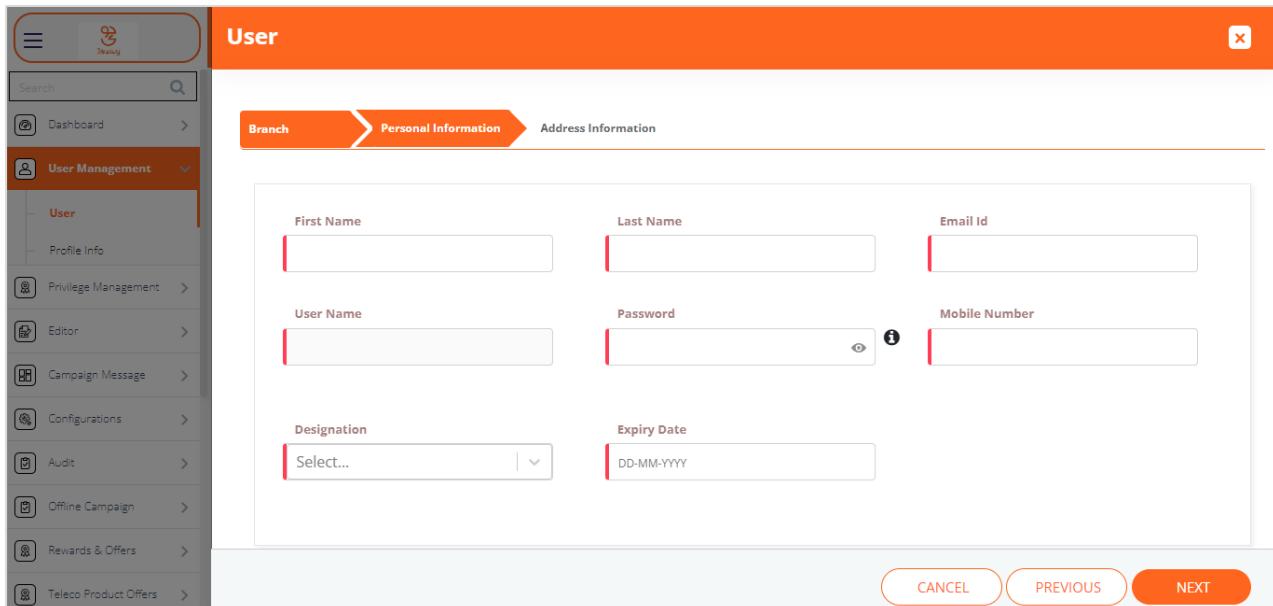


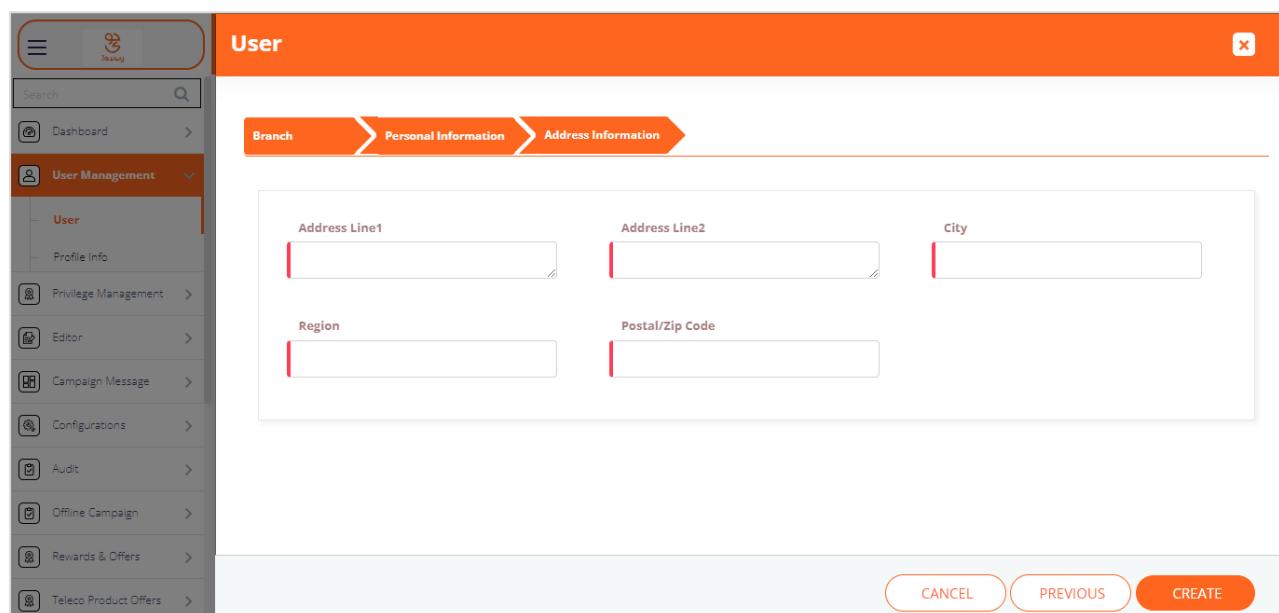
Figure 19 User – Personal Information Tab

5. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
First Name	Enter the first name of the user in the corresponding field.
Last Name	Enter the last name of the user in the corresponding field.
Email ID	Enter the Email ID of the user in the corresponding field.
User Name	The entered Email ID will be displayed in this field. This field is non-editable.
Password	Enter the password in the corresponding field. <ul style="list-style-type: none"> Click the View button  to view the entered credentials.
Mobile Number	Indicates the mobile number of the user in the corresponding field.
Designation	Select the Designation in the drop-down list. For example, “Client Admin Designation”.
Reporting User	Select the Reporting User in the drop-down list.
Expiry Date	Select the expiry date from the calendar.

Field	Description																																																	
	<div style="text-align: center;"> <p>December 2023</p> <p>December 2023</p> <table border="1" style="margin: auto; border-collapse: collapse; text-align: center;"> <tr> <td>Su</td><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td></tr> <tr> <td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr> <td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr> <td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr> <td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr> <td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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24	25	26	27	28	29	30																																												
31	1	2	3	4	5	6																																												

6. After providing the required details, click the **Next** tab. The following **Address Information** pop-up window will be displayed.



The screenshot shows a user interface for managing user information. On the left is a sidebar with navigation links like Dashboard, User Management, User, Profile Info, Privilege Management, Editor, Campaign Message, Configurations, Audit, Offline Campaign, Rewards & Offers, and Teleco Product Offers. The main area has a title bar 'User' and a breadcrumb navigation 'Branch > Personal Information > Address Information'. Below this are five input fields: 'Address Line1', 'Address Line2', 'City', 'Region', and 'Postal/Zip Code'. At the bottom right are three buttons: 'CANCEL', 'PREVIOUS', and 'CREATE'.

Figure 20 User – Address Information Tab

7. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Address Line 1	Enter the address detail of the user in the corresponding field.
Address Line 1	Enter the address detail of the user in the corresponding field.
City	Enter the name of the city where the user resides in the corresponding field.
Region	Enter the region name of the user in the corresponding field.
Postal/Zip Code	Enter the postal/zip code of the user in the corresponding field.

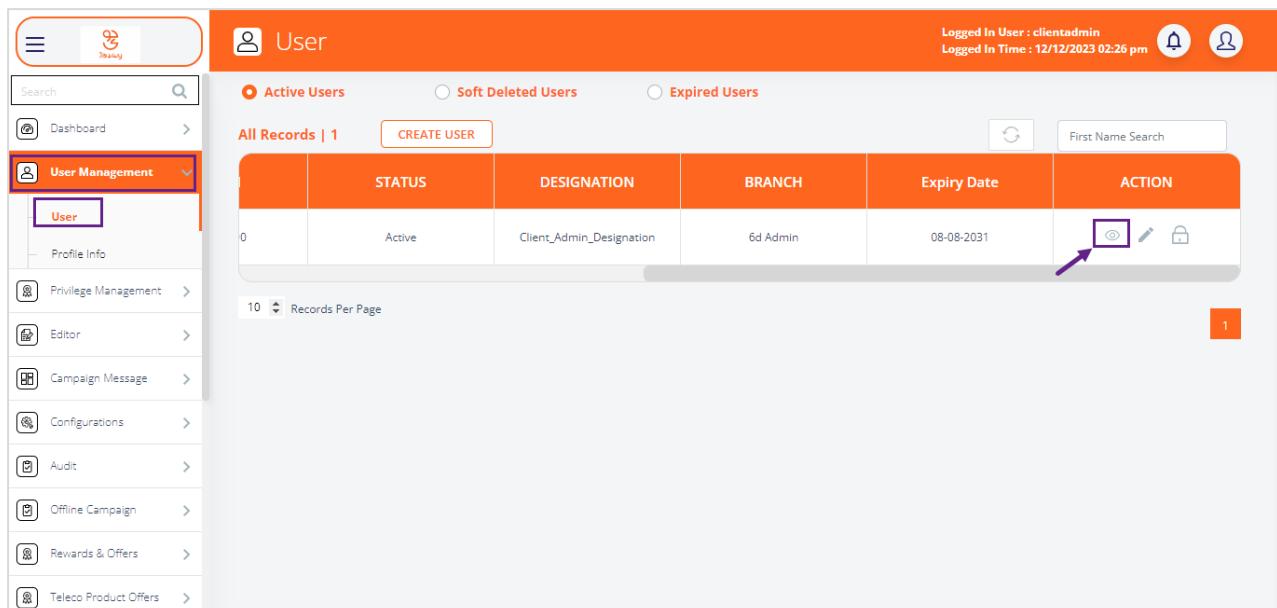
8. After providing the required details, click **CREATE**.

A confirmation message is displayed, indicating that the user is created successfully.

6.1.2 View User

Using this view option, you can view an existing user detail.
 To view the user detail,

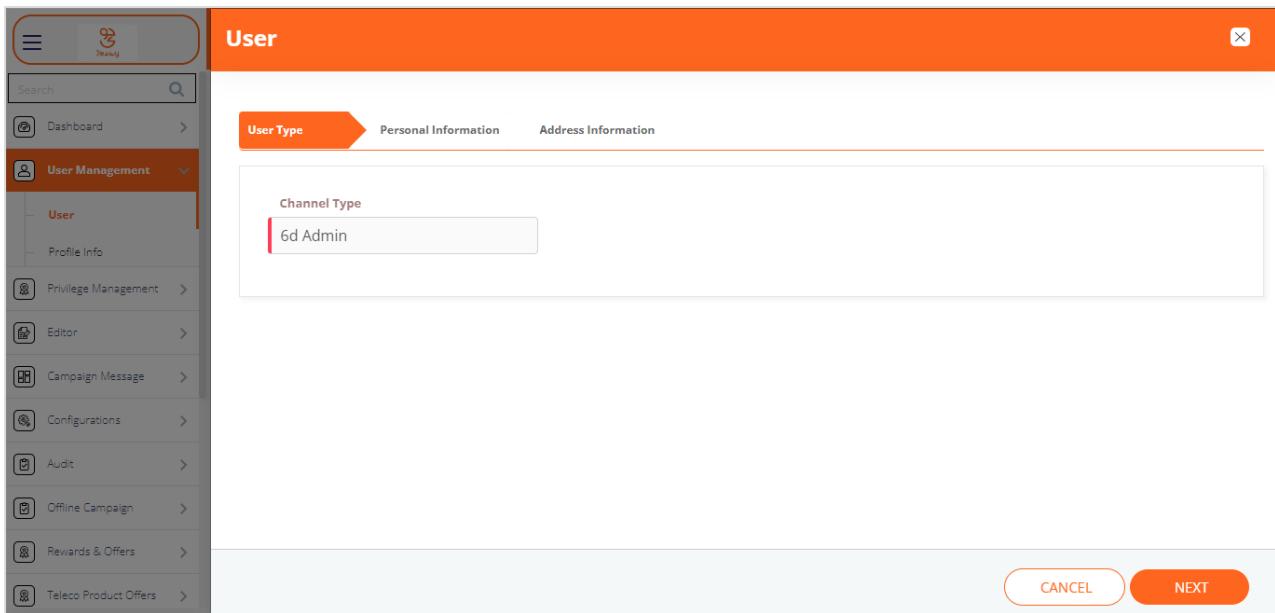
1. On the **User** screen, click the **View** button  to view the user details. Refer to the following screen.



	STATUS	DESIGNATION	BRANCH	Expiry Date	ACTION
0	Active	Client_Admin_Designation	6d Admin	08-08-2031	  

Figure 21 User – View Button

2. After clicking the **View** button, the following screen is displayed.

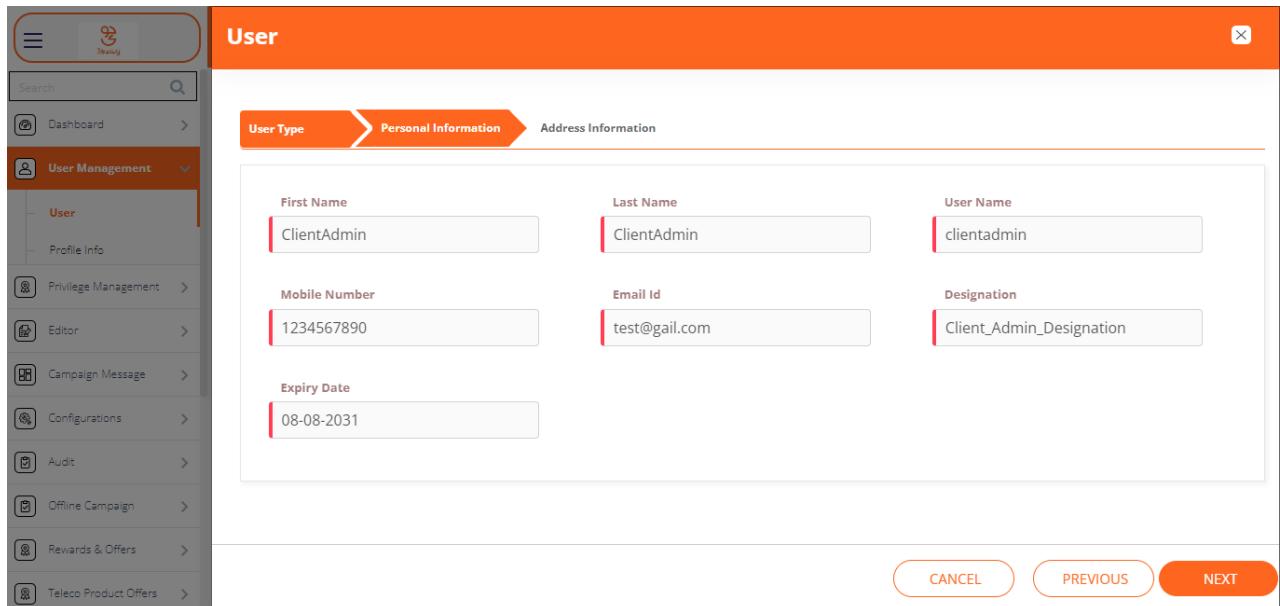


The screenshot shows a user interface for managing users. On the left is a sidebar with a search bar and a navigation menu under 'User Management' which includes 'User', 'Profile Info', 'Privilege Management', 'Editor', 'Campaign Message', 'Configurations', 'Audit', 'Offline Campaign', 'Rewards & Offers', and 'Teleco Product Offers'. The main area has a header 'User' and tabs for 'User Type', 'Personal Information', and 'Address Information'. The 'User Type' tab is active, showing a field labeled 'Channel Type' containing '6d Admin'. At the bottom right are buttons for 'CANCEL', 'NEXT', and a close icon.

Figure 22 User – User Type

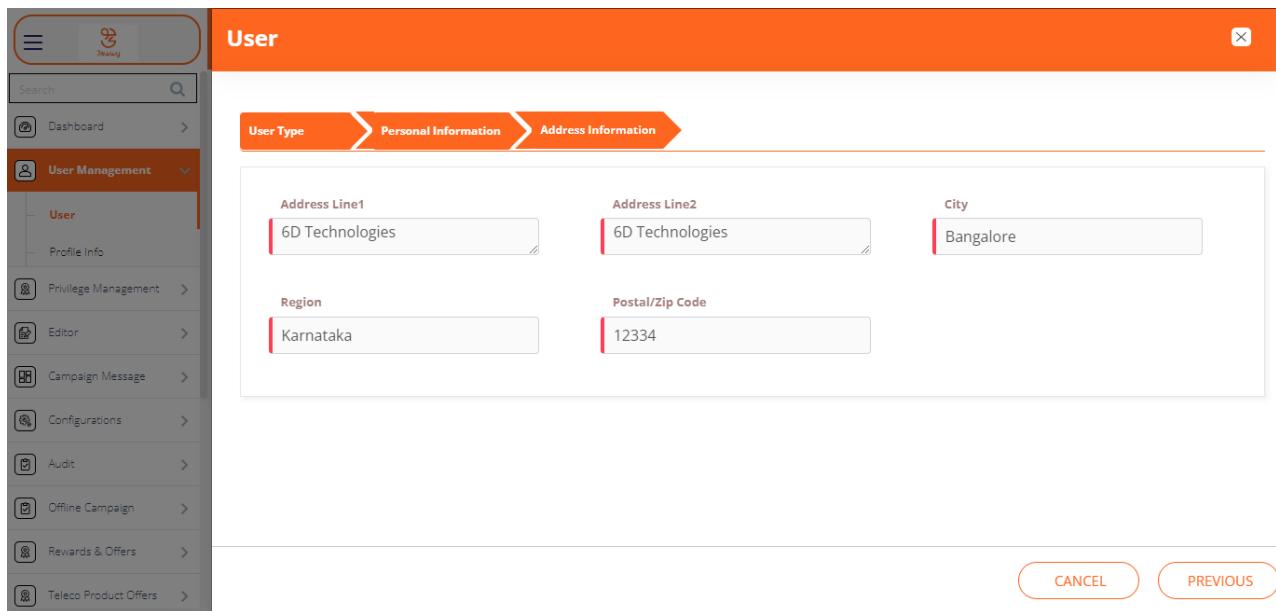
- You can view the Channel Type of the user.

Note: You can view the **User's Personal Information** and **Address Information** details by clicking the corresponding tabs.



The screenshot shows the 'Personal Information' tab of the user management interface. It contains fields for First Name ('ClientAdmin'), Last Name ('ClientAdmin'), User Name ('clientadmin'), Mobile Number ('1234567890'), Email Id ('test@gail.com'), Designation ('Client_Admin_Designation'), and Expiry Date ('08-08-2031'). The layout is similar to Figure 22, with a sidebar on the left and buttons at the bottom right.

Figure 23 User-Personal Information



The screenshot shows the 'User' management screen. On the left is a sidebar with a search bar and links to 'Dashboard', 'User Management' (selected), 'Profile Info', 'Privilege Management', 'Editor', 'Campaign Message', 'Configurations', 'Audit', 'Offline Campaign', 'Rewards & Offers', and 'Teleco Product Offers'. The main area has a header 'User' and a breadcrumb navigation: 'User Type' → 'Personal Information' → 'Address Information'. Below this, there are four input fields: 'Address Line1' (6D Technologies), 'Address Line2' (6D Technologies), 'City' (Bangalore), 'Region' (Karnataka), and 'Postal/Zip Code' (12334). At the bottom right are 'CANCEL' and 'PREVIOUS' buttons.

Figure 24 User – Address Information

6.1.3 Modify User

Using this modify option, you can modify an existing user detail.
 To modify the user detail,

1. On the **User** screen, click the **Modify** button  to modify the user details. Refer to the following screen.

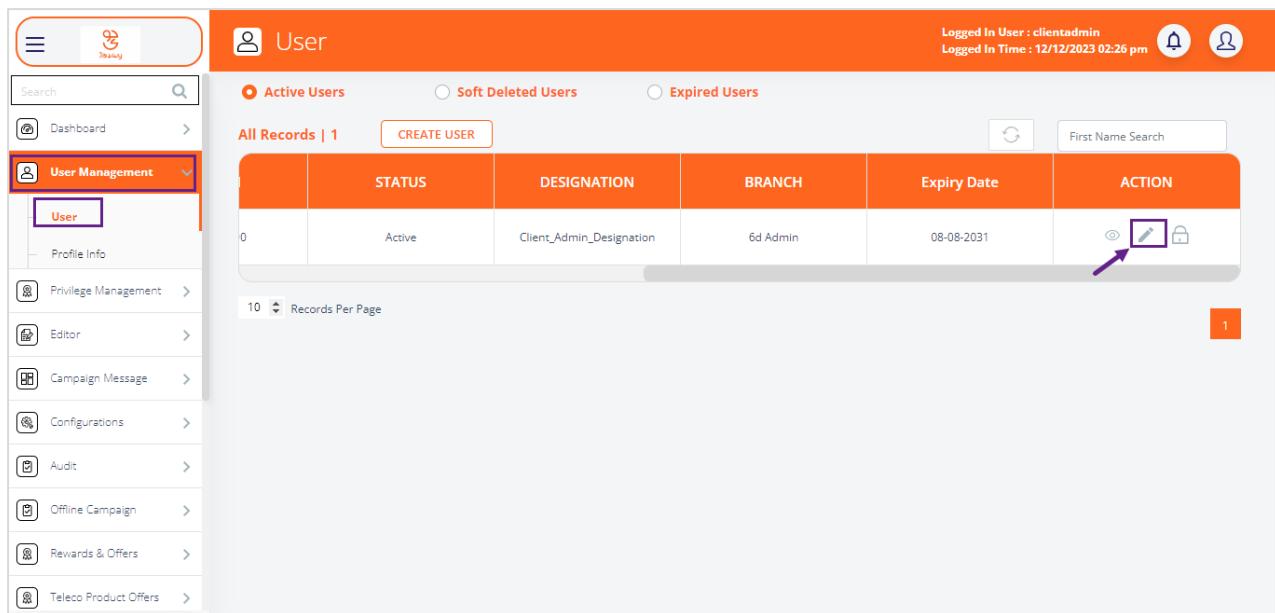


Figure 25 User – Modify Button

2. After clicking the **Modify** button, the following screen is displayed.

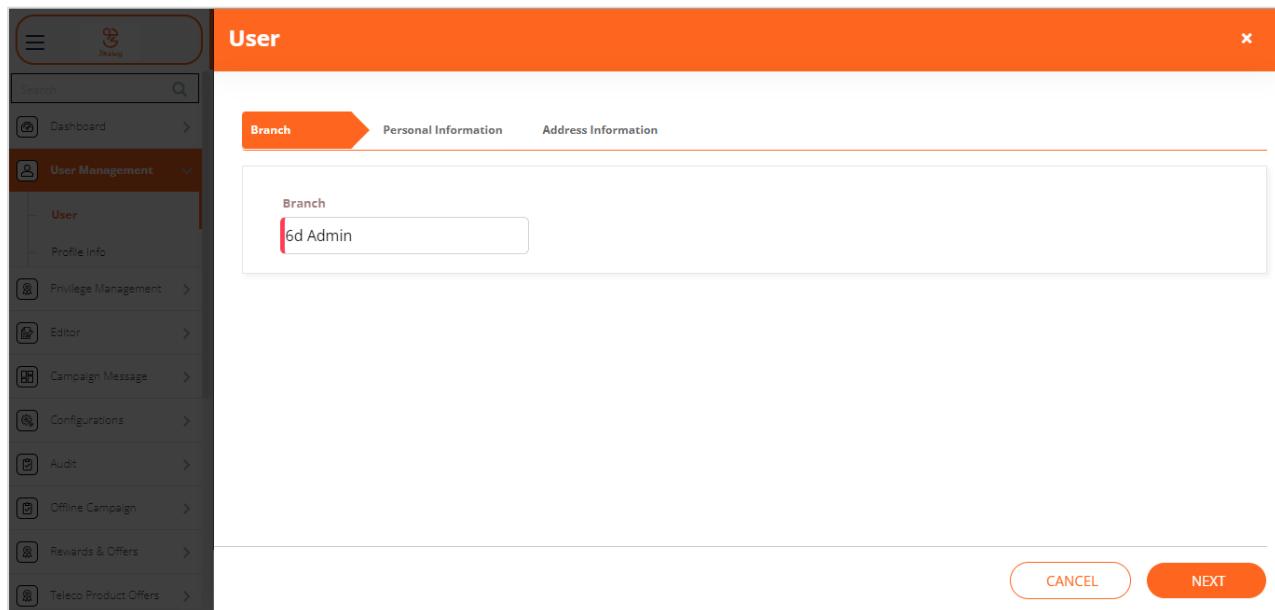


Figure 26 User – Branch Input Screen

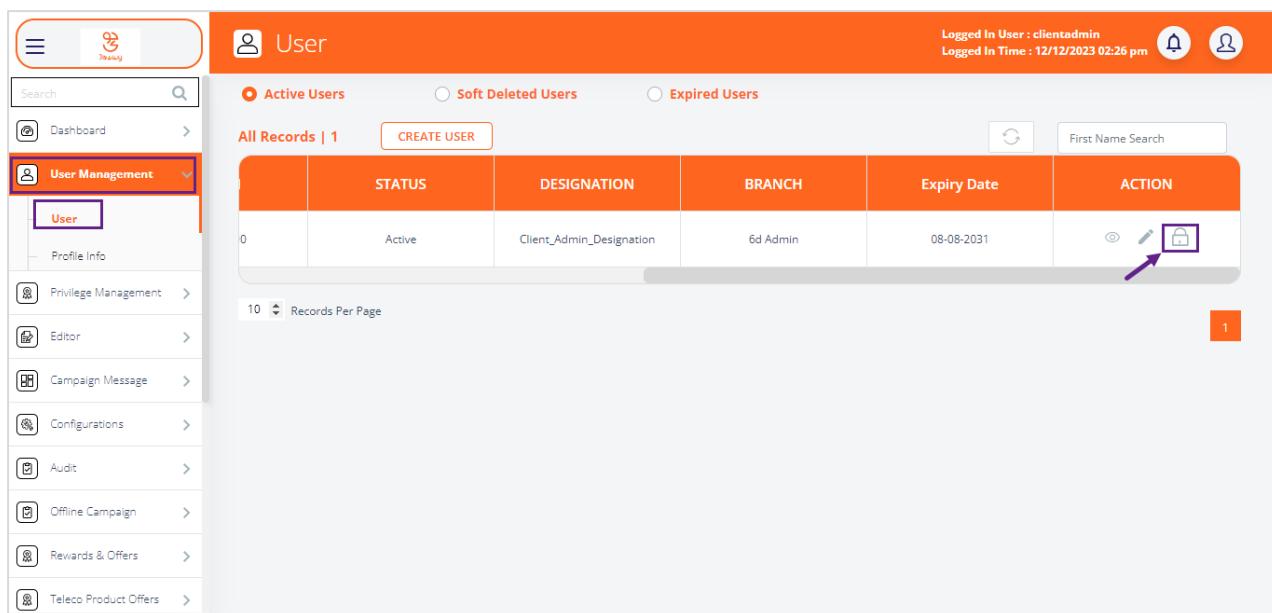
3. On the **Address Information** screen, click **UPDATE**.

A confirmation message is displayed, indicating that the user is modified successfully.

6.1.4 Change Password

Using this change password option, you can change the user's password. To change the password of the user,

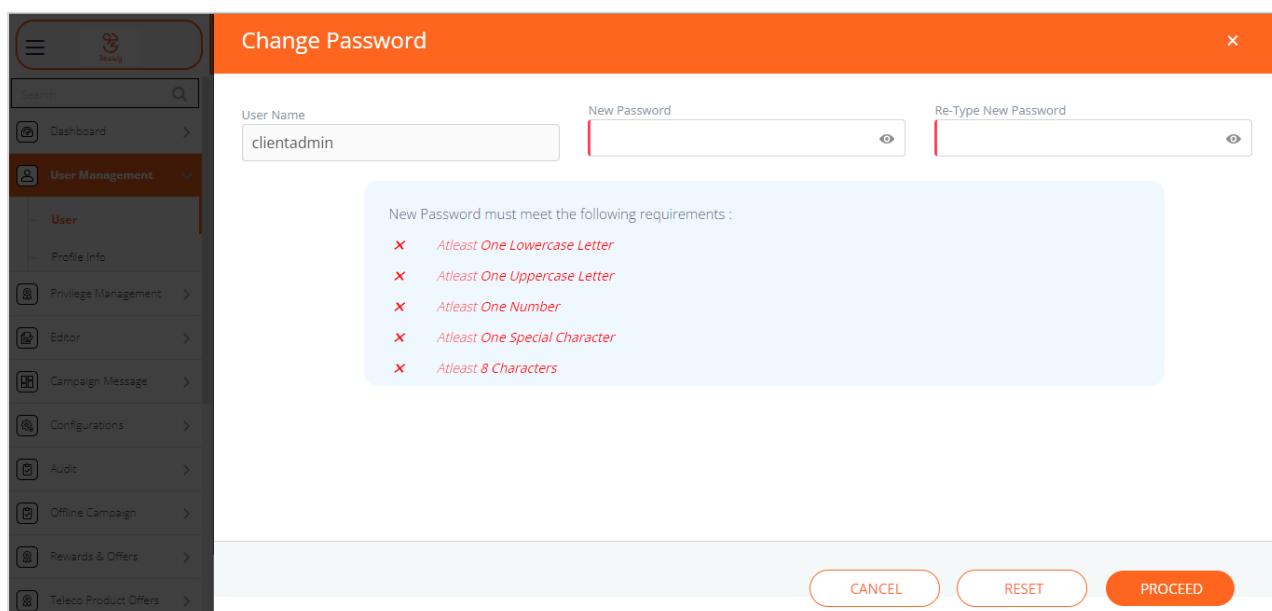
1. On the **User** screen, click the **Change Password** button  to change the user password. Refer to the following screen.



The screenshot shows the 'User' management page. At the top, there are tabs for 'Active Users', 'Soft Deleted Users', and 'Expired Users'. Below is a table with columns: STATUS, DESIGNATION, BRANCH, Expiry Date, and ACTION. A single record is listed: Status: Active, Designation: Client_Admin_Designation, Branch: 6d Admin, Expiry Date: 08-08-2031. The ACTION column contains icons for edit, delete, and lock. An arrow points to the edit icon.

Figure 27 User – Change Password

- After clicking the **Change Password** button, the following pop-up window is displayed.



The screenshot shows a 'Change Password' dialog box. It has input fields for 'User Name' (clientadmin), 'New Password', and 'Re-Type New Password'. Below these fields is a message: 'New Password must meet the following requirements :'. A list of requirements follows, each preceded by a red 'X': 'Atleast One Lowercase Letter', 'Atleast One Uppercase Letter', 'Atleast One Number', 'Atleast One Special Character', and 'Atleast 8 Characters'. At the bottom are three buttons: 'CANCEL', 'RESET', and 'PROCEED'.

Figure 28 Change Password Input Screen

- Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
User Name	By default, the username is displayed. This field is non-editable.
New Password	Enter the new password of the user.
Re-Type New Password	Re-enter the password of the user.

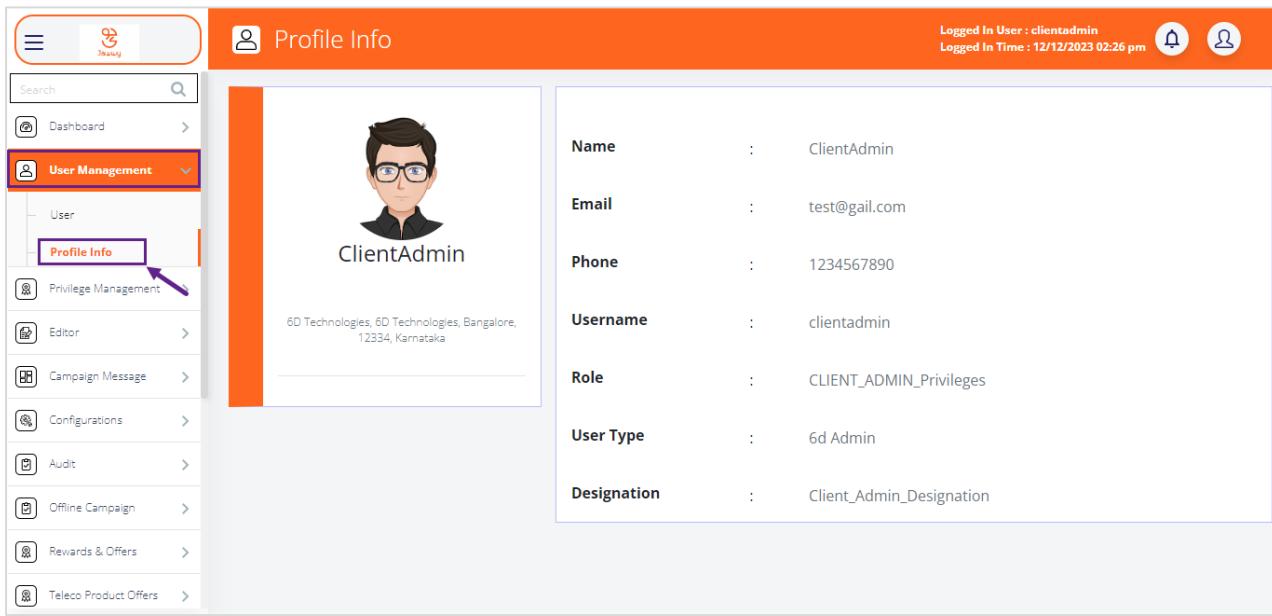
- After providing the required details, click **PROCEED**.

A confirmation message is displayed, indicating that the password is changed successfully.

6.2 User Profile

Using this user profile option, you can view the user's profile details.
 To manage the user profile,

1. On the side menu, click **User Management>>Profile Info** to view user profile details.
 Refer to the following screen.



The screenshot shows the 'User Management' section of the application. On the left, there is a sidebar with various options like Dashboard, User Management (which is selected and highlighted in blue), Profile Info (which has a red box and arrow pointing to it), Privilege Management, Editor, Campaign Message, Configurations, Audit, Offline Campaign, Rewards & Offers, and Teleco Product Offers. The main area is titled 'Profile Info' and displays a user profile for 'ClientAdmin'. It includes a placeholder image of a person with glasses, the name 'ClientAdmin', and the address '6D Technologies, 6D Technologies, Bangalore, 12334, Karnataka'. To the right, detailed user information is listed in a table:

Name	:	ClientAdmin
Email	:	test@gail.com
Phone	:	1234567890
Username	:	clientadmin
Role	:	CLIENT_ADMIN_Privileges
User Type	:	6d Admin
Designation	:	Client_Admin_Designation

At the top right of the main area, there are status indicators: 'Logged In User : clientadmin', 'Logged In Time : 12/12/2023 02:26 pm', a bell icon, and a user icon.

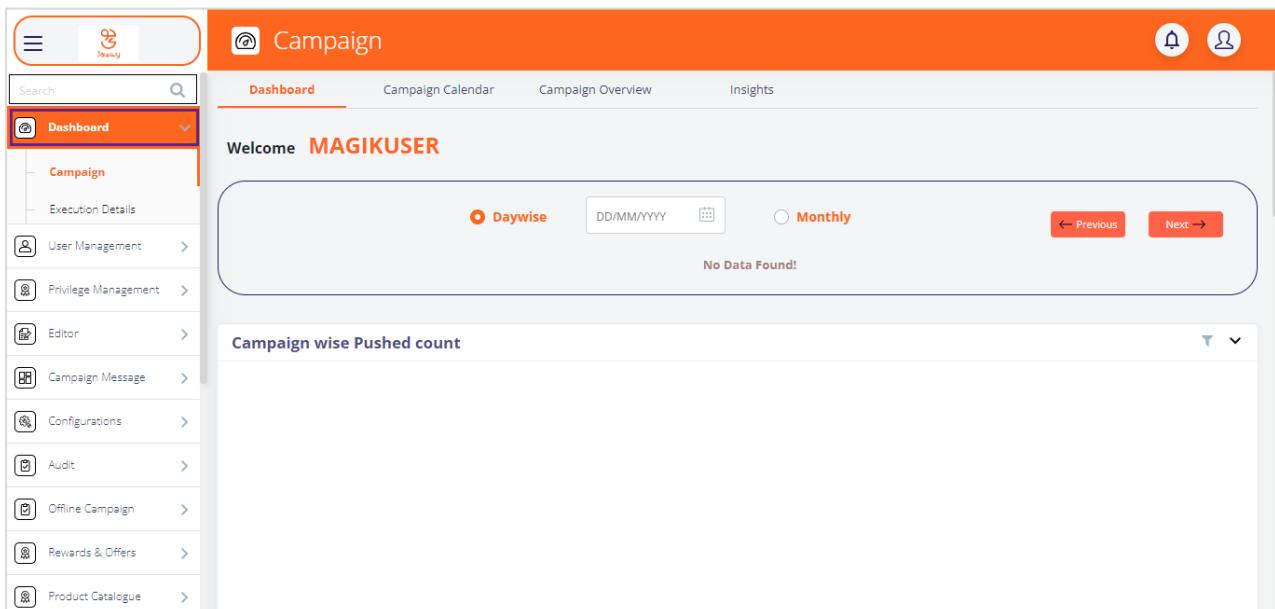
Figure 29 User Management – Profile Info

You can view the following details of the user:

- **Name** – Indicates the name of the user.
- **Email**– Indicates the Email ID of the user.
- **Phone**– Indicates the mobile number of the user.
- **Username**– Indicates the name of the user.
- **Role**– Indicates the role name of the user.
- **User Type**– Indicates the type of the user.
- **Designation**–Indicates the designation of the user.

7 Dashboard

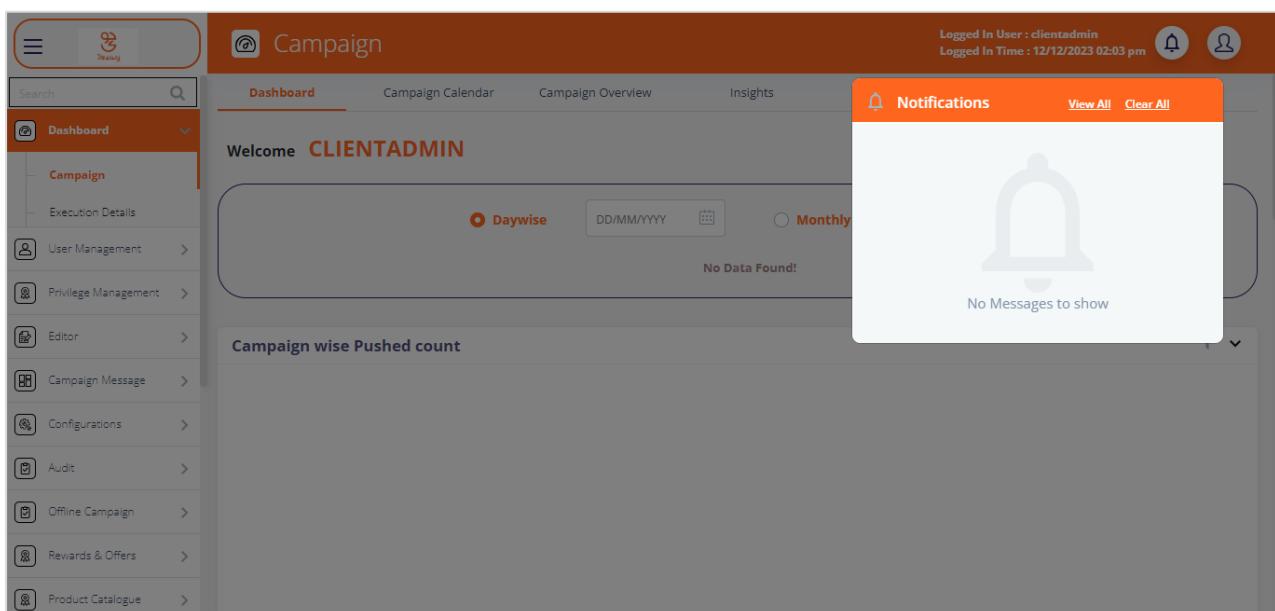
- By default, the dashboard will be displayed after log-in into the system.



The screenshot shows the 'Campaign' dashboard for a user named 'MAGIKUSER'. The left sidebar contains a navigation menu with items such as 'Dashboard', 'Campaign', 'Execution Details', 'User Management', 'Privilege Management', 'Editor', 'Campaign Message', 'Configurations', 'Audit', 'Offline Campaign', 'Rewards & Offers', and 'Product Catalogue'. The main content area has a header 'Campaign' with sub-links 'Dashboard', 'Campaign Calendar', 'Campaign Overview', and 'Insights'. A welcome message 'Welcome MAGIKUSER' is displayed. Below it is a search bar with 'Daywise' selected and a date range 'DD/MM/YYYY' from 01/01/2023 to 01/02/2023. There are also 'Monthly' and 'Next' buttons. A note 'No Data Found!' is shown. A section titled 'Campaign wise Pushed count' is present but empty.

Figure 30 Dashboard

- Click  to view the notification details. The following screen is displayed.



The screenshot shows the 'Campaign' dashboard for a user named 'CLIENTADMIN'. The left sidebar is identical to Figure 30. The main content area includes a 'Notifications' section with a bell icon and the text 'No Messages to show'. The top right corner shows the user is logged in as 'clientadmin' at '12/12/2023 02:03 pm'.

Figure 31 Loyalty – Notifications

- Click **View All** to view all notifications. The following screen is displayed.

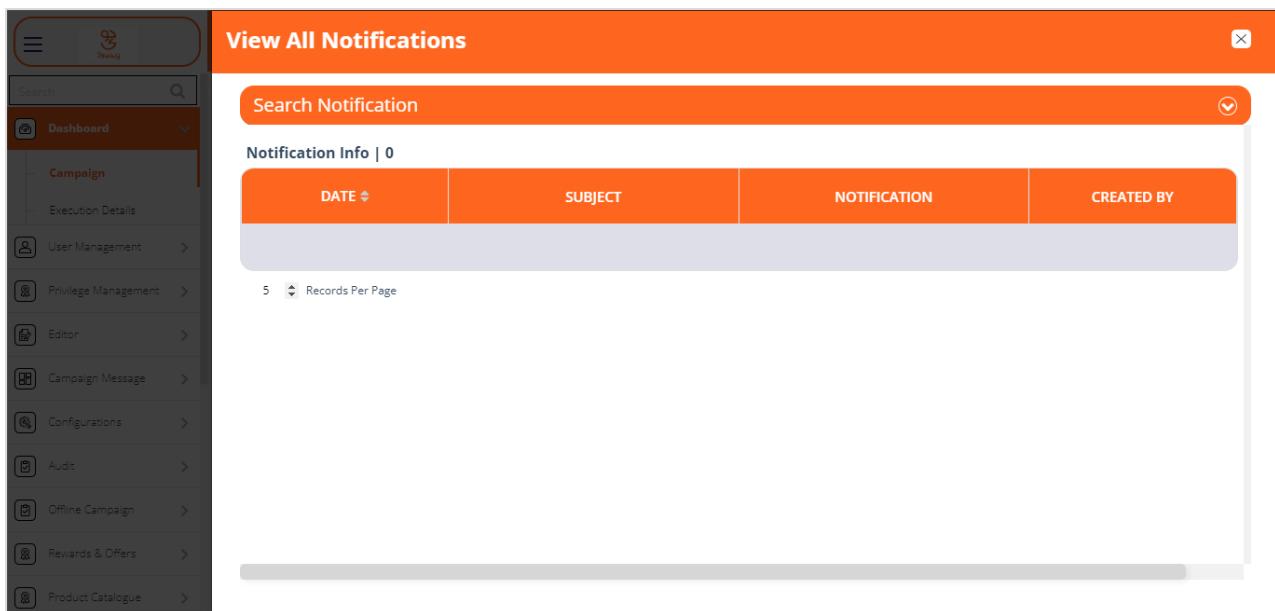


Figure 32 View All Notifications

- Click the **Clear All** button to clear all notifications.

Change Password

Using this change password option, you can change the user's password.

To change the user password,

1. On the **Dashboard** screen, click  >> **Change Password** to change the user password. Refer to the following screen.

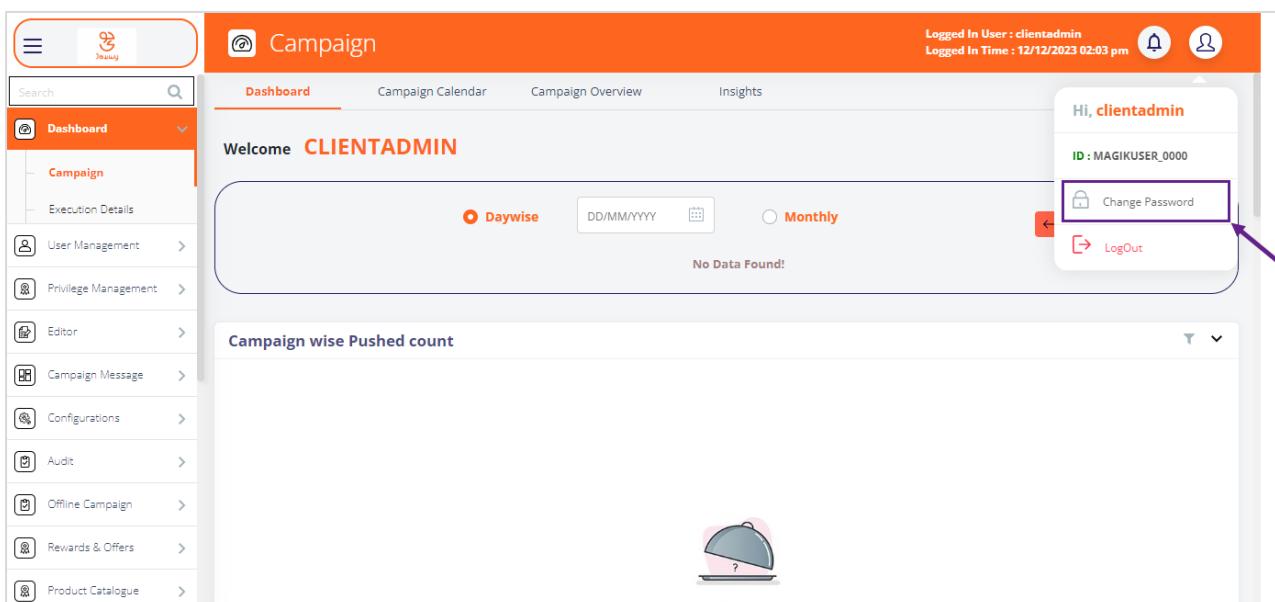
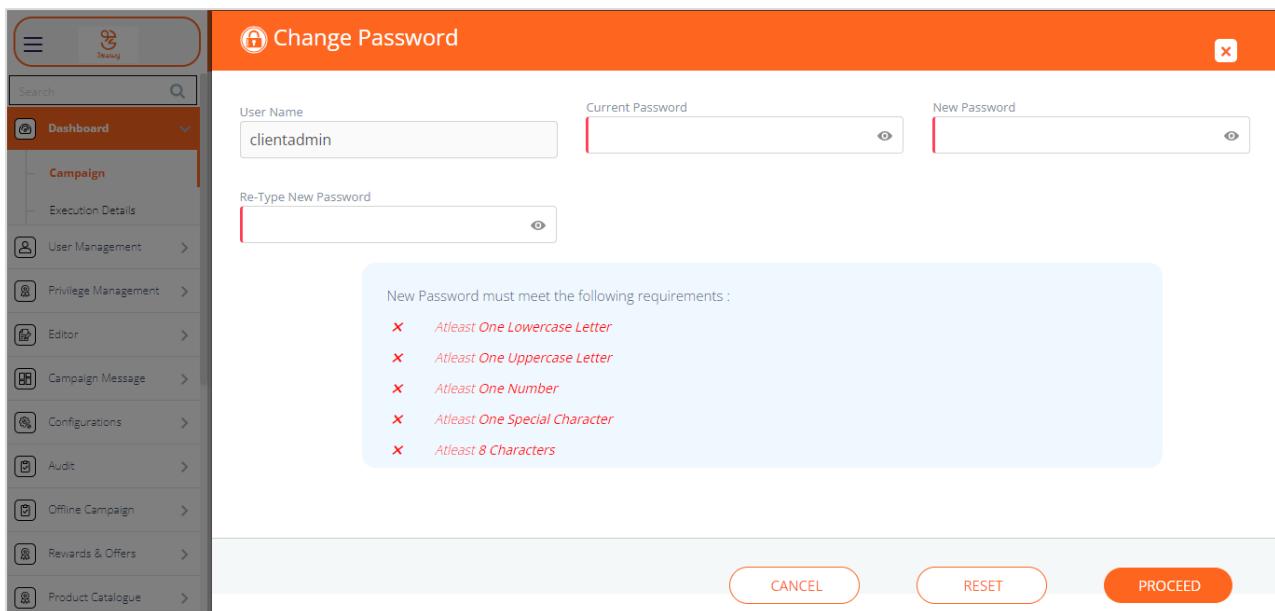


Figure 33 Loyalty – Change Password

2. After clicking the **Change Password**, the following screen will be displayed.



The screenshot shows the 'Change Password' input screen. On the left is a sidebar menu with options like Dashboard, Campaign, Execution Details, User Management, Privilege Management, Editor, Campaign Message, Configurations, Audit, Offline Campaign, Rewards & Offers, and Product Catalogue. The 'Campaign' option is highlighted. The main area has a header 'Change Password'. It contains fields for 'User Name' (clientadmin), 'Current Password', 'New Password', and 'Re-Type New Password'. Below these is a message: 'New Password must meet the following requirements:' followed by five red bullet points: 'Atleast One Lowercase Letter', 'Atleast One Uppercase Letter', 'Atleast One Number', 'Atleast One Special Character', and 'Atleast 8 Characters'. At the bottom are three buttons: 'CANCEL', 'RESET', and 'PROCEED'.

Figure 34 Change Password Input Screen

- For more details about change password, refer to the section [**Change Password**](#).

7.1 Campaign

Users with Campaign Creation privileges will login to the system and have the privilege of creating different campaigns for various products. The user can set a validity period for the Campaign designed.

To manage the campaign,

1. On the side menu, click **Dashboard>>Campaign** to view campaign details. Refer to the following screen.

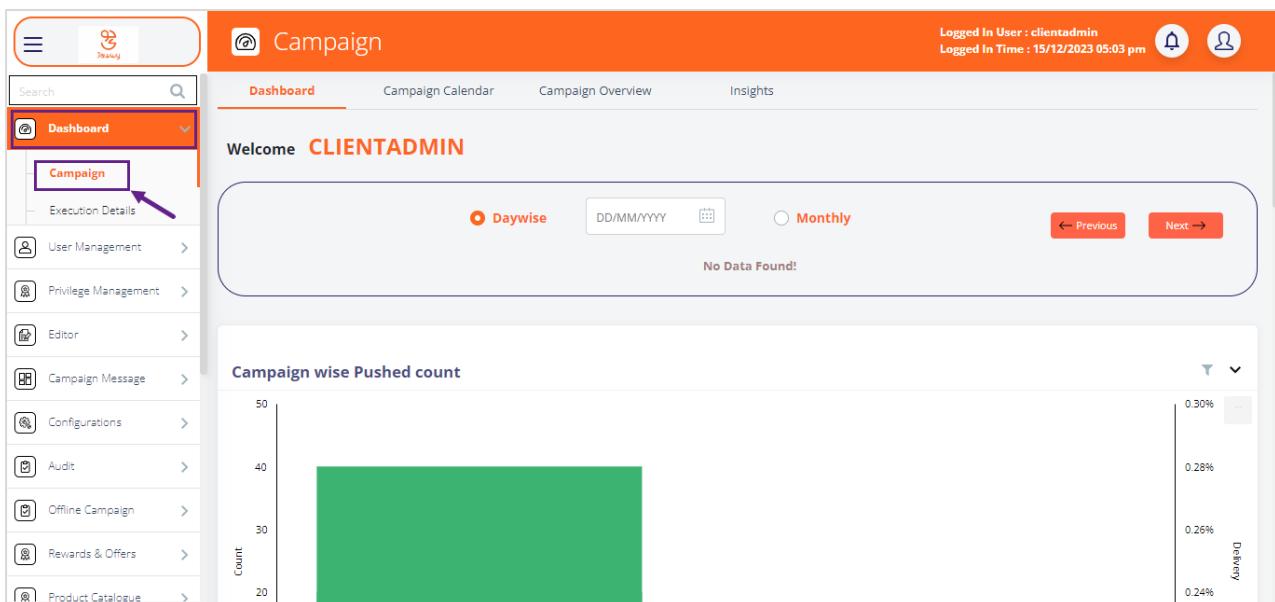


Figure 35 Dashboard- Campaign

The campaign has the following options:

- Dashboard

- Campaign Calendar
- Campaign Overview
- Insights
- Timeline

7.1.1 Dashboard

The following screenshots depict the campaign dashboard:

1. On the side menu, click **Dashboard>>Campaign** to view campaign details. Refer to the following screen.

Note: By default, the **Dashboard** tab is selected.

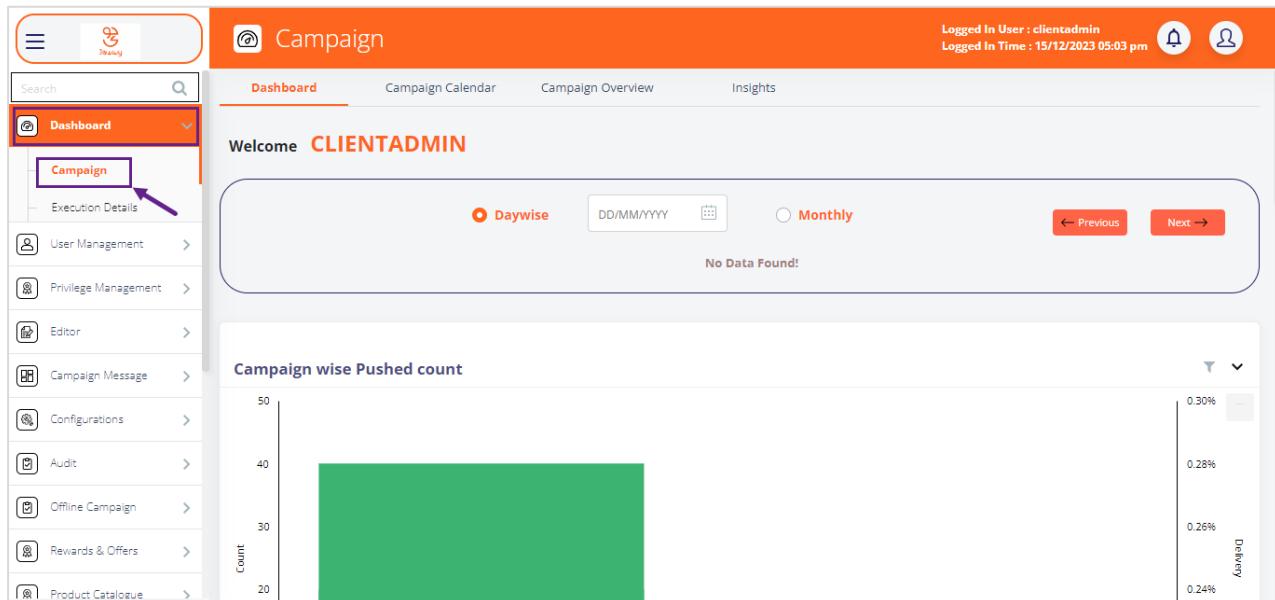


Figure 36 Campaign – Dashboard

- You can view campaign details such as base size, SMS delivered, unique customers, activated, fulfillment success (total), and total revenue.

Note: You can view for day and month till date in the GUI.

Campaign Wise Pushed Count

You can view the total count of campaign pushed and delivered against the delivery percentage.

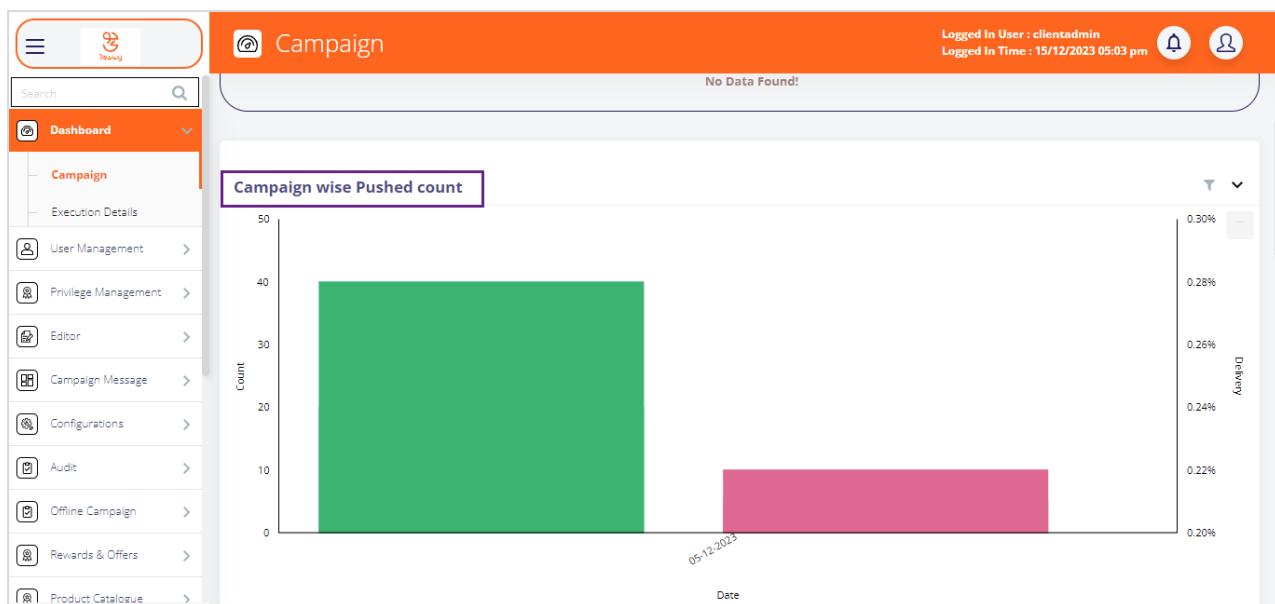


Figure 37 Campaign Wise Pushed Count

Note: Data displayed by default is for the past 30 days, including the current day.

Segment Wise Incremental Revenue

You can view the campaign-wise increment revenue of the last six months.

Note: Data displayed by default is for the last 6 months.

Day Wise Pushed Count

You can view the total count of revenue generated from the campaign on the particular day.

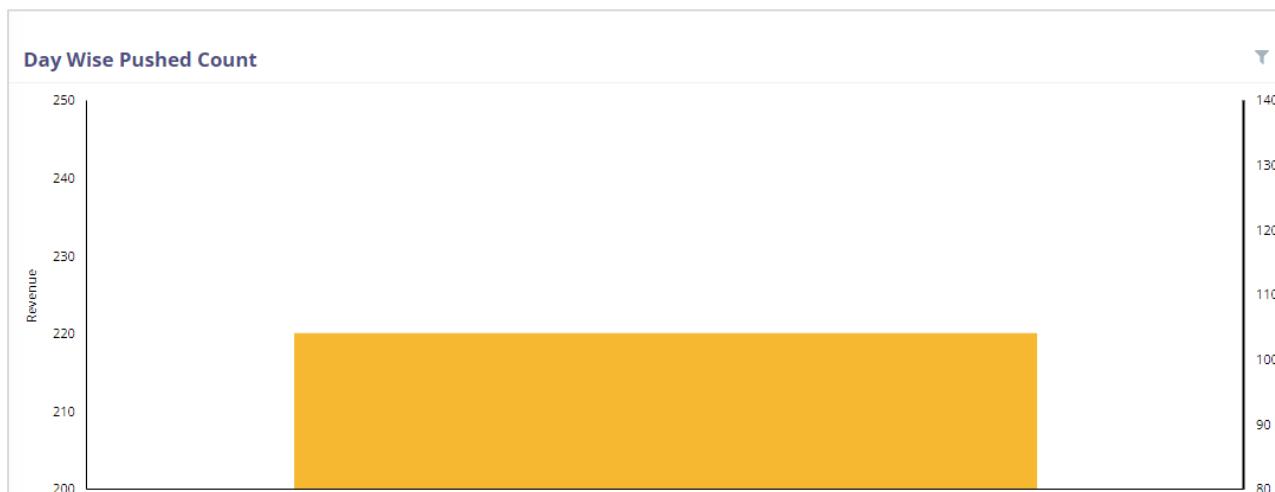


Figure 38 Day Wise Pushed Count

Note: Data displayed by default is for the last six months, including the current day.

7.1.2 Campaign Calendar

Using this campaign calendar option, you can view the campaign scheduled for the month.

- On the **Campaign** screen, click the **Campaign Calendar** tab to view the campaign calendar. Refer to the following screen.

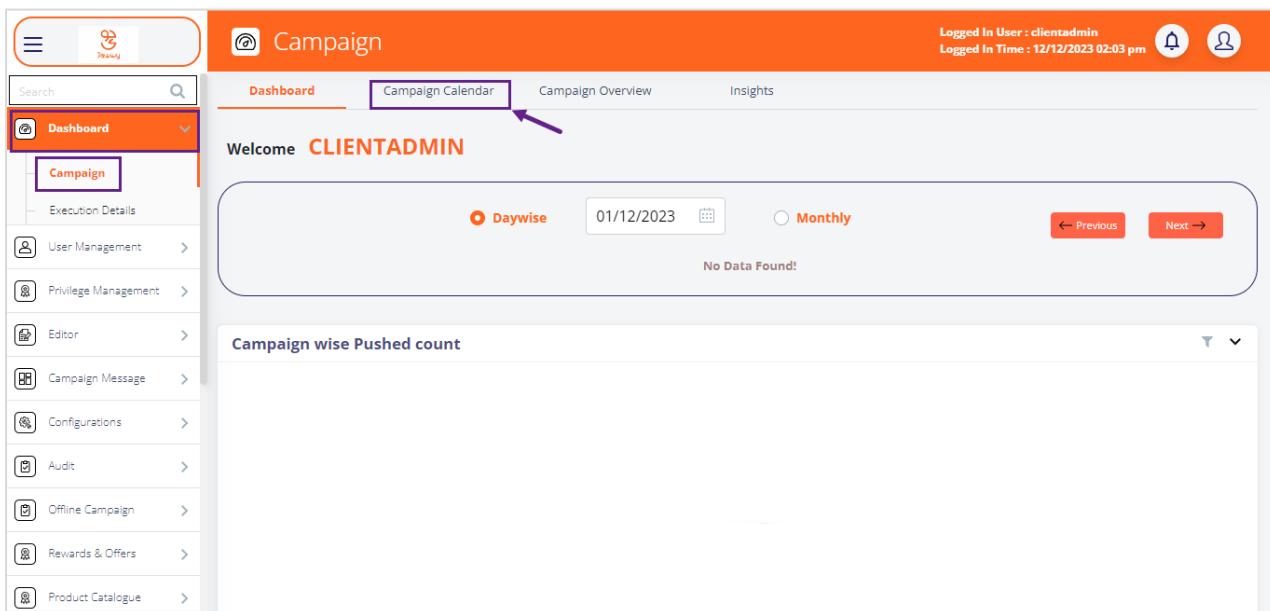


Figure 39 Campaign – Campaign Calendar Tab

- After clicking the **Campaign Calendar** tab, the following screen is displayed.

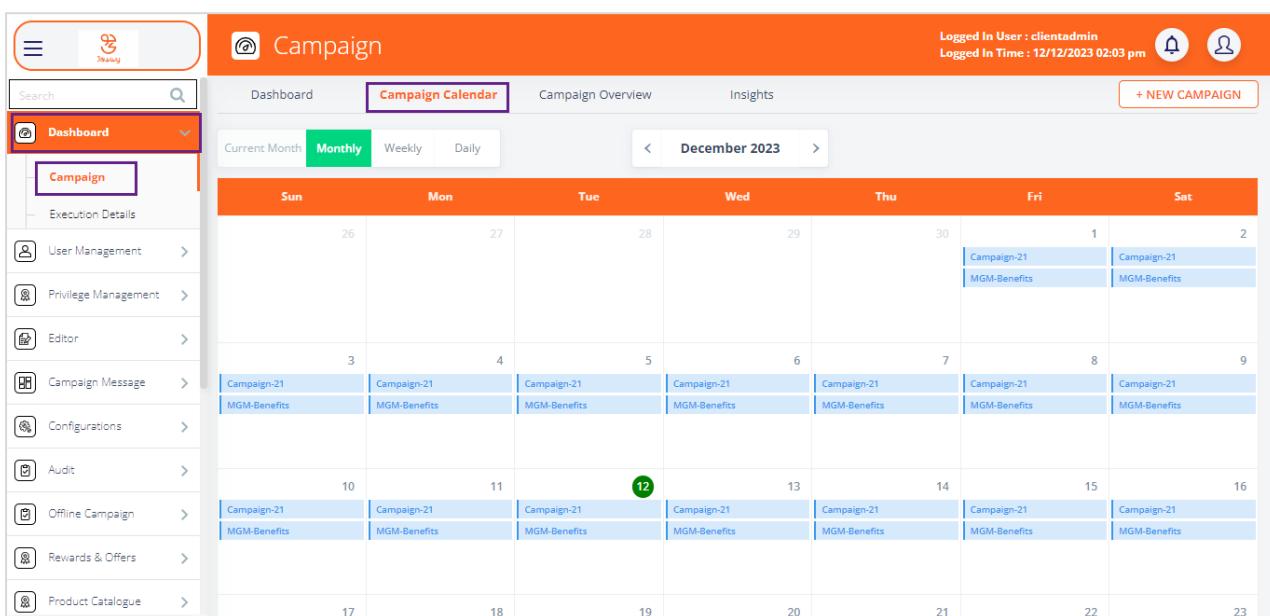


Figure 40 Campaign Calendar Input Screen

- You can view the Monthly, Weekly, and Daily campaign scheduled for the current month.
- On the **Campaign** screen, click the **+New Campaign** button to create a new campaign. Refer to the following screen.

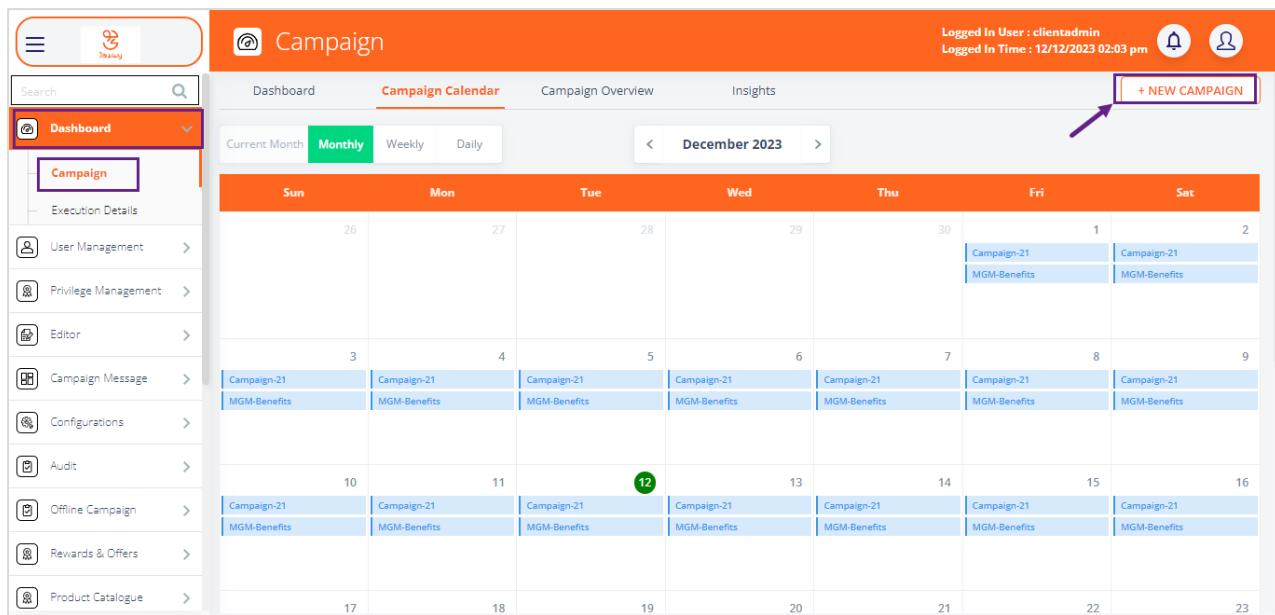
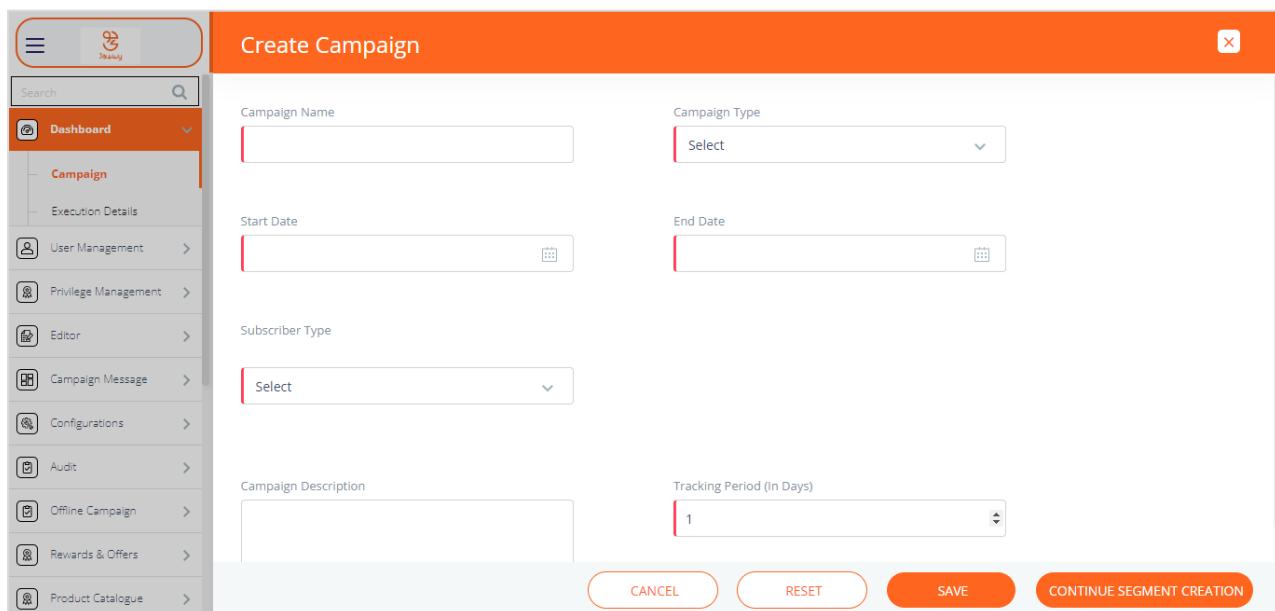


Figure 41 Campaign- New Campaign Button

4. After clicking the **+New Campaign** button, the following screen is displayed.



Campaign Name	Campaign Type
<input type="text"/>	<input type="button" value="Select"/>
Start Date	End Date
<input type="button" value=""/>	<input type="button" value=""/>
Subscriber Type	
<input type="button" value="Select"/>	
Campaign Description	Tracking Period (In Days)
<input type="text"/>	<input type="button" value="1"/>
<input type="button" value="CANCEL"/> <input type="button" value="RESET"/> <input type="button" value="SAVE"/> <input type="button" value="CONTINUE SEGMENT CREATION"/>	

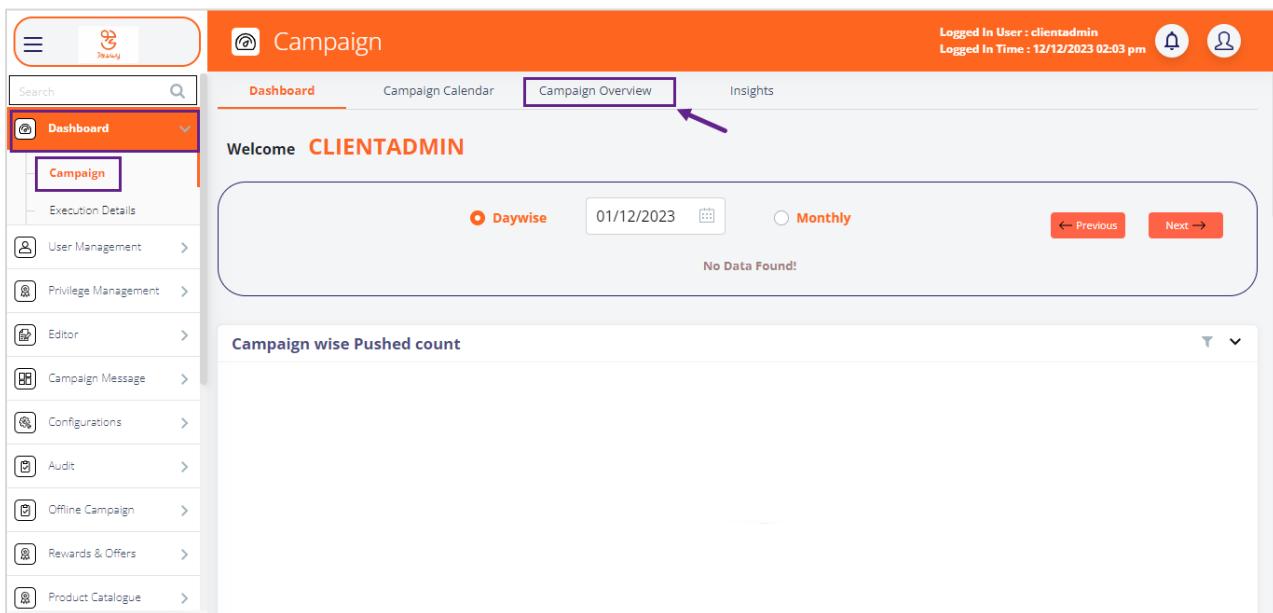
Figure 42 Create Campaign Input Screen

- For more information about Create Campaign, refer to the section [**Campaign Overview.**](#)

7.1.3 Campaign Overview

Using this campaign overview option, you can create, view, modify and delete the campaign. To manage the campaign overview,

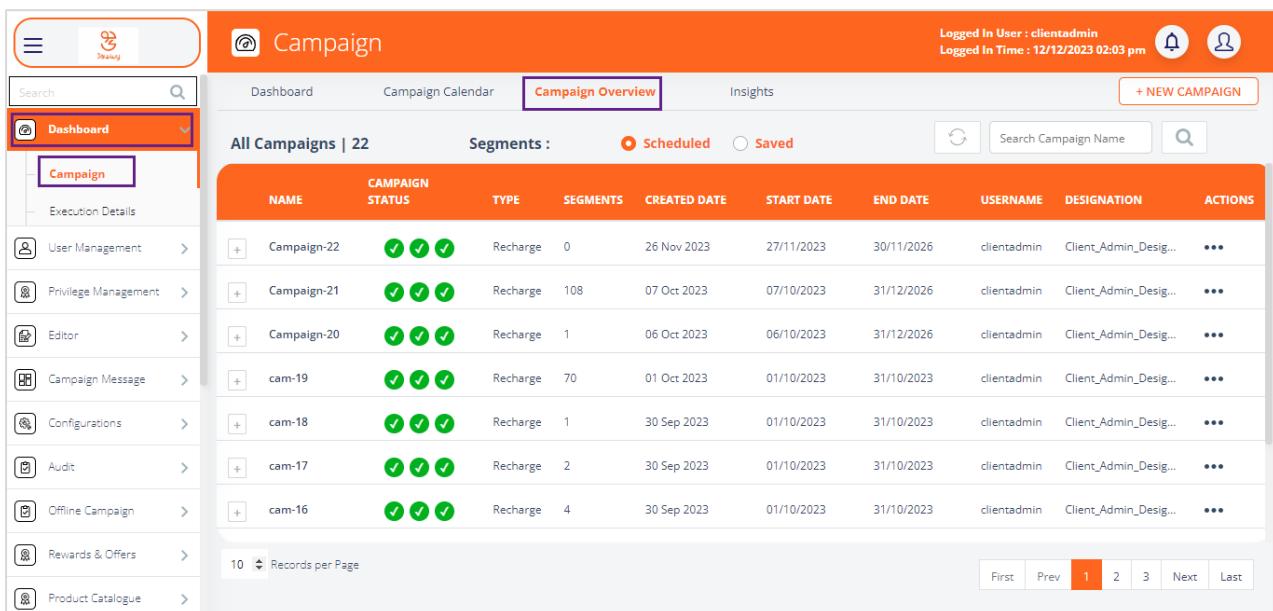
- On the **Campaign** screen, click the **Campaign Overview** tab to view the campaign overview detail. Refer to the following screen.



The screenshot shows the 'Campaign' module interface. On the left is a sidebar with a search bar and a navigation menu. The menu items include 'Dashboard', 'Campaign' (which is selected and highlighted with a purple border), 'Execution Details', 'User Management', 'Privilege Management', 'Editor', 'Campaign Message', 'Configurations', 'Audit', 'Offline Campaign', 'Rewards & Offers', and 'Product Catalogue'. At the top right, there are status messages: 'Logged In User : clientadmin' and 'Logged In Time : 12/12/2023 02:03 pm'. Below the menu, tabs for 'Dashboard', 'Campaign Calendar', 'Campaign Overview' (which is active and highlighted with a purple border), and 'Insights' are visible. A large central area displays a date selector for 'Daywise' or 'Monthly' and a message 'No Data Found!'. Below this is a section titled 'Campaign wise Pushed count'.

Figure 43 Campaign – Campaign Overview Tab

- After clicking the **Campaign Overview** tab, the following screen is displayed.

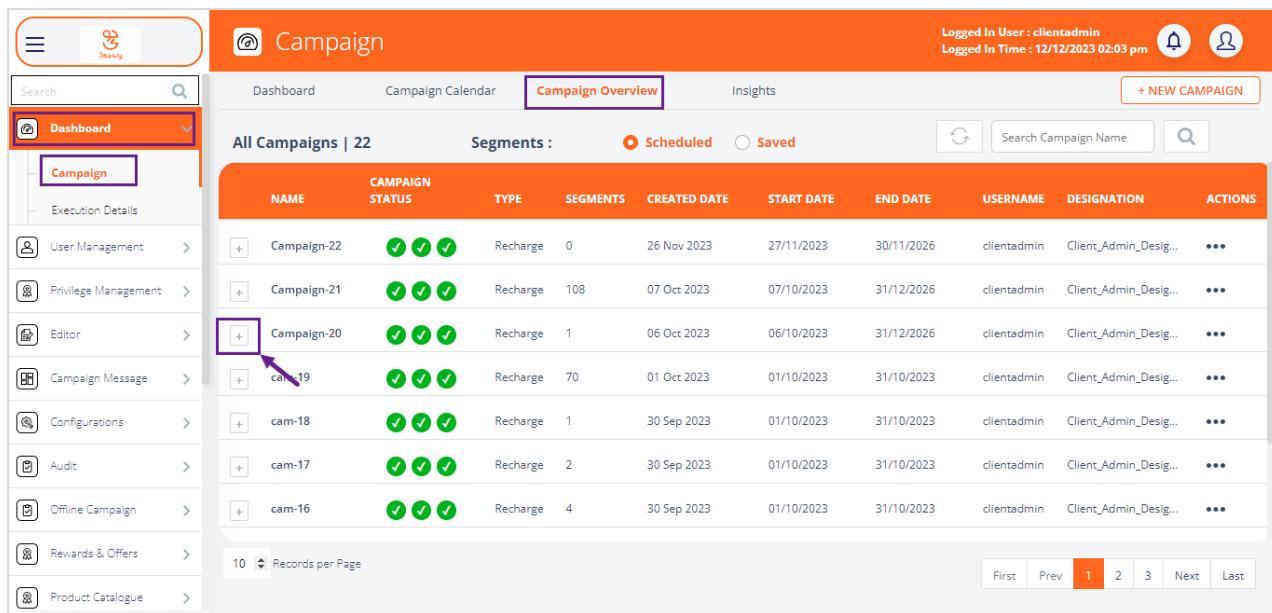


The screenshot shows the 'Campaign Overview' input screen. The left sidebar and top navigation are identical to Figure 43. The main area has a different layout. It features a 'Segments:' dropdown with 'Scheduled' selected. Below it is a table with columns: NAME, CAMPAIGN STATUS, TYPE, SEGMENTS, CREATED DATE, START DATE, END DATE, USERNAME, DESIGNATION, and ACTIONS. The table lists several campaigns, each with a green checkmark icon next to its name. At the bottom, there is a 'Records per Page' dropdown set to '10', and a navigation bar with buttons for 'First', 'Prev', '1' (highlighted in orange), '2', '3', 'Next', and 'Last'.

Figure 44 Campaign Overview Input Screen

Note: By default, the **Scheduled** option button is displayed.

- On the **Campaign** screen, click the **Add** button  to open the tree structure. Refer to the following screen.

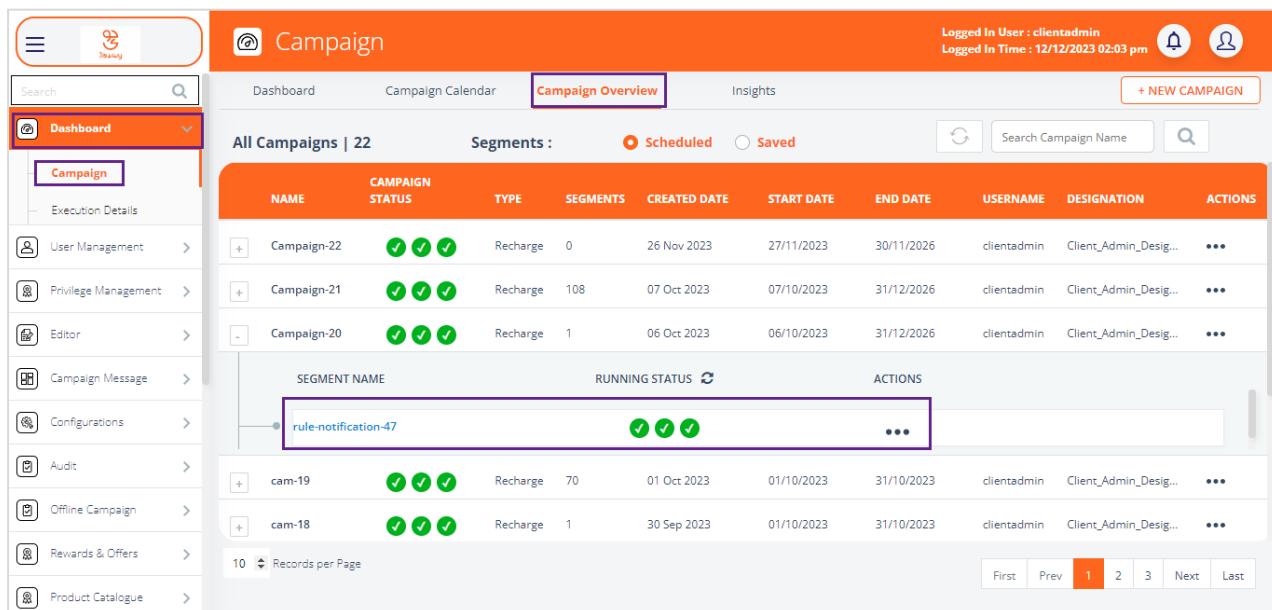


The screenshot shows the 'Campaign Overview' section of the application. On the left, there's a sidebar with various menu items like Dashboard, Campaign, User Management, etc. The main area displays a table of 'All Campaigns' with 22 entries. A purple box highlights the first row, 'Campaign-20', and an arrow points to the 'Add' button (+ icon) in the 'Actions' column. The table columns include Name, Campaign Status, Type, Segments, Created Date, Start Date, End Date, Username, Designation, and Actions.

Name	Campaign Status	Type	Segments	Created Date	Start Date	End Date	Username	Designation	Actions
Campaign-22	✓ ✓ ✓	Recharge	0	26 Nov 2023	27/11/2023	30/11/2026	clientadmin	Client_Admin_Desig...	...
Campaign-21	✓ ✓ ✓	Recharge	108	07 Oct 2023	07/10/2023	31/12/2026	clientadmin	Client_Admin_Desig...	...
Campaign-20	✓ ✓ ✓	Recharge	1	06 Oct 2023	06/10/2023	31/12/2026	clientadmin	Client_Admin_Desig...	...
cam-19	✓ ✓ ✓	Recharge	70	01 Oct 2023	01/10/2023	31/10/2023	clientadmin	Client_Admin_Desig...	...
cam-18	✓ ✓ ✓	Recharge	1	30 Sep 2023	01/10/2023	31/10/2023	clientadmin	Client_Admin_Desig...	...
cam-17	✓ ✓ ✓	Recharge	2	30 Sep 2023	01/10/2023	31/10/2023	clientadmin	Client_Admin_Desig...	...
cam-16	✓ ✓ ✓	Recharge	4	30 Sep 2023	01/10/2023	31/10/2023	clientadmin	Client_Admin_Desig...	...

Figure 45 Campaign Overview – Add Button

- After clicking the **Add** button, the following screen is displayed.



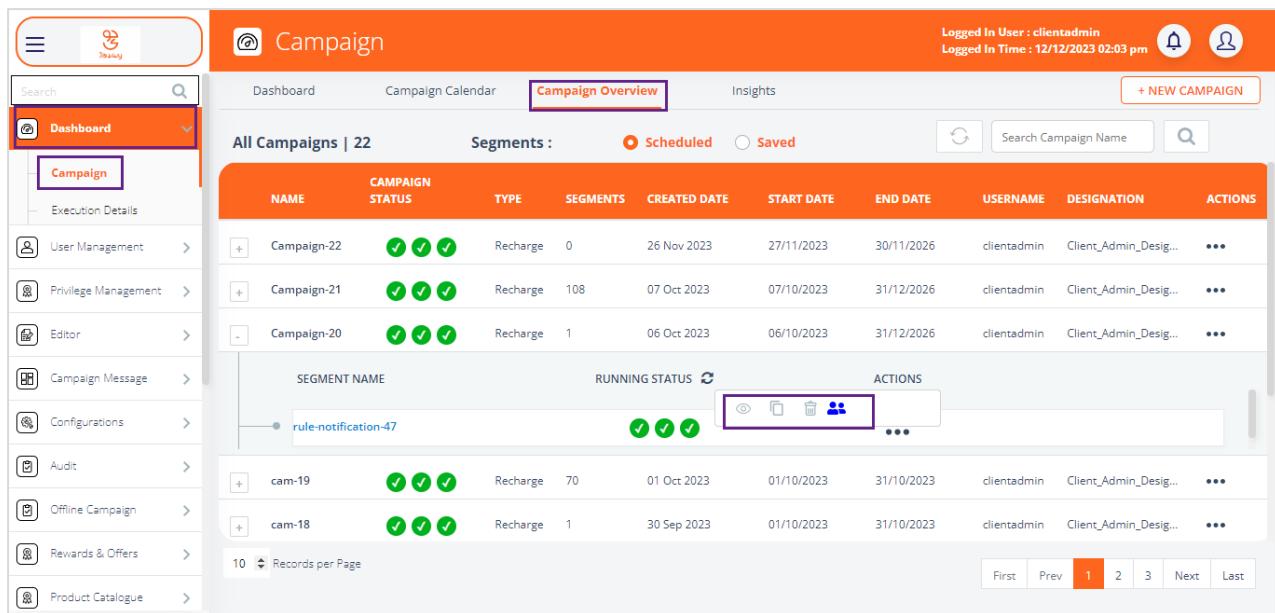
This screenshot shows the 'Campaign' screen with the 'Segments' tab selected. It displays a table of segments under a specific campaign. A purple box highlights the first segment, 'rule-notification-47'. The table columns include Segment Name, Running Status, and Actions.

SEGMENT NAME	RUNNING STATUS	ACTIONS
rule-notification-47	✓ ✓ ✓	...
cam-19	✓ ✓ ✓	...
cam-18	✓ ✓ ✓	...

Figure 46 Campaign – List of Segments

- You can view the list of segments configured under the campaign name.

- On the **Campaign** screen, click **...** under the actions to view options. The following screen is displayed.



The screenshot shows the 'Campaign' module interface. On the left is a sidebar with navigation links like Dashboard, Campaign, User Management, etc. The main area is titled 'Campaign' and has tabs for Dashboard, Campaign Calendar, Campaign Overview (which is selected), and Insights. It displays 'All Campaigns | 22'. Below this is a table with columns: NAME, CAMPAIGN STATUS, TYPE, SEGMENTS, CREATED DATE, START DATE, END DATE, USERNAME, DESIGNATION, and ACTIONS. The table lists three campaigns: Campaign-22, Campaign-21, and Campaign-20. Under each campaign, there is a section for 'Segments' with columns: SEGMENT NAME, RUNNING STATUS, and ACTIONS. The first segment for Campaign-22 is 'rule-notification-47'. The table footer includes a dropdown for 'Records per Page' and a navigation bar with buttons for First, Prev, 1, 2, 3, Next, and Last.

Figure 47 Campaign – Actions

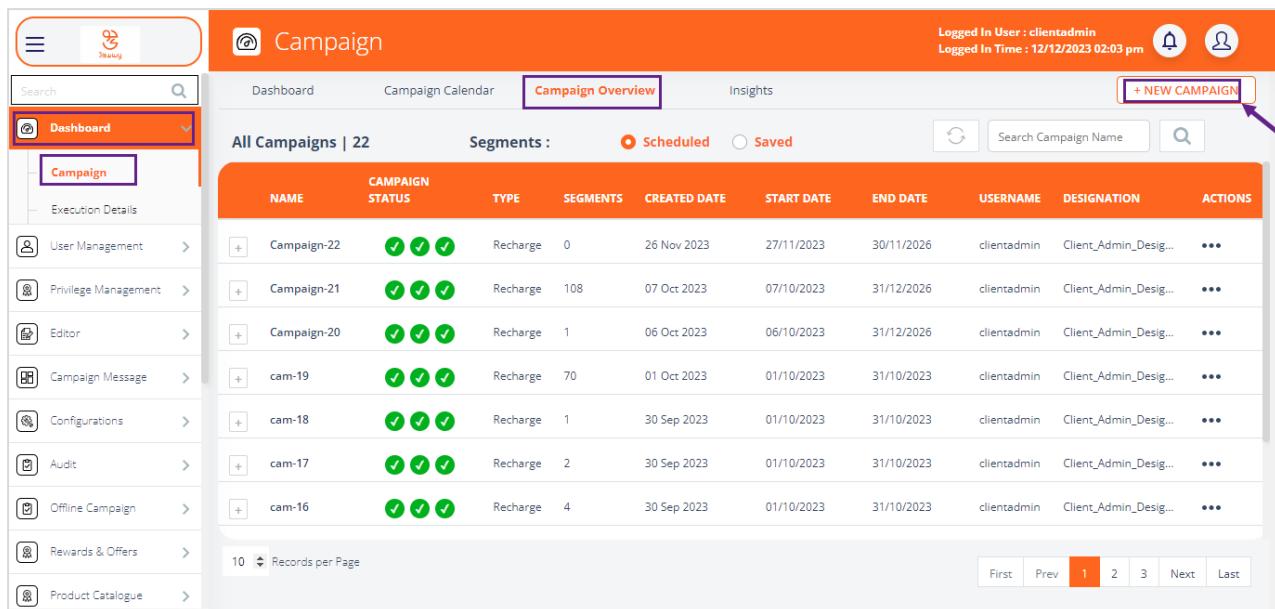
- Click the **View** button  to view the segment.
- Click the **Approval Pipeline** button  to approve the segment in pipeline.
- Click the **Copy** button  to copy the segment.
- Click the **Delete** button  to delete the segment.

For more details about Segment, refer to the section [Segments](#)

7.1.3.1 Create Campaign

Using this create option, you can create a new campaign.
To create a new campaign:

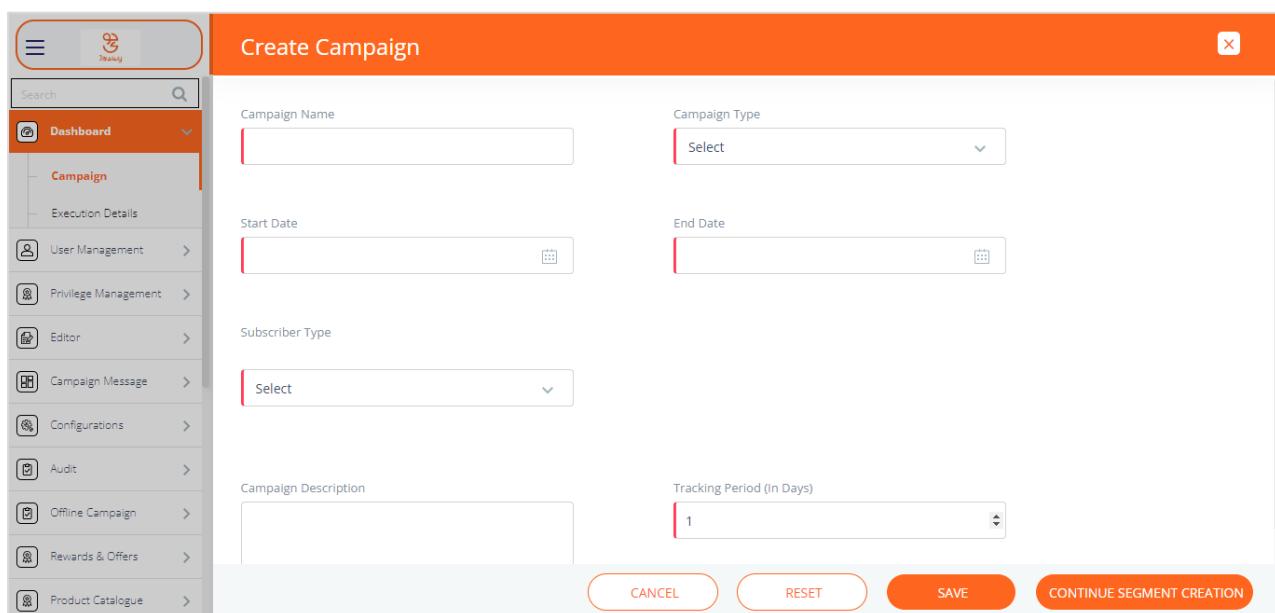
1. On the Campaign screen, click the **+ New Campaign** tab to create new campaigns. Refer to the following screen.



The screenshot shows the 'Campaign Overview' section of the application. On the left, there's a sidebar with various menu items like Dashboard, User Management, Privilege Management, Editor, etc. The main area displays a table of 'All Campaigns' with 22 entries. Each row contains information such as Name, Campaign Status (with three green checkmarks), Type (Recharge), Segments, Created Date, Start Date, End Date, Username, Designation, and Actions. At the top right of the main area, there's a search bar and a button labeled '+ NEW CAMPAIGN' which is highlighted with a purple box and a mouse cursor icon.

Figure 48 Campaign Overview - + New Campaign Button

2. After clicking the **+ New Campaign** button, the following pop-up window is displayed.



The screenshot shows the 'Create Campaign' dialog box. It has several input fields: 'Campaign Name' (empty), 'Campaign Type' (dropdown menu 'Select'), 'Start Date' (calendar icon), 'End Date' (calendar icon), 'Subscriber Type' (dropdown menu 'Select'), 'Campaign Description' (text area), and 'Tracking Period (In Days)' (dropdown menu '1'). At the bottom are four buttons: 'CANCEL', 'RESET', 'SAVE' (highlighted with a red border), and 'CONTINUE SEGMENT CREATION'.

Figure 49 Create Campaign Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “**|**” are mandatory.

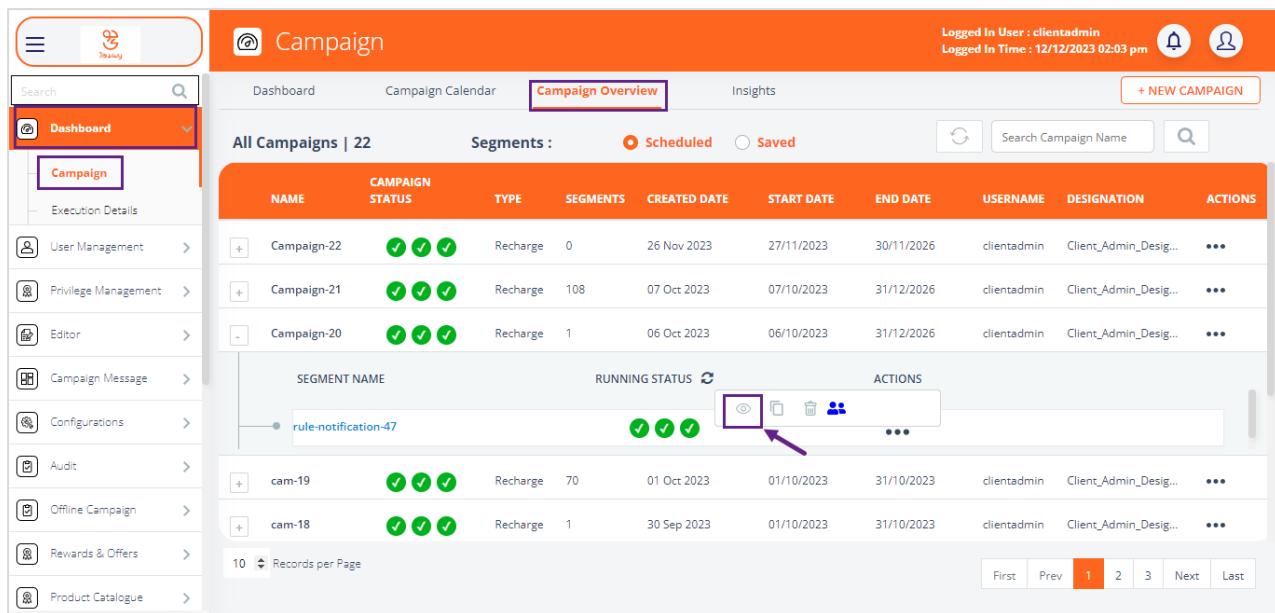
Field	Description
Campaign Name	Enter the name of the campaign name in this field.
Campaign Type	Select the Campaign type in the drop-down list. For example, “ Recharge ”.
Start Date	Select the start date from which the campaign is valid.

Field	Description																																																	
	<div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <p>December 2023 </p> <p>December  2023 </p> <table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </tbody> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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31	1	2	3	4	5	6																																												
End Date	Enter the end date at which the plan will no longer be valid.																																																	
	<div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <p>December 2023 </p> <p>December  2023 </p> <table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </tbody> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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17	18	19	20	21	22	23																																												
24	25	26	27	28	29	30																																												
31	1	2	3	4	5	6																																												
Subscriber Type	Select the Subscriber type in the drop-down list. For example, " Postpaid ".																																																	
Campaign Description	Enter the description for the campaign.																																																	
Tracking Period	<ul style="list-style-type: none"> • Click  to increase the tracking period of the campaign. • Click  to decrease the tracking period of the campaign. 																																																	

7.1.3.2 View Campaign

Using this view option, you can view campaign detail.
To view the campaign detail:

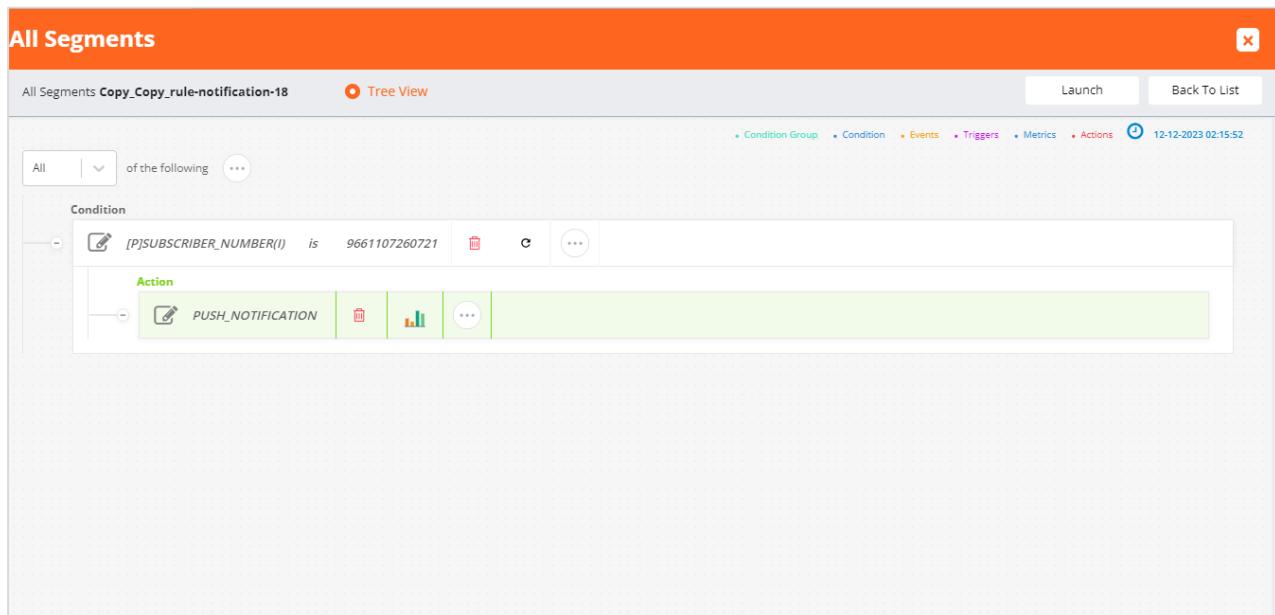
1. On the **Campaign** screen, hover over the mouse under the actions and click the **View** button  to view the campaign detail. Refer to the following screen.



The screenshot shows the 'Campaign Overview' section of the application. At the top, there are tabs for 'Dashboard', 'Campaign Calendar', 'Campaign Overview' (which is selected), and 'Insights'. Below the tabs, it says 'All Campaigns | 22'. There are two filter buttons: 'Scheduled' (orange) and 'Saved' (grey). A search bar 'Search Campaign Name' and a refresh icon are also present. The main area displays a table of campaigns with columns: NAME, CAMPAIGN STATUS, TYPE, SEGMENTS, CREATED DATE, START DATE, END DATE, USERNAME, DESIGNATION, and ACTIONS. One row is expanded to show 'rule-notification-47' with its own set of actions. The 'View' button in the expanded row is highlighted with a purple box and an arrow pointing to it.

Figure 50 Campaign – View Button

- After clicking the **View** button, the following pop-up window is displayed.



The screenshot shows a 'Tree View' of segments. At the top, there are buttons for 'Launch' and 'Back To List'. Below the tree, there are filters for 'Condition Group', 'Condition', 'Events', 'Triggers', 'Metrics', and 'Actions', along with a timestamp '12-12-2023 02:15:52'. The tree view shows a node for 'rule-notification-18' which is expanded to show its details. The 'View' button in the expanded node is highlighted with a purple box and an arrow pointing to it.

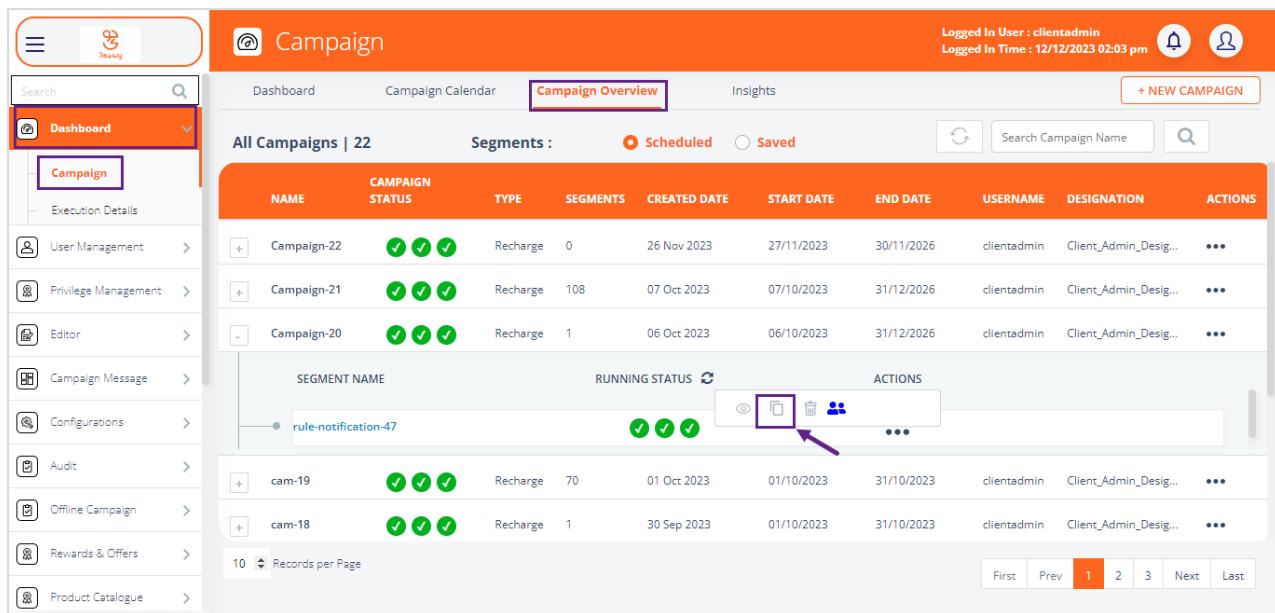
Figure 51 Campaign Overview Input Screen

- You can view details and segments attached to the campaign.

7.1.3.3 Copy Campaign

Using this copy option, you can copy campaign detail.
To copy the campaign detail:

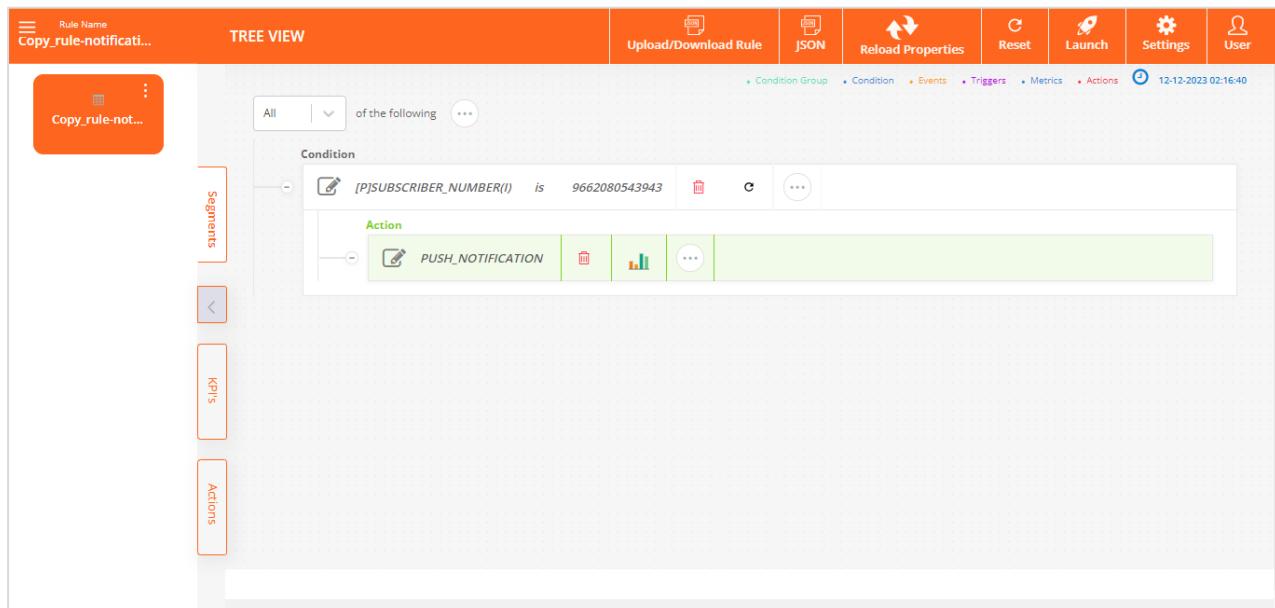
- On the **Campaign** screen, hover over the mouse under the actions and click the **Copy** button  to copy the campaign detail. Refer to the following screen.



The screenshot shows the 'Campaign Overview' section of the application. On the left, there's a sidebar with various menu items like Dashboard, Campaign, User Management, etc. The main area displays a table of campaigns with columns for Name, Campaign Status, Type, Segments, Created Date, Start Date, End Date, Username, Designation, and Actions. One specific campaign row for 'rule-notification-47' is highlighted with a purple box around its 'Actions' column, which contains icons for copy, delete, and user.

Figure 52 Campaign – Copy Button

2. After clicking the **Copy** button, the following pop-up window is displayed.



The screenshot shows the 'Duplicate Campaign Input Screen'. It has a header with various buttons like Upload/Download Rule, JSON, Reload Properties, Reset, Launch, Settings, and User. On the left, there's a sidebar with tabs for Rule Name ('Copy_rule-notifi...', TREE VIEW), Segments, KPIs, and Actions. The main area shows a configuration interface with sections for Condition and Action. The Condition part shows a condition for 'PJSUBSCRIBER_NUMBER()' being 'is' '9662080543943'. The Action part shows an action for 'PUSH_NOTIFICATION'. There are also buttons for Condition Group, Condition, Events, Triggers, Metrics, Actions, and a timestamp '12-12-2023 02:16:40'.

Figure 53 Duplicate Campaign Input Screen

For more details about launching the segment, see the section [Create Segment](#).

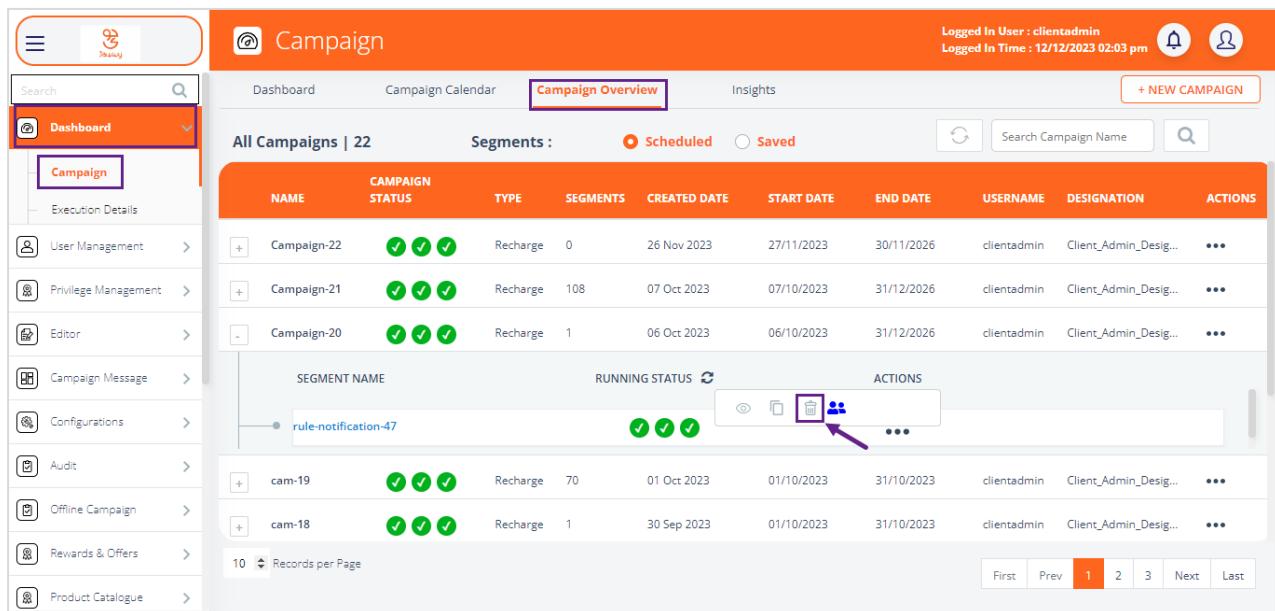
3. After entering the required details, click **Copy**.

A confirmation message is displayed, indicating that the campaign is copied successfully.

7.1.3.4 Delete Campaign

Using this delete option, you can delete campaign detail.
To delete the campaign detail:

- On the **Campaign** screen, hover over the mouse under the actions and click the **Delete** button to delete the campaign detail. Refer to the following screen.



NAME	CAMPAIGN STATUS	TYPE	SEGMENTS	CREATED DATE	START DATE	END DATE	USERNAME	DESIGNATION	ACTIONS
Campaign-22	✓ ✓ ✓	Recharge	0	26 Nov 2023	27/11/2023	30/11/2026	clientadmin	Client_Admin_Desig...	...
Campaign-21	✓ ✓ ✓	Recharge	108	07 Oct 2023	07/10/2023	31/12/2026	clientadmin	Client_Admin_Desig...	...
Campaign-20	✓ ✓ ✓	Recharge	1	06 Oct 2023	06/10/2023	31/12/2026	clientadmin	Client_Admin_Desig...	...
SEGMENT NAME		RUNNING STATUS			ACTIONS				
rule-notification-47		✓ ✓ ✓		
cam-19	✓ ✓ ✓	Recharge	70	01 Oct 2023	01/10/2023	31/10/2023	clientadmin	Client_Admin_Desig...	...
cam-18	✓ ✓ ✓	Recharge	1	30 Sep 2023	01/10/2023	31/10/2023	clientadmin	Client_Admin_Desig...	...

Figure 54 Campaign – Delete Button

- After clicking the **Delete** button, the following pop-up window is displayed.

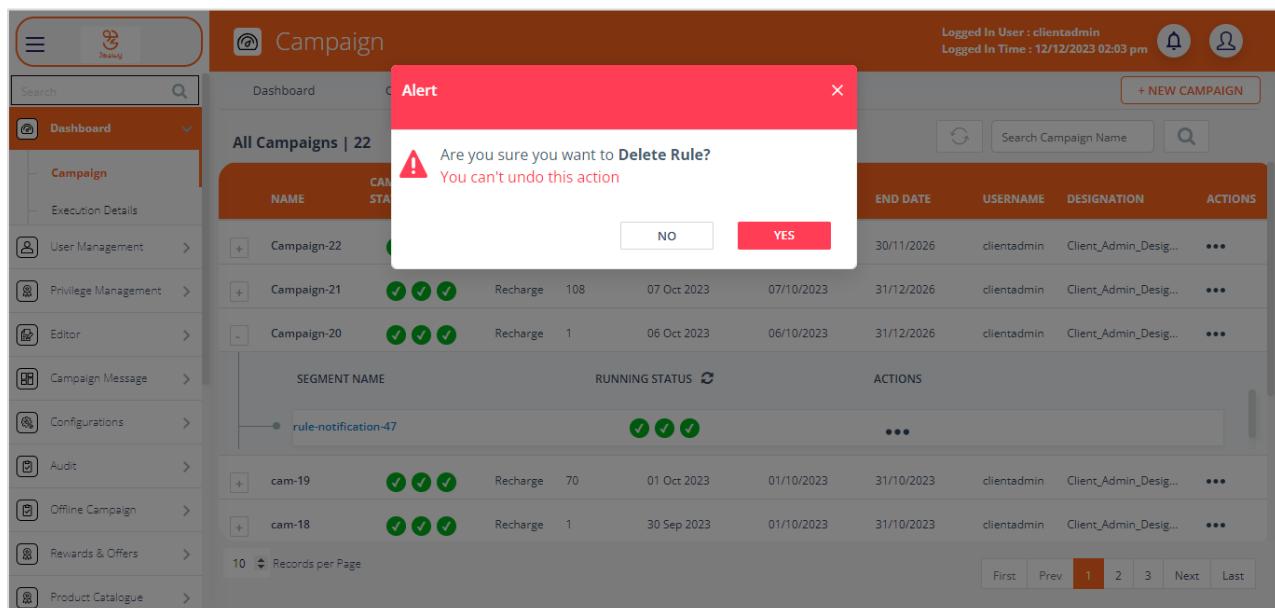


Figure 55 Delete – Campaign Message

- If you receive the message, “**Are you sure you want to Delete the Campaign? You can't undo this action**”. Click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the campaign is deleted successfully.

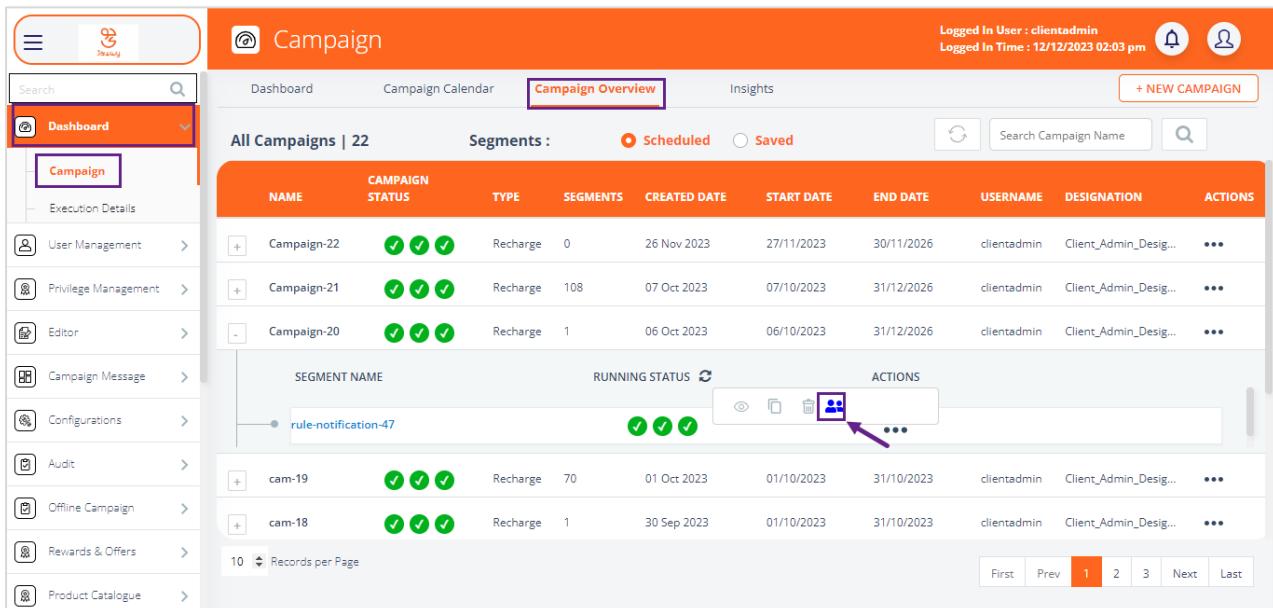
Or

Click “**No**” to cancel the action.

7.1.3.5 Campaign Approval Pipeline

Using this option, you can approve the list of campaigns in the pipeline.
To delete the campaign detail:

1. On the **Campaign** screen, hover over the mouse under the actions and click the **Approval Pipeline** button  to approval the campaigns in pipeline. Refer to the following screen.

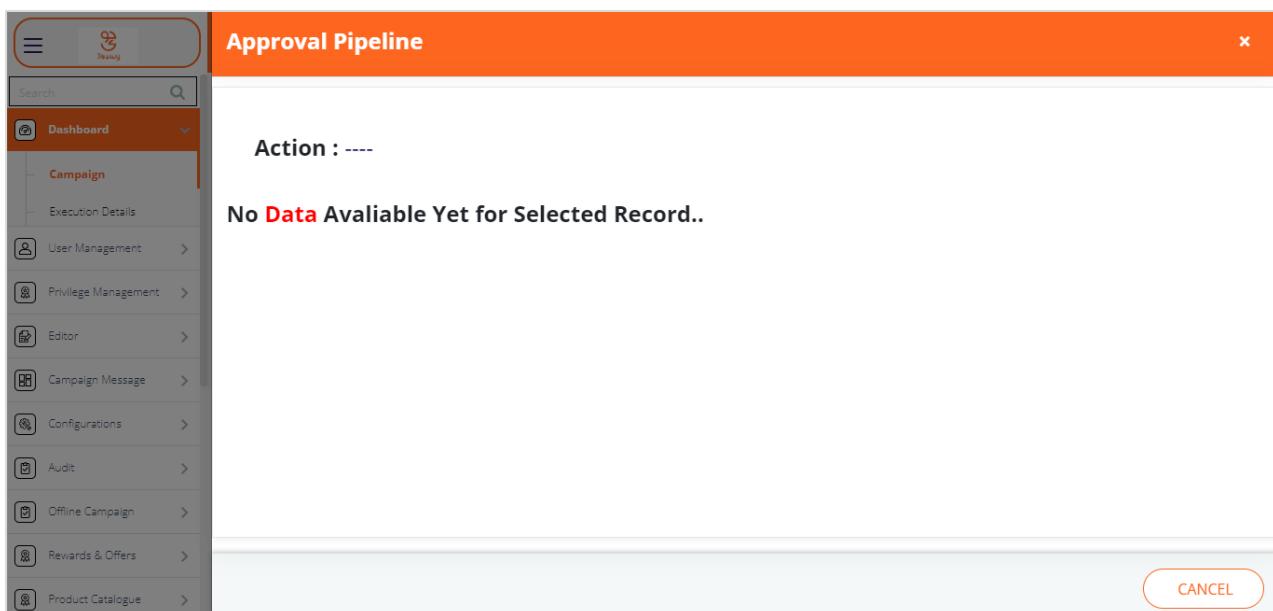


The screenshot shows the 'Campaign Overview' tab selected in the top navigation bar. The main content area displays a table of 'All Campaigns' with 22 entries. In the 'Actions' column for each row, there is a blue square containing a white user icon. A purple arrow points to one of these icons in the middle of the list. The table includes columns for Name, Campaign Status, Type, Segments, Created Date, Start Date, End Date, Username, Designation, and Actions.

NAME	CAMPAIN STATUS	TYPE	SEGMENTS	CREATED DATE	START DATE	END DATE	USERNAME	DESIGNATION	ACTIONS
Campaign-22		Recharge	0	26 Nov 2023	27/11/2023	30/11/2026	clientadmin	Client_Admin_Desig...	
Campaign-21		Recharge	108	07 Oct 2023	07/10/2023	31/12/2026	clientadmin	Client_Admin_Desig...	
Campaign-20		Recharge	1	06 Oct 2023	06/10/2023	31/12/2026	clientadmin	Client_Admin_Desig...	
rule-notification-47									
cam-19		Recharge	70	01 Oct 2023	01/10/2023	31/10/2023	clientadmin	Client_Admin_Desig...	
cam-18		Recharge	1	30 Sep 2023	01/10/2023	31/10/2023	clientadmin	Client_Admin_Desig...	

Figure 56 Campaign – Campaign Approval Button

2. After clicking the **Campaign Approval** button, the following pop-up window is displayed.



The pop-up window has a title bar 'Approval Pipeline'. The main content area contains the text 'Action : ----' and 'No Data Available Yet for Selected Record..'. In the bottom right corner, there is a red 'CANCEL' button.

Figure 57 Approval Pipeline

8 Privilege Management

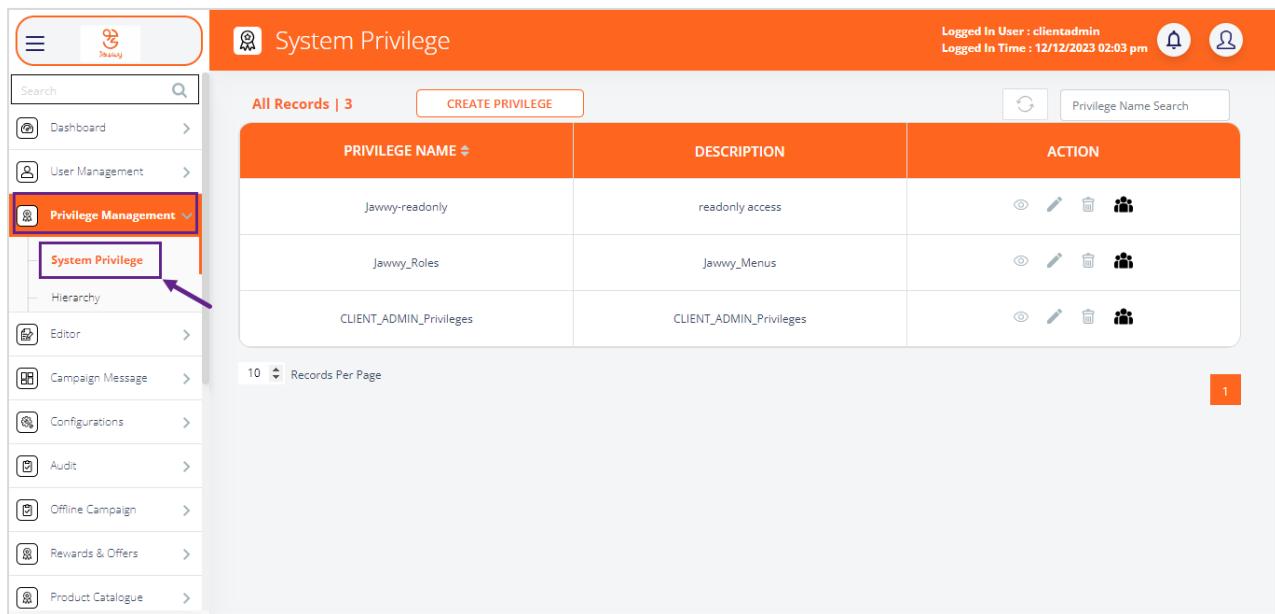
Using this privilege management option, you can configure the following options:

- System Privilege
- Hierarchy

8.1 System Privilege

Using this system privilege option, you can assign privileges for the corresponding modules. To manage the system privilege,

1. On the side menu, click **Privilege Management>>System Privilege** to view system privilege details. Refer to the following screen.



The screenshot shows the 'System Privilege' page from a software application. The left sidebar has a 'Privilege Management' section with 'System Privilege' selected, indicated by a red box and a purple arrow pointing to it. The main area displays a table of system privileges with the following data:

PRIVILEGE NAME	DESCRIPTION	ACTION
Jawwy-readonly	readonly access	
Jawwy_Roles	Jawwy_Menus	
CLIENT_ADMIN_Privileges	CLIENT_ADMIN_Privileges	

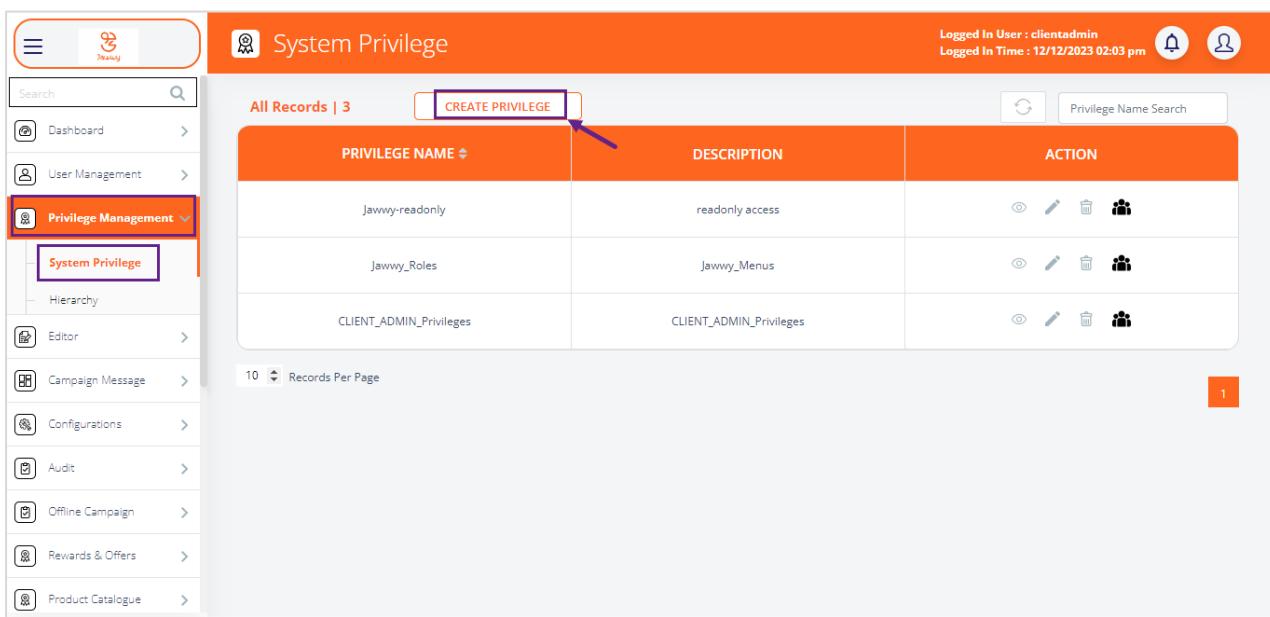
At the top right, there are status messages: 'Logged In User : clientadmin' and 'Logged In Time : 12/12/2023 02:03 pm'. There are also icons for user profile and help.

Figure 58 Privilege Management - System Privilege

8.1.1 Create Privilege

Using this create option, you can create a new privilege. To create a new privilege,

1. On the **System Privilege** screen, click the **CREATE PRIVILEGE** button to create a new privilege. Refer to the following screen.



The screenshot shows the 'System Privilege' screen in a software application. The left sidebar has a tree view with 'Privilege Management' expanded, and 'System Privilege' is selected. The main area is titled 'System Privilege' and shows a table of existing privileges. A blue arrow points to the 'CREATE PRIVILEGE' button at the top right of the table header. The table columns are 'PRIVILEGE NAME', 'DESCRIPTION', and 'ACTION'. The data rows are:

PRIVILEGE NAME	DESCRIPTION	ACTION
Jawwy-readonly	readonly access	
Jawwy_Roles	Jawwy_Menus	
CLIENT_ADMIN_Privileges	CLIENT_ADMIN_Privileges	

At the bottom left, there's a 'Records Per Page' dropdown set to 10. At the bottom right, there's a page number '1'.

Figure 59 System Privilege – Create Privilege Button

2. After clicking the **CREATE PRIVILEGE** button, the following screen is displayed.

Create Privilege

Privilege Details	
Privilege Name	Description
<input type="text"/>	<input type="text"/>
Modules	
Privilege Type	
User Management	<input type="button" value="Select..."/>
Role Management	<input type="button" value="Select..."/>
Segments	<input type="button" value="Select..."/>
Rules	<input type="button" value="Select..."/>
Formula	<input type="button" value="Select..."/>
Campaign Dashboard	<input type="button" value="Select..."/>
Hierarchy Management	<input type="button" value="Select..."/>
View Product Catalog	<input type="button" value="Select..."/>
Get Referral Details	<input type="button" value="Select..."/>
Campaign Detailed Report	<input type="button" value="Select..."/>
Profile info	<input type="button" value="Select..."/>
AB Test Report	<input type="button" value="Select..."/>
Spin and Win Achievement	<input type="button" value="Select..."/>
PredictionGame	<input type="button" value="Select..."/>
PredictionGameResult	<input type="button" value="Select..."/>
Team	<input type="button" value="Select..."/>
achievement	<input type="button" value="Select..."/>
Spend and Win	<input type="button" value="Select..."/>
Guess Game	<input type="button" value="Select..."/>

CANCEL **PROCEED**

Figure 60 Create Privilege Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Note: The module and privilege types are displayed based on the access provided for the logged-in user.

Field	Description
Privilege Name	Enter the name of the privilege in this field.
Description	Enter the description of the privilege.
Modules – Privilege Types	
User Management	Select the privilege type in the drop-down list. You can View, Create, Edit, and Delete the user details.
Role Management	Select the privilege type in the drop-down list. You can view the role details.
Segments	Select the privilege type in the drop-down list. You can View, Create, Edit, and Delete the segment details.
Action	Select the privilege type in the drop-down list. You can View, Create, Edit, and Delete the action details.
Action Keys	Select the privilege type in the drop-down list. You can View, Create, Edit, and Delete the action key details.
Sampling	Select the privilege type in the drop-down list. You can View, Create, Edit, and Delete the sampling details.
URL Configuration	Select the privilege type in the drop-down list. You can View, Create, Edit, and Delete the URL Configuration details.
Events	Select the privilege type in the drop-down list. You can View, Create, Edit, and Delete the event's details.
Trigger	Select the privilege type in the drop-down list. You can View, Create, Edit, and Delete the trigger details.
Rules	Select the privilege type in the drop-down list. You can View, Create, Edit, and Delete the rule details.
Hierarchy Management	Select the privilege type in the drop-down list. You can View, Create, Edit, and Delete the hierarchy management details.

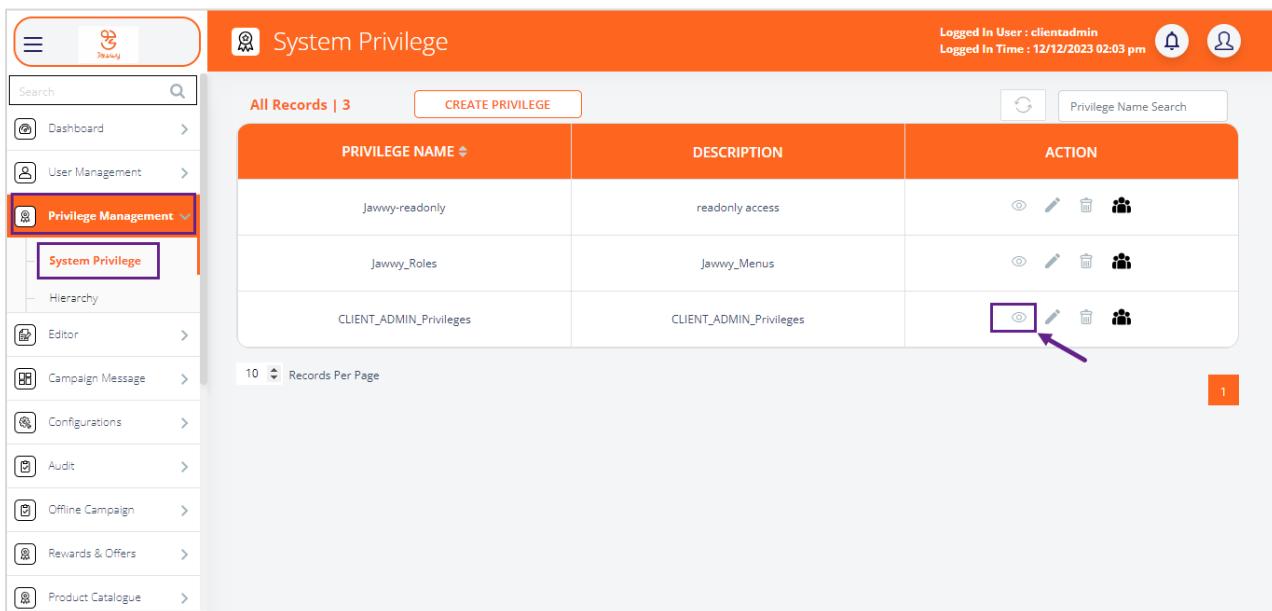
4. After providing the required details, click **PROCEED**.

A confirmation message is displayed, indicating that the privilege is created successfully.

8.1.2 View Privilege

Using this view option, you can view privilege detail.
To view privilege detail,

- On the **System Privilege** screen, click the **View** button  to view the privilege detail.
Refer to the following screen.



PRIVILEGE NAME	DESCRIPTION	ACTION
Jawwy-readonly	readonly access	   
Jawwy_Roles	Jawwy_Menus	   
CLIENT_ADMIN_Privileges	CLIENT_ADMIN_Privileges	   

Figure 61 System Privilege – View Button

- After clicking the **View** button, the following pop-up window is displayed.

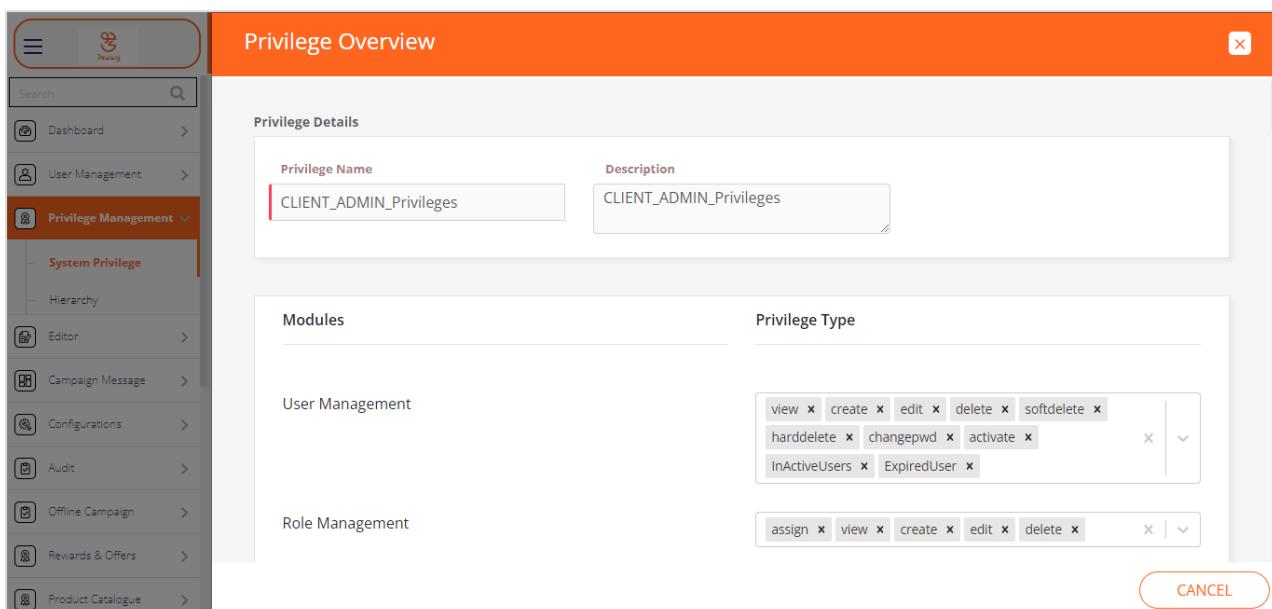


Figure 62 Privilege Overview Input Screen

- You can view details such as Privilege Names, Modules, and privileges assigned to each module.

8.1.3 Modify Privilege

Using this modify option, you can modify the privilege detail.
To modify privilege detail,

- On the **System Privilege** screen, click the **Modify** button  to modify the privilege detail.
Refer to the following screen.

System Privilege		
All Records 3		CREATE PRIVILEGE
PRIVILEGE NAME	DESCRIPTION	ACTION
Jawwy-readonly	readonly access	
Jawwy_Roles	Jawwy_Menus	
CLIENT_ADMIN_Privileges	CLIENT_ADMIN_Privileges	

10 Records Per Page

Figure 63 System Privilege – Modify Button

- After clicking the **Modify** button, the following pop-up window is displayed.

Edit Privilege

Privilege Details

Privilege Name	Description
<input type="text" value="CLIENT_ADMIN_Privileges"/>	<input type="text" value="CLIENT_ADMIN_Privileges"/>

Modules

- User Management
- Role Management

Privilege Type

view create edit delete softdelete
 harddelete changepwd activate
 InActiveUsers ExpiredUser

Figure 64 Edit Overview Input Screen

- Modify the required fields.
- Click **Proceed**.

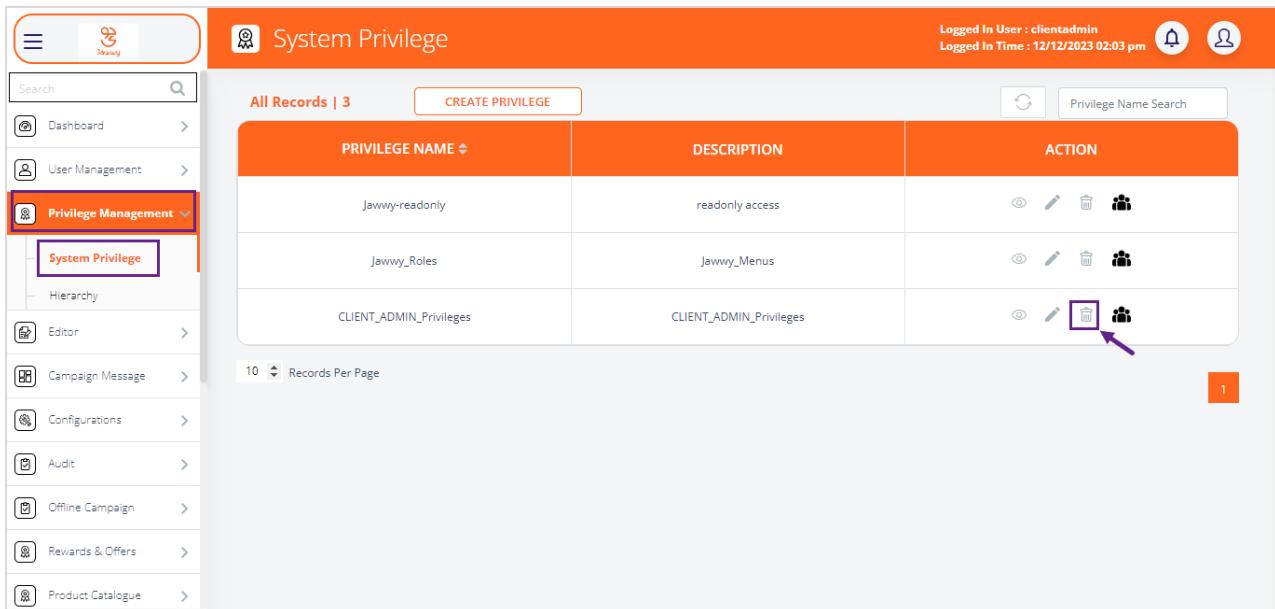
A confirmation message is displayed, indicating that the privilege is edited successfully.

8.1.4 Delete Privilege

Using this delete option, you can delete the privilege detail.
To delete privilege detail,

Note: The **Delete** operation is not possible if the user exists under this privilege.

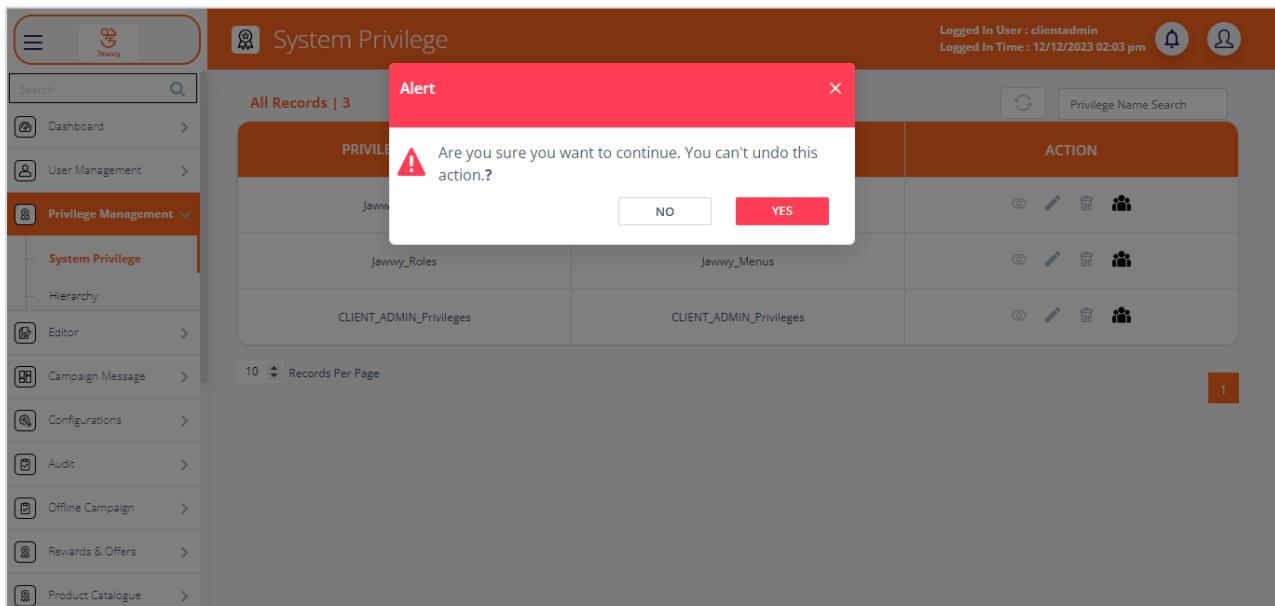
- On the **System Privilege** screen, click the **Delete** button  to delete the privilege detail. Refer to the following screen.



PRIVILEGE NAME	DESCRIPTION	ACTION
Jawwy-readonly	readonly access	  
Jawwy_Roles	Jawwy_Menus	  
CLIENT_ADMIN_Privileges	CLIENT_ADMIN_Privileges	  

Figure 65 System Privilege – Delete Button

- After clicking the **Delete** button, the following pop-up window is displayed.



! Are you sure you want to continue. You can't undo this action.?

Figure 66 Delete – Privilege Message

- If you receive the message, **Are you sure you want to continue. You can't undo this action.?** Click "**Yes**" to confirm the action.

A confirmation message is displayed, indicating that the privilege is deleted successfully.

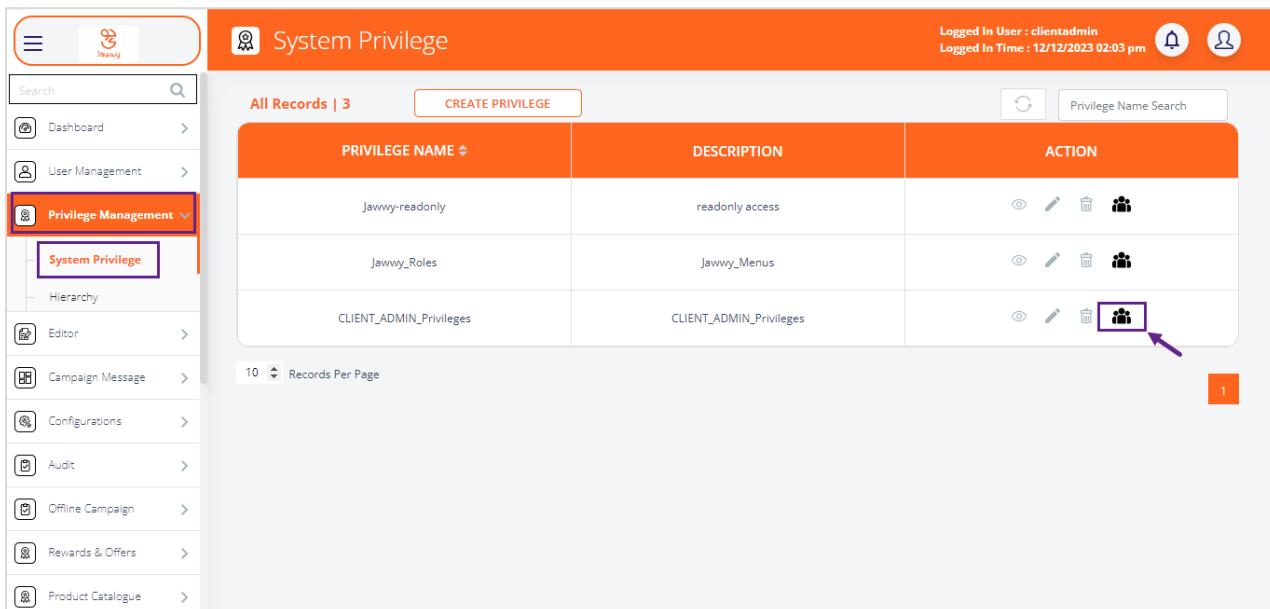
Or

Click "**No**" to cancel the action.

8.1.5 View Attached Users

Using this view users' option, you can view the user attached with the privileges. To view user privilege detail,

1. On the **System Privilege** screen, click the **View Users** button  to view the user attached with the privileges. Refer to the following screen.

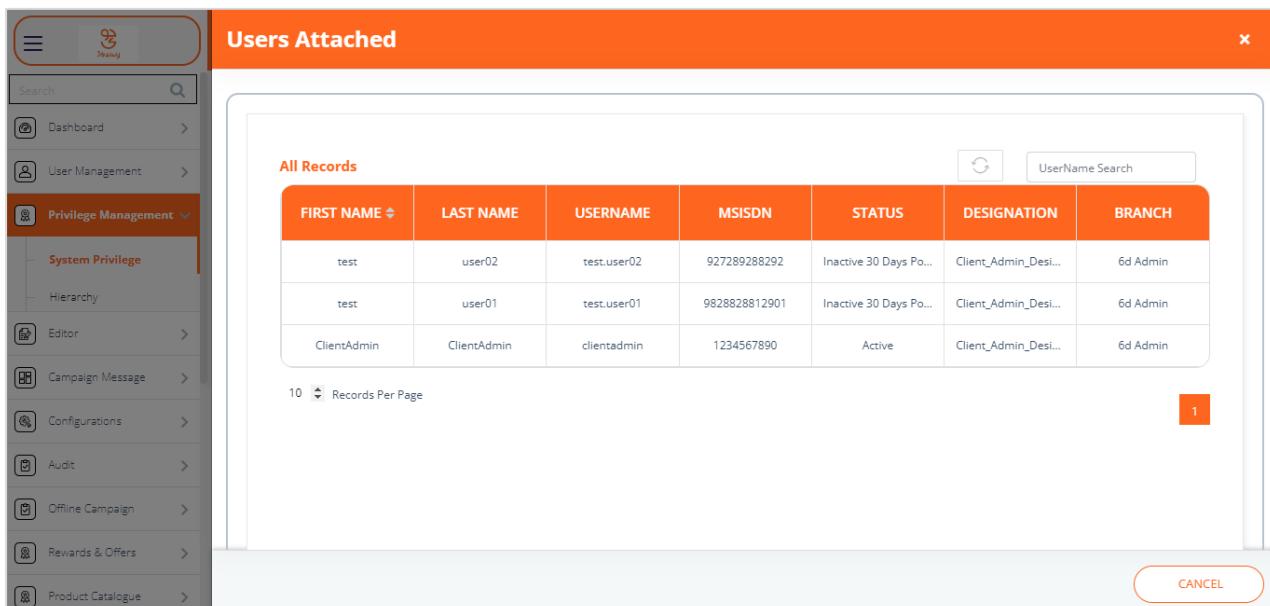


The screenshot shows the 'System Privilege' screen. On the left is a sidebar with various menu items. The 'Privilege Management' section is expanded, and 'System Privilege' is selected, which is highlighted with a red box. In the main content area, there is a table titled 'All Records | 3'. The table has columns for 'PRIVILEGE NAME', 'DESCRIPTION', and 'ACTION'. The first two rows have standard action icons. The third row, 'CLIENT_ADMIN_Privileges', has the same standard icons, but the 'View Users' icon (a person icon) is highlighted with a purple box and has a purple arrow pointing to it from the bottom right.

PRIVILEGE NAME	DESCRIPTION	ACTION
Jawwy-readonly	readonly access	
Jawwy_Roles	Jawwy_Menus	
CLIENT_ADMIN_Privileges	CLIENT_ADMIN_Privileges	

Figure 67 System Privilege – View Users Button

2. After clicking the **View Users** button, the following pop-up window is displayed.



The screenshot shows a 'Users Attached' pop-up window. The left side of the window is identical to the 'System Privilege' screen's sidebar. The main content area is a table titled 'All Records'. The table has columns for 'FIRST NAME', 'LAST NAME', 'USERNAME', 'MSISDN', 'STATUS', 'DESIGNATION', and 'BRANCH'. There are three rows of data:

FIRST NAME	LAST NAME	USERNAME	MSISDN	STATUS	DESIGNATION	BRANCH
test	user02	test.user02	927289288292	Inactive 30 Days Po...	Client_Admin_Desig...	6d Admin
test	user01	test.user01	9828828812901	Inactive 30 Days Po...	Client_Admin_Desig...	6d Admin
ClientAdmin	ClientAdmin	clientadmin	1234567890	Active	Client_Admin_Desig...	6d Admin

Figure 68 Users Attached

- You can view user details such as First Name, Last Name, User Name, MSISDN, Status, Designation, and Branch.

8.2 Hierarchy

The admin can create a designation using this option and assign specific roles to the other actors. Admin can create/modify branches and designation (s). Admin can also view the User's hierarchy structure in the system.

To manage the hierarchy,

1. On the side menu, click **Privilege Management>>Hierarchy** to view hierarchy details.
Refer to the following screen.

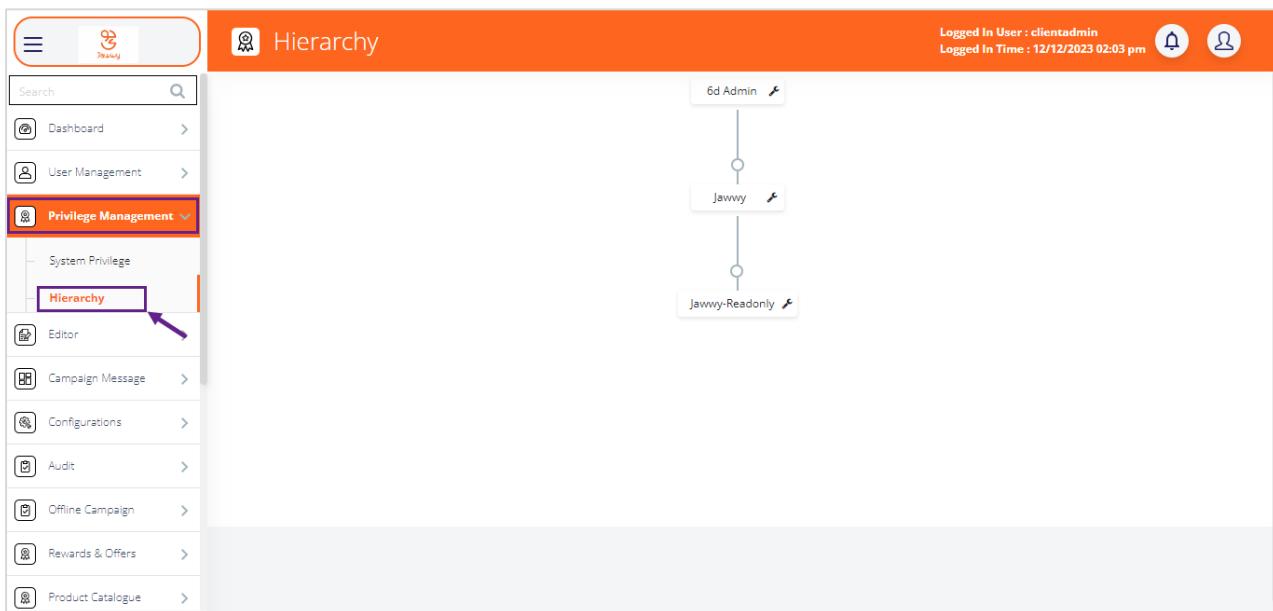


Figure 69 Privilege Management – Hierarchy

The following is the hierarchy configured for the STC Jawwy:

- Branch
 - Designation
2. On the **Hierarchy** screen, click  to view the menus of the admin user. Refer to the following screen.

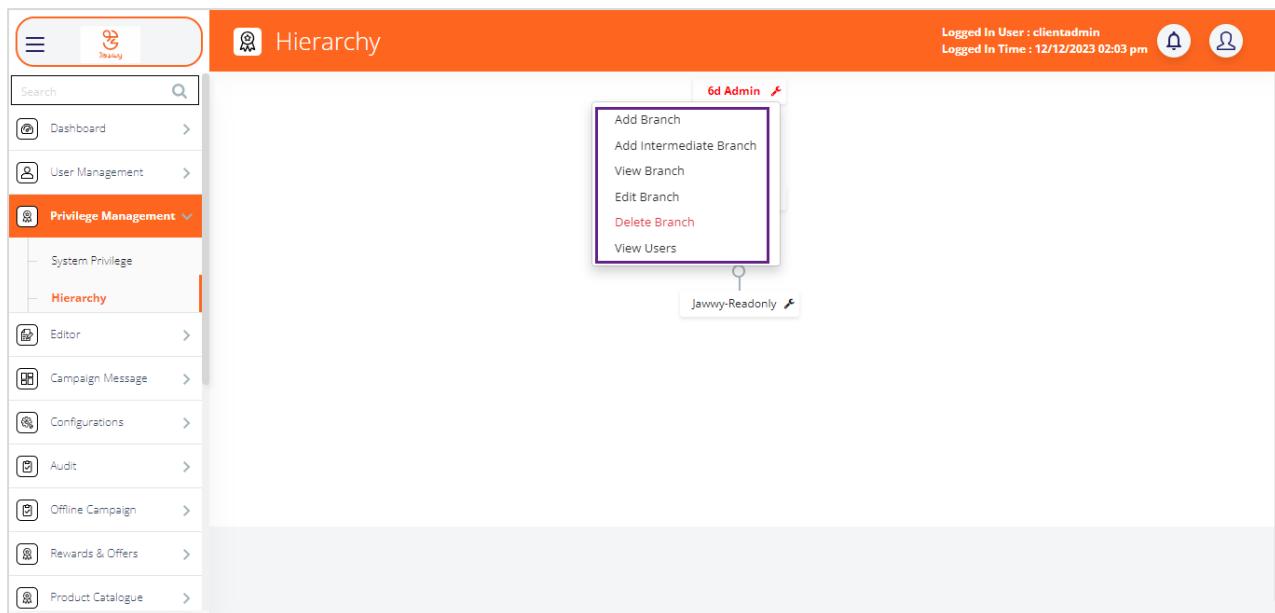


Figure 70 Hierarchy - Admin Options

8.2.1 Branch

The STC Jawwy Admin has privileges to add branches and designations to the users. The admin can also attach specific roles to the designation when creating the branches.

8.2.1.1 Create Branch

Using this create option, you can add a new branch.
 To add a new branch:

1. On the **Hierarchy** screen, click  >> **Add Branch** to add branch detail. Refer to the following screen.

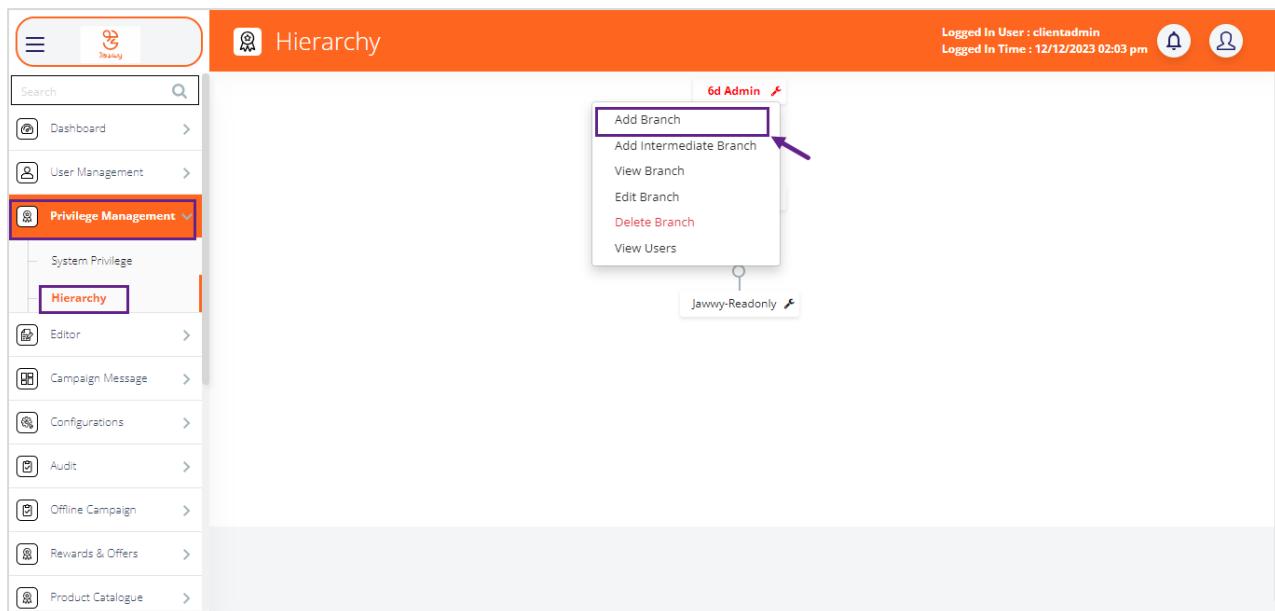
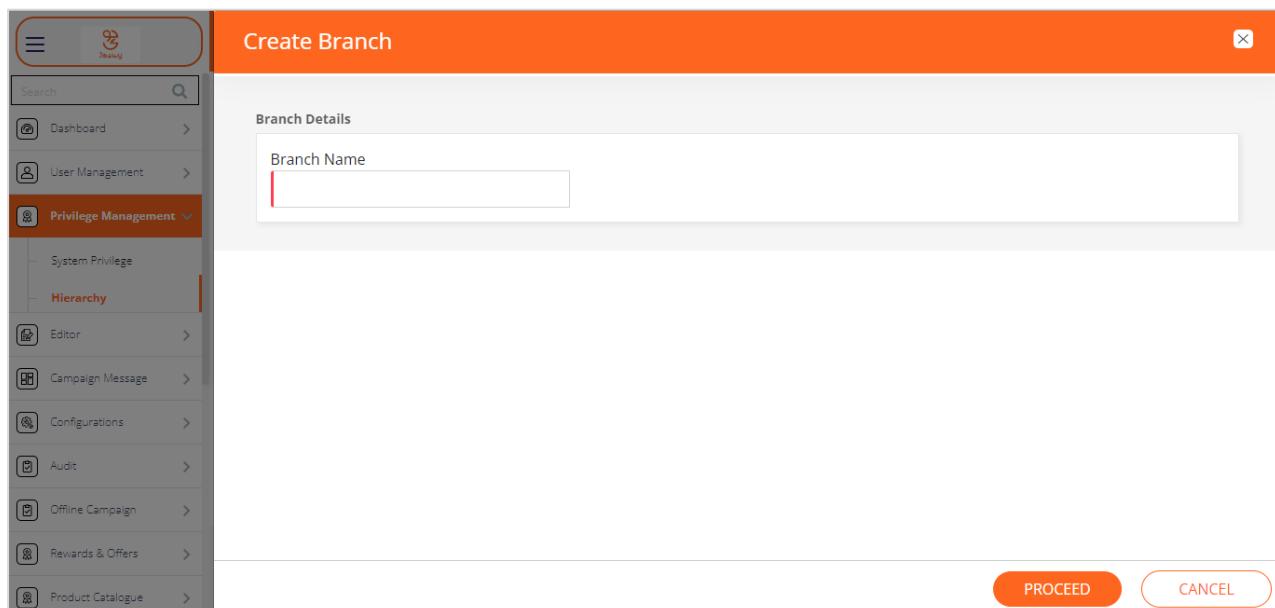


Figure 71 Hierarchy - Add Branch

- After clicking the **Add Branch**, the following screen is displayed.



The screenshot shows the 'Create Branch' input screen. The sidebar on the left is identical to Figure 71. The main area is titled 'Create Branch'. It has a 'Branch Details' section with a 'Branch Name' field containing a red vertical bar indicating it's a mandatory field. At the bottom right are two buttons: 'PROCEED' (in orange) and 'CANCEL'.

Figure 72 Create Branch Input Screen

- Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Branch Name	Enter the name of the branch in the corresponding field.

- After providing the required details, click **Proceed**.

A confirmation message is displayed, indicating that the branch is created successfully.

8.2.1.2 Add Intermediate Branch

Using this add option, you can add a new intermediate branch.
To add a new intermediate branch,

1. On the **Hierarchy** screen, click  >> **Add Intermediate Branch** to add a new intermediate branch. Refer to the following screen.

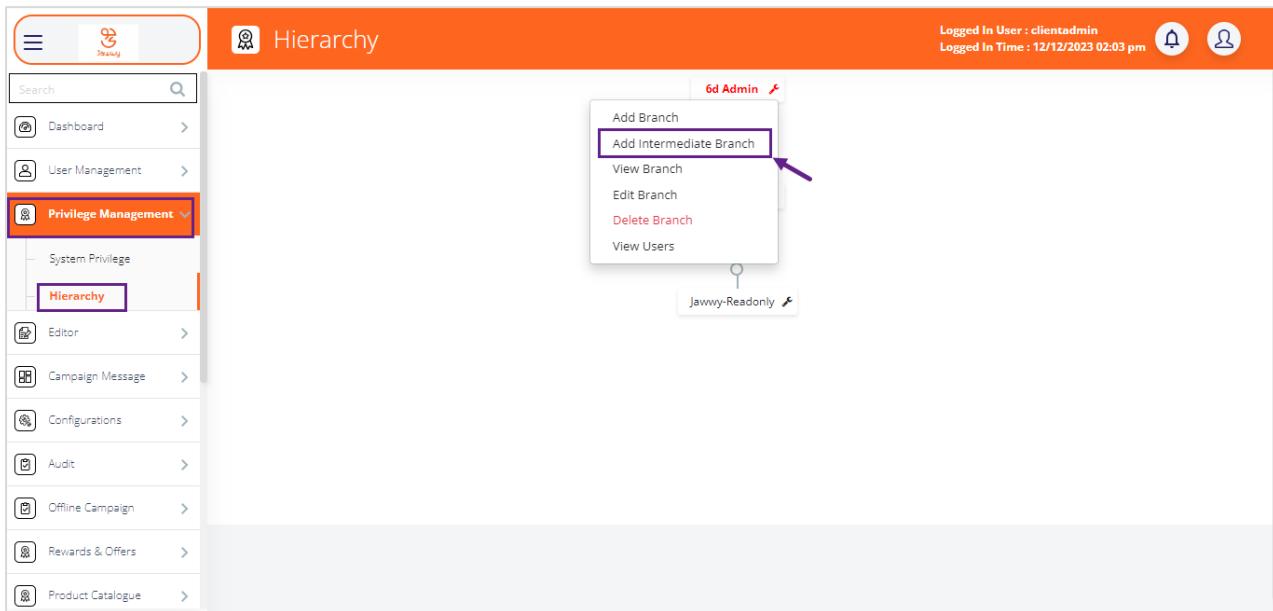


Figure 73 Branch Tree – Add Intermediate Branch

2. After clicking the **Add Intermediate Branch**, the following pop-up window is displayed.

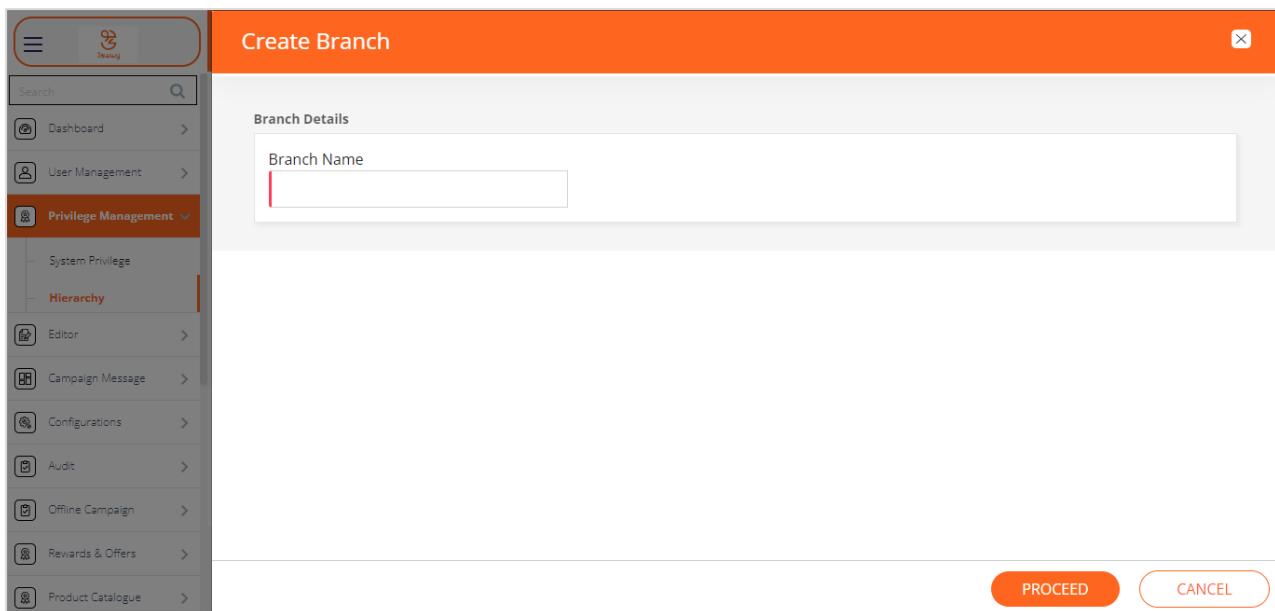


Figure 74 Create Branch Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Branch Name	Enter the name of the intermediate branch in the corresponding field.

4. After providing the required details, click **Proceed**.

A confirmation message is displayed, indicating that the branch is created successfully.

8.2.1.3 View Branch

Using this view option, you can view branch details.
To view branch detail,

1. On the **Hierarchy** screen, click  >> **View Branch** to view the branch detail. Refer to the following screen.

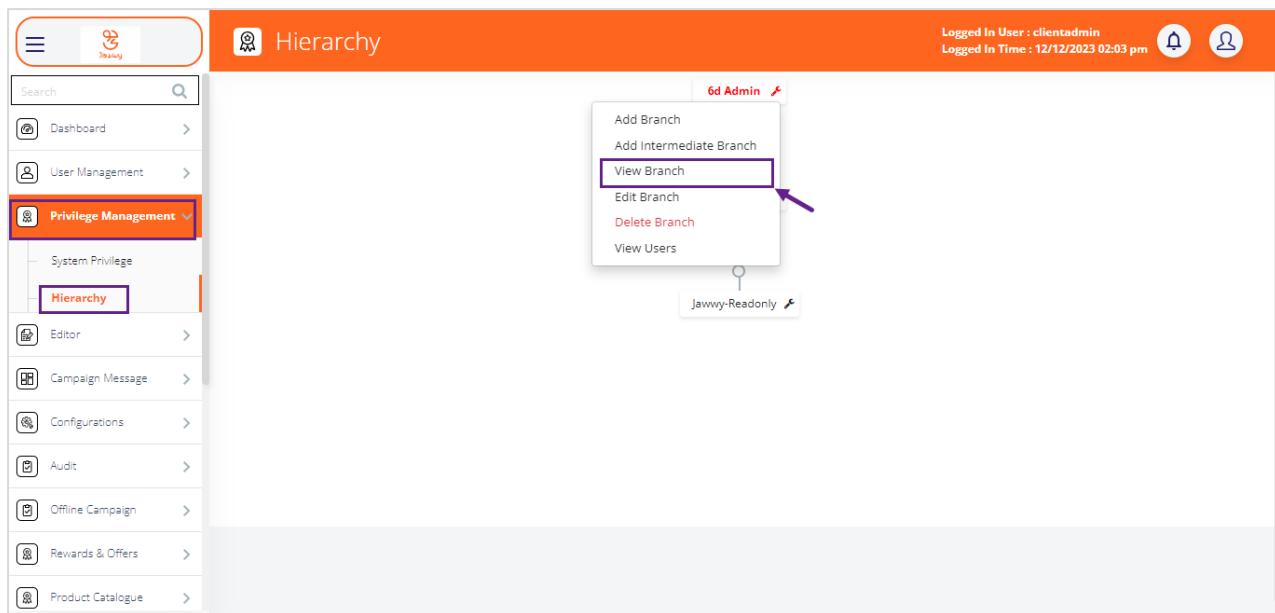


Figure 75 Hierarchy - View Branch

2. After clicking the **View Branch**, the following screen is displayed.

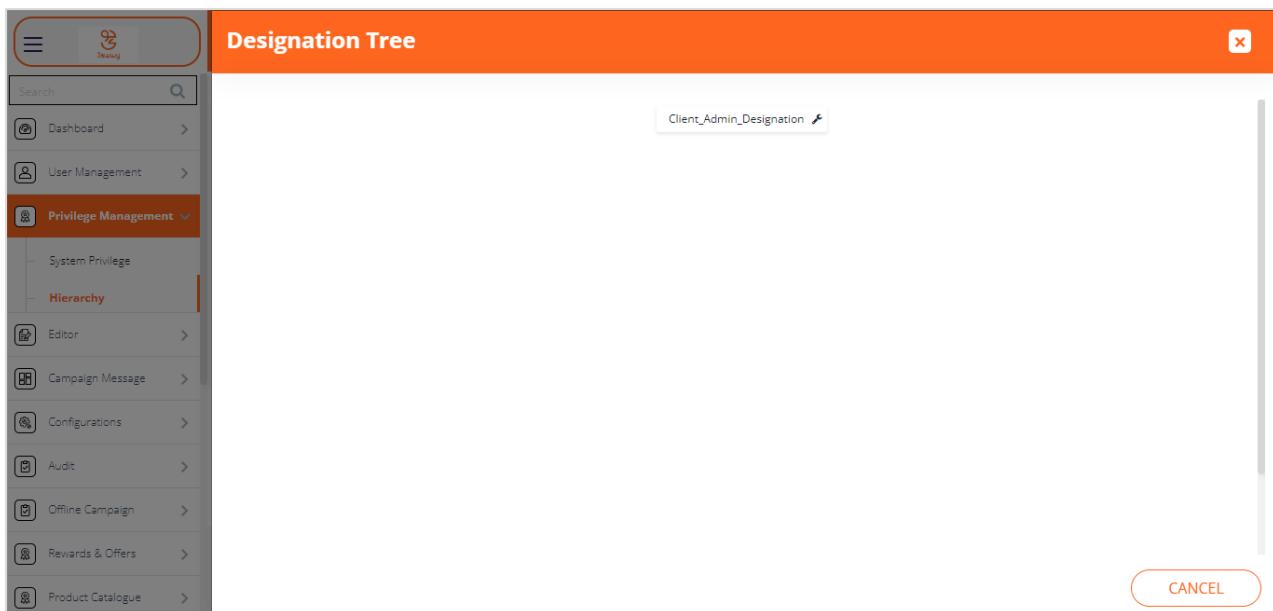


Figure 76 Designation Tree Input Screen

You can manage the following operations.

- Add Designation
- Add Intermediate Designation
- Edit Designation
- View Designation
- Delete Designation

8.2.1.3.1 Add Designation

Using this add option, you can add a new designation.
 To add a new designation,

1. On the **Designation Tree** screen, click  **>> Add Designation** to add a new designation.
 Refer to the following screen.

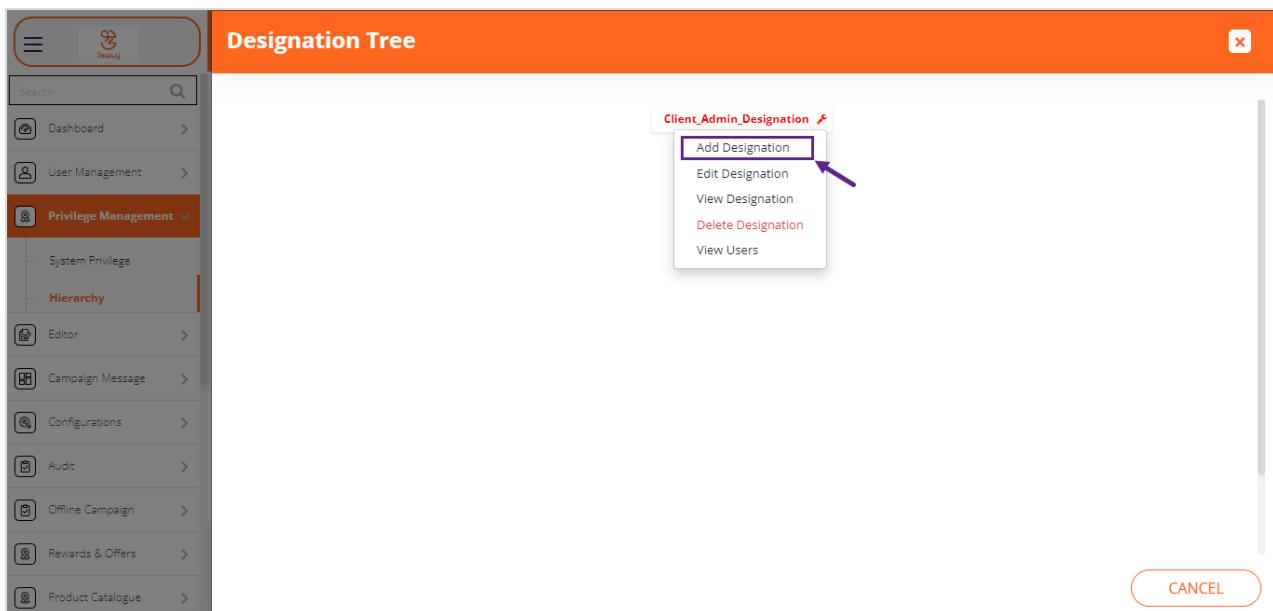


Figure 77 Designation Tree – Add Designation

2. After clicking the **Add Designation**, the following pop-up window is displayed.

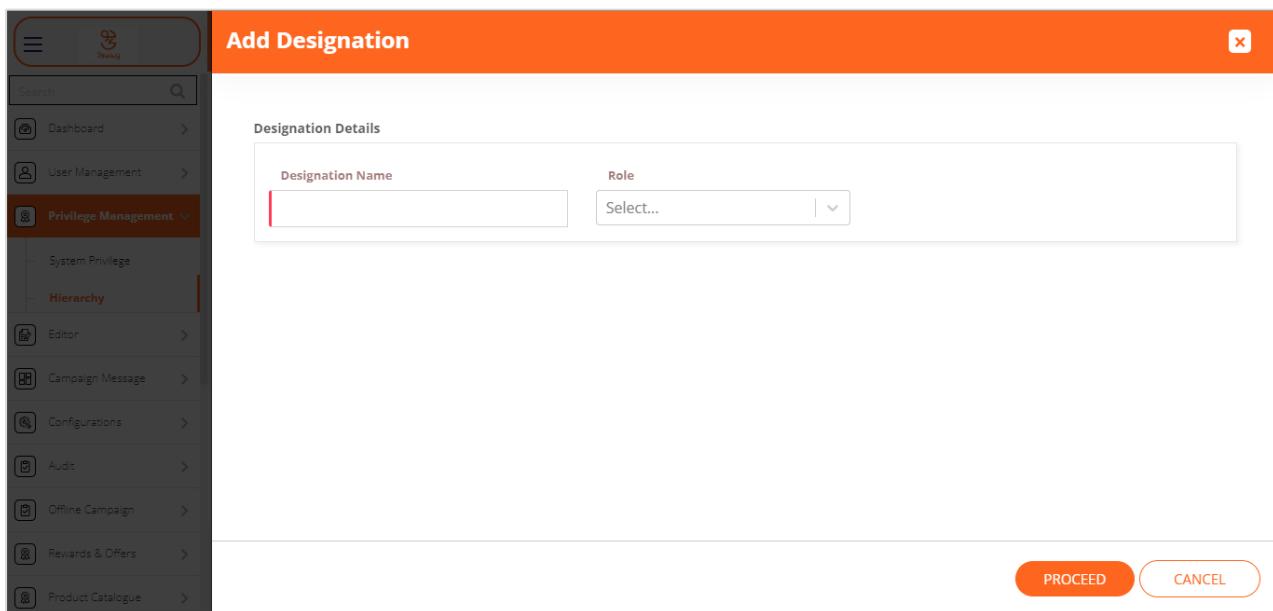


Figure 78 Add Designation Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Designation Name	Enter the name of the designation in the corresponding field.
Role	Select the role in the drop-down list. For example, “Jawwy Role’s”.

4. After providing the required details, click **PROCEED**.

A confirmation message is displayed, indicating that the designation is created successfully.

8.2.1.3.2 Edit Designation

Using this edit option, you can edit the designation.
To edit the designation,

1. On the **Designation Tree** screen, click  >> **Edit Designation** to edit designation details. Refer to the following screen.

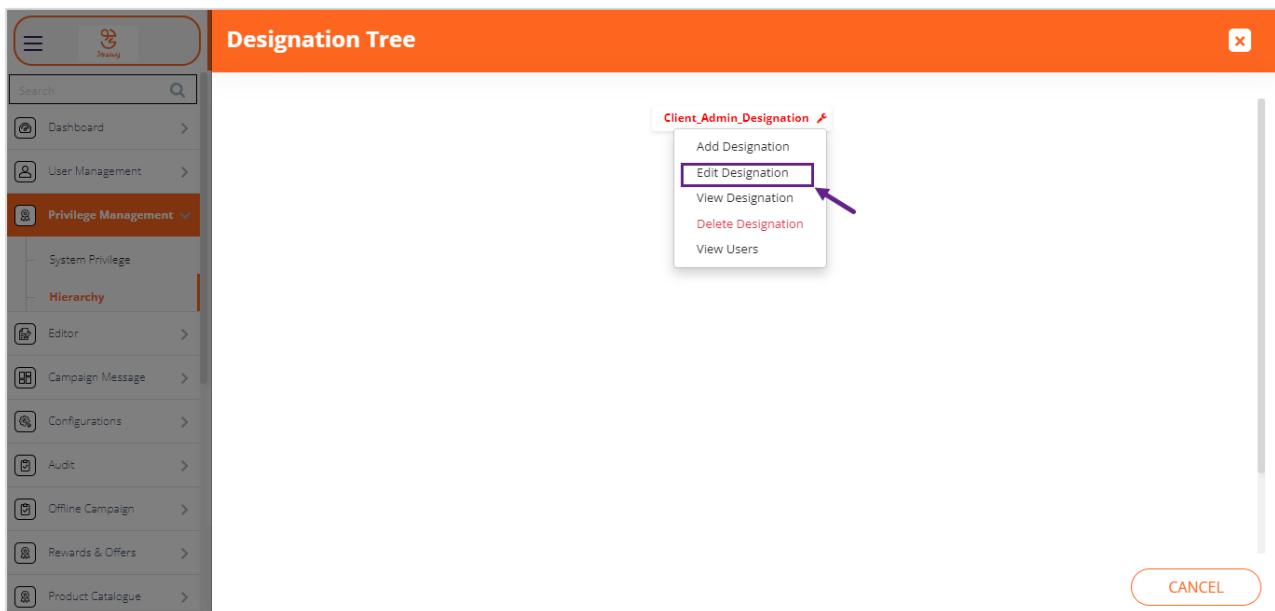
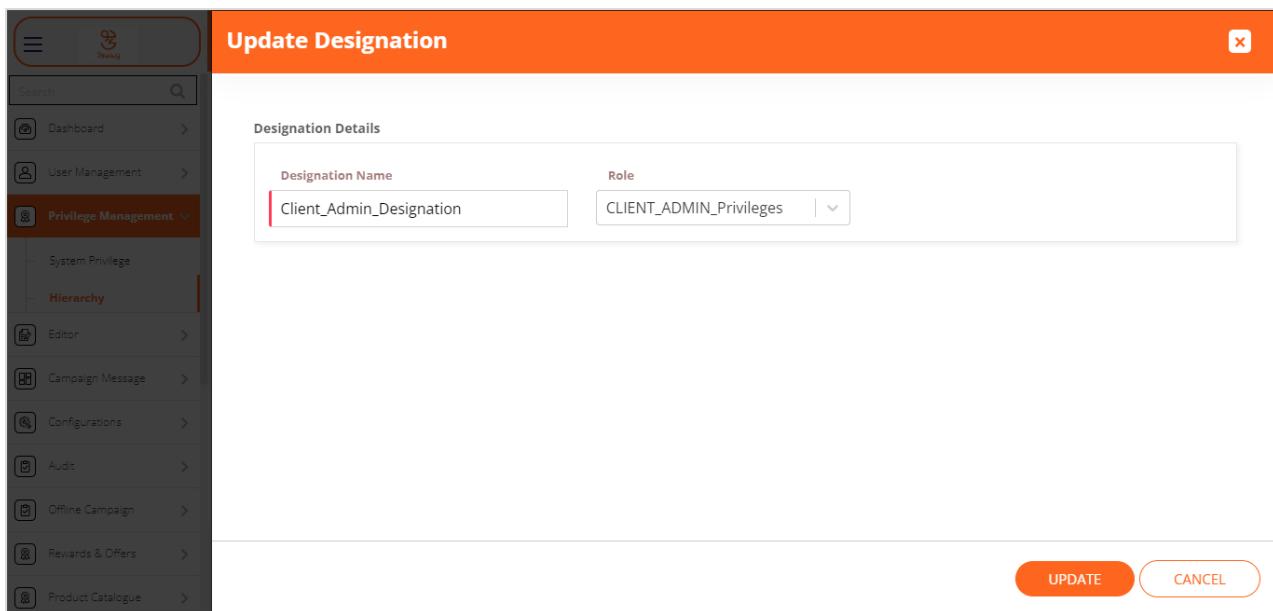


Figure 79 Designation Tree – Edit Designation

2. After clicking **Edit Designation**, the following pop-up window is displayed.



The screenshot shows the 'Update Designation' input screen. On the left is a vertical navigation sidebar with icons and labels for Dashboard, User Management, Privilege Management (selected), System Privilege, Hierarchy, Editor, Campaign Message, Configurations, Audit, Offline Campaign, Rewards & Offers, and Product Catalogue. The main area has a header 'Update Designation'. Below it is a 'Designation Details' section containing two fields: 'Designation Name' with the value 'Client_Admin_Designation' and 'Role' with the value 'CLIENT_ADMIN_Privileges'. At the bottom right are 'UPDATE' and 'CANCEL' buttons.

Figure 80 Update Designation Input Screen

3. Modify the required fields.
4. Click **Update**.

A confirmation message is displayed, indicating that the designation is updated successfully.

8.2.1.3.3 View Designation

Using this view option, you can view designation detail.
To view the designation detail,

1. On the **Designation Tree** screen, click  >> **View Designation** to view designation details. Refer to the following screen.

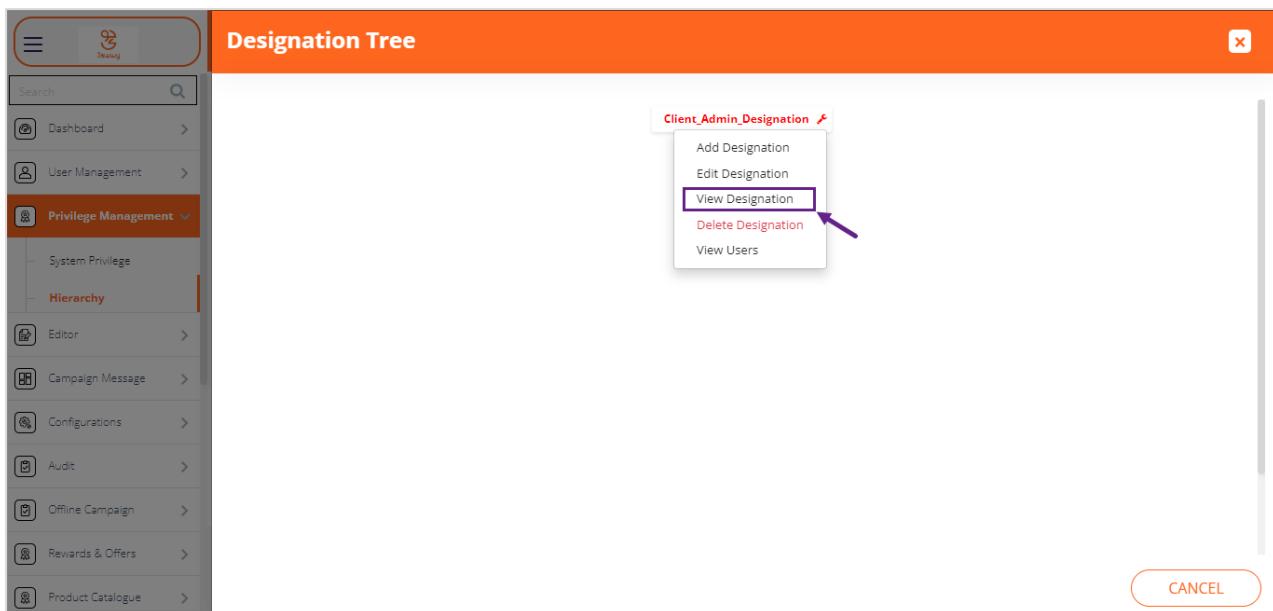


Figure 81 Designation Tree – View Designation

2. After clicking the **View Designation**, the following pop-up window is displayed.

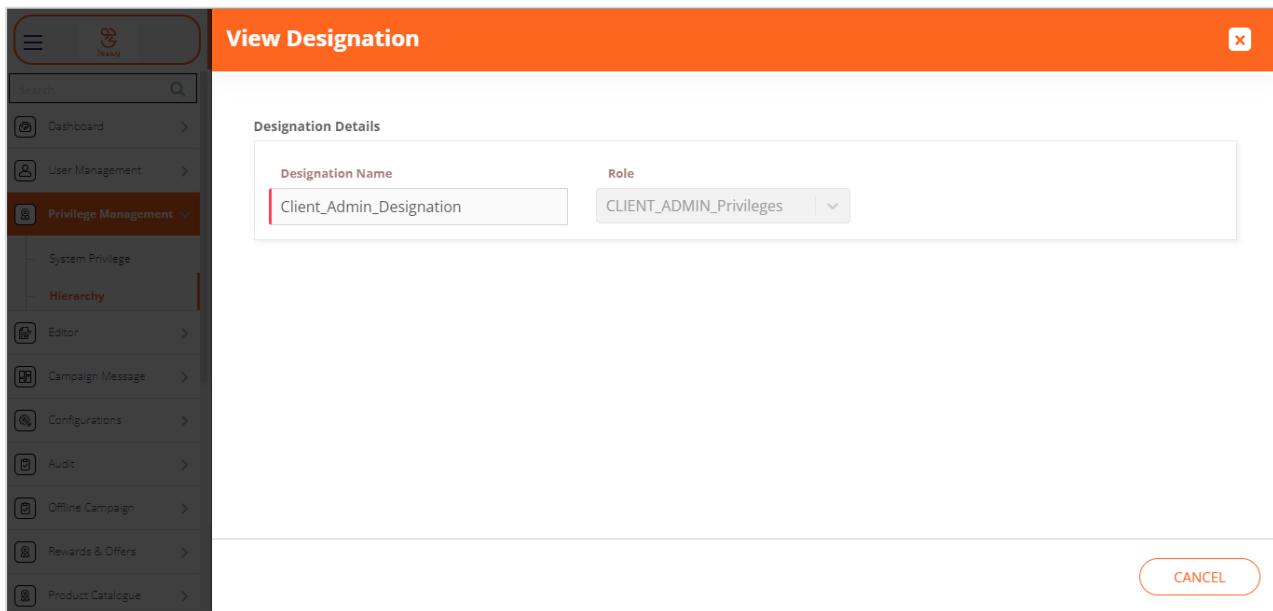


Figure 82 View Designation Input Screen

- You can view details such as Designation Name and Role assigned to the designation.

8.2.1.3.4 Delete Designation

Using this delete option, you can delete the designation detail. To delete the designation detail,

Note: If the user already exists under the selected branch, then you cannot delete the designation.

1. On the **Designation Tree** screen, click  >> **Delete Designation** to delete designation details. Refer to the following screen.

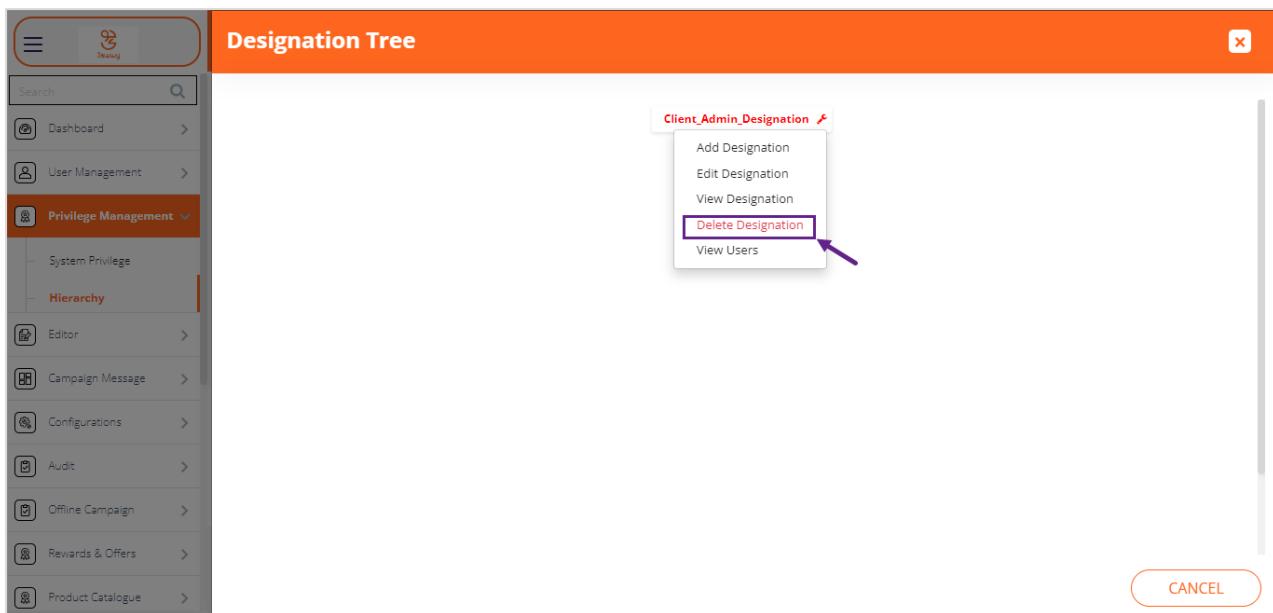


Figure 83 Designation Tree – Delete Designation

2. After clicking the **Delete Designation**, the following pop-up window is displayed.

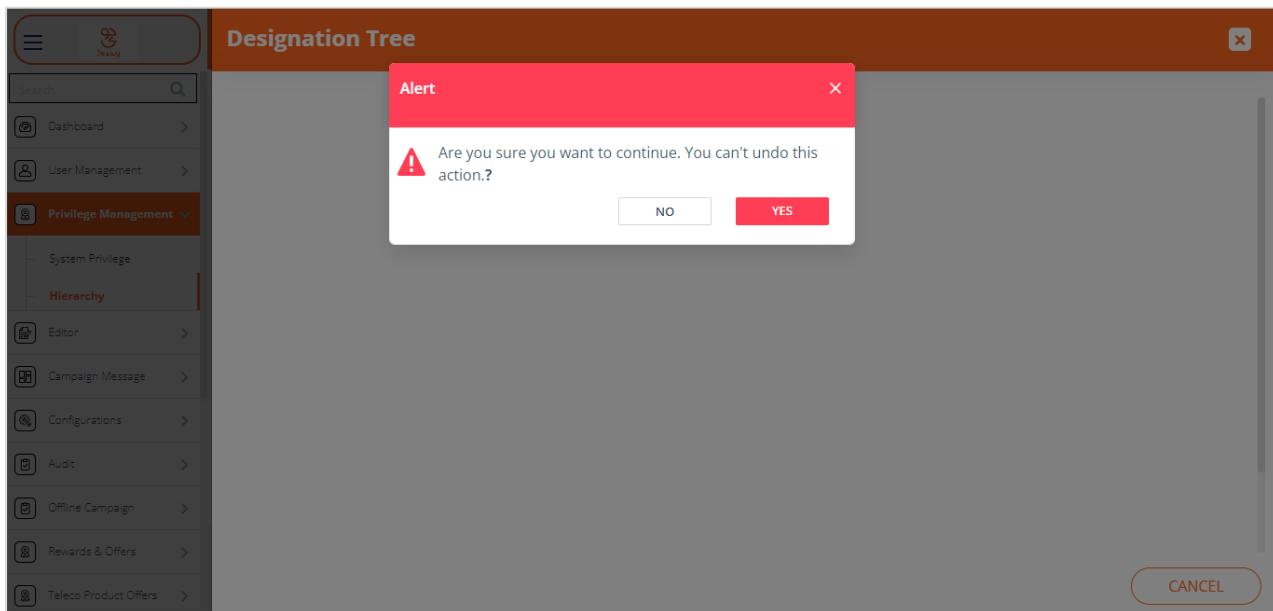


Figure 84 Delete Designation Input Screen

3. If you receive the message, "**Are you sure you want to continue. You can't undo this action?** Click "**Yes**" to confirm the action.

A confirmation message is displayed, indicating that the designation is deleted successfully.

Or

Click "**No**" to cancel the action.

8.2.1.3.5 View Users

Using this view users' option, you can view list of users attached to the designation. To view attached user details,

1. On the **Designation Tree** screen, click  >> **View Users** to view users attached to the designation. Refer to the following screen.

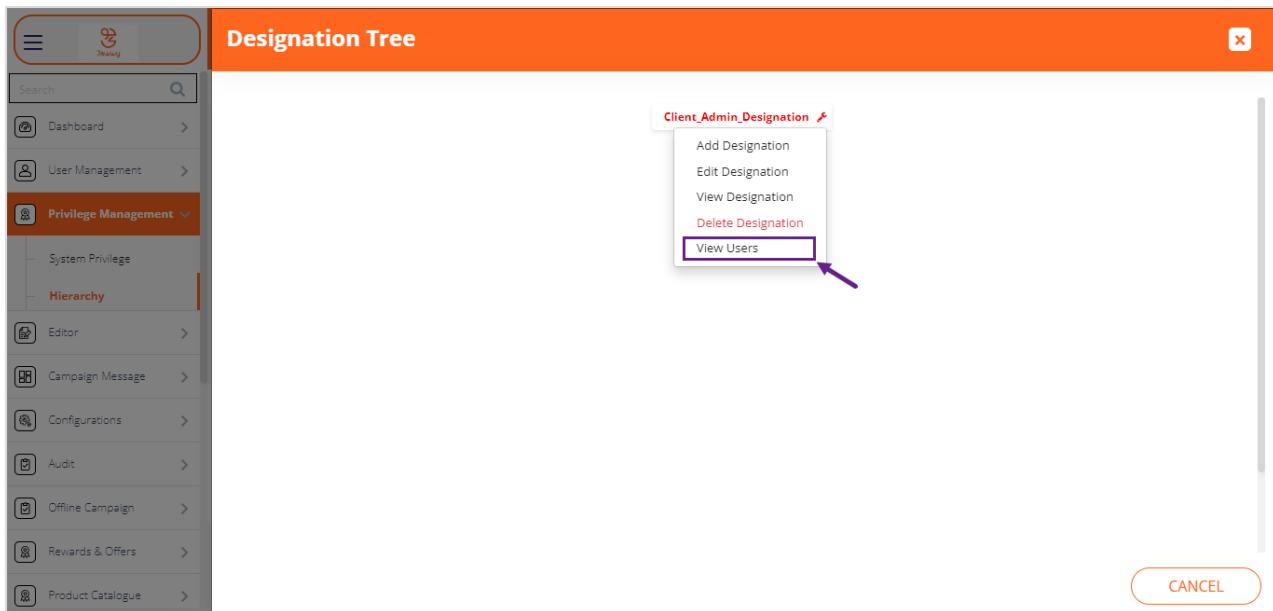
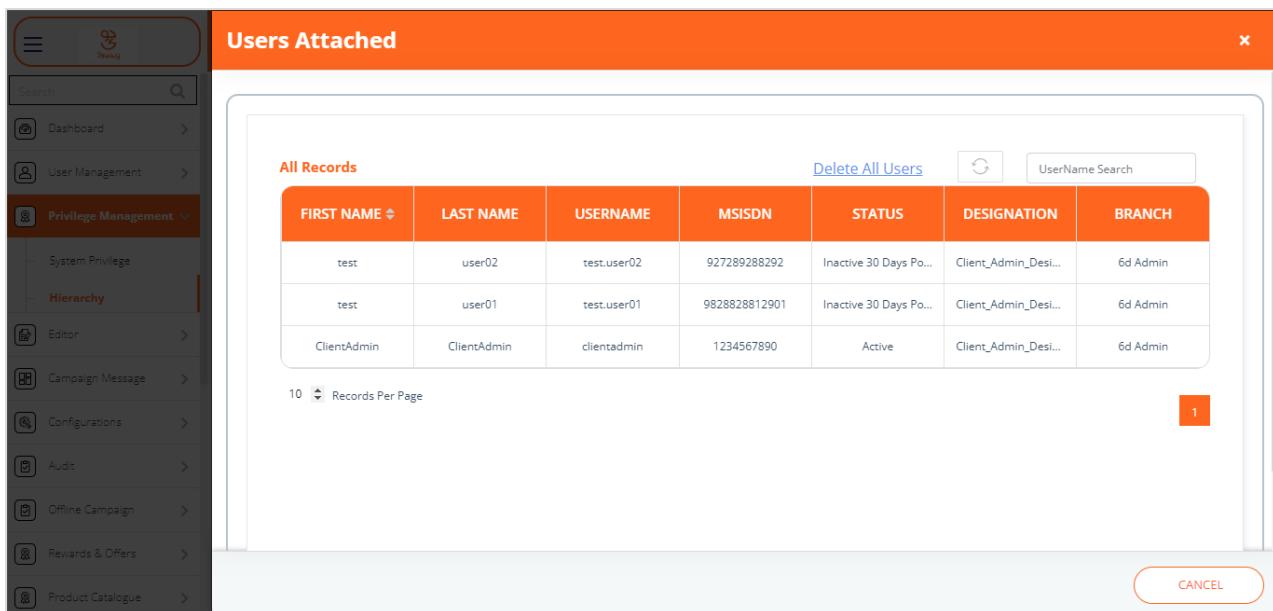


Figure 85 Designation Tree – View Users

2. After clicking the **View Users**, the following pop-up window is displayed.



FIRST NAME	LAST NAME	USERNAME	MSISDN	STATUS	DESIGNATION	BRANCH
test	user02	test.user02	927289288292	Inactive 30 Days Po...	Client_Admin_Desi...	6d Admin
test	user01	test.user01	9828828812901	Inactive 30 Days Po...	Client_Admin_Desi...	6d Admin
ClientAdmin	ClientAdmin	clientadmin	1234567890	Active	Client_Admin_Desi...	6d Admin

10 Records Per Page

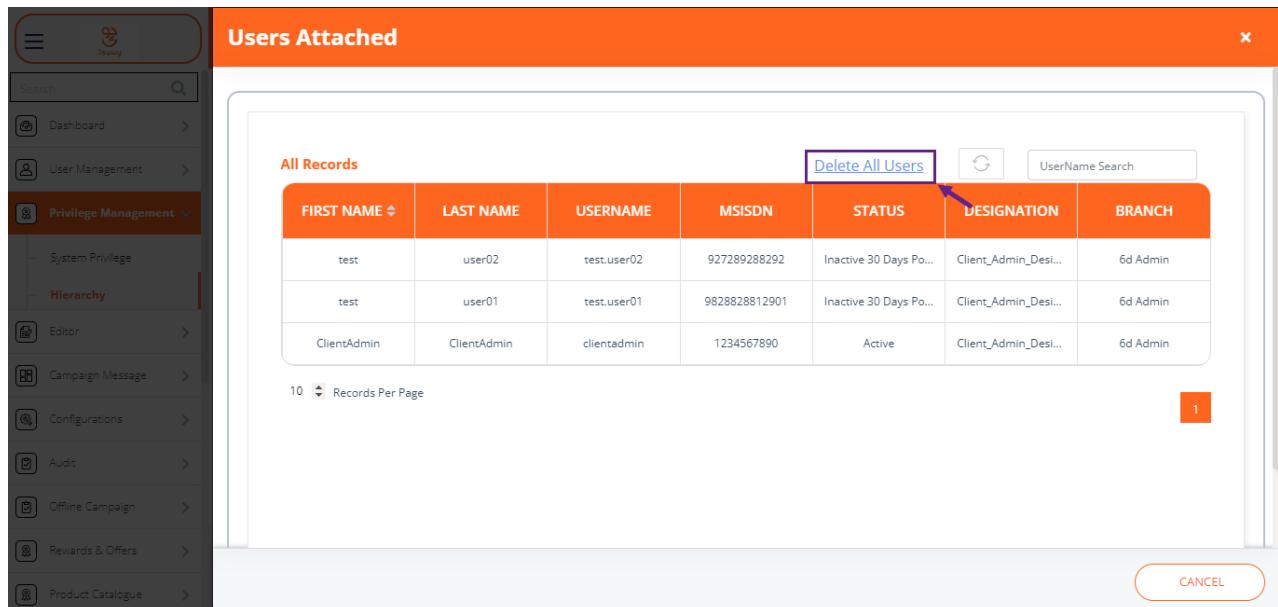
1 CANCEL

Figure 86 Users Attached

- You can view user details such as First Name, Last Name, User Name, MSISDN, Status, Designation, and Branch.

Delete All users:

- On the **Users Attached** screen, click the **Delete All Users** hyperlink to delete all user's attached to the designation. Refer to the following screen.



FIRST NAME	LAST NAME	USERNAME	MSISDN	STATUS	DESIGNATION	BRANCH
test	user02	test.user02	927289288292	Inactive 30 Days Po...	Client_Admin_Desi...	6d Admin
test	user01	test.user01	9828828812901	Inactive 30 Days Po...	Client_Admin_Desi...	6d Admin
ClientAdmin	ClientAdmin	clientadmin	1234567890	Active	Client_Admin_Desi...	6d Admin

10 Records Per Page

1 CANCEL

Figure 87 Users Attached- Delete All Users

- After clicking the **Delete All Users** hyperlink, the following screen will be displayed.

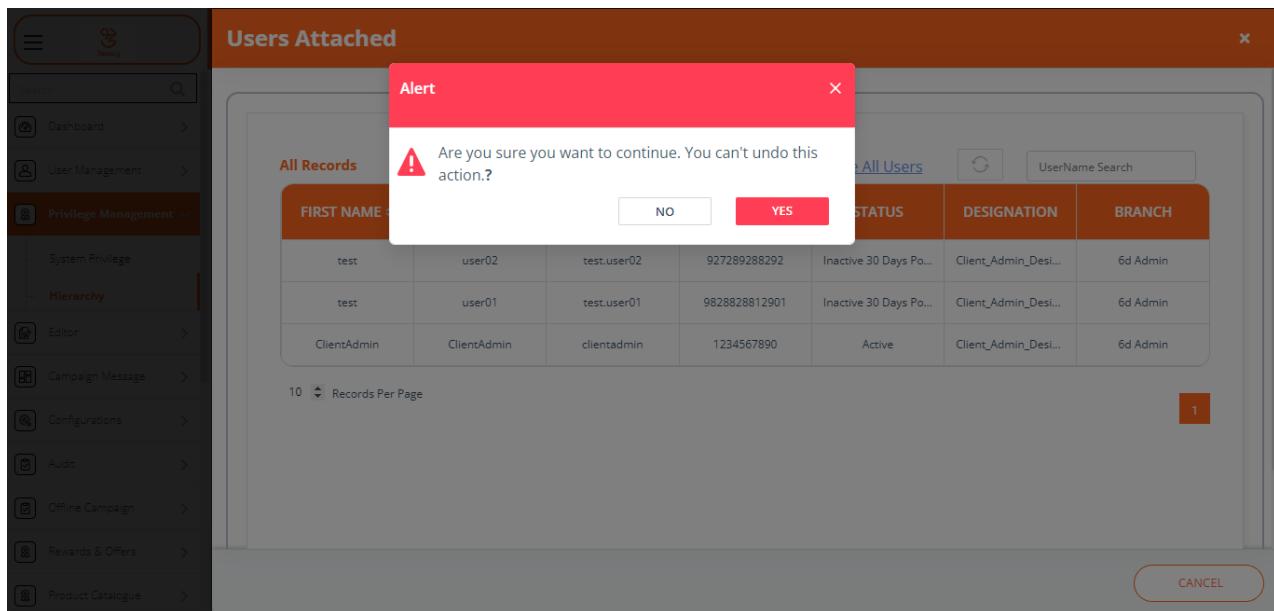


Figure 88 Delete Users – Confirmation Dialog

- If you receive the message, “**Are you sure you want to continue. You can't undo this action?** Click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the user is deleted successfully.

Or

Click “**No**” to cancel the action.

8.2.1.4 Edit Branch

Using this edit option, you can edit branch details.

To edit branch detail:

1. On the **Hierarchy** screen, click  **>> Edit Branch** to edit branch detail. Refer to the following screen.

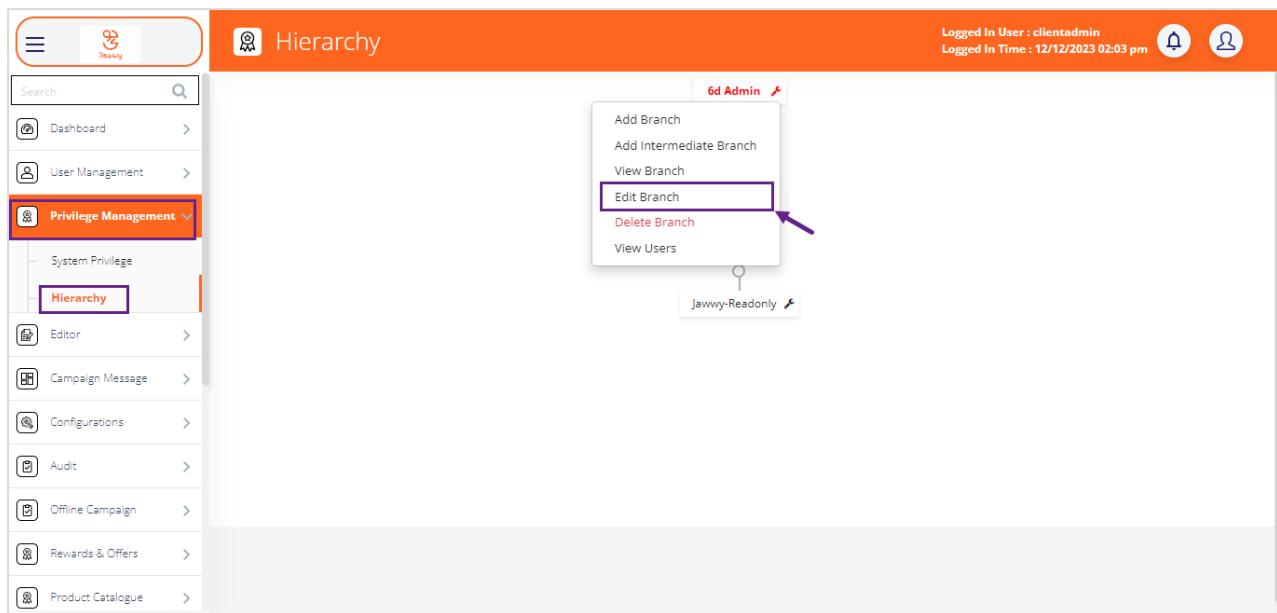


Figure 89 Hierarchy – Edit Branch

2. After clicking the **Edit Branch**, the following screen is displayed.

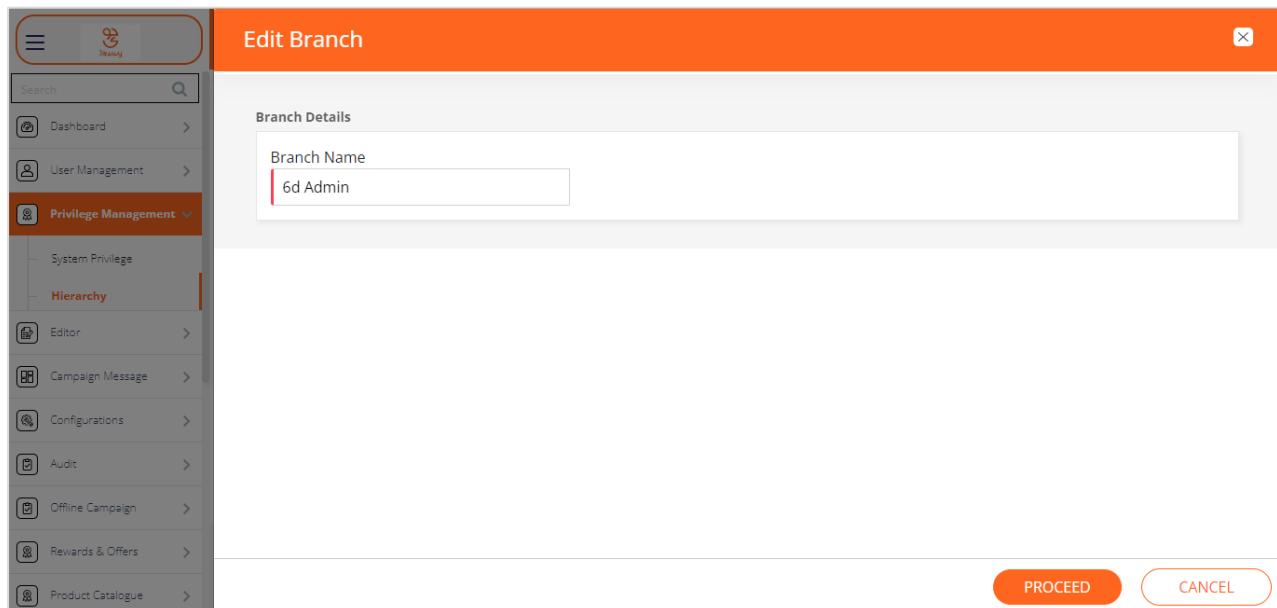


Figure 90 Edit Branch Input Screen

3. Modify the required details.

4. Click **Proceed**.

A confirmation message is displayed, indicating that the branch is modified successfully.

8.2.1.5 Delete Branch

Using this delete option, you can delete branch details.
To delete branch detail:

Note: If the user already exists under the selected branch, then you cannot delete the branch.

1. On the **Hierarchy** screen, click  >> **Delete Branch** to delete branch detail. Refer to the following screen.

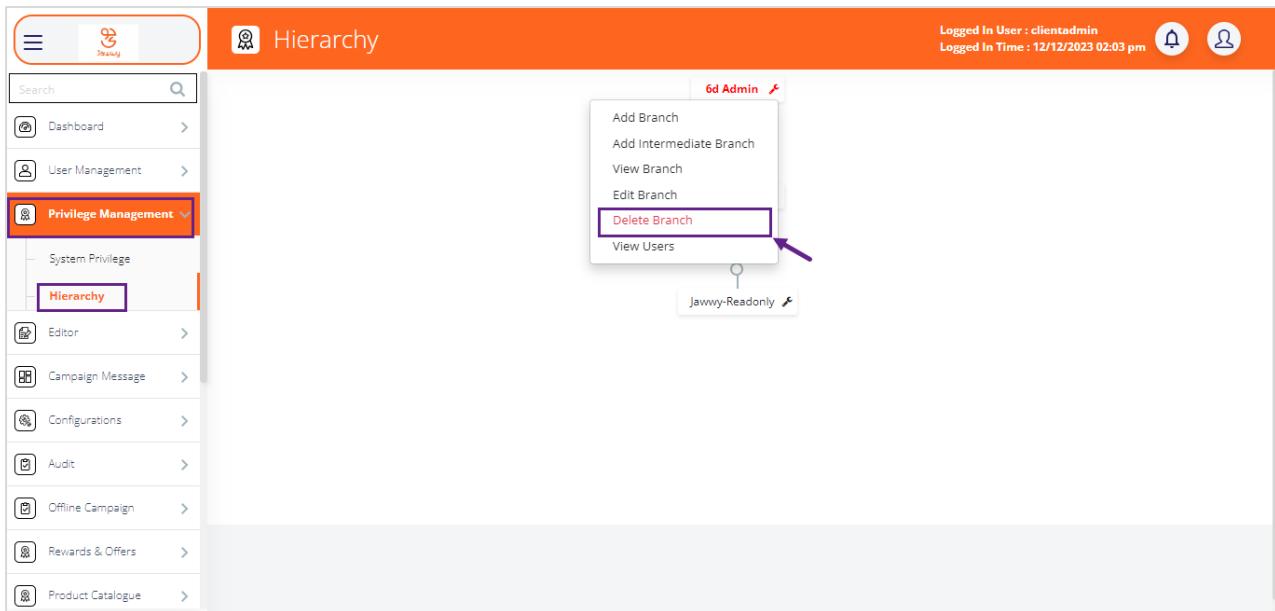


Figure 91 Hierarchy – Delete Branch

2. After clicking the **Delete Branch**, the following screen is displayed.

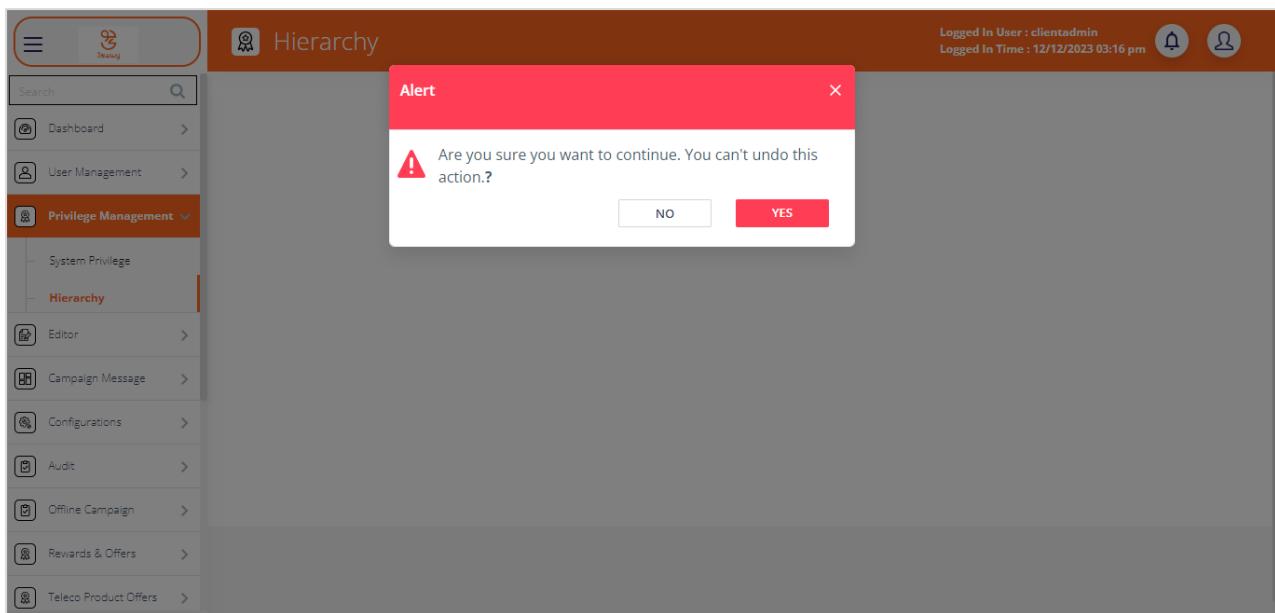


Figure 92 Delete Branch – Confirmation Message

3. If you receive the message, "**Are you sure you want to continue. You can't undo this action?**" Click "**Yes**" to confirm the action.

A confirmation message is displayed, indicating that the branch is deleted successfully.

Or

Click "**No**" to cancel the action.

8.2.1.6 View Users

Using this view users' option, you can view list of users attached to the branch.
To view attached user details,

1. On the **Hierarchy** screen, click  **>> View Users** to view users attached to the branch.
Refer to the following screen.

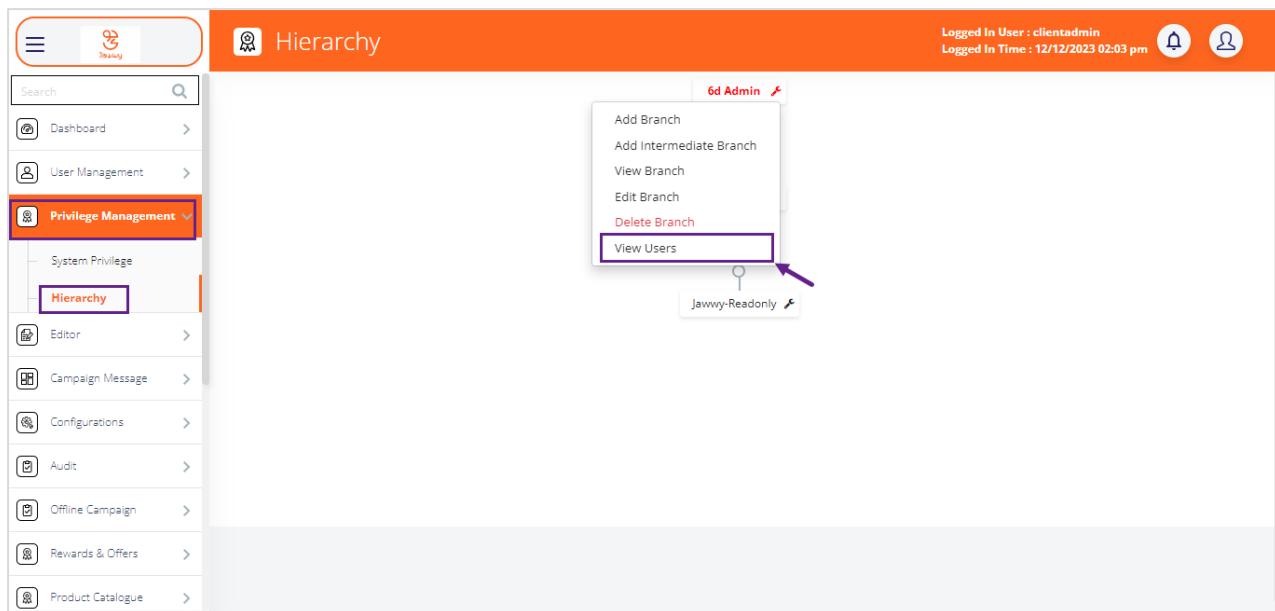
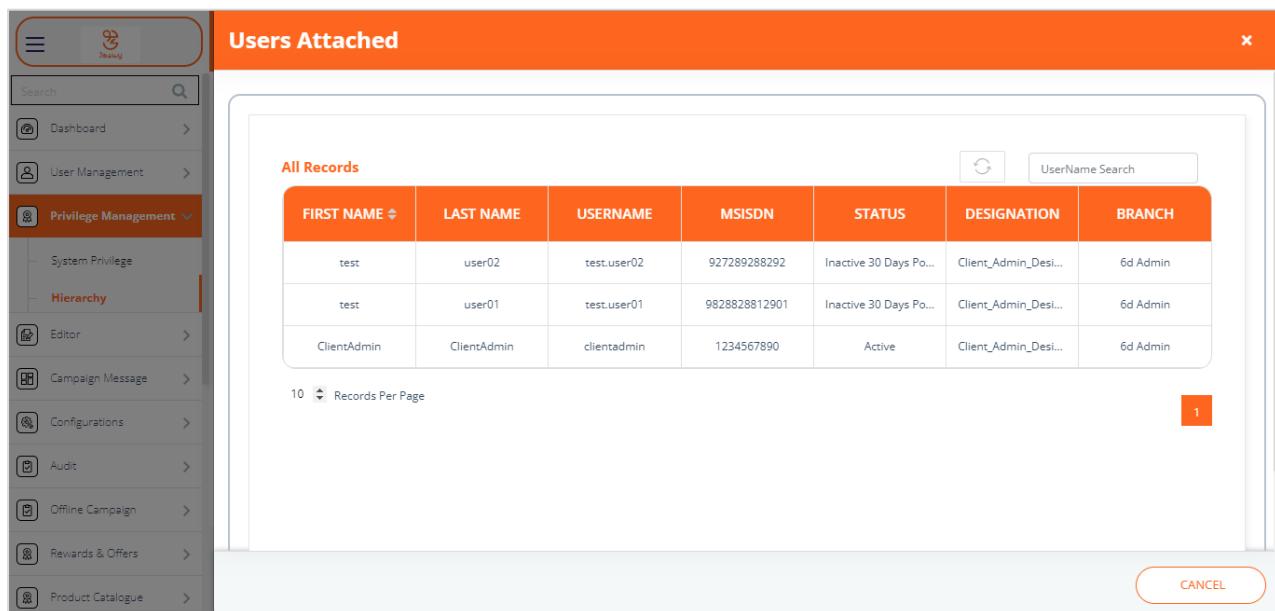


Figure 93 Hierarchy – View Users

2. After clicking the **View Users**, the following pop-up window is displayed.



The screenshot shows a modal window titled 'Users Attached' with a header 'All Records'. It contains a table with columns: FIRST NAME, LAST NAME, USERNAME, MSISDN, STATUS, DESIGNATION, and BRANCH. The table data is as follows:

FIRST NAME	LAST NAME	USERNAME	MSISDN	STATUS	DESIGNATION	BRANCH
test	user02	test.user02	927289288292	Inactive 30 Days Po...	Client_Admin_Desig...	6d Admin
test	user01	test.user01	9828828812901	Inactive 30 Days Po...	Client_Admin_Desig...	6d Admin
ClientAdmin	ClientAdmin	clientadmin	1234567890	Active	Client_Admin_Desig...	6d Admin

Below the table, there is a 'Records Per Page' dropdown set to 10 and a page number indicator '1'. At the bottom right of the modal is a 'CANCEL' button.

Figure 94 Users Attached

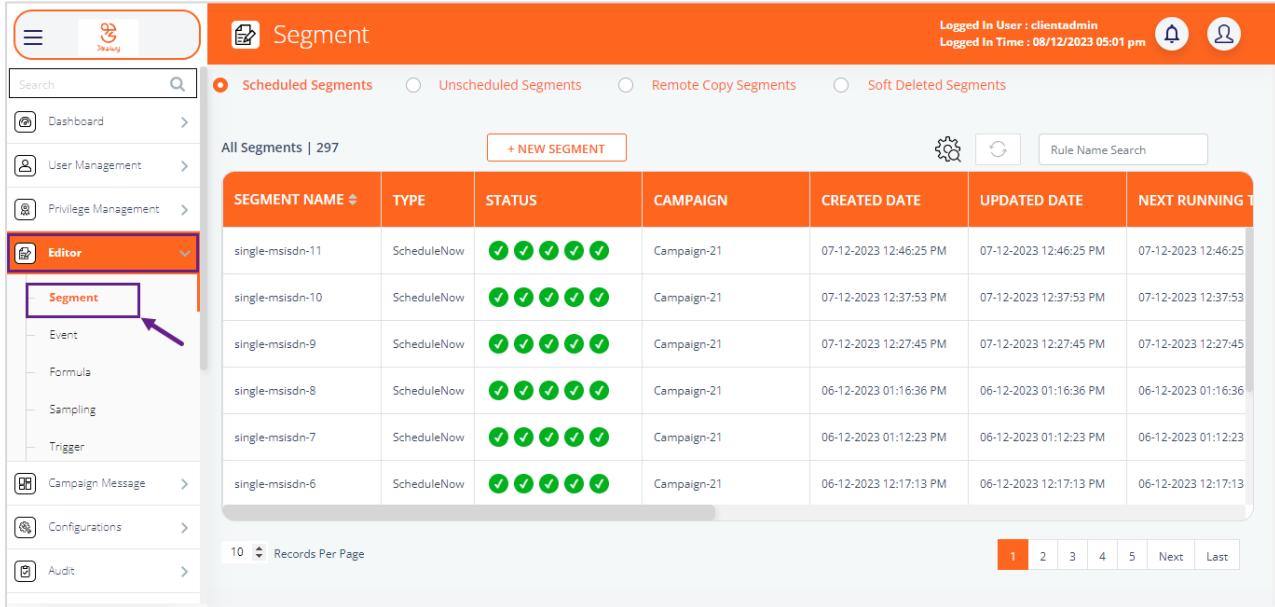
- You can view user details such as First Name, Last Name, User Name, MSISDN, Status, Designation, and Branch.

9 Rule Engine

Rule engine lets you define rules based on events and set an action for it. Rules can have multiple conditions. Comparisons are done with the help of operators or conditions. For a typical event or condition, an action can be set. The rules can also be scheduled to run later.

To view the rule engine,

1. On the side menu, click **Editor>> Segment** to view the segment details. Refer to the following screen.



SEGMENT NAME	TYPE	STATUS	CAMPAIGN	CREATED DATE	UPDATED DATE	NEXT RUNNING TIME
single-msisdn-11	ScheduleNow	✓	Campaign-21	07-12-2023 12:46:25 PM	07-12-2023 12:46:25 PM	07-12-2023 12:46:25
single-msisdn-10	ScheduleNow	✓	Campaign-21	07-12-2023 12:37:53 PM	07-12-2023 12:37:53 PM	07-12-2023 12:37:53
single-msisdn-9	ScheduleNow	✓	Campaign-21	07-12-2023 12:27:45 PM	07-12-2023 12:27:45 PM	07-12-2023 12:27:45
single-msisdn-8	ScheduleNow	✓	Campaign-21	06-12-2023 01:16:36 PM	06-12-2023 01:16:36 PM	06-12-2023 01:16:36
single-msisdn-7	ScheduleNow	✓	Campaign-21	06-12-2023 01:12:23 PM	06-12-2023 01:12:23 PM	06-12-2023 01:12:23
single-msisdn-6	ScheduleNow	✓	Campaign-21	06-12-2023 12:17:13 PM	06-12-2023 12:17:13 PM	06-12-2023 12:17:13

Figure 95 Editor – Segment

9.1 Operators

Operators help compare one or more parameters.

All the operators are explained below:

- Is
- Is Not
- In
- Not In
- Starts With
- Not Starts With
- Ends With
- Not Ends With
- Contains
- Not Contains
- Regex

9.2 Dimensions

Dimensions are time periods. All the listed dimensions are listed below

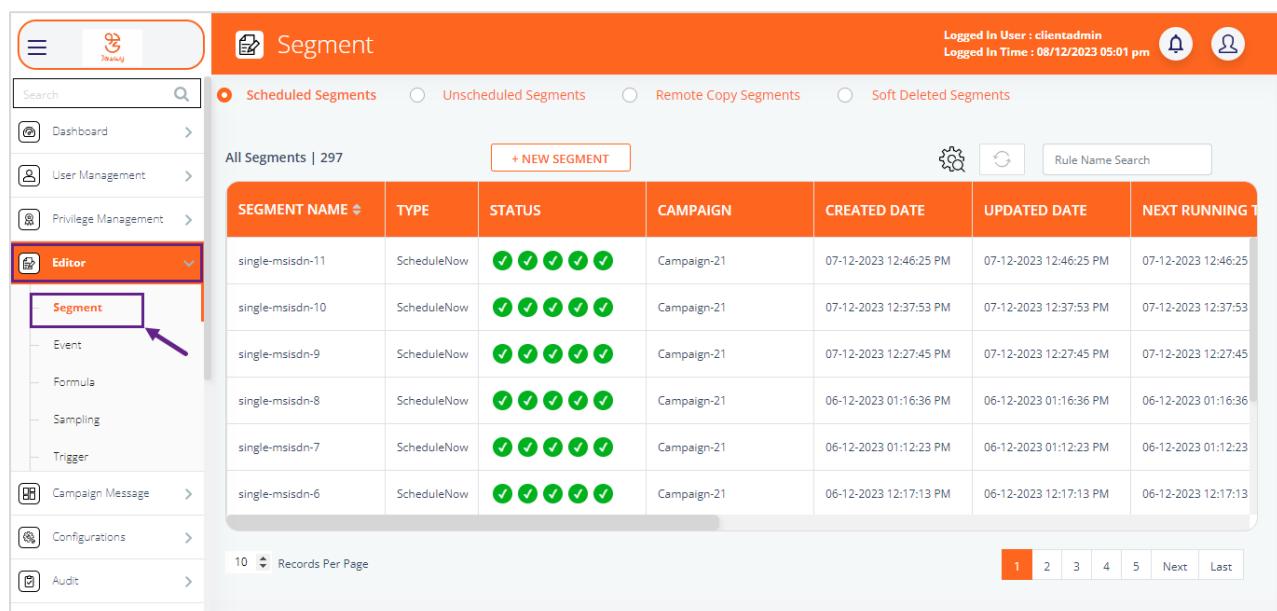
Field	Description
-------	-------------

Yearly	Yearly data
Monthly	Monthly Data
Daily	Daily Data
Date	Data for a specific day
Current Time	The date on which the rule ran or is running
Day	The system day
Month	System month
Current Week	The week in which the rule ran or is running
Current Month	The month on which the rule ran or is running

9.3 Segments

Segments are different CDRs having the CDR Fields. These fields may or may not be grouped. To create a new segment,

1. On the side menu, click **Editor>> Segment** to view the segment details. Refer to the following screen.

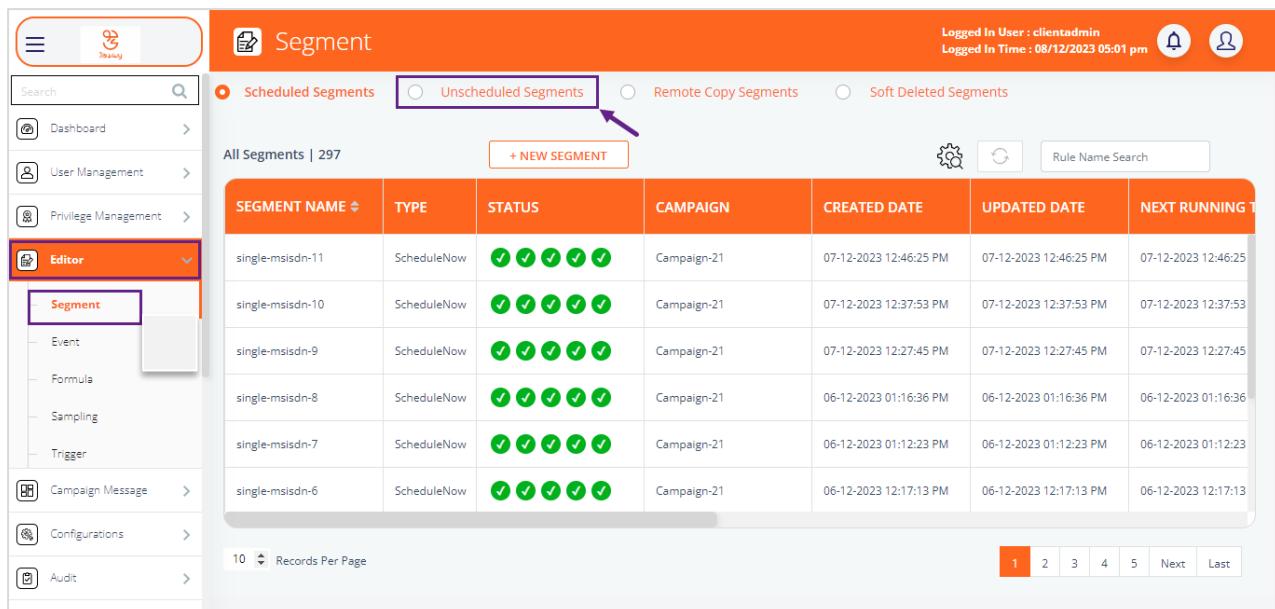


The screenshot shows the 'Segment' page under the 'Editor' section of the application. The left sidebar has a 'Segment' item highlighted with a purple box and an arrow pointing to it. The main area displays a table of segments with the following columns: SEGMENT NAME, TYPE, STATUS, CAMPAIGN, CREATED DATE, UPDATED DATE, and NEXT RUNNING TIME. There are six rows listed, all of which are 'ScheduleNow' type segments. The 'Status' column shows green checkmarks. The 'Campaign' column lists 'Campaign-21'. The 'Created Date' and 'Updated Date' columns show dates from July 12, 2023. The 'Next Running Time' column shows times like 12:46:25 PM and 12:37:53 PM. At the top, there are four radio buttons for 'Scheduled Segments' (selected), 'Unscheduled Segments', 'Remote Copy Segments', and 'Soft Deleted Segments'. Below the table, there are buttons for '+ NEW SEGMENT', 'Rule Name Search', and a 'Records Per Page' dropdown set to 10. A navigation bar at the bottom includes buttons for 1, 2, 3, 4, 5, Next, and Last.

Figure 96 Editor – Segment

Note: By default, the **Scheduled Segments** checkbox will be enabled.

- Click the **Unscheduled Segments** option button to view the Unscheduled segments details. Refer to the following screen.

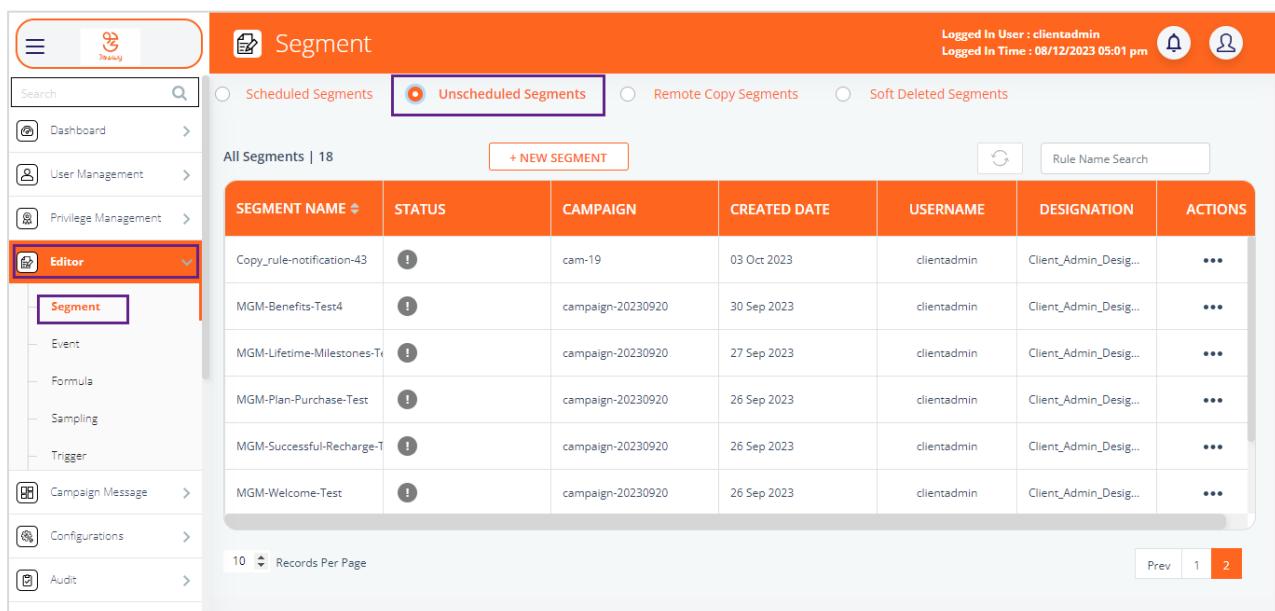


The screenshot shows the 'Segment' editor interface. On the left, there's a sidebar with options like Dashboard, User Management, Privilege Management, Editor (selected), Segment (highlighted), Event, Formula, Sampling, Trigger, Campaign Message, Configurations, and Audit. The main area has tabs for Scheduled Segments, Unscheduled Segments (which is active and highlighted with a purple border), Remote Copy Segments, and Soft Deleted Segments. Below the tabs, it says 'All Segments | 297' and has a '+ NEW SEGMENT' button. A search bar and a 'Rule Name Search' button are also present. The main table lists segments with columns for Segment Name, Type, Status (green checkmarks), Campaign, Created Date, Updated Date, and Next Running Time. The status column for all listed segments shows green checkmarks. At the bottom, there's a 'Records Per Page' dropdown set to 10, and a navigation bar with pages 1 through Last.

SEGMENT NAME	TYPE	STATUS	CAMPAIGN	CREATED DATE	UPDATED DATE	NEXT RUNNING TIME
single-msisdn-11	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	07-12-2023 12:46:25 PM	07-12-2023 12:46:25 PM	07-12-2023 12:46:25
single-msisdn-10	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	07-12-2023 12:37:53 PM	07-12-2023 12:37:53 PM	07-12-2023 12:37:53
single-msisdn-9	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	07-12-2023 12:27:45 PM	07-12-2023 12:27:45 PM	07-12-2023 12:27:45
single-msisdn-8	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	06-12-2023 01:16:36 PM	06-12-2023 01:16:36 PM	06-12-2023 01:16:36
single-msisdn-7	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	06-12-2023 01:12:23 PM	06-12-2023 01:12:23 PM	06-12-2023 01:12:23
single-msisdn-6	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	06-12-2023 12:17:13 PM	06-12-2023 12:17:13 PM	06-12-2023 12:17:13

Figure 97 Editor- Segments (Unscheduled)

- After clicking the **Unscheduled Segments**, the following screen will be displayed.

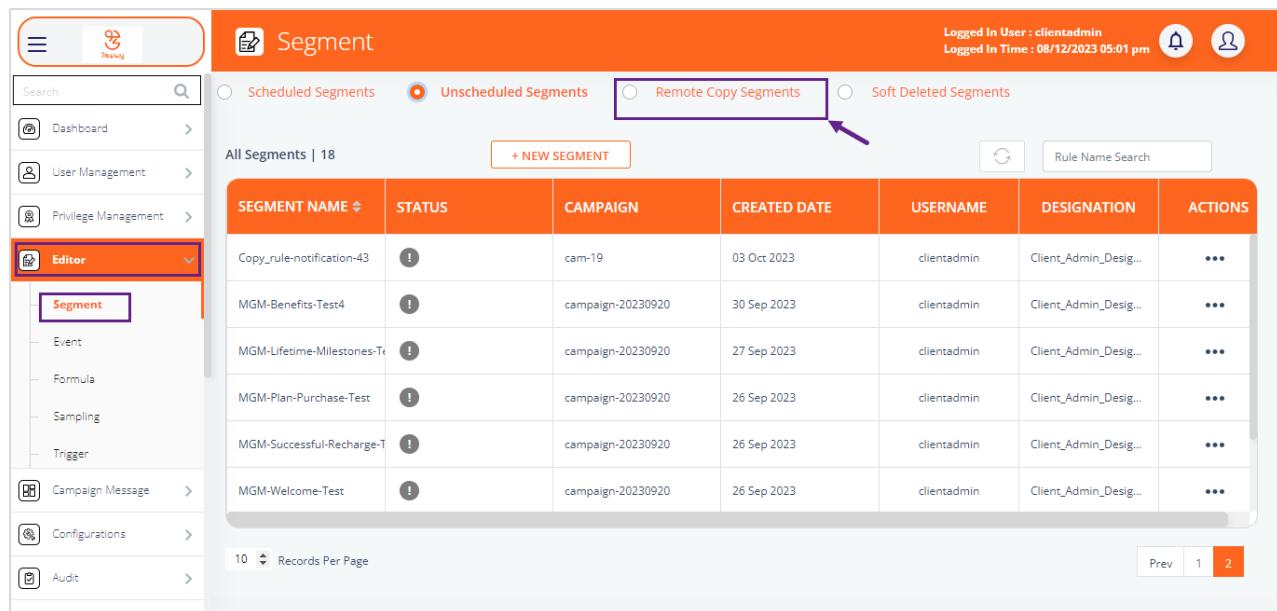


This screenshot shows the same interface as Figure 97, but with a different set of segments listed. The table now includes columns for Segment Name, Status (each showing a red exclamation mark icon), Campaign, Created Date, Username, Designation, and Actions. The segments listed are Copy_rule-notification-43, MGM-Benefits-Test4, MGM-Lifetime-Milestones-Tx, MGM-Plan-Purchase-Test, MGM-Successful-Recharge-T, and MGM-Welcome-Test. All segments have a status of '!' and belong to campaign-20230920. The page number at the bottom is page 2.

SEGMENT NAME	STATUS	CAMPAIGN	CREATED DATE	USERNAME	DESIGNATION	ACTIONS
Copy_rule-notification-43	!	cam-19	03 Oct 2023	clientadmin	Client_Admin_Desig...	...
MGM-Benefits-Test4	!	campaign-20230920	30 Sep 2023	clientadmin	Client_Admin_Desig...	...
MGM-Lifetime-Milestones-Tx	!	campaign-20230920	27 Sep 2023	clientadmin	Client_Admin_Desig...	...
MGM-Plan-Purchase-Test	!	campaign-20230920	26 Sep 2023	clientadmin	Client_Admin_Desig...	...
MGM-Successful-Recharge-T	!	campaign-20230920	26 Sep 2023	clientadmin	Client_Admin_Desig...	...
MGM-Welcome-Test	!	campaign-20230920	26 Sep 2023	clientadmin	Client_Admin_Desig...	...

Figure 98 Editor- Segments (Unscheduled Input Screen)

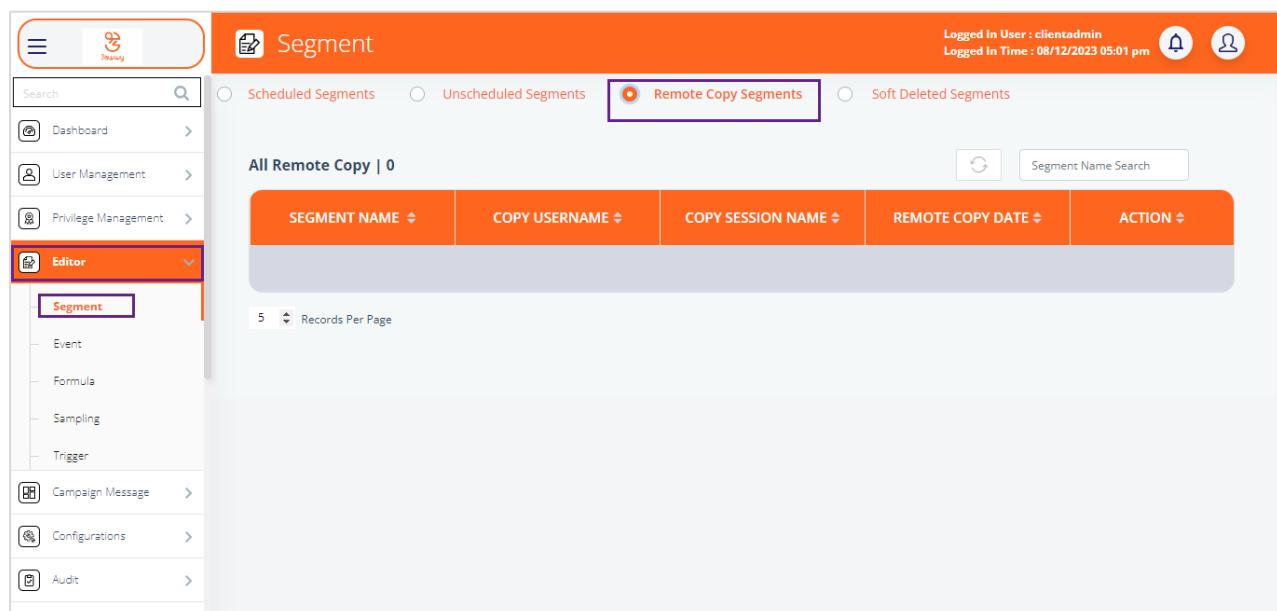
- Click the **Remote Copy** option button to view the copy of the segment to the remote. Refer to the following screen.



SEGMENT NAME	STATUS	CAMPAIGN	CREATED DATE	USERNAME	DESIGNATION	ACTIONS
Copy_rule-notification-43	!	cam-19	03 Oct 2023	clientadmin	Client_Admin_Desig...	...
MGM-Benefits-Test4	!	campaign-20230920	30 Sep 2023	clientadmin	Client_Admin_Desig...	...
MGM-Lifetime-Milestones-T	!	campaign-20230920	27 Sep 2023	clientadmin	Client_Admin_Desig...	...
MGM-Plan-Purchase-Test	!	campaign-20230920	26 Sep 2023	clientadmin	Client_Admin_Desig...	...
MGM-Successful-Recharge-T	!	campaign-20230920	26 Sep 2023	clientadmin	Client_Admin_Desig...	...
MGM-Welcome-Test	!	campaign-20230920	26 Sep 2023	clientadmin	Client_Admin_Desig...	...

Figure 99 Editor- Segments (Remote Copy)

- After clicking the **Remote Copy**, the following screen is displayed.

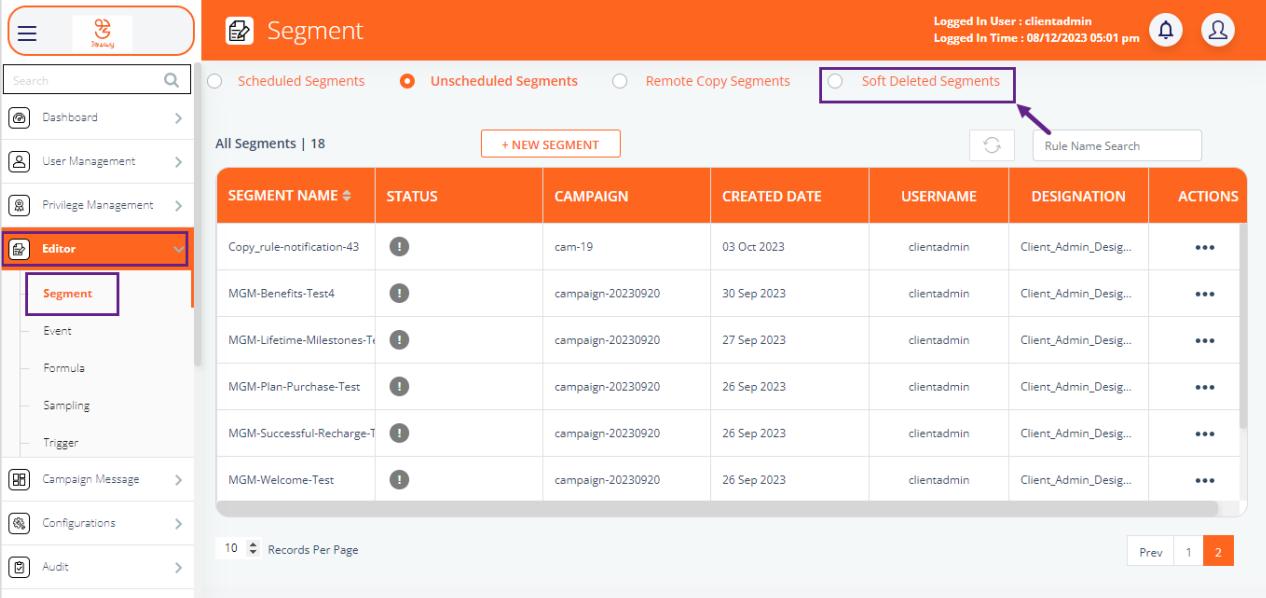


SEGMENT NAME	COPY USERNAME	COPY SESSION NAME	REMOTE COPY DATE	ACTION

Figure 100 Segment – Remote Copy

- You can view the segment copied to the remote desktop window.

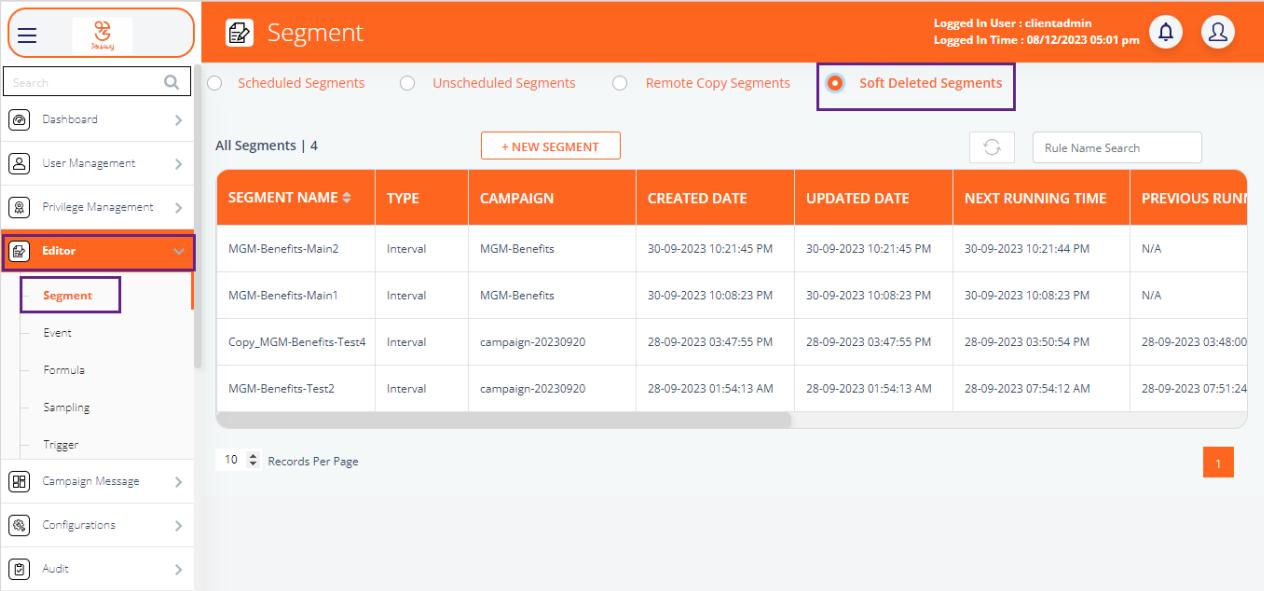
- Click the **Soft Deleted Segments** option button to view the soft deleted segments. Refer to the following screen.



SEGMENT NAME	STATUS	CAMPAIGN	CREATED DATE	USERNAME	DESIGNATION	ACTIONS
Copy_rule-notification-43	!	cam-19	03 Oct 2023	clientadmin	Client_Admin_Desig...	•••
MGM-Benefits-Test4	!	campaign-20230920	30 Sep 2023	clientadmin	Client_Admin_Desig...	•••
MGM-Lifetime-Milestones-T	!	campaign-20230920	27 Sep 2023	clientadmin	Client_Admin_Desig...	•••
MGM-Plan-Purchase-Test	!	campaign-20230920	26 Sep 2023	clientadmin	Client_Admin_Desig...	•••
MGM-Successful-Recharge-T	!	campaign-20230920	26 Sep 2023	clientadmin	Client_Admin_Desig...	•••
MGM-Welcome-Test	!	campaign-20230920	26 Sep 2023	clientadmin	Client_Admin_Desig...	•••

Figure 101 Editor- Segments (Soft Deleted)

- After clicking the **Soft Deleted Segments**, the following screen is displayed.



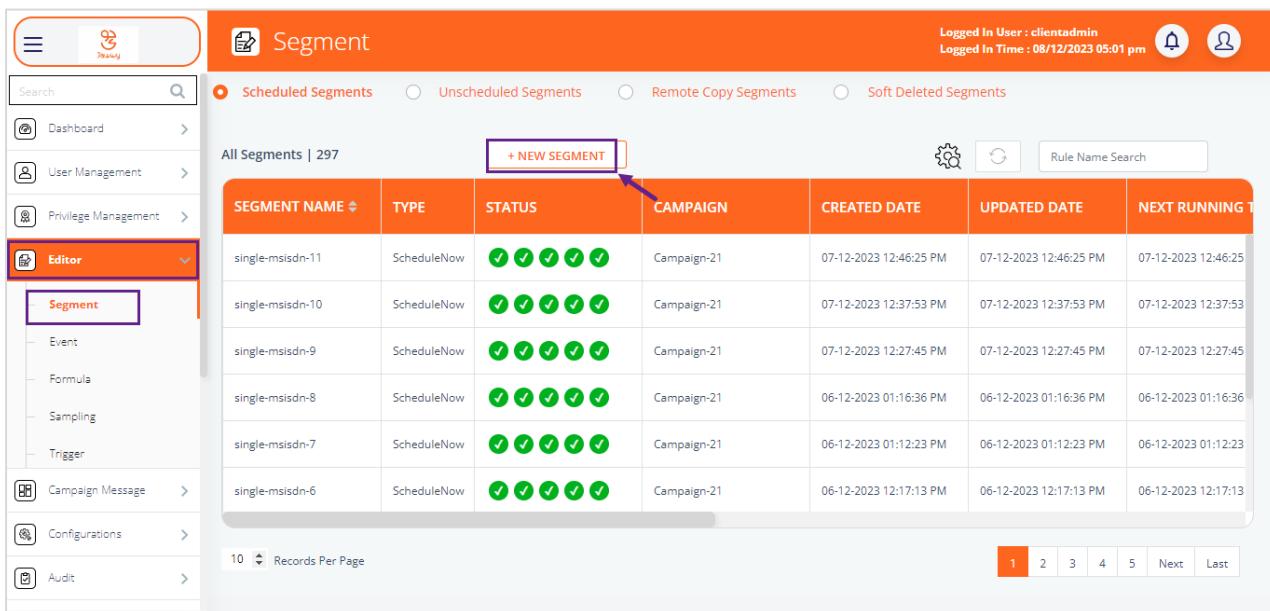
SEGMENT NAME	TYPE	CAMPAIGN	CREATED DATE	UPDATED DATE	NEXT RUNNING TIME	PREVIOUS RUN
MGM-Benefits-Main2	Interval	MGM-Benefits	30-09-2023 10:21:45 PM	30-09-2023 10:21:45 PM	30-09-2023 10:21:44 PM	N/A
MGM-Benefits-Main1	Interval	MGM-Benefits	30-09-2023 10:08:23 PM	30-09-2023 10:08:23 PM	30-09-2023 10:08:23 PM	N/A
Copy_MGM-Benefits-Test4	Interval	campaign-20230920	28-09-2023 03:47:55 PM	28-09-2023 03:47:55 PM	28-09-2023 03:50:54 PM	28-09-2023 03:48:00
MGM-Benefits-Test2	Interval	campaign-20230920	28-09-2023 01:54:13 AM	28-09-2023 01:54:13 AM	28-09-2023 07:54:12 AM	28-09-2023 07:51:24

Figure 102 Soft Deleted Segments

9.3.1 Create Segment

Using this create option, you can create a new variable.
To create a variable,

- On the **Segment** screen, click the **+NEW SEGMENT** button to create a new segment. Refer to the following screen.

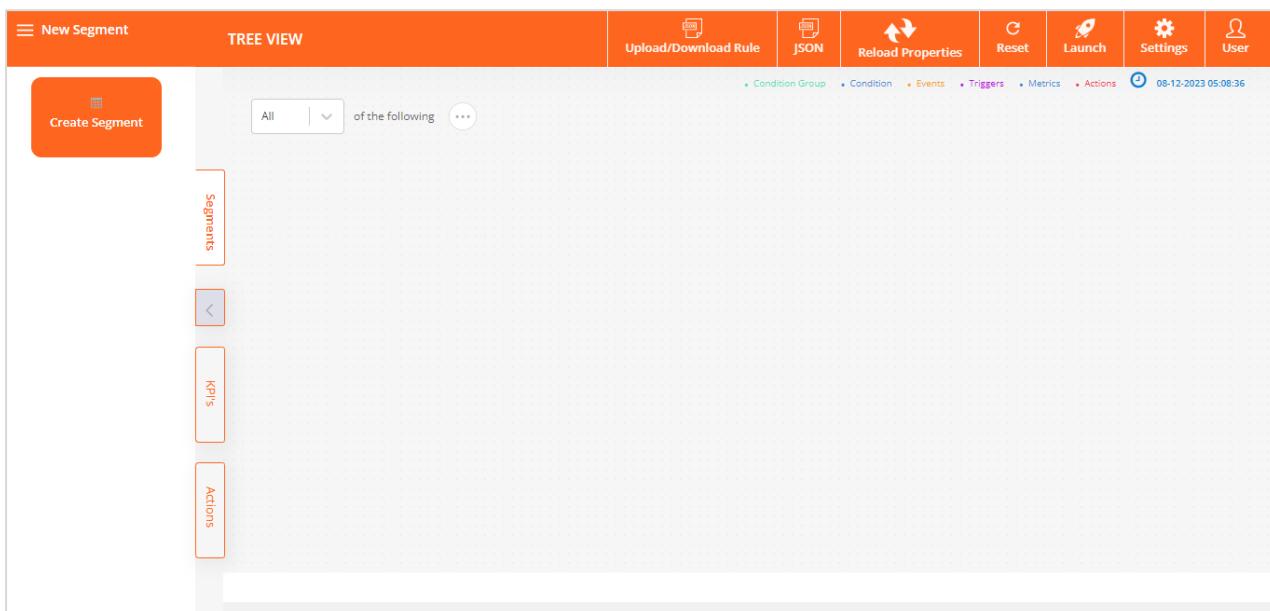


The screenshot shows the 'Segment' screen with the following details:

- Header:** Shows 'Logged In User : clientadmin' and 'Logged In Time : 08/12/2023 05:01 pm'.
- Filter Options:** 'Scheduled Segments' (selected), 'Unscheduled Segments', 'Remote Copy Segments', and 'Soft Deleted Segments'.
- Table Headers:** 'SEGMENT NAME', 'TYPE', 'STATUS', 'CAMPAIGN', 'CREATED DATE', 'UPDATED DATE', and 'NEXT RUNNING T'.
- Table Data:** A list of segments named 'single-msisdn-11' through 'single-msisdn-6', all of which are 'ScheduleNow' type and associated with 'Campaign-21'. Each row has a green checkmark icon in the 'STATUS' column.
- Buttons:** 'Rule Name Search', 'Refresh', 'New Segment' (highlighted with a red box and arrow), and 'Delete'.
- Page Navigation:** 'Records Per Page' set to 10, and a page navigation bar with buttons 1, 2, 3, 4, 5, Next, and Last.

Figure 103 Segment – New Segment

- After clicking the **+NEW SEGMENT** button, the following screen will be displayed.



The screenshot shows the 'New Segment' input screen with the following interface:

- Header:** 'New Segment' with icons for Upload/Download Rule, JSON, Reload Properties, Reset, Launch, Settings, and User.
- Left Sidebar:** 'Create Segment' button (highlighted with a red box and arrow).
- Middle Area:** 'TREE VIEW' section with a tree view of segments, KPIs, and actions. The 'Segments' node is expanded, showing 'All' and 'of the following' dropdowns.
- Top Right:** Filter options: Condition Group, Condition, Events, Triggers, Metrics, Actions, and a timestamp '08-12-2023 05:08:36'.

Figure 104 New Segment – Input Screen

9.3.1.1 Configuration

Using this menu, you can configure the variables used to create a rule. To view the configuration menu,

- On the side menu, click **Editor>> Segment** to view the segment details. For more details, see the section [**Create Segment**](#).

2. On the right pane of the screen, click **Settings**  to view configurations. Refer to the following screen.

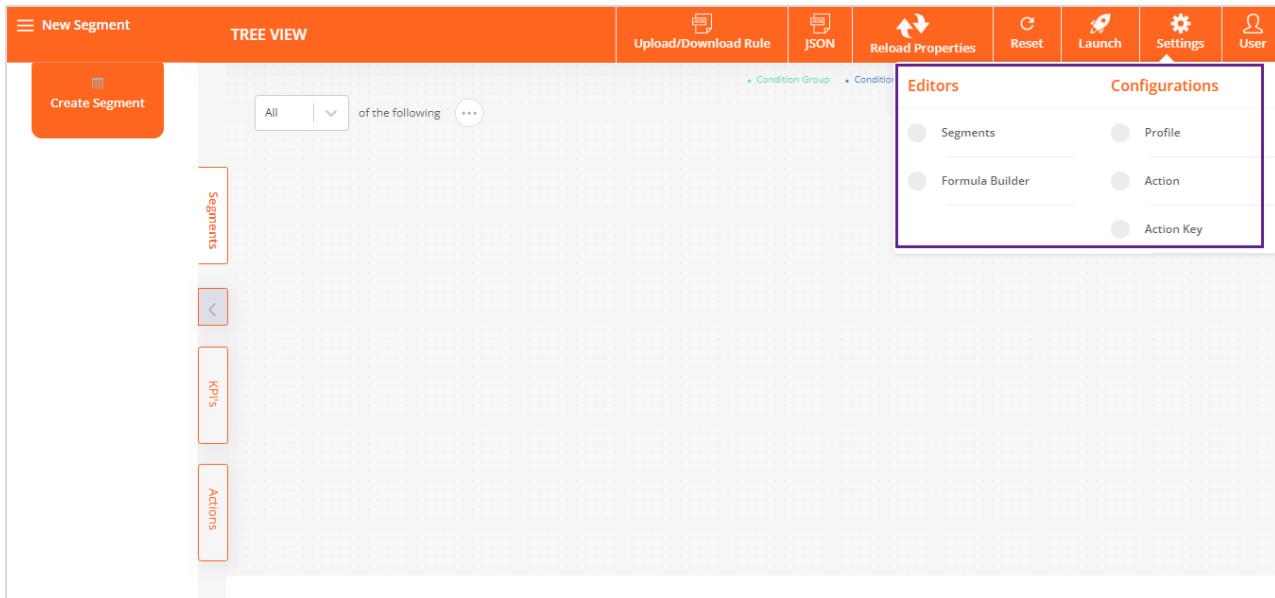


Figure 105 New Segments - Settings

Using this segment's menu, you can configure the following parameters.

- Profile
- Action
- Action Key

9.3.1.1.1 Profile

Using this profile option, you can create a new group, sub-group, and variables. You can also edit and delete the existing groups and subgroups.

To create a profile:

1. On the **New Segment** screen, click the **Profile** to add a new profile. Refer to the following screen.

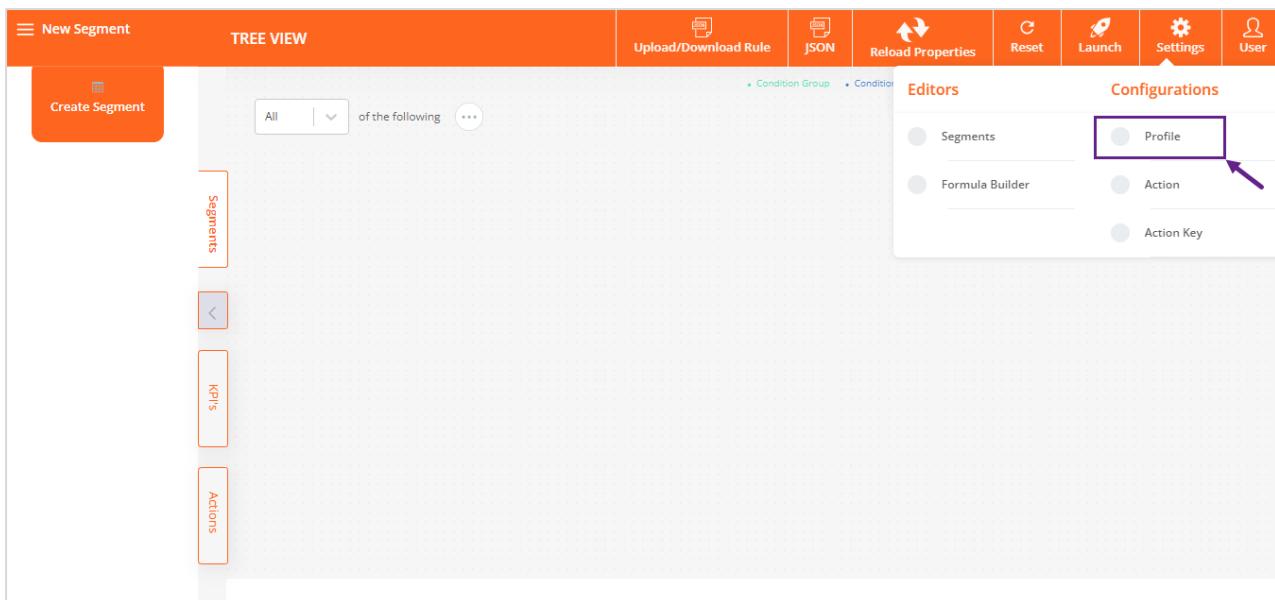
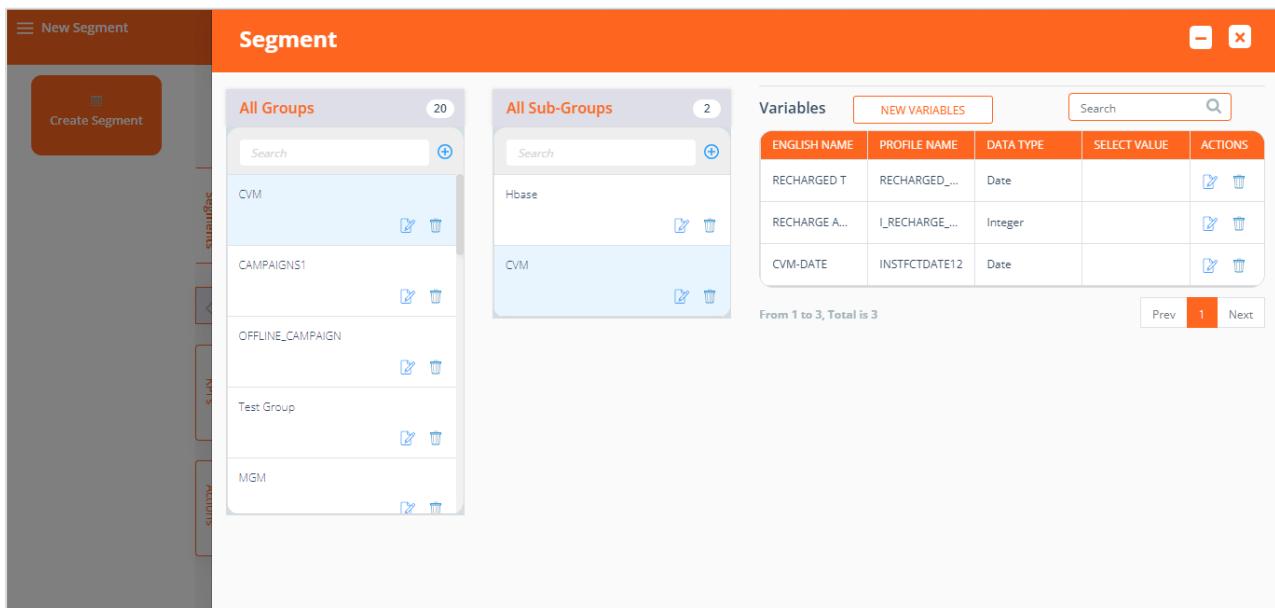


Figure 106 Configurations – Profile

2. After clicking the **Profile**, the following screen will be displayed.



ENGLISH NAME	PROFILE NAME	DATA TYPE	SELECT VALUE	ACTIONS
RECHARGED T	RECHARGED....	Date		
RECHARGE A...	I_RECHARGE....	Integer		
CVM-DATE	INSTFCTDATE12	Date		

Figure 107 Segment – Profile Input Screen

9.3.1.1.1 Create Group

Segment groups allow you to group related segments together to manage them at scale. When you create a segment, the first step is to choose a segment group.

To create a group:

1. On the **Segment** screen, click the **Add** button to add a new group. Refer to the following screen.

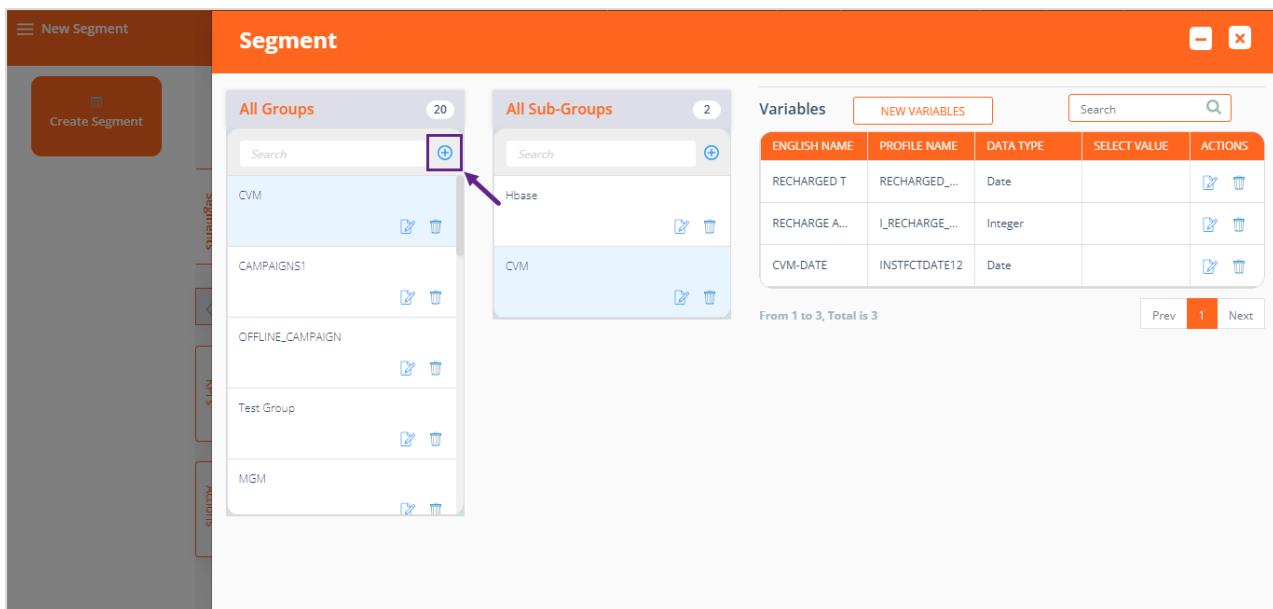
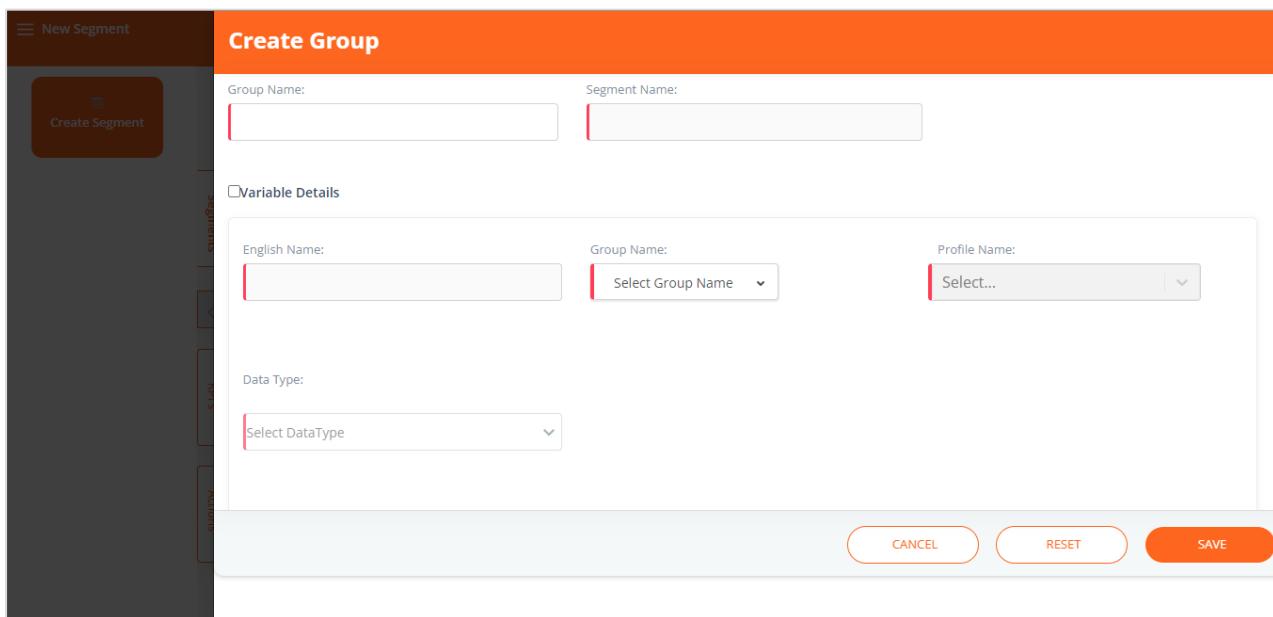


Figure 108 Segment – Group

- After clicking the **Add** button, the following pop-up window will be displayed.



The screenshot shows the 'Create Group' dialog. It has fields for 'Group Name' and 'Segment Name'. Below is a 'Variable Details' section with fields for 'English Name', 'Group Name' (dropdown), 'Profile Name' (dropdown), and 'Data Type' (dropdown). At the bottom are 'CANCEL', 'RESET', and 'SAVE' buttons.

Figure 109 Create Group Input Screen

- Enter the following information in the corresponding fields. If fields marked with **|** are mandatory.

Field	Description
Group Name	Enter the name of the group.
Segment Name	Enter the name of the segment. Note: This field will be displayed if the Variable checkbox is selected.

Variable Details

Note: The following field are editable if Variable Details checkbox is selected.	
English Name	Enter the variable name in English.
Group Name	Select the Group Name in the drop-down list. For example, “ INSTANT_CDR ”.
Profile Name	Select the Profile Name in the drop-down list. For example, “ I_CREATED_DATE ”.
Data Type	Select the Data Type in the drop-down list. For example, “ Boolean ”.
Values From	Select the Values From option button as Text or Table . Note: This field is displayed if the String or Integer is selected in the drop-down list of the Data Type.
Select Value	Enter the value in the corresponding table. Note: This field is displayed if the String or Integer is selected in the drop-down list of the Data Type.

4. After providing the required detail, click **Save** to save the changes.

A confirmation message is displayed, indicating that the group is created successfully.

9.3.1.1.1.2 Modify Group

Using this modify option, you can modify the existing group.
To modify the group,

1. On the **Segment** screen, click the **Modify** button  to modify the group. Refer to the following screen.

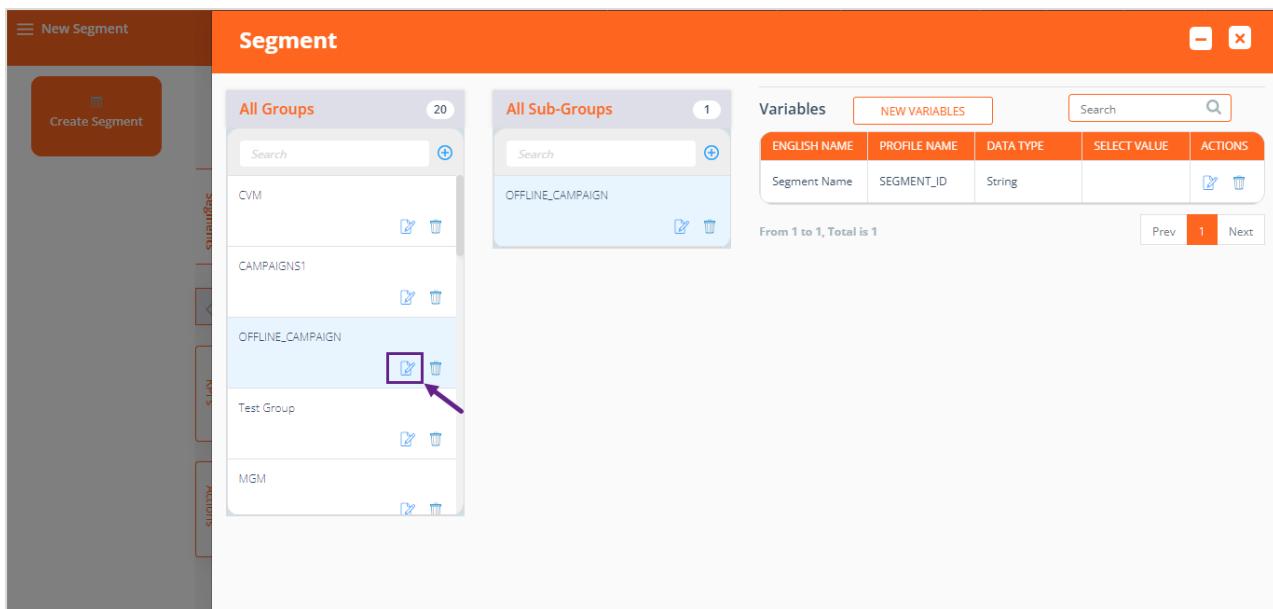


Figure 110 Segment – Modify Group

- After clicking the **Modify** button, the following screen will be displayed.

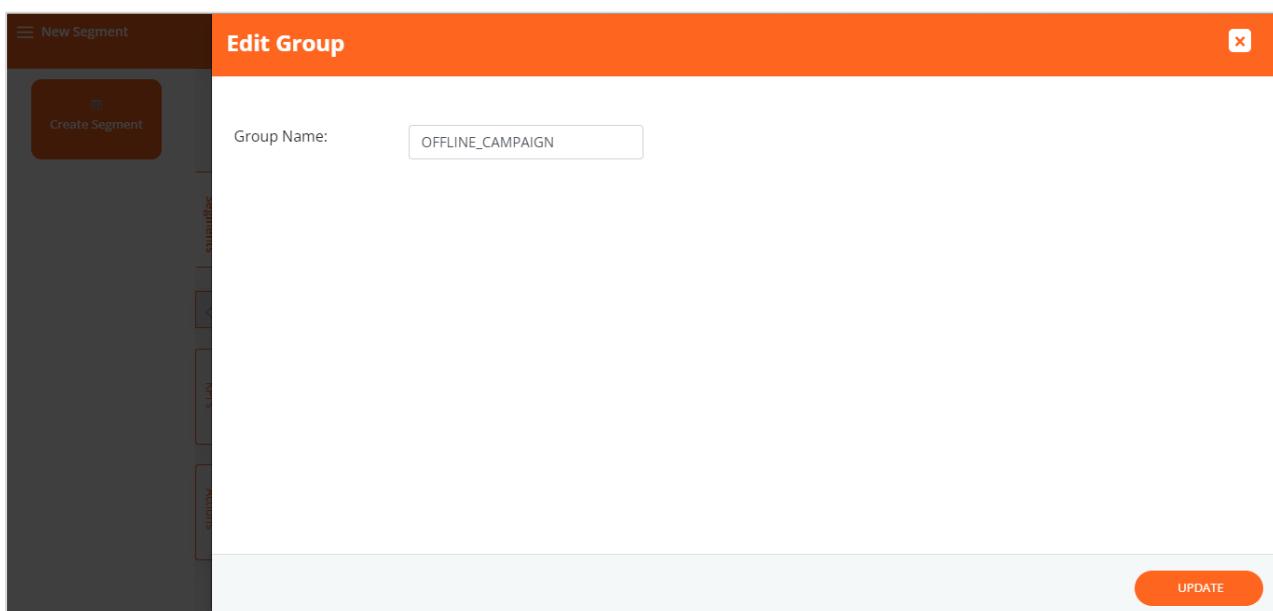


Figure 111 Edit Group – Update

- Modify the Group Name.
- Click **Update**.

A confirmation message is displayed, indicating that the group is updated successfully.

9.3.1.1.3 Delete Group

Using this delete option, you can delete the existing group.
To delete the group,

- On the **Segment** screen, click the **Delete** button  to delete the group. Refer to the following screen.

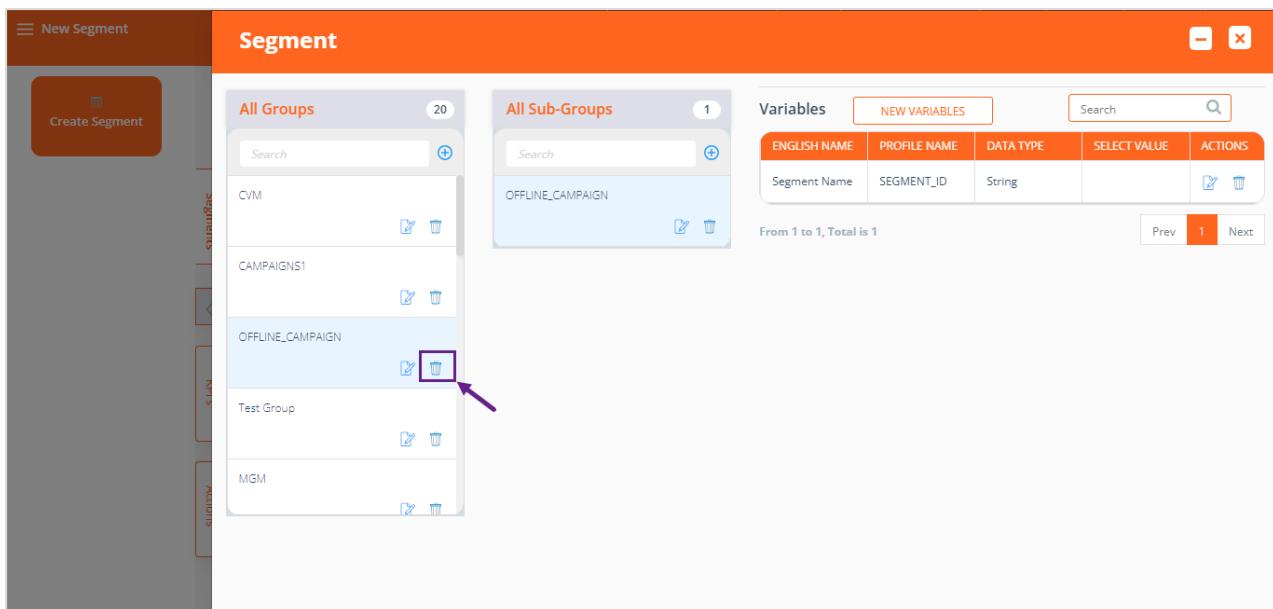


Figure 112 Segment – Delete Group

2. After clicking the **Delete** button, the following screen will be displayed.

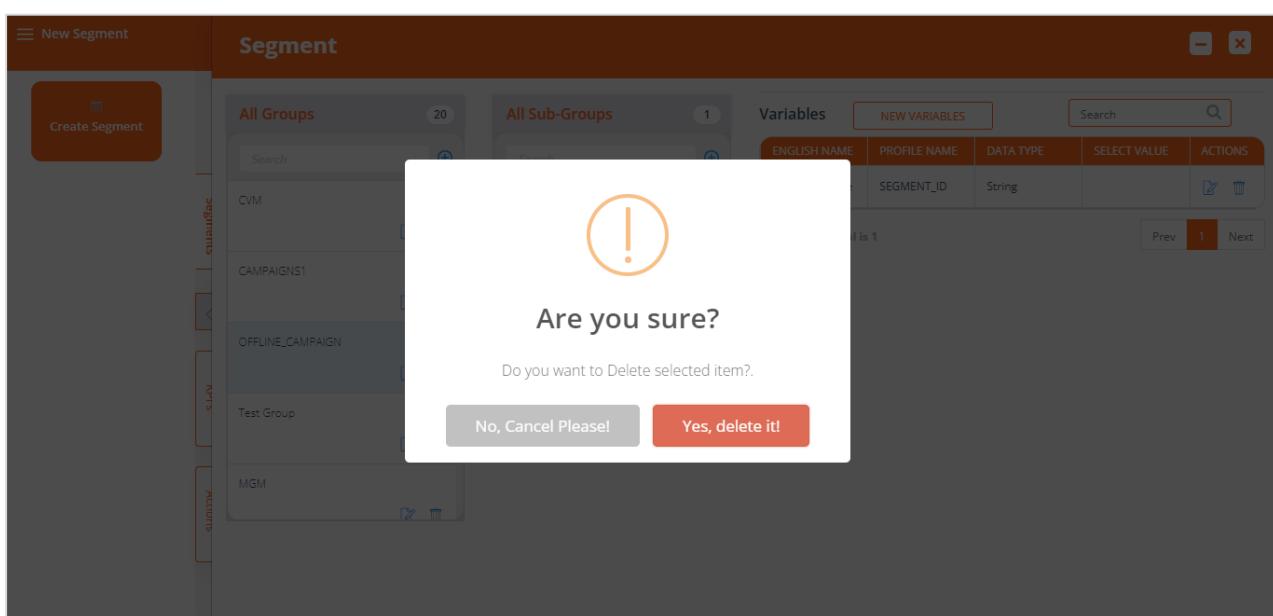


Figure 113 Delete Group – Confirmation Dialog

3. If you receive the message, **Are you sure? Do you want to Delete a selected item**, click the **"Yes, Delete it!"** to confirm the action.

A confirmation message is displayed, indicating that the group is deleted successfully.

Or

Click **"No, cancel pls"** to cancel the action.

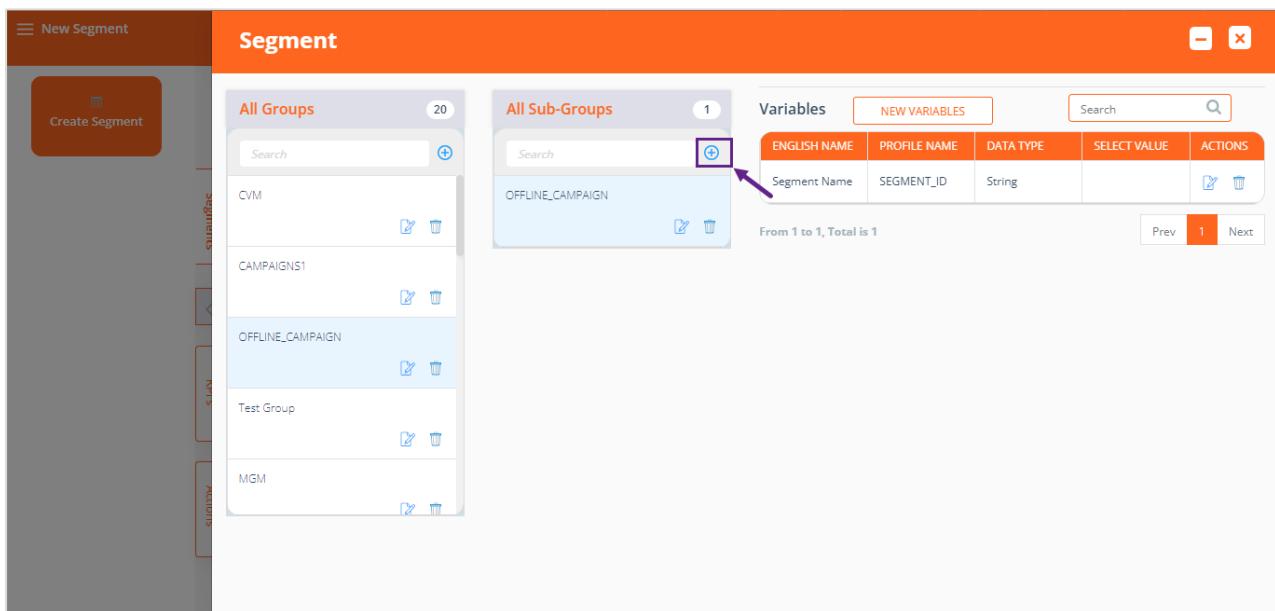
9.3.1.1.1.4 Create Sub-Group

Using this subgroup option, you can create a subgroup under the group. You can also edit and delete the existing subgroup.

Note: You must select a group under which the sub-group is created.

To create a subgroup:

1. On the **Segment** screen, click the **Add** button  to add a new subgroup. Refer to the following screen.

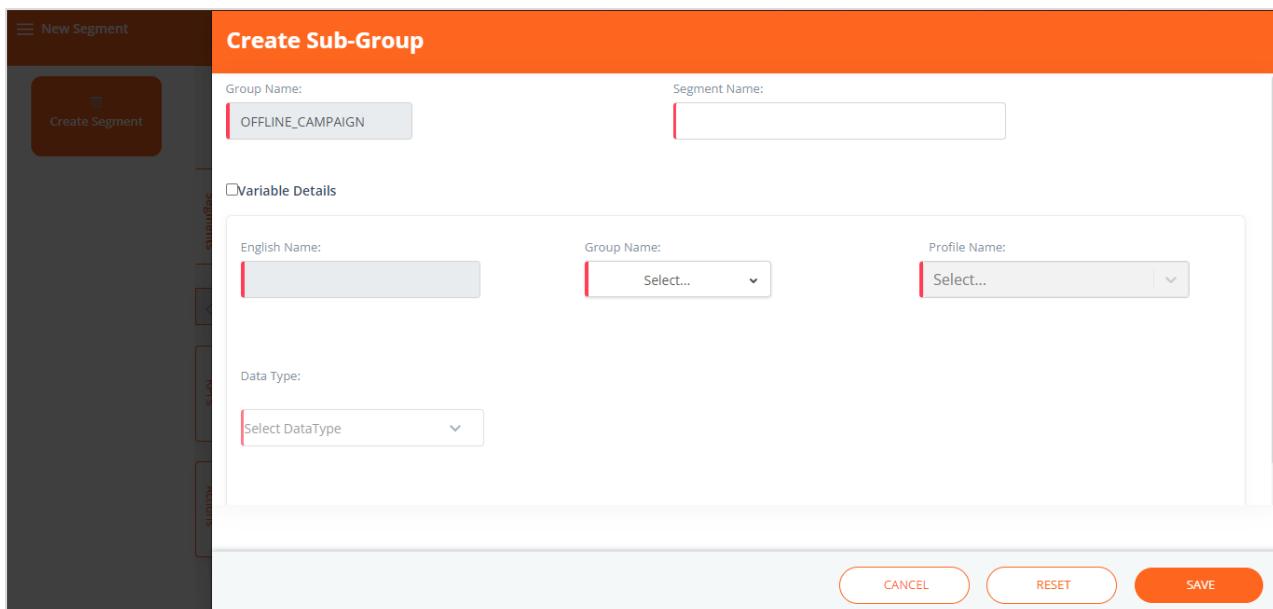


The screenshot shows the 'Segment' screen with the title 'Segment'. On the left, there's a sidebar with 'New Segment' and 'Create Segment' buttons. The main area has two sections: 'All Groups' and 'All Sub-Groups'. In 'All Groups', there are several groups listed: QVM, CAMPAIGNS1, OFFLINE_CAMPAIGN, Test Group, and MGM. In 'All Sub-Groups', there is one subgroup: OFFLINE_CAMPAIGN. Below these sections is a table for 'Variables' with columns: ENGLISH NAME, PROFILE NAME, DATA TYPE, SELECT VALUE, and ACTIONS. A purple arrow points from the text 'Refer to the following screen.' to the 'Add' button in the 'Variables' section of the table.

ENGLISH NAME	PROFILE NAME	DATA TYPE	SELECT VALUE	ACTIONS
Segment Name	SEGMENT_ID	String		 

Figure 114 Segment – Sub- Group (Add Button)

2. After clicking the **Add** button, the following screen will be displayed.



The screenshot shows the 'Create Sub-Group' interface. At the top, there's a header bar with the title 'Create Sub-Group'. Below it, there are two main sections: 'Group Details' and 'Variable Details'. In the 'Group Details' section, the 'Group Name' field is populated with 'OFFLINE_CAMPAIGN'. In the 'Variable Details' section, the 'English Name' field is empty, and the 'Group Name' and 'Profile Name' dropdowns both show 'Select...'. Below these, a 'Data Type' dropdown is set to 'Select DataType'. At the bottom right are three buttons: 'CANCEL', 'RESET', and 'SAVE'.

Figure 115 Create Sub- Group Input Screen

- Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Group Name	Enter the name of the sub group.
Segment Name	Enter the name of the segment. Note: A minimum length is required for the segment name.
Variable Details	
Note: The following field are editable if Variable Details checkbox is selected.	
English Name	Enter the variable name in English.
Group Name	Select the Group Name in the drop-down list. For example, “ INSTANT_CDR ”.
Profile Name	Select the Profile Name in the drop-down list. For example, “ B_SUBNUMBER ”.
Data Type	Select the Data Type in the drop-down list. For example, “ Boolean ”.
Values From	Select the Values From option button as Text or Table . Note: This field is displayed if the String or Integer is selected in the drop-down list of the Data Type.
Select Value	Enter the value in the corresponding table. Note: This field is displayed if the String or Integer is selected in the drop-down list of the Data Type.

- After providing the required detail, click **Save** to save the changes.

A confirmation message is displayed, indicating that the sub-group is created successfully.

9.3.1.1.1.5 Modify Sub-Group

Using this modify option, you can modify the existing sub-group.
To modify the sub-group,

1. On the **Segment** screen, click the **Modify** button  to modify the sub-group. Refer to the following screen.

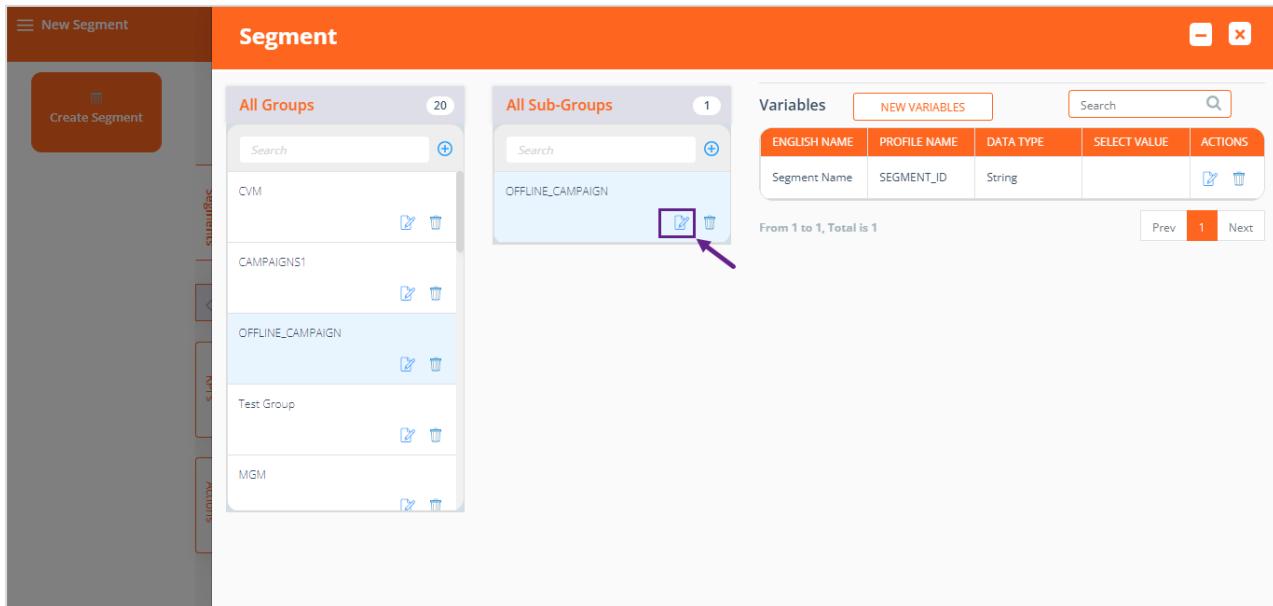


Figure 116 Segment – Modify Sub-Group

2. After clicking the **Modify** button, the following screen will be displayed.

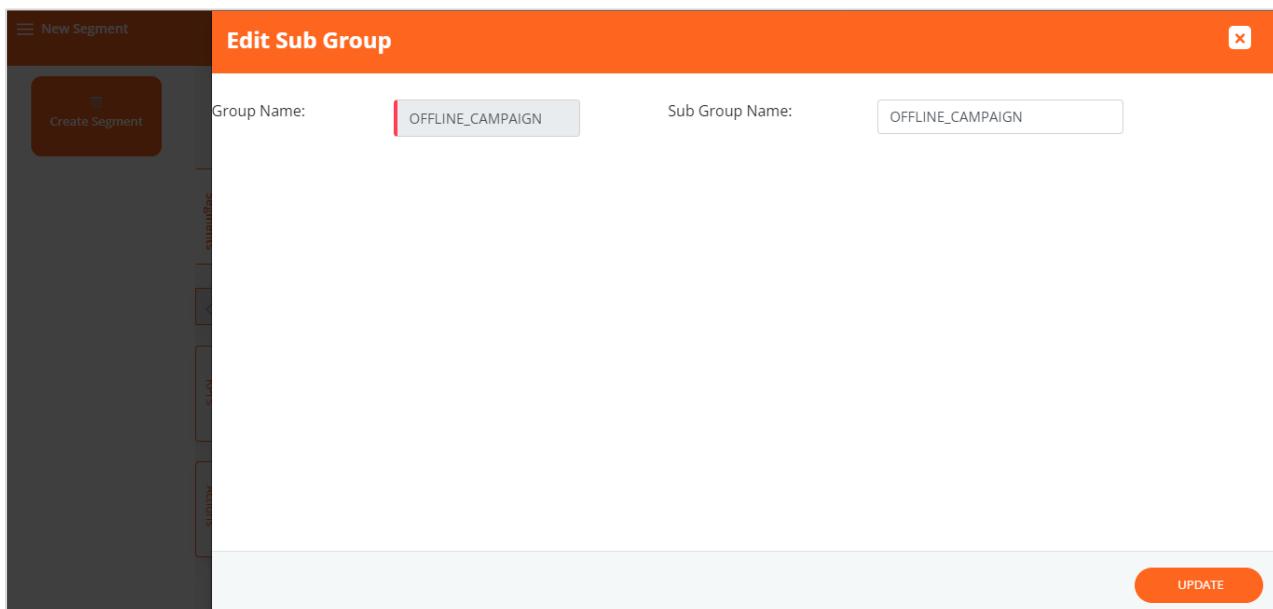


Figure 117 Edit Subgroup – Update

3. Modify the Sub Group Name.
4. Click **UPDATE**.

A confirmation message is displayed, indicating that the sub-group is updated successfully.

9.3.1.1.1.6 Delete Sub-Group

Using this delete option, you can delete the existing sub-group.
 To delete the sub-group,

1. On the **Segment** screen, click the **Delete** button  to delete the sub-group. Refer to the following screen.

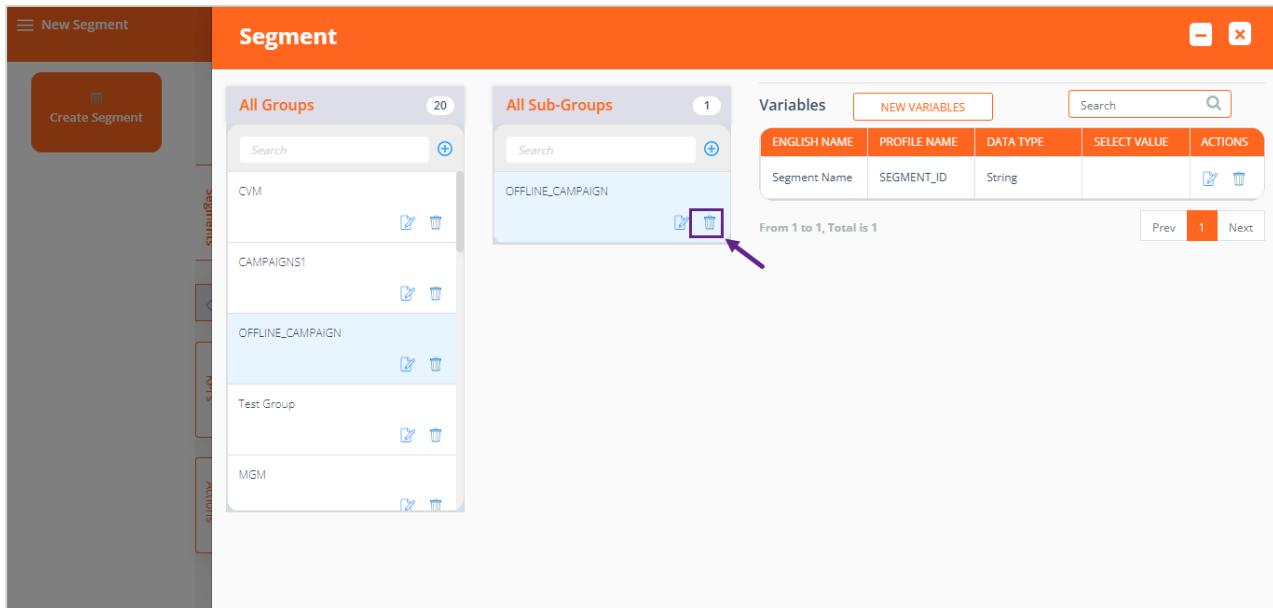


Figure 118 Segment – Delete Sub-Group

2. After clicking the **Delete** button, the following screen will be displayed.

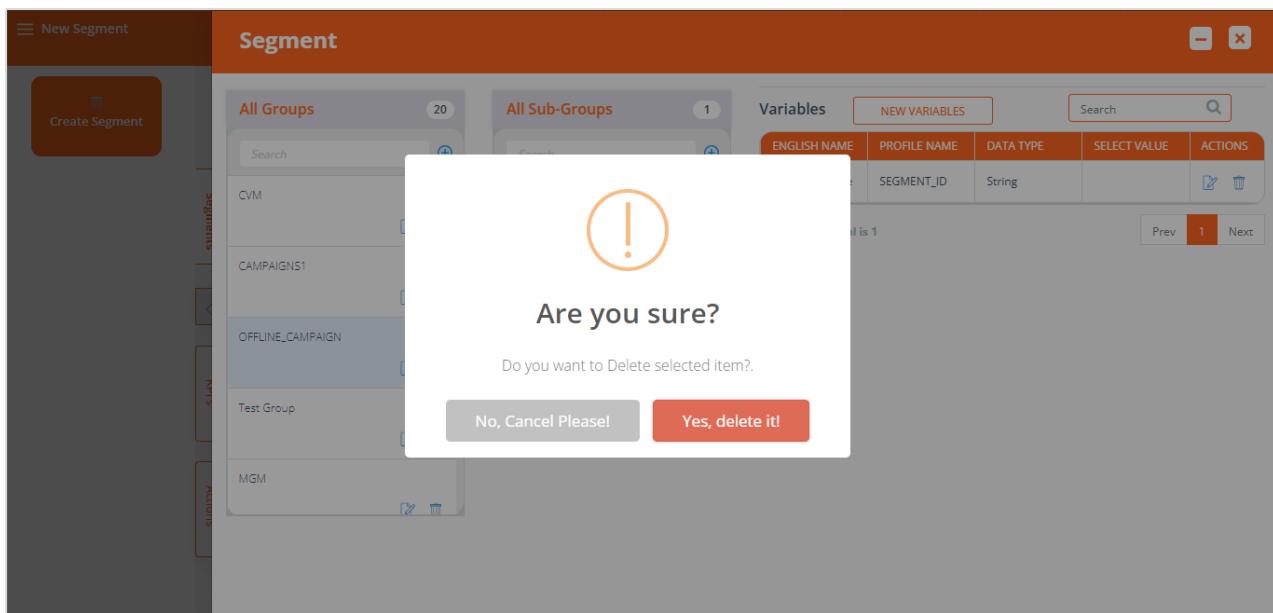


Figure 119 Delete sub-group – Confirmation Dialog

3. If you receive the message, **Are you sure? Do you want to Delete a selected item**, click the "**Yes, Delete it!**" to confirm the action.

A confirmation message is displayed, indicating that the sub-group is deleted successfully.

Click "**No, cancel pls**" to cancel the action.

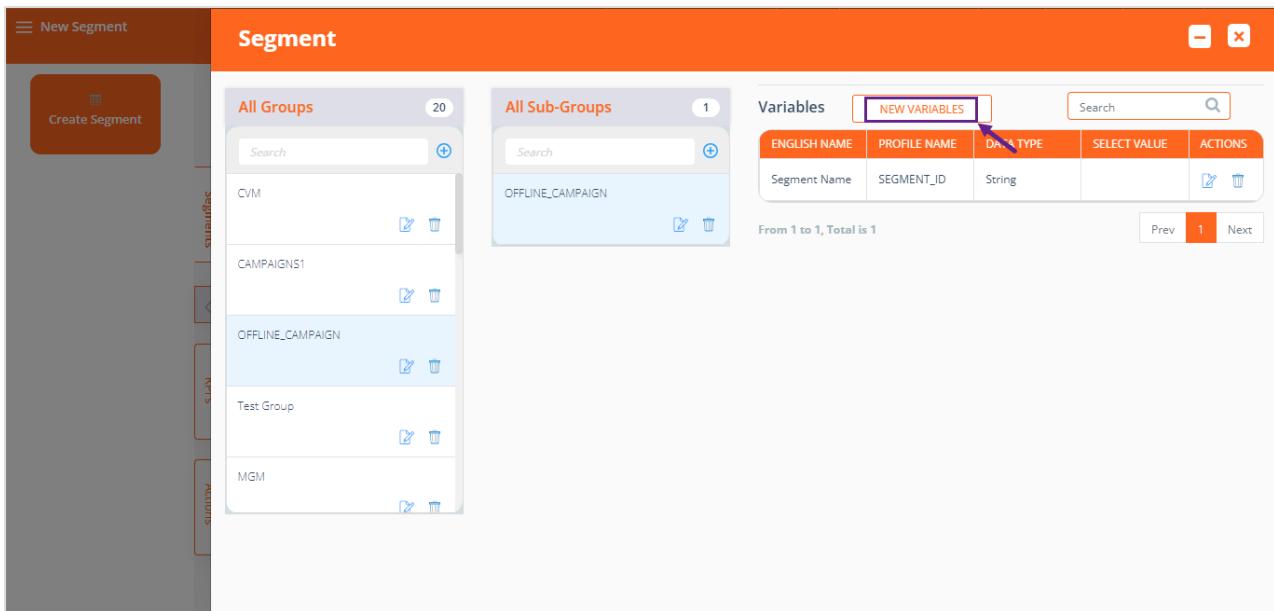
9.3.1.1.7 Create Variable

Segment variables are parameters added to incoming links to help identify and apply attribution to marketing segments.

Note: One sub-group selection is mandatory to create a variable.

To create a variable:

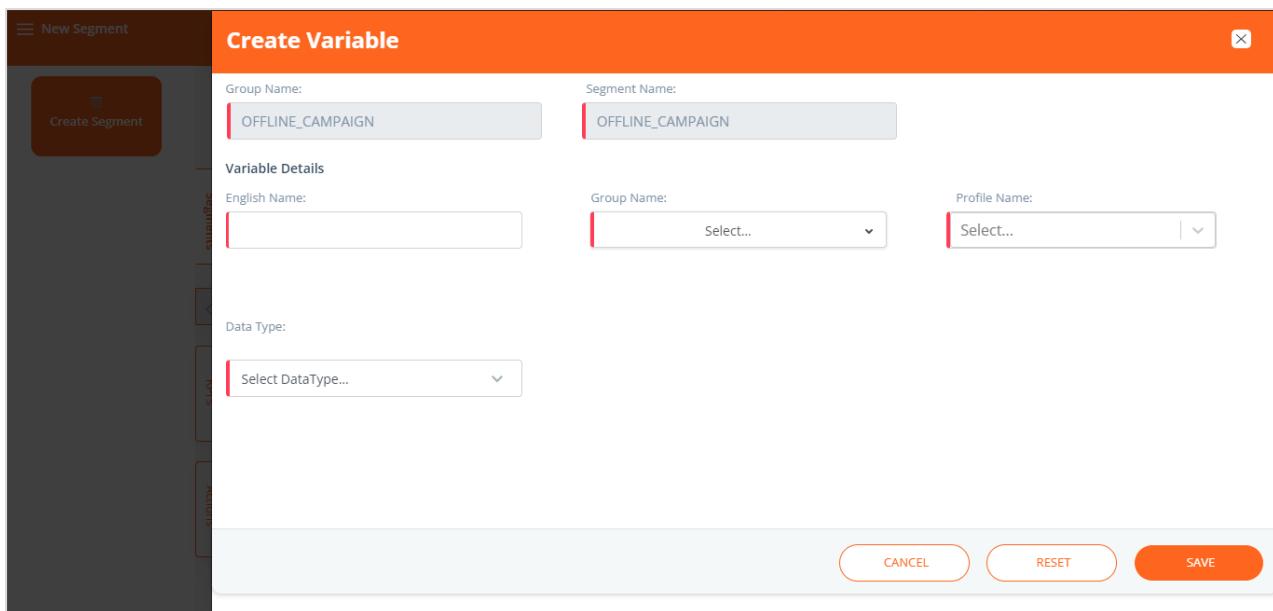
1. On the **Segment** screen, click the **NEW VARIABLES** button to add a new variable. Refer to the following screen.



The screenshot shows the 'Segment' interface. On the left, there's a sidebar with 'New Segment' and a 'Create Segment' button. The main area has tabs for 'All Groups' (20 items) and 'All Sub-Groups' (1 item). Under 'All Groups', there are five entries: CVM, CAMPAIGNS1, OFFLINE_CAMPAIGN, Test Group, and MGM. Each entry has edit and delete icons. On the right, there's a 'Variables' section with a 'NEW VARIABLES' button highlighted by a red box. A table lists one variable: Segment Name (English Name), SEGMENT_ID (Profile Name), String (Data Type), and an empty 'SELECT VALUE' field. Below the table, it says 'From 1 to 1, Total is 1'. At the bottom right are 'Prev', '1', and 'Next' buttons.

Figure 120 Segment – New Variables

2. After clicking the **NEW VARIABLES** button, the following screen will be displayed.



The screenshot shows the 'Create Variable' dialog box. At the top, there are two input fields: 'Group Name' containing 'OFFLINE_CAMPAIGN' and 'Segment Name' also containing 'OFFLINE_CAMPAIGN'. Below these, under 'Variable Details', there are three fields: 'English Name' (empty), 'Group Name' (a dropdown menu showing 'Select...'), and 'Profile Name' (a dropdown menu showing 'Select...'). Further down is a 'Data Type' dropdown menu with 'Select DataType...' selected. At the bottom right are three buttons: 'CANCEL', 'RESET', and 'SAVE'.

Figure 121 Create Variable Input Screen

- Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Group Name	This field is non-editable
Segment Name	This field is non-editable
Variable Details	
English Name	Enter the variable name in English
Group Name	Select the Group Name in the drop-down list. For example, “PROFILE_CDR3”.
Profile Name	Select the Profile Name in the drop-down list. For example, “PE_DOB”.
Data Type	Select the Data Type in the drop-down list. For example, “Boolean”.
Values From	Select the Values From option button as Text or Table . Note: This field is displayed if the String or Integer is selected in the drop-down list of the Data Type.
Select Value	Enter the value in the corresponding table. Note: This field is displayed if the String or Integer is selected in the drop-down list of the Data Type.

- After providing the required detail, click **SAVE** to save the changes.

A confirmation message is displayed, indicating that the variable is created successfully.

9.3.1.1.1.8 Modify Variable

Using this modify option, you can modify the existing variable.
To modify the variable,

1. On the **Segment** screen, click the **Modify** button  to modify the variable. Refer to the following screen.

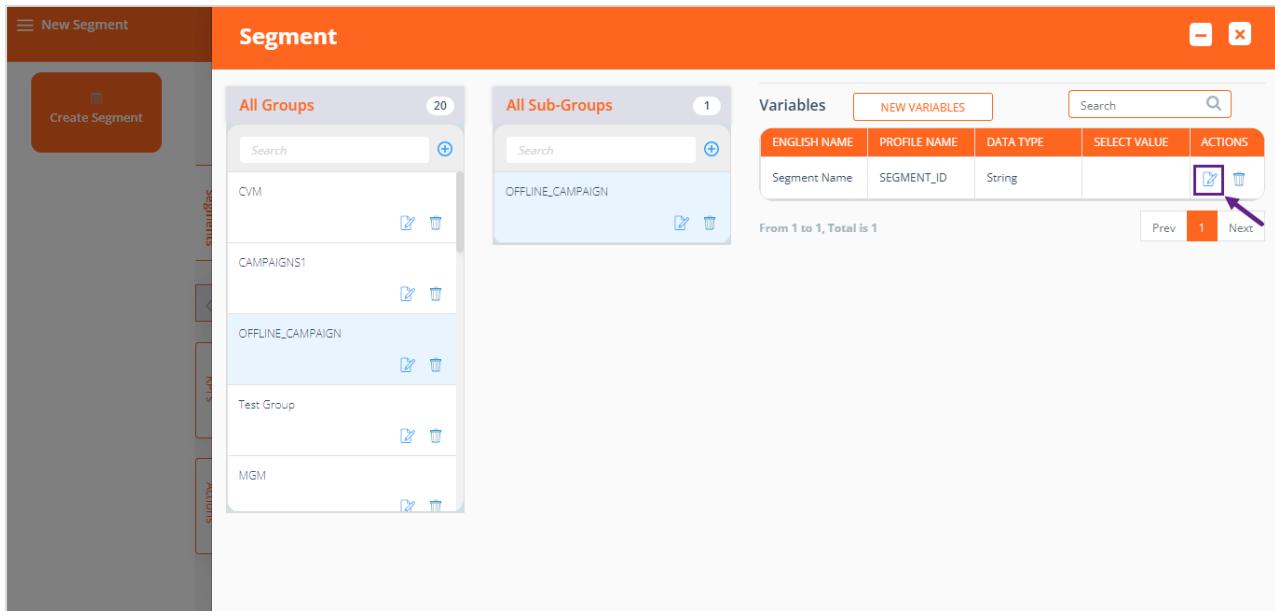
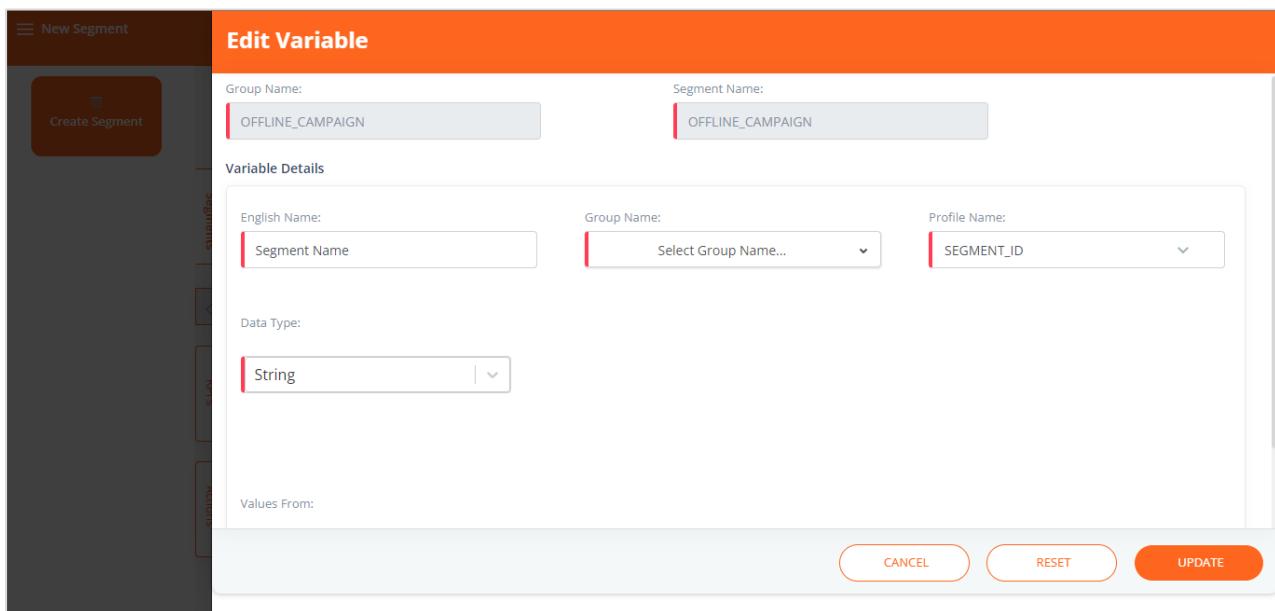


Figure 122 Segment – Modify Variable

2. After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Edit Variable' screen. It has fields for 'Group Name' (set to 'OFFLINE_CAMPAIGN') and 'Segment Name' (set to 'OFFLINE_CAMPAIGN'). Below these are sections for 'Variable Details' (English Name: 'Segment Name', Group Name: dropdown, Profile Name: dropdown), 'Data Type' (set to 'String'), and 'Values From'. At the bottom are 'CANCEL', 'RESET', and 'UPDATE' buttons, with 'UPDATE' highlighted by a purple box and a purple arrow pointing to it.

Figure 123 Edit Variable – Update

3. Modify the required details, except **Group Name** and **Segment Name**.

4. Click **UPDATE**.

A confirmation message is displayed, indicating that the variable is updated successfully.

9.3.1.1.1.9 Delete Variable

Using this delete option, you can delete the existing variable.
To delete the variable,

1. On the **Segment** screen, click the **Delete** button  to delete the variable. Refer to the following screen.

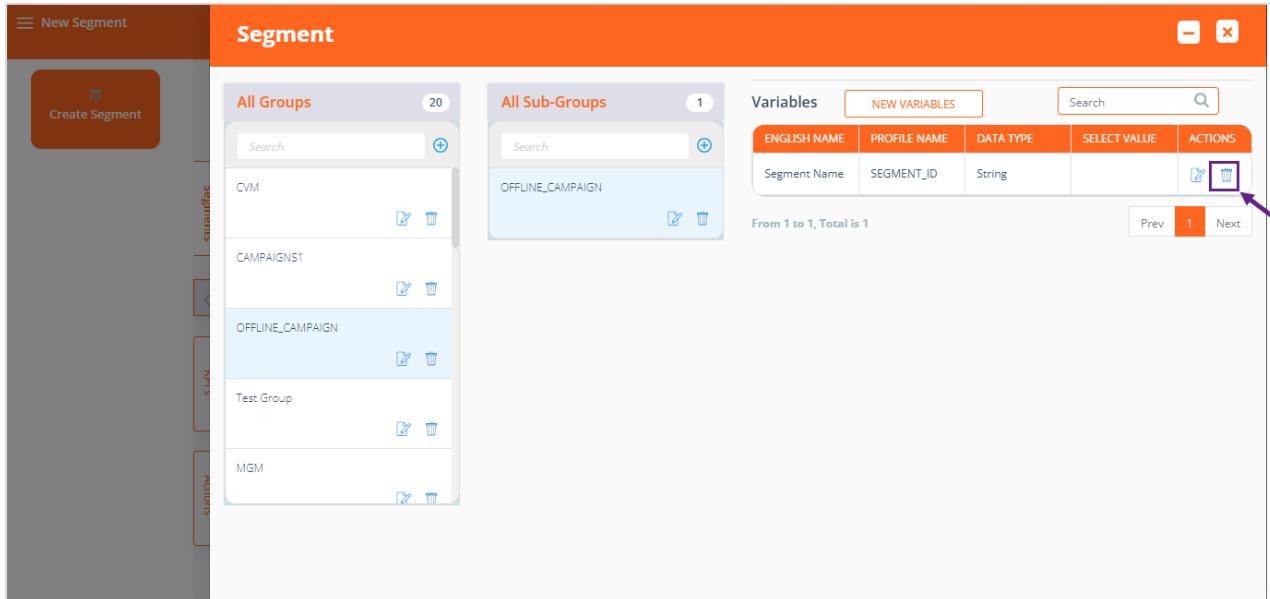


Figure 124 Segment – Delete Variable

2. After clicking the **Delete** button, the following screen will be displayed.

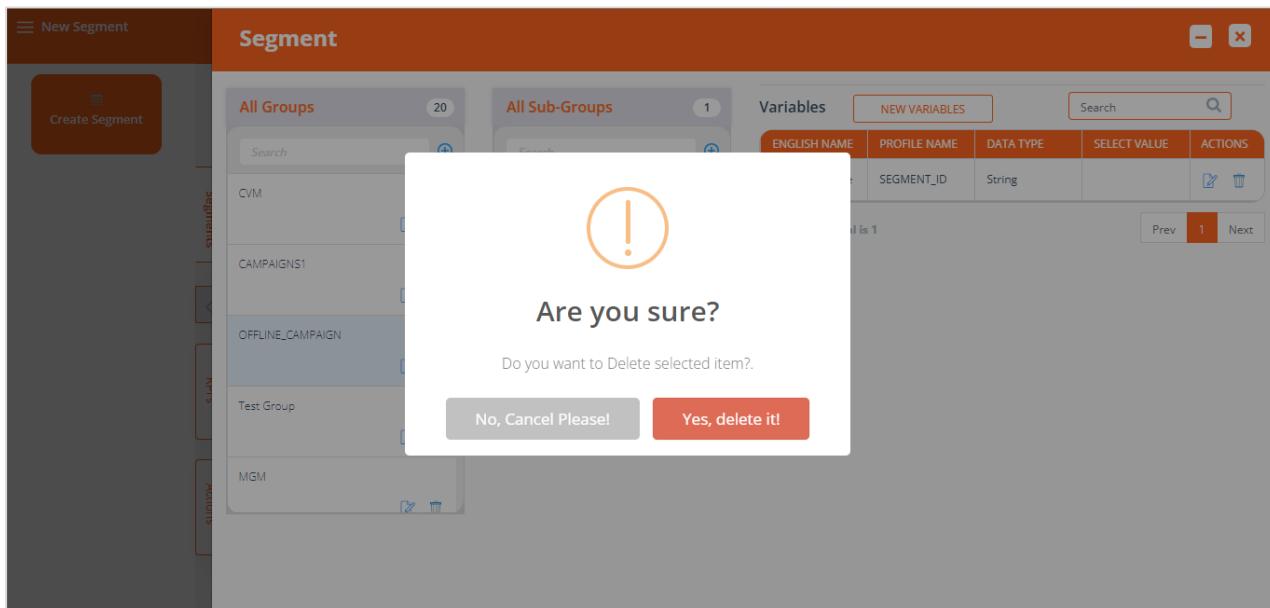


Figure 125 Delete Variable – Confirmation Dialog

3. If you receive the message, **Are you sure? Do you want to Delete a selected item**, click the **"Yes, Delete it!"** to confirm the action.

A confirmation message is displayed, indicating that the variable is deleted successfully.

or

Click **"No, cancel pls"** to cancel the action.

9.3.1.1.2 Action

The action menu is used to configure the actions to perform after the conditions for the rule are matched.

To create an action:

1. On the **New Segment** screen, click the **Action** to add a new action. Refer to the following screen.

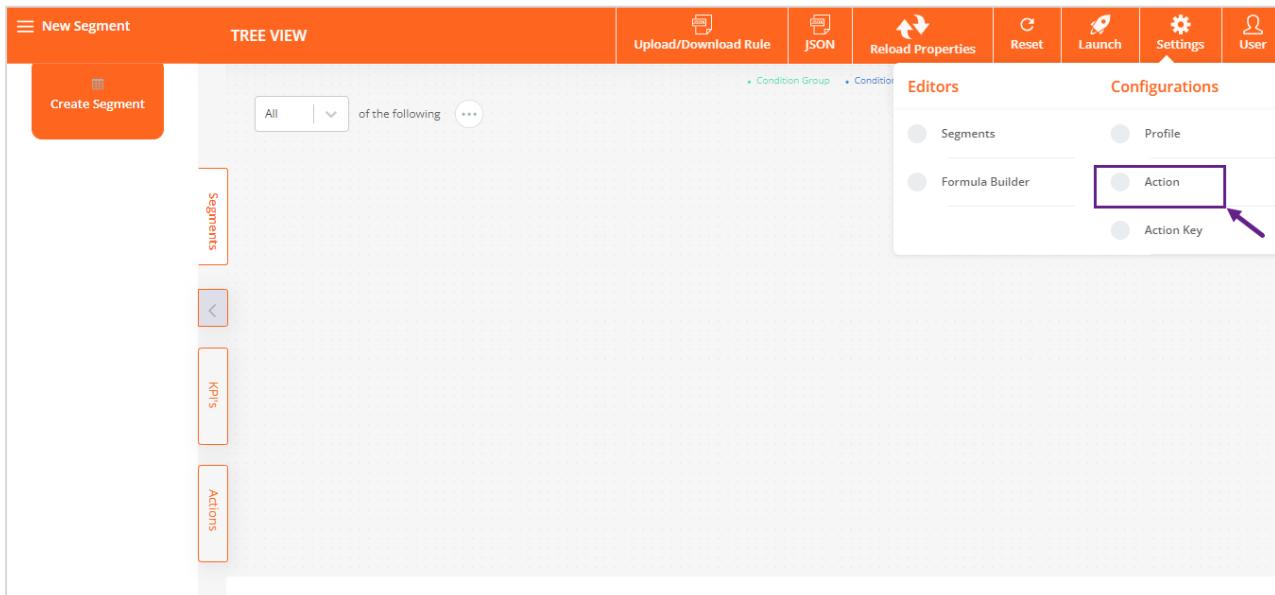
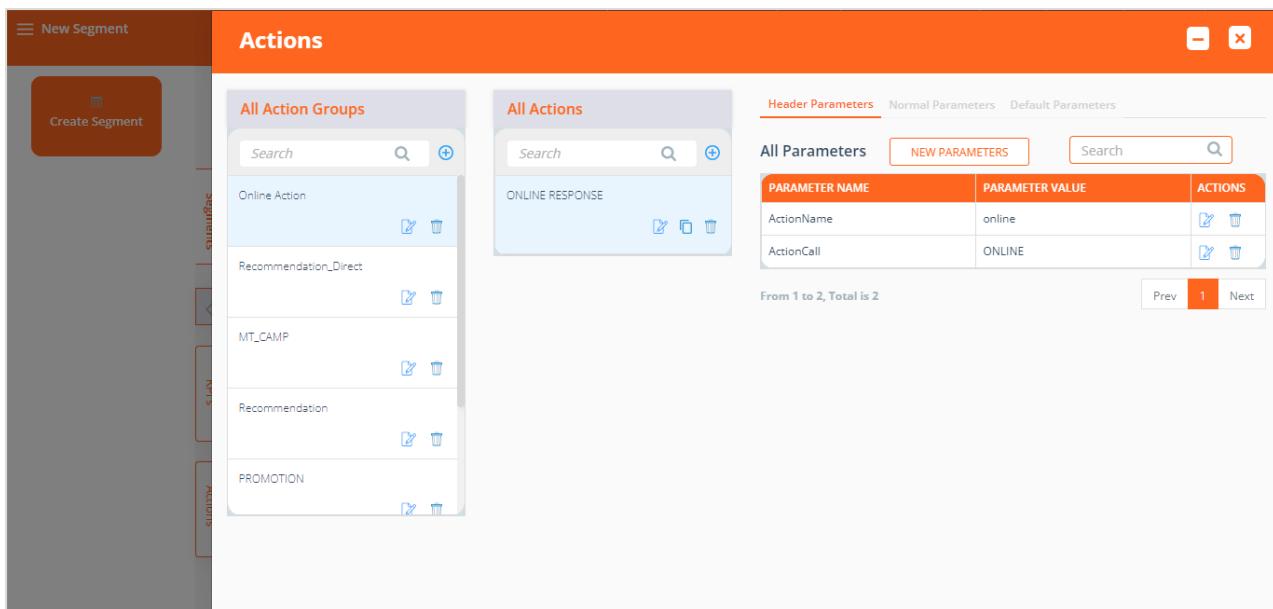


Figure 126 Configurations – Action

2. After clicking **Action**, the following screen will be displayed.



The screenshot shows the 'Actions' screen in a software application. On the left, there's a sidebar with a 'Create Segment' button. The main area has two tabs: 'All Action Groups' and 'All Actions'. The 'All Action Groups' tab is selected, showing a list of groups like 'Online Action', 'Recommendation_Direct', 'MT_CAMP', 'Recommendation', and 'PROMOTION', each with edit and delete icons. The 'All Actions' tab is also visible. To the right, there's a detailed view of 'Header Parameters' for an action group. It includes a table with columns for 'PARAMETER NAME', 'PARAMETER VALUE', and 'ACTIONS'. Two entries are shown: 'ActionName' with value 'online' and 'ActionCall' with value 'ONLINE'. A search bar and navigation buttons ('Prev', '1', 'Next') are at the bottom.

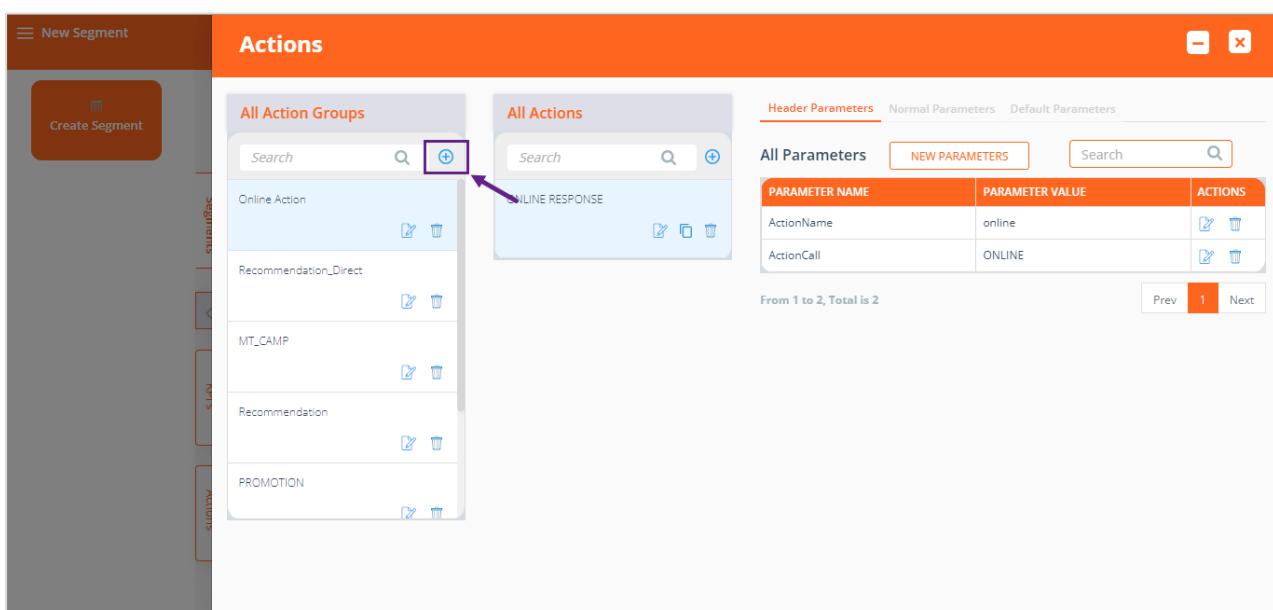
Figure 127 Segment – Action Input Screen

9.3.1.1.2.1 Create Action Group

Using this action group, you can create a new action group. You can also edit and delete the existing action group.

To create an action group:

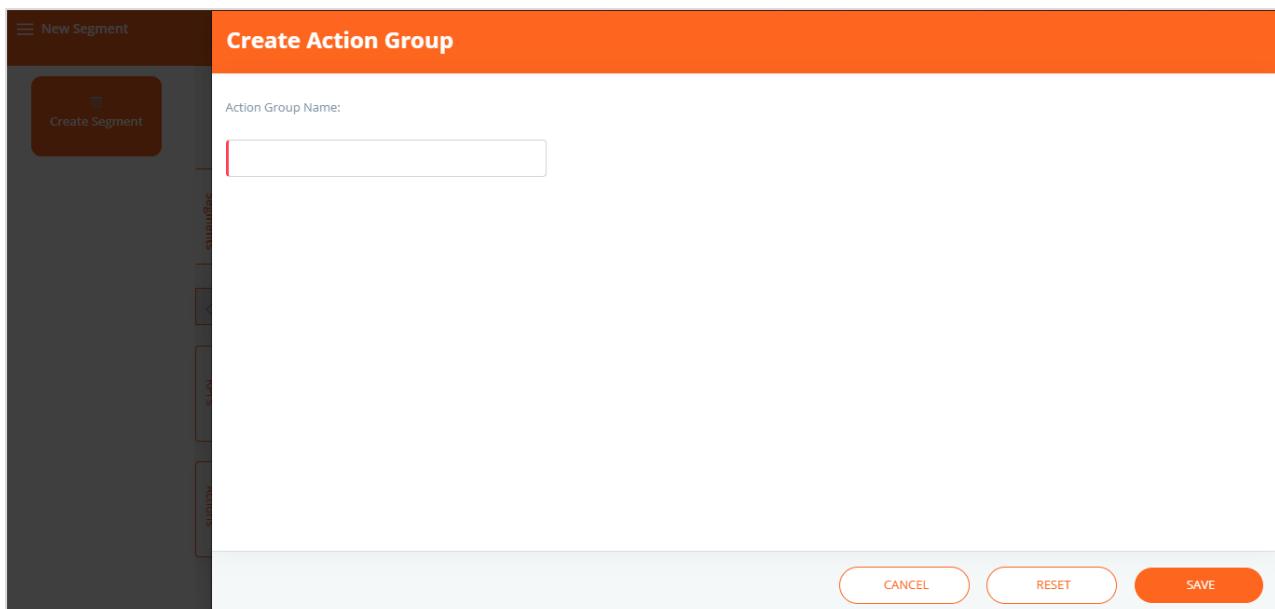
1. On the **Actions** screen, click the **Add** button  to add a new action group. Refer to the following screen.



This screenshot is similar to Figure 127 but focuses on the 'All Action Groups' section. A purple box highlights the 'Add' button (a blue square with a white plus sign) in the 'All Action Groups' panel. An arrow points from this highlighted button towards the center of the screen, indicating where the user should click to proceed.

Figure 128 Segment – Action Group

2. After clicking the **Add** button, the following screen will be displayed.



The screenshot shows a software interface for creating an action group. The main title is 'Create Action Group'. Below it, there is a label 'Action Group Name:' followed by a text input field. At the bottom right, there are three buttons: 'CANCEL', 'RESET', and 'SAVE'.

Figure 129 Create Action Group Input Screen

3. Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Action Group Name	Enter the name of the action group. For example, “Promotion”.

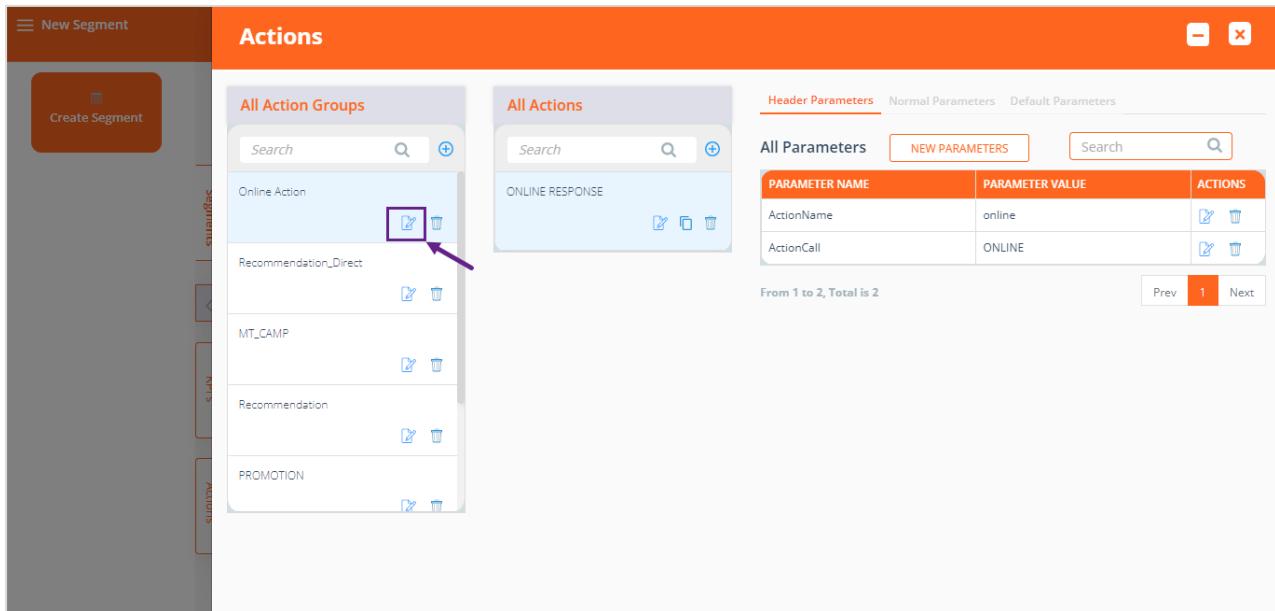
4. After providing the required detail, click **SAVE** to save the changes.

A confirmation message is displayed, indicating that the action group is created successfully.

9.3.1.1.2.2 Modify Action Group

Using this modify option, you can modify the existing action group.
To modify the action group,

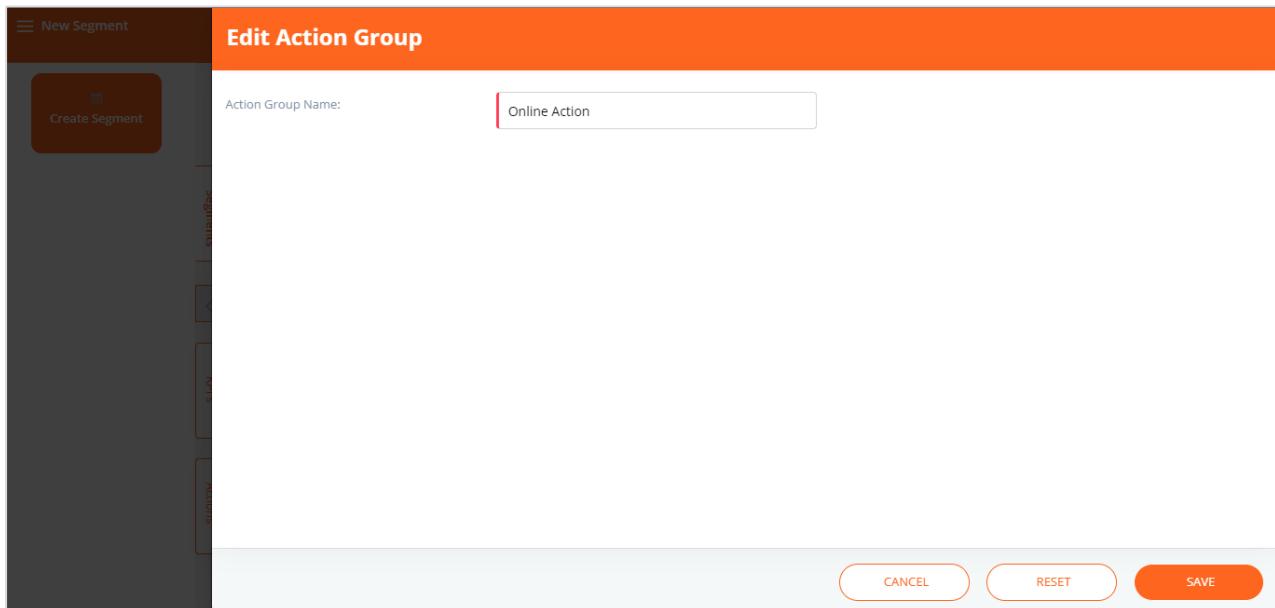
- On the **Actions** screen, click the **Modify** button  to modify the action group. Refer to the following screen.



The screenshot shows the 'Actions' screen with the title 'Actions' at the top. On the left, there's a sidebar with 'New Segment' and 'Create Segment' buttons. The main area has two panels: 'All Action Groups' and 'All Actions'. The 'All Action Groups' panel shows a list of groups: 'Online Action' (selected and highlighted with a purple box around its edit icon), 'Recommendation_Direct', 'MT_CAMP', 'Recommendation', and 'PROMOTION'. The 'All Actions' panel shows a list of actions under 'ONLINE RESPONSE'. To the right, there's a parameter configuration section with tabs for 'Header Parameters', 'Normal Parameters', and 'Default Parameters'. A table lists parameters: ActionName (online) and ActionCall (ONLINE). Below the table, it says 'From 1 to 2, Total is 2'. At the bottom right are 'Prev', '1', and 'Next' buttons.

Figure 130 Segment – Modify Action Group

- After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Edit Action Group' screen with the title 'Edit Action Group' at the top. The sidebar on the left is identical to Figure 130. The main area has a form with 'Action Group Name:' and a text input field containing 'Online Action'. At the bottom are three buttons: 'CANCEL', 'RESET', and 'SAVE'.

Figure 131 Edit Action Group – Update

- Modify the Group Name.

- Click **SAVE**.

A confirmation message is displayed, indicating that the action group is updated successfully.

9.3.1.1.2.3 Delete Action Group

Using this delete option, you can delete the existing action group.
To delete the action group,

1. On the **Actions** screen, click the **Delete** button  to delete the action group. Refer to the following screen.

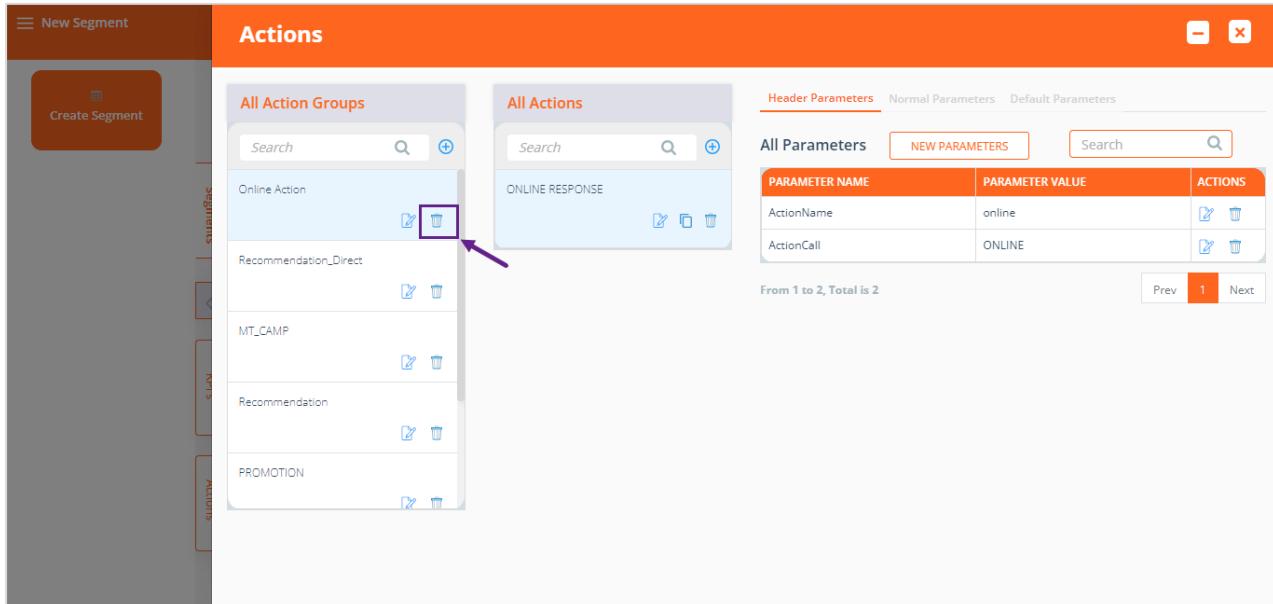


Figure 132 Segment – Delete Action Group

2. After clicking the **Delete** button, the following screen will be displayed.

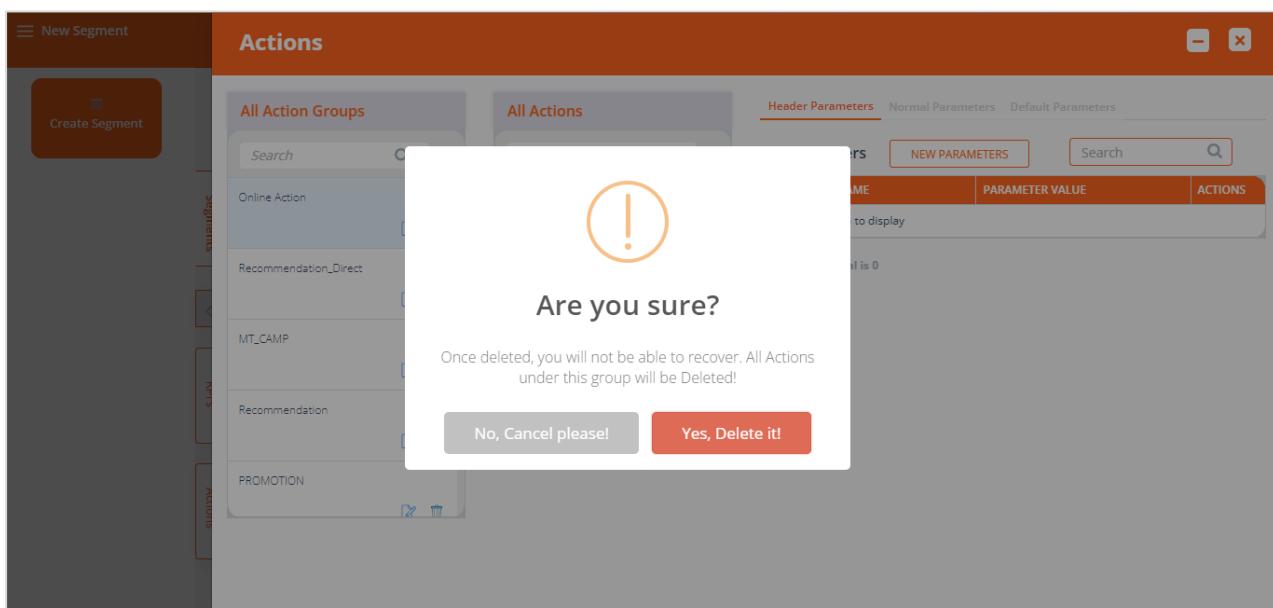


Figure 133 Delete Action Group – Confirmation Dialog

3. If you receive the message, **Are you sure? Once deleted, you will not be able to recover, All Actions under this group will be Deleted!** click the "**Yes, Delete it!**" to confirm the action.

A confirmation message is displayed, indicating that the action group is deleted successfully.

Click “**No, Cancel pls**” to cancel the action.

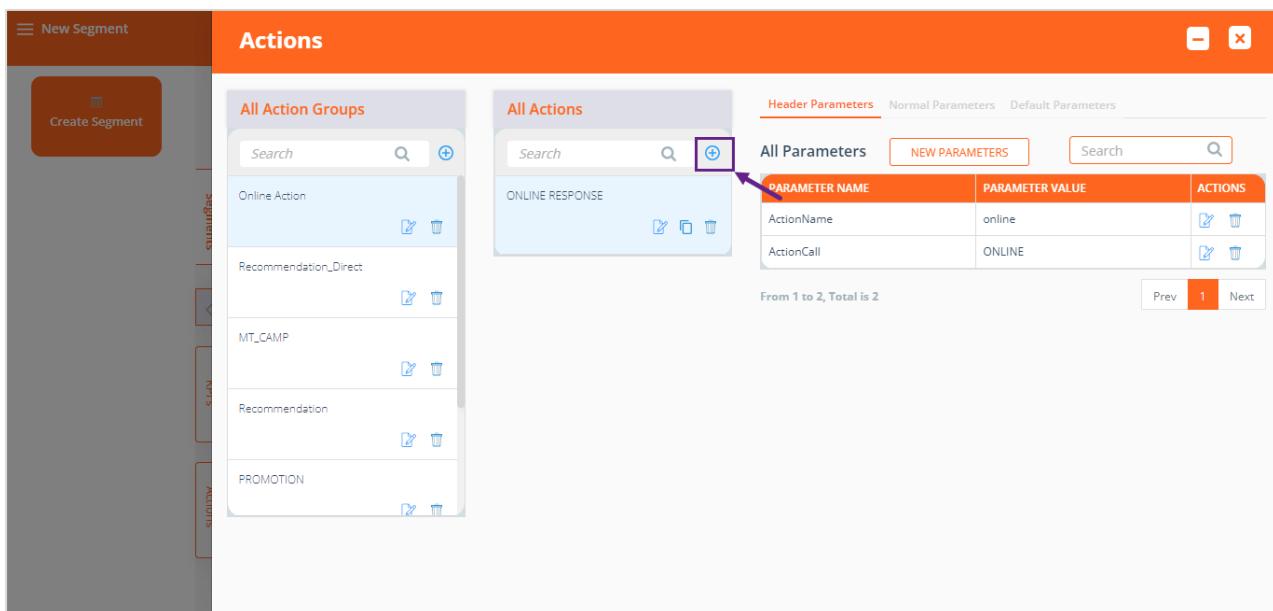
9.3.1.1.2.4 Create Action

Using this create option, you can create a new action.

Note: You need to select an Action Group under which the action is created.

To create an action:

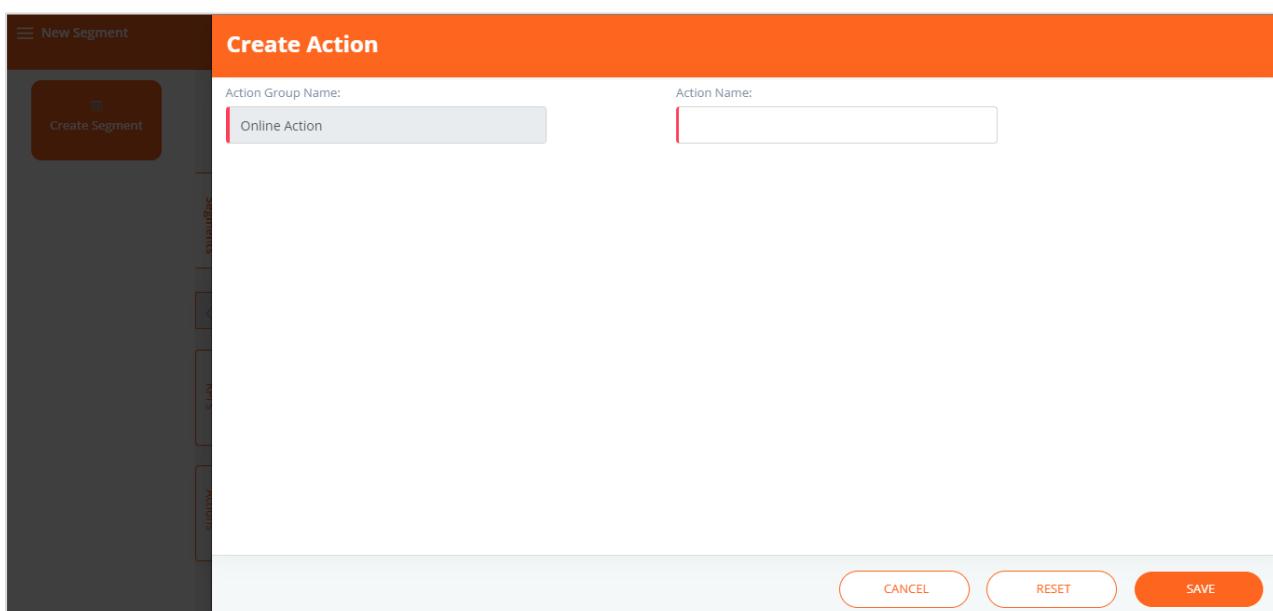
1. On the **Actions** screen, click the **Add** button  to add a new action. Refer to the following screen.



The screenshot shows the 'Actions' screen. On the left, there's a sidebar with a 'Create Segment' button. The main area has two sections: 'All Action Groups' and 'All Actions'. Under 'All Action Groups', there are several entries: 'Online Action', 'Recommendation_Direct', 'MT_CAMP', 'Recommendation', and 'PROMOTION'. Under 'All Actions', there is one entry: 'ONLINE RESPONSE'. To the right of these sections is a table titled 'All Parameters' with two rows: 'ActionName' (value: 'online') and 'ActionCall' (value: 'ONLINE'). A purple arrow points to the 'Add' button in the 'All Actions' section.

Figure 134 Segment – Action

2. After clicking the **Add** button, the following screen will be displayed.



The screenshot shows the 'Create Action' input screen. It has two text input fields: 'Action Group Name:' containing 'Online Action' and 'Action Name:' which is empty. At the bottom are three buttons: 'CANCEL', 'RESET', and 'SAVE'.

Figure 135 Create Action Input Screen

3. Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Action Group Name	This field is auto filled and non-editable
Action Name	Enter the name of the action.

4. After providing the required detail, click **Save** to save the changes.

A confirmation message is displayed, indicating that the action is created successfully.

9.3.1.1.2.5 Modify Action

Using this modify option, you can modify the existing action.

To modify the action,

1. On the **Actions** screen, click the **Modify** button  to modify the action. Refer to the following screen.

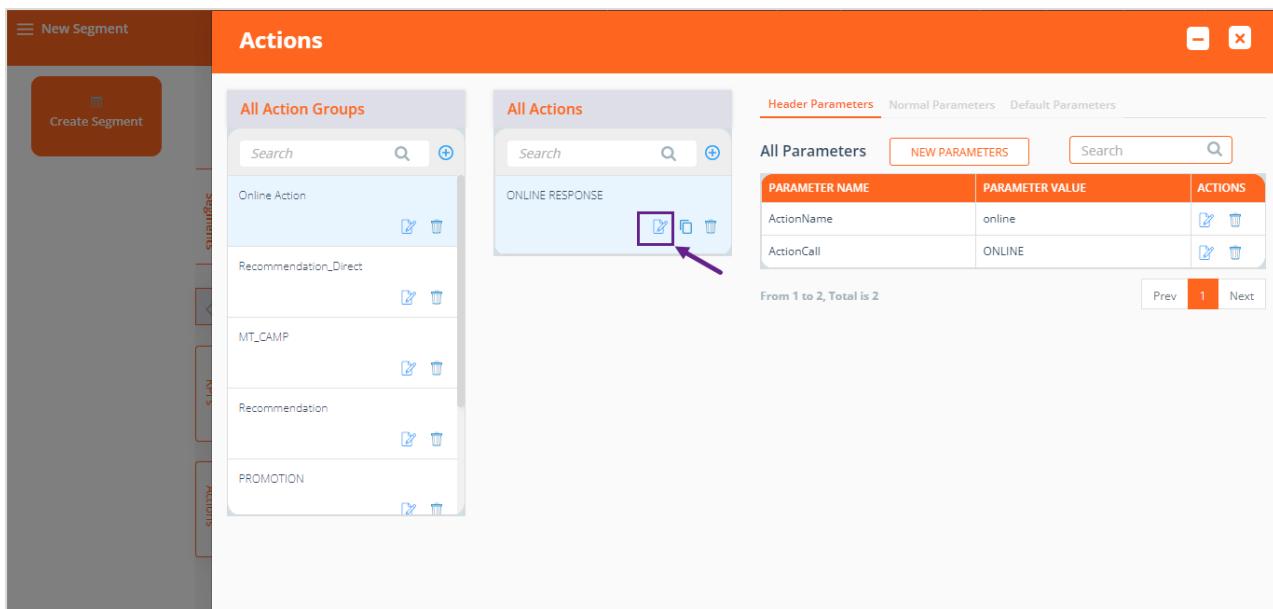


Figure 136 Segment – Modify Action

2. After clicking the **Modify** button, the following screen will be displayed.

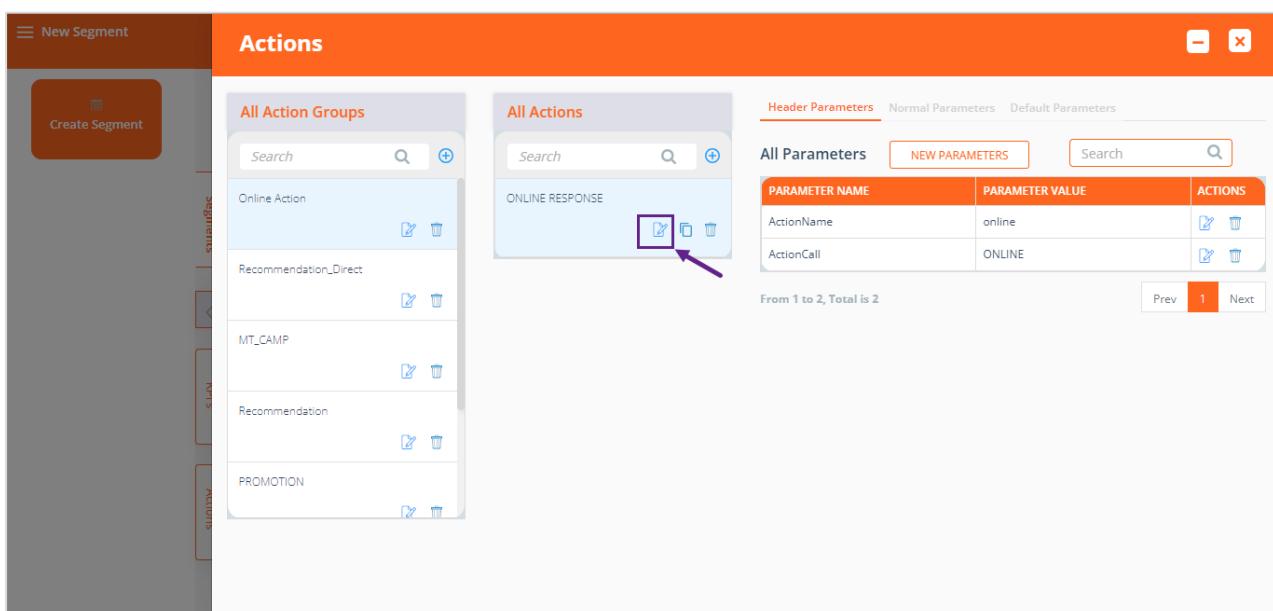


Figure 137 Edit Action – Update

3. Modify the Action Name.

4. Click **Update**.

A confirmation message is displayed, indicating that the action is updated successfully.

9.3.1.1.2.6 Copy Action

Using this copy option, you can copy the existing action.
To copy the action,

1. On the **Actions** screen, click the **Copy** button  to copy the action. Refer to the following screen.

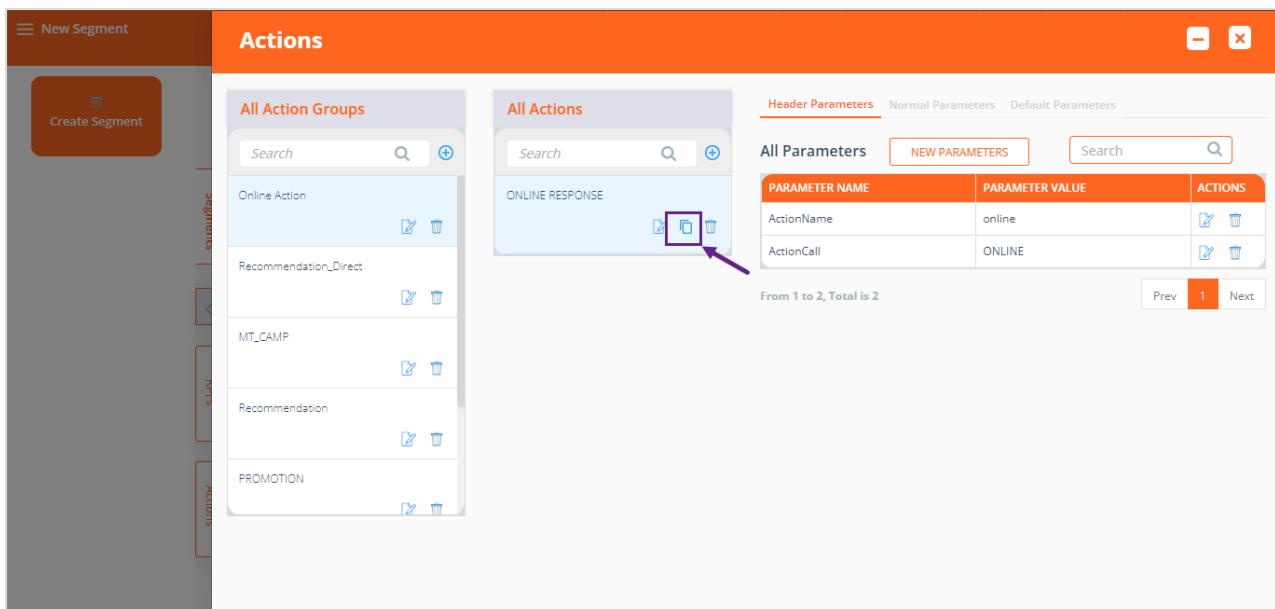


Figure 138 Segment – Copy Action

- After clicking the **Copy** button, the following screen will be displayed.

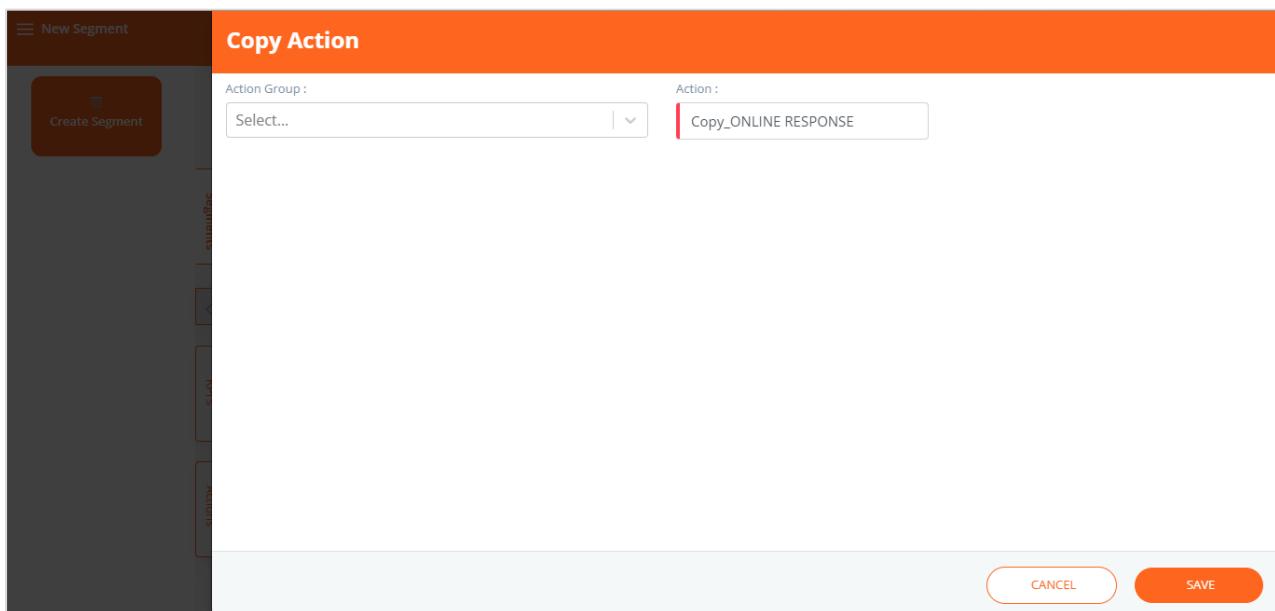


Figure 139 Copy Action Input Screen

- Modify the required field.
- Click **SAVE**.

A confirmation message is displayed, indicating that the action is copied successfully.

9.3.1.1.2.7 Delete Action

Using this delete option, you can delete the existing action.
To delete the action,

- On the **Actions** screen, click the **Delete** button  to delete the action. Refer to the following screen.

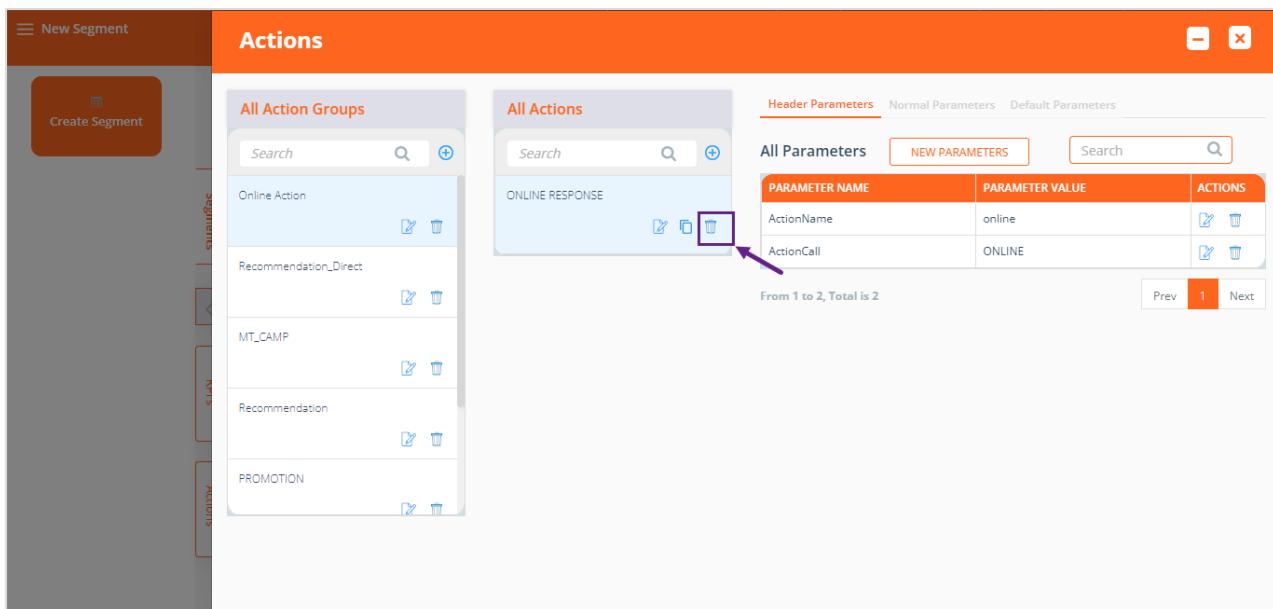


Figure 140 Segment – Delete Action

- After clicking the **Delete** button, the following screen will be displayed.

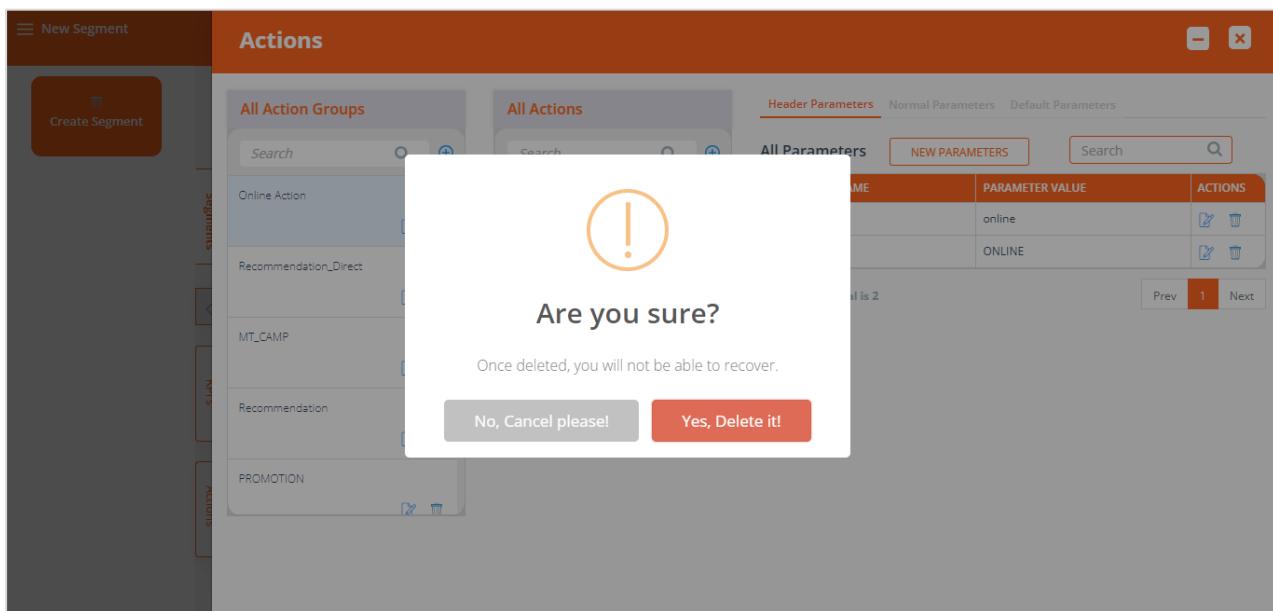


Figure 141 Delete Action – Confirmation Dialog

- If you receive the message, **Are you sure? Once deleted, you will not be able to recover**, click the **"Yes, Delete it!"** to confirm the action.

A confirmation message is displayed, indicating that the action is deleted successfully.

Click **"No, Cancel please"** to cancel the action.

9.3.1.1.2.8 Create Header Parameter

Using this create option, you can create a new header parameter.

Note: One Action Group selection is mandatory to create a parameter.

To create a header parameter:

1. On the **Actions** screen, click the **NEW PARAMETERS** button to add a new parameter. Refer to the following screen.

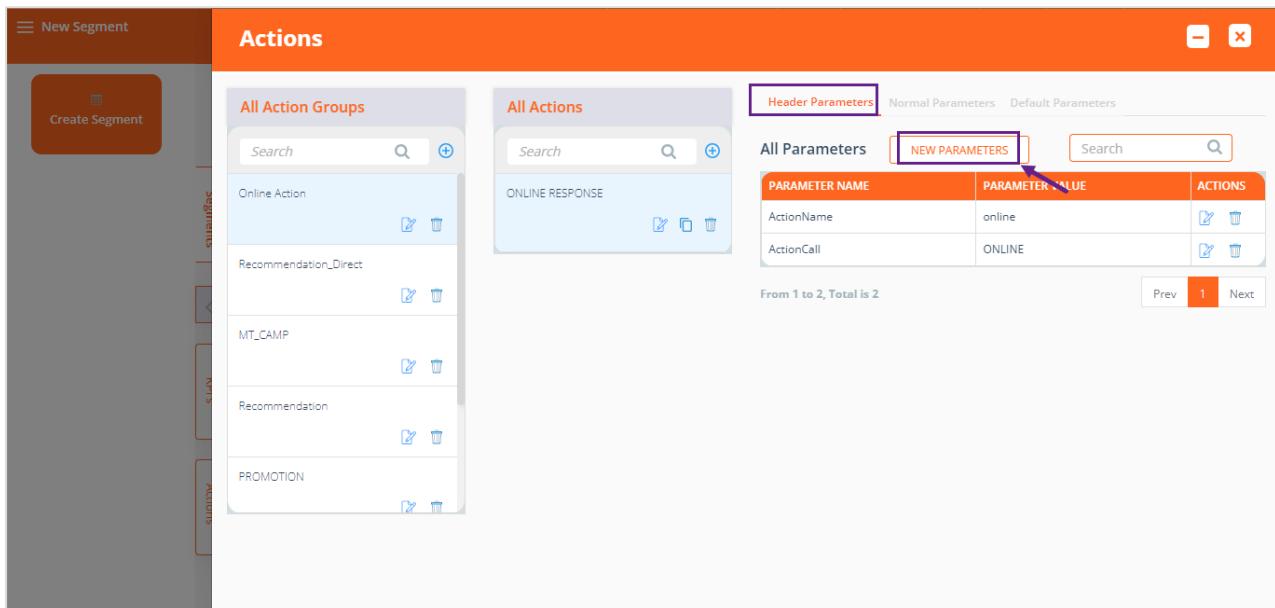
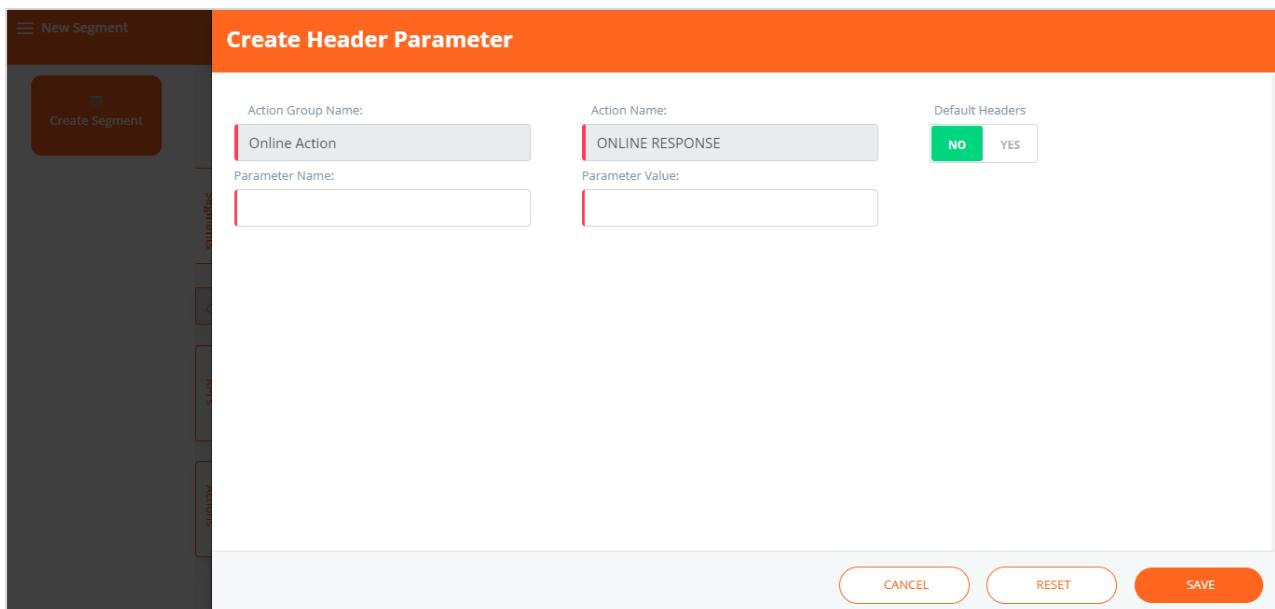


Figure 142 Action Group – New Parameters

2. After clicking the **NEW PARAMETERS** button, the following screen will be displayed.



The screenshot shows the 'Create Header Parameter' dialog box. It has fields for 'Action Group Name' (set to 'Online Action'), 'Action Name' (set to 'ONLINE RESPONSE'), and 'Default Headers' (with 'NO' selected). Below these are fields for 'Parameter Name' and 'Parameter Value', both of which are empty. At the bottom are 'CANCEL', 'RESET', and 'SAVE' buttons.

Figure 143 Create Header Parameter Screen

3. Enter the following information in the corresponding fields. If fields marked with **|** are mandatory.

Field	Description
Action Group Name	This field is non-editable. By default, this field will be auto filled.
Action Name	This field is non-editable. By default, this field will be auto filled.

Field	Description													
Default Header	<p>Click the Default Headers option button to “Yes” and enable the default parameters.</p> <p>For example, if default Headers for “Online Action” are selected, the following screen will be displayed.</p> <div style="border: 1px solid #ccc; padding: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 45%;">Parameter Name:</td> <td style="width: 45%;">Parameter Value:</td> </tr> <tr> <td>ActionType</td> <td>ASYNCH [Delete]</td> </tr> <tr> <td>ActionRespURL</td> <td>RE_Resp_URL [Delete]</td> </tr> <tr> <td>ActionFeature</td> <td>ASYNCH_FLOW [Delete]</td> </tr> <tr> <td>CDR_SERVICE_ID</td> <td>CDR_SERVICE_ID [Delete]</td> </tr> <tr> <td>ActionURI</td> <td>IPI OADFR CAI [Delete]</td> </tr> </table> </div>		Parameter Name:	Parameter Value:	ActionType	ASYNCH [Delete]	ActionRespURL	RE_Resp_URL [Delete]	ActionFeature	ASYNCH_FLOW [Delete]	CDR_SERVICE_ID	CDR_SERVICE_ID [Delete]	ActionURI	IPI OADFR CAI [Delete]
Parameter Name:	Parameter Value:													
ActionType	ASYNCH [Delete]													
ActionRespURL	RE_Resp_URL [Delete]													
ActionFeature	ASYNCH_FLOW [Delete]													
CDR_SERVICE_ID	CDR_SERVICE_ID [Delete]													
ActionURI	IPI OADFR CAI [Delete]													
Parameter Name	<p>Enter the name of the parameter.</p> <p>Note: This field is editable if Default Headers is turned to “No”.</p>													
Parameter Value	<p>Enter the value of the parameter.</p> <p>Note: This field is editable if Default Headers is turned to “No”.</p>													

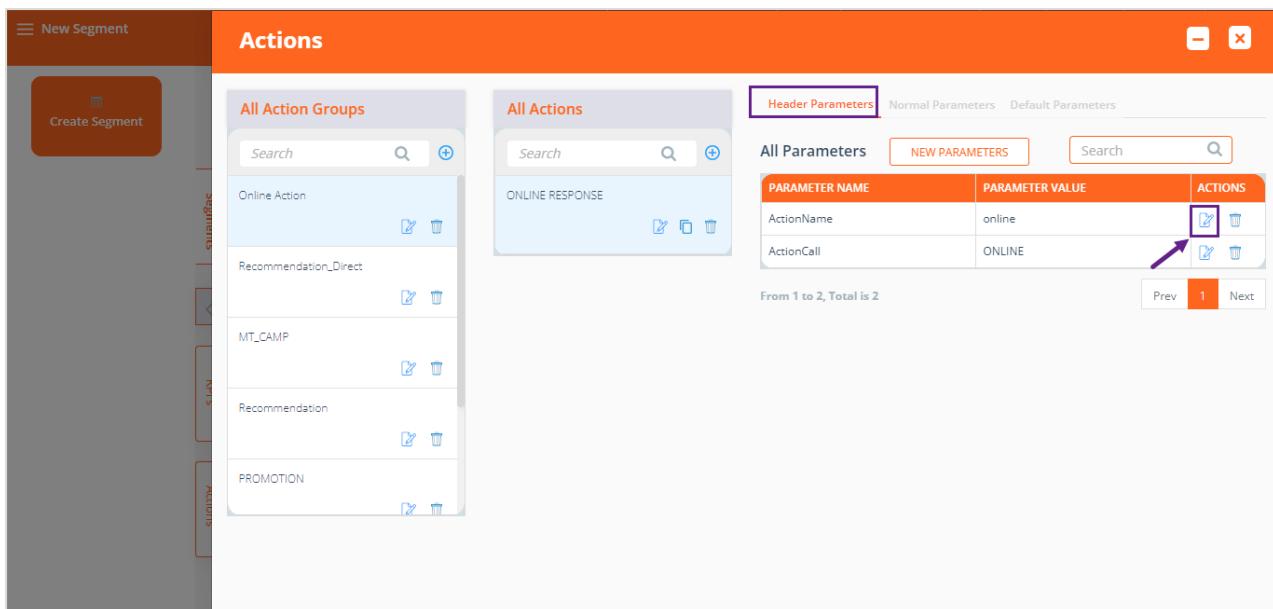
4. After providing the required details, click **SAVE**.

A confirmation message will be displayed, indicating that the parameter is created successfully.

9.3.1.1.2.9 Modify Header Parameter

Using this modify option, you can modify the header parameter.
To modify the header parameter,

1. On the **Actions** screen, click the **Modify** button  to modify the header parameter. Refer to the following screen.

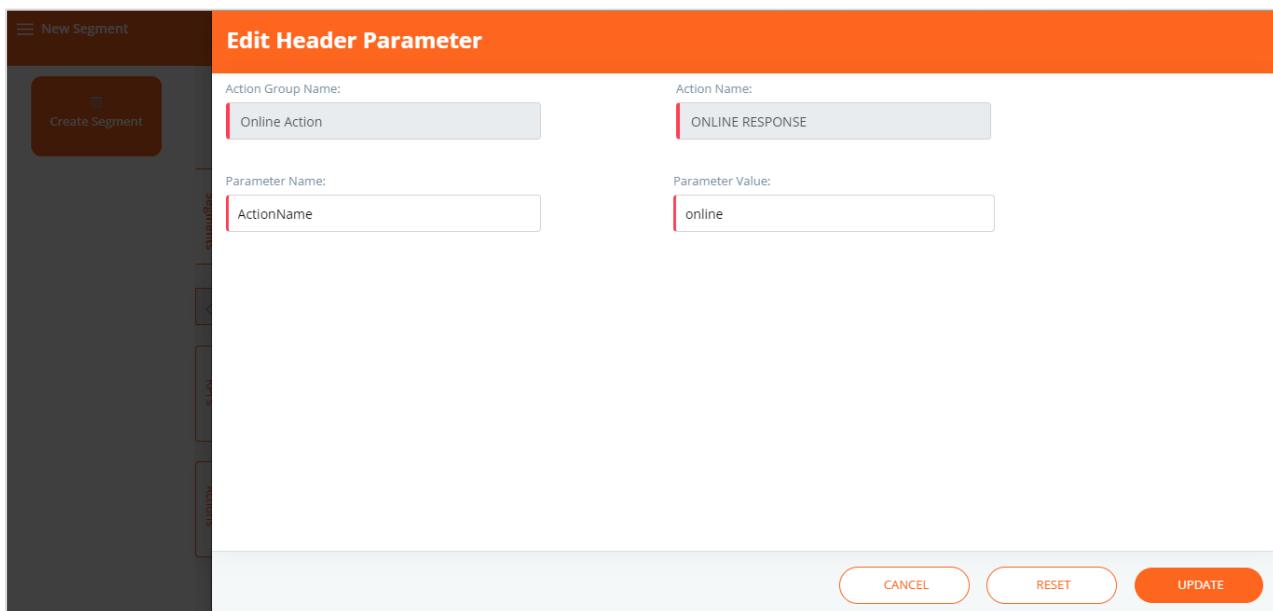


The screenshot shows the 'Actions' screen with the 'Header Parameters' tab selected. On the left, there are two panels: 'All Action Groups' and 'All Actions'. The 'All Action Groups' panel lists 'Online Action', 'Recommendation_Direct', 'MT_CAMP', 'Recommendation', and 'PROMOTION'. The 'All Actions' panel lists 'ONLINE RESPONSE'. On the right, the 'Header Parameters' table displays two rows: 'ActionName' with value 'online' and 'ActionCall' with value 'ONLINE'. A purple arrow points to the 'Edit' icon in the 'Actions' column of the table.

PARAMETER NAME	PARAMETER VALUE	ACTIONS
ActionName	online	
ActionCall	ONLINE	

Figure 144 Actions – Modify

- After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Edit Header Parameter' screen. It has four input fields: 'Action Group Name' (Online Action), 'Action Name' (ONLINE RESPONSE), 'Parameter Name' (ActionName), and 'Parameter Value' (online). At the bottom are three buttons: 'CANCEL', 'RESET', and 'UPDATE' (highlighted in orange).

Figure 145 Edit Header Parameter – Update

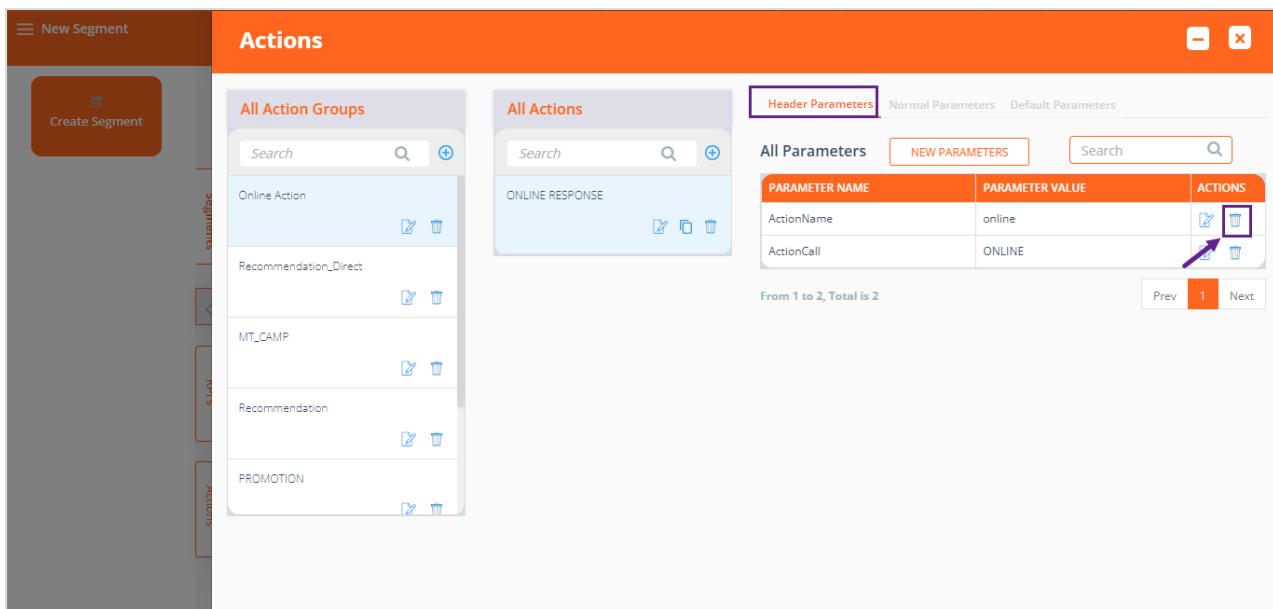
- Modify the Parameter Name and Parameter Value.
- Click **UPDATE**.

A confirmation message is displayed, indicating that the parameter is updated successfully.

9.3.1.1.2.10 Delete Header Parameter

Using this delete option, you can delete the header parameter.
To delete the header parameter,

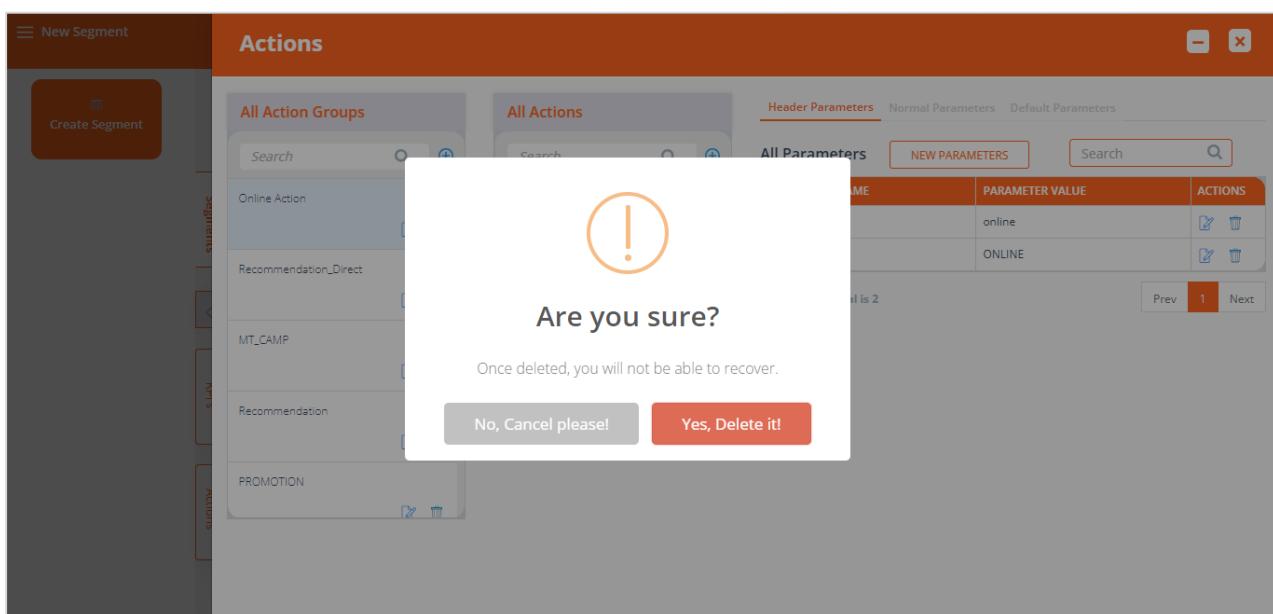
- On the **Actions** screen, click the **Delete** button to delete the parameter. Refer to the following screen.



The screenshot shows the 'Actions' screen in a software application. On the left, there's a sidebar with a 'Create Segment' button. The main area has two tabs: 'All Action Groups' and 'All Actions'. Under 'All Action Groups', there are several entries: 'Online Action', 'Recommendation_Direct', 'MT_CAMP', 'Recommendation', and 'PROMOTION', each with edit and delete icons. Under 'All Actions', there is one entry: 'ONLINE RESPONSE', also with edit and delete icons. To the right, there's a table titled 'Header Parameters' with rows for 'ActionName' (value: 'online') and 'ActionCall' (value: 'ONLINE'). Below this is a table titled 'All Parameters' with columns: 'PARAMETER NAME', 'PARAMETER VALUE', and 'ACTIONS'. It contains two rows: 'ActionName' with value 'online' and 'ActionCall' with value 'ONLINE'. The 'Delete' icon in the 'ACTIONS' column for the 'ActionCall' row is highlighted with a purple arrow.

Figure 146 Actions – Delete Button

- After clicking the **Delete** button, the following screen will be displayed.



The screenshot shows the same 'Actions' screen as before, but now a confirmation dialog box is overlaid. The dialog features a large orange exclamation mark icon and the text 'Are you sure?'. Below it, a smaller message says 'Once deleted, you will not be able to recover.' At the bottom, there are two buttons: 'No, Cancel please!' in a grey box and 'Yes, Delete it!' in a red box. The rest of the interface remains visible in the background.

Figure 147 Delete Action – Confirmation Dialog

- If you receive the message, **Are you sure? Once deleted, you will not be able to recover,** click the **"Yes, Delete it!"** to confirm the action.

A confirmation message is displayed, indicating that the parameter is deleted successfully.

Click **"No, Cancel please"** to cancel the action.

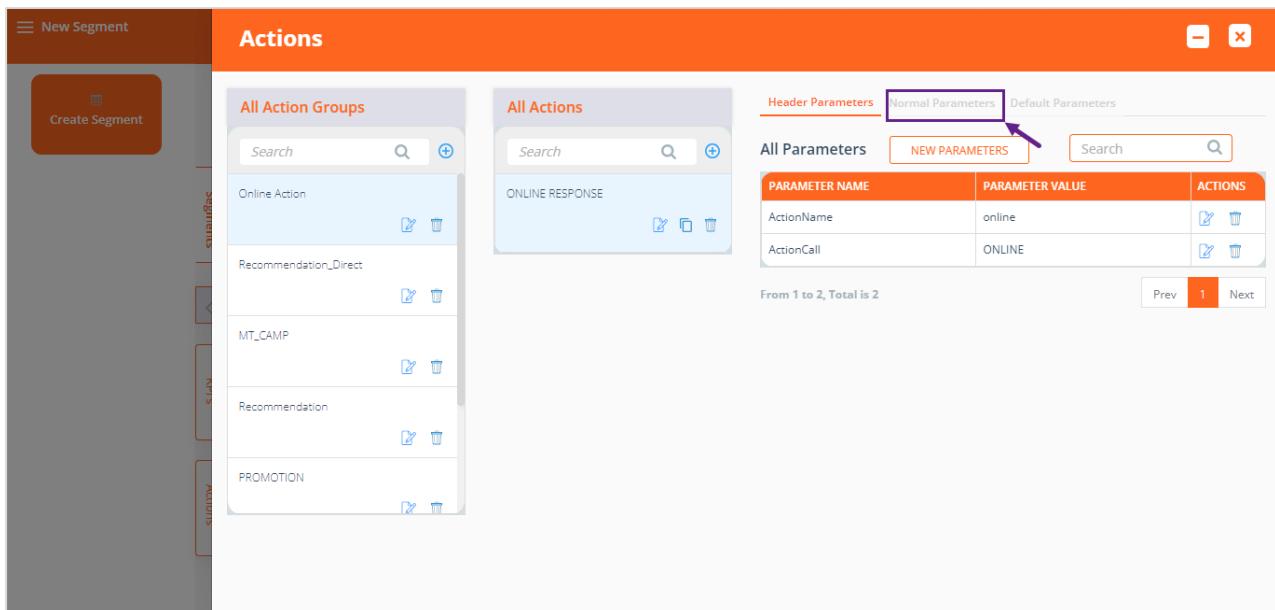
9.3.1.1.2.11 Create Normal Parameter

Using this create option, you can create a new normal parameter.

Note: One Action Group selection is mandatory to create a parameter.

To create a normal parameter:

1. On the **Actions** screen, click the **Normal Parameters** tab to view the normal parameters detail. Refer to the following screen.



PARAMETER NAME	PARAMETER VALUE	ACTIONS
ActionName	online	
ActionCall	ONLINE	

Figure 148 Actions – Normal Parameters Tab

2. After clicking the **Normal Parameters** tab, the following screen will be displayed.

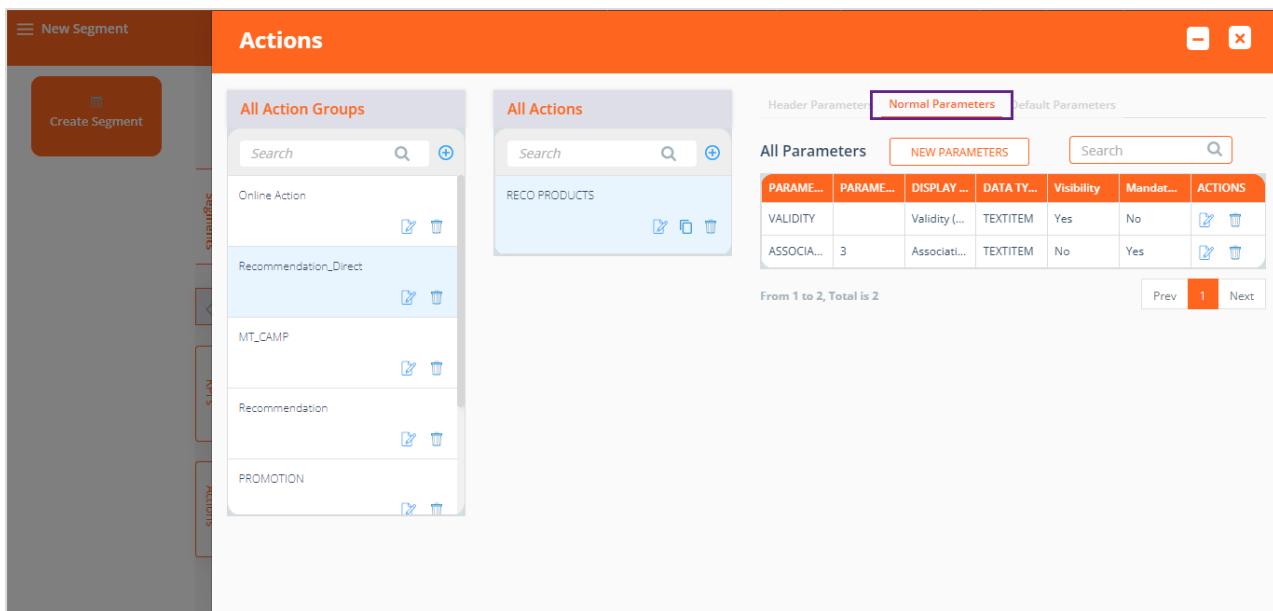


Figure 149 Actions – Normal Parameters (Input Screen)

3. On the **Actions** screen, click the **NEW PARAMETERS** button to add a new parameter. Refer to the following screen.

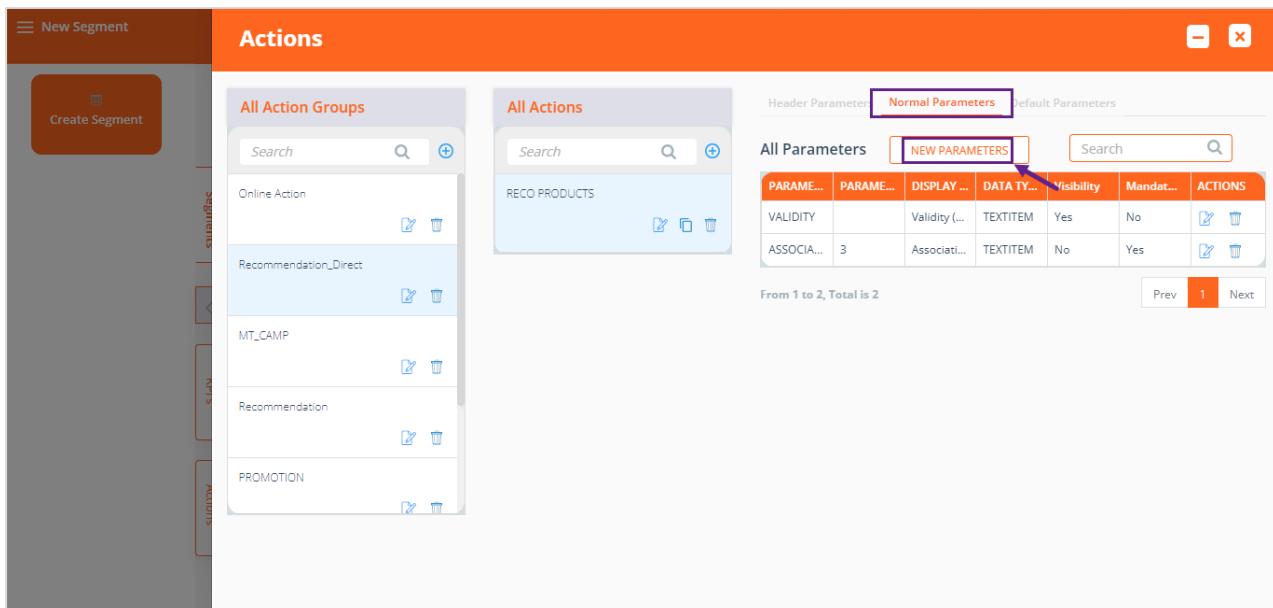
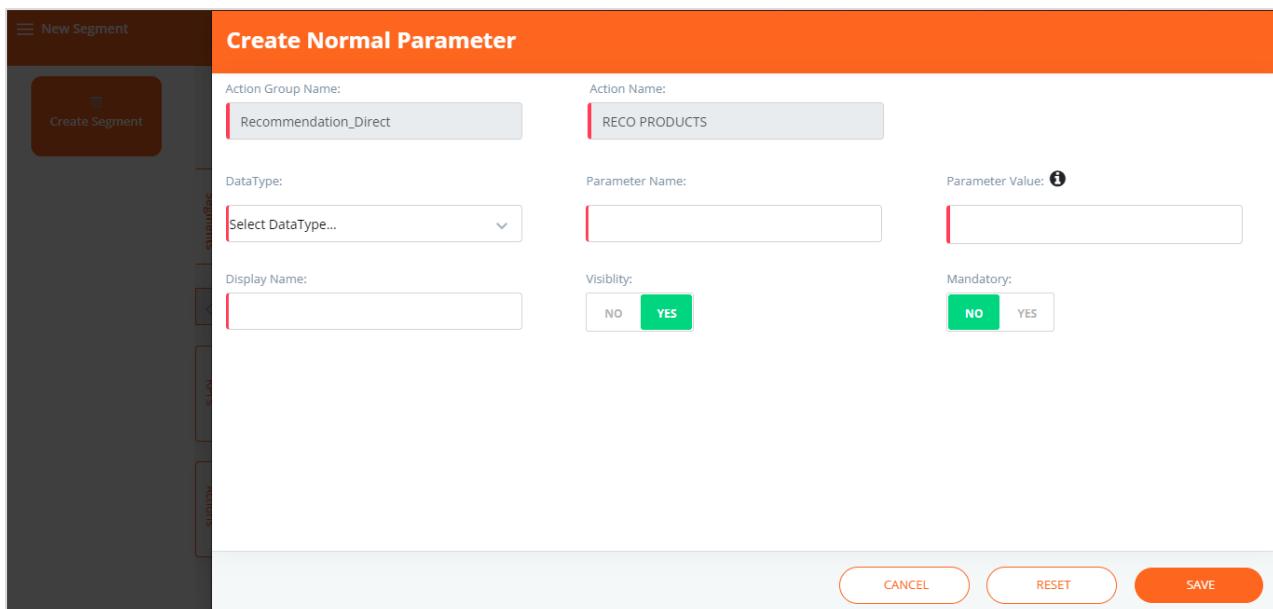


Figure 150 Action– Normal Parameters (New Parameters)

4. After clicking the **NEW PARAMETERS** button, the following screen will be displayed.



The screenshot shows the 'Create Normal Parameter' interface. At the top, there's a header bar with the title. Below it, there are several input fields and dropdowns. The 'Action Group Name' field contains 'Recommendation_Direct'. The 'Action Name' field contains 'RECO PRODUCTS'. The 'Parameter Name' field is empty. The 'Parameter Value' field is empty and includes a help icon. The 'Data Type' field is a dropdown menu with 'Select DataType...' as the placeholder. The 'Display Name' field is empty. Below these are two sets of buttons: 'Visibility' (with 'NO' and 'YES' options, 'YES' is selected) and 'Mandatory' (with 'NO' and 'YES' options, 'NO' is selected). At the bottom right are three buttons: 'CANCEL', 'RESET', and 'SAVE'.

Figure 151 Create Normal Parameter Screen

- Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Action Group Name	This field is non-editable. By default, this field will be auto-filled.
Action Name	This field is non-editable. By default, this field will be auto-filled.
Data Type	Select the data type in the drop-down list. For example, “Time”.
Parameter Name	Enter the name of the parameter.
Parameter Value	Enter the value of the parameter.
Display Name	Enter the display name of the parameter.
Visibility	Click the Visibility option button to “Yes” make the parameter visible for configuration.
Mandatory Value	Click the Mandatory Value option button to “Yes” make the parameter values mandatory for configuration.

- After providing the required details, click **SAVE**.

A confirmation message will be displayed, indicating that the parameter is created successfully.

9.3.1.1.2.12 Modify Normal Parameter

Using this modify option, you can modify the normal parameter.
To modify the normal parameter,

- On the **Actions** screen, click the **Modify** button  to modify the normal parameter. Refer to the following screen.

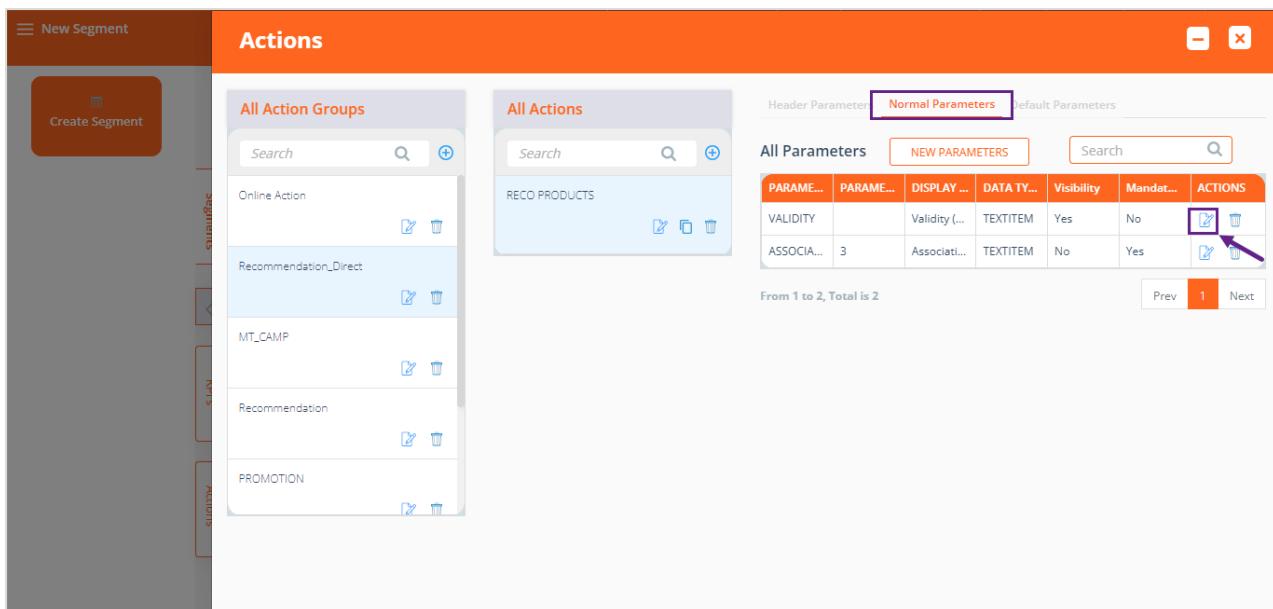


Figure 152 Actions – Modify

- After clicking the **Modify** button, the following screen will be displayed.

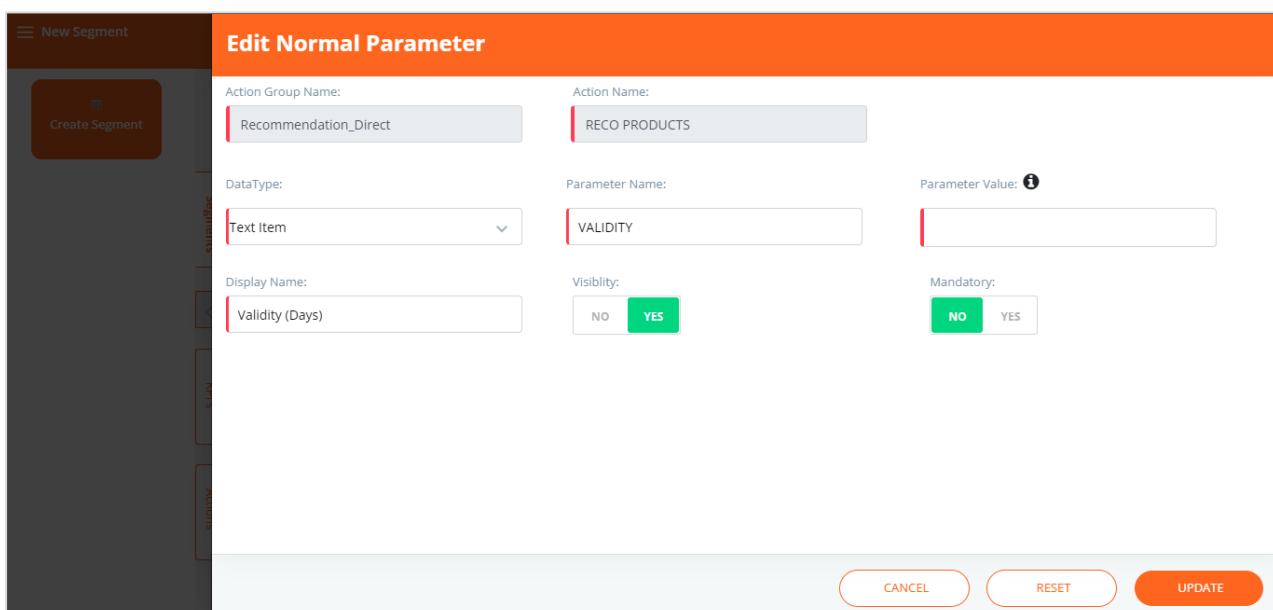


Figure 153 Edit Normal Parameter – Update

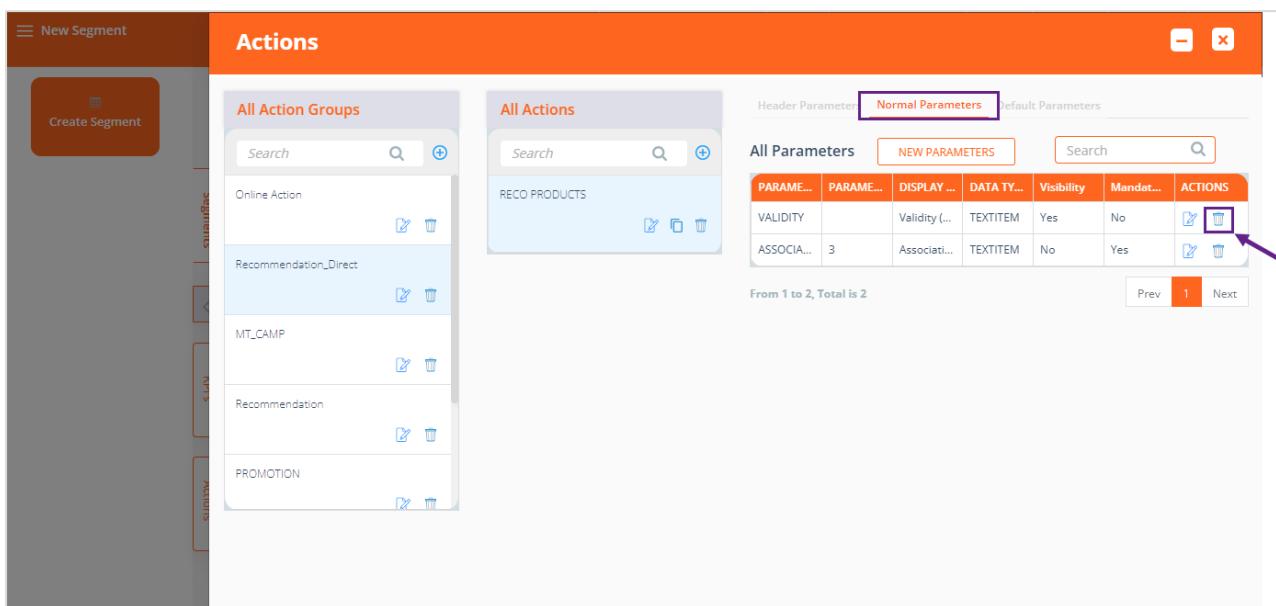
- Modify all fields Action Group Name and Action Name.
- Click **UPDATE**.

A confirmation message is displayed, indicating that the parameter is updated successfully.

9.3.1.1.2.13 Delete Normal Parameter

Using this delete option, you can delete the normal parameter.
 To delete the normal parameter,

1. On the **Actions** screen, click the **Delete** button  to modify the normal parameter. Refer to the following screen.



The screenshot shows the 'Actions' screen with the 'Normal Parameters' tab selected. On the left, there are two panels: 'All Action Groups' and 'All Actions'. The 'All Action Groups' panel lists several groups like 'Online Action', 'Recommendation_Direct', 'MT_CAMP', 'Recommendation', and 'PROMOTION', each with edit and delete icons. The 'All Actions' panel lists actions like 'RECO PRODUCTS' with similar edit and delete icons. On the right, a table titled 'All Parameters' displays two rows of data. The first row has columns: PARAMETER, PARAMETER, DISPLAY, DATA TYPE, VALIDITY, MANDATORY, and ACTIONS. The second row has columns: ASSOCIA..., 3, ASSOCIATION, TEXTITEM, No, Yes. The 'ACTIONS' column for the second row contains two icons: a pencil and a trash can. The trash can icon is highlighted with a purple box and an arrow pointing to it from the bottom right. The status bar at the bottom indicates 'From 1 to 2, Total is 2'.

Figure 154 Actions – Delete Button

2. After clicking the **Delete** button, the following screen will be displayed.

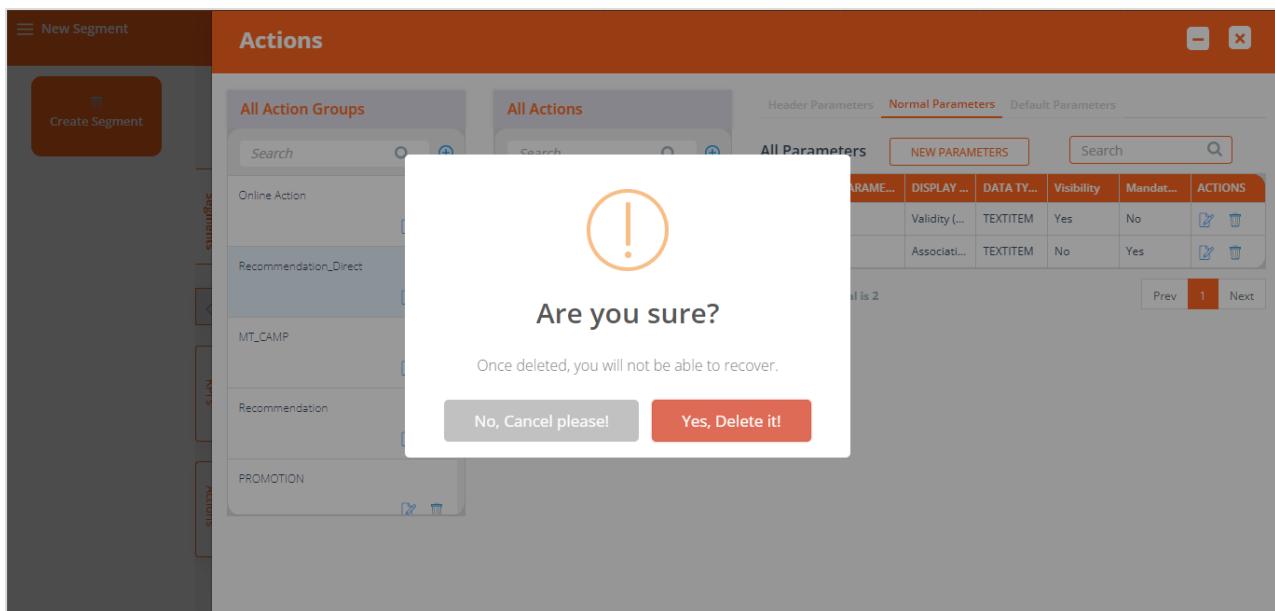


Figure 155 Delete Action – Confirmation Dialog

3. If you receive the message, **Are you sure? Once deleted, you will not be able to recover**, click the **"Yes, Delete it!"** to confirm the action.

A confirmation message is displayed, indicating that the parameter is deleted successfully.

Click **"No, Cancel please"** to cancel the action.

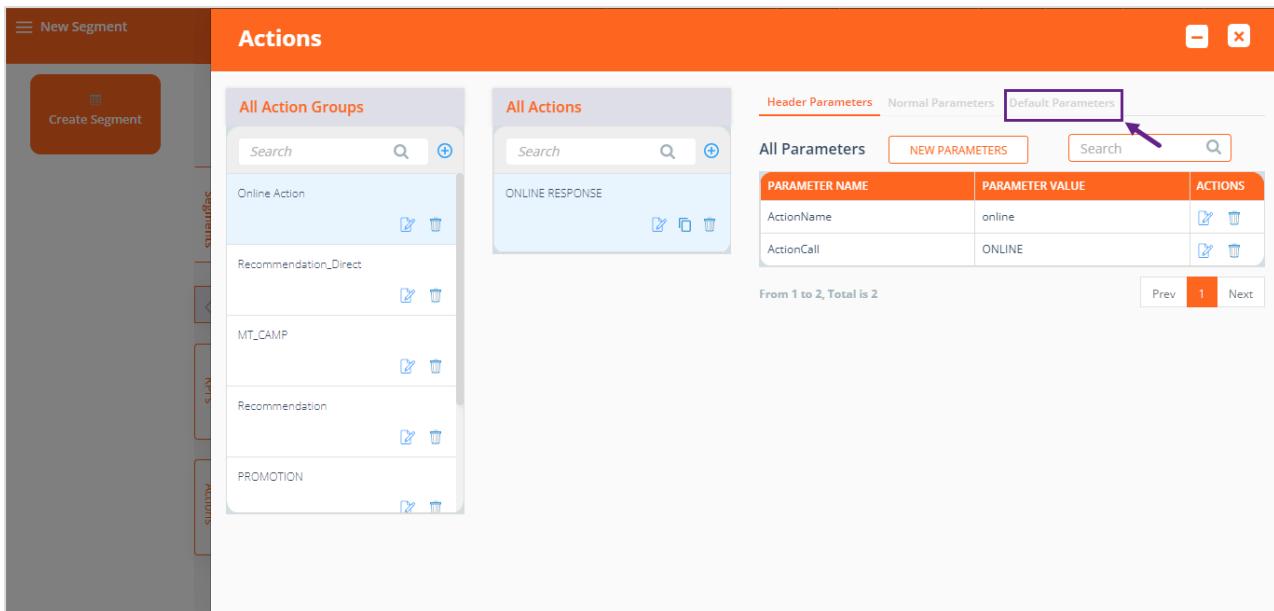
9.3.1.1.2.14 Create Default Parameter

Using this create option, you can create a new default parameter.

Note: One Action Group selection is mandatory to create a parameter.

To create a default parameter:

1. On the **Actions** screen, click the **Default Parameters** tab to view the default parameters detail. Refer to the following screen.



The screenshot shows the 'Actions' screen with the 'Default Parameters' tab selected. On the left, there are two panels: 'All Action Groups' and 'All Actions'. The 'All Action Groups' panel lists several groups: 'Online Action', 'Recommendation_Direct', 'MT_CAMP', 'Recommendation', and 'PROMOTION'. The 'All Actions' panel shows a single entry: 'ONLINE RESPONSE'. On the right, a table displays 'All Parameters' with two entries: 'ActionName' set to 'online' and 'ActionCall' set to 'ONLINE'. There are buttons for 'NEW PARAMETERS' and 'Search' at the top, and a pagination area at the bottom.

PARAMETER NAME	PARAMETER VALUE	ACTIONS
ActionName	online	
ActionCall	ONLINE	

Figure 156 Actions – Default Parameters Tab

2. After clicking the **Default Parameters** tab, the following screen will be displayed.

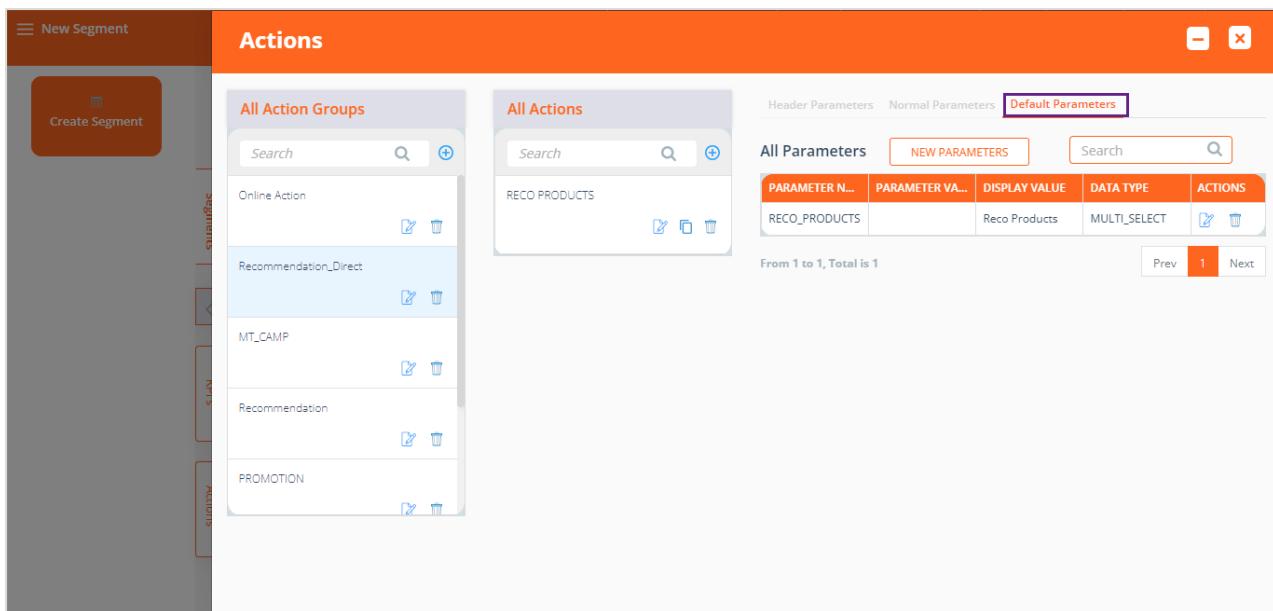


Figure 157 Actions – Default Parameters (Input Screen)

3. On the **Actions** screen, click the **NEW PARAMETERS** button to add a new parameter. Refer to the following screen.

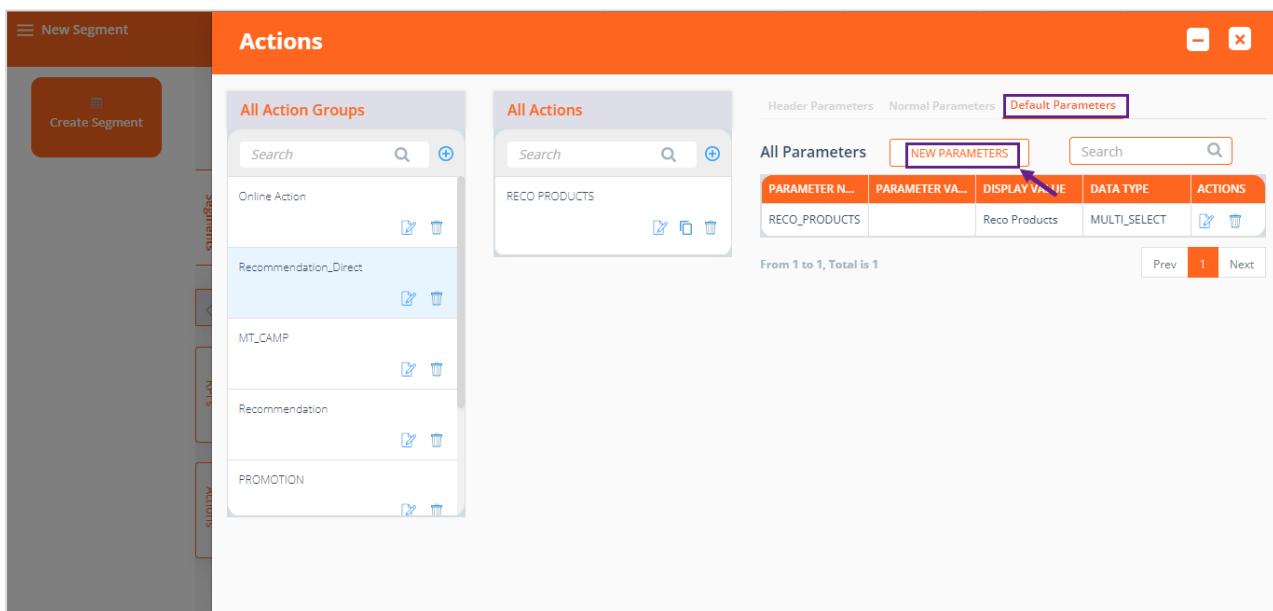
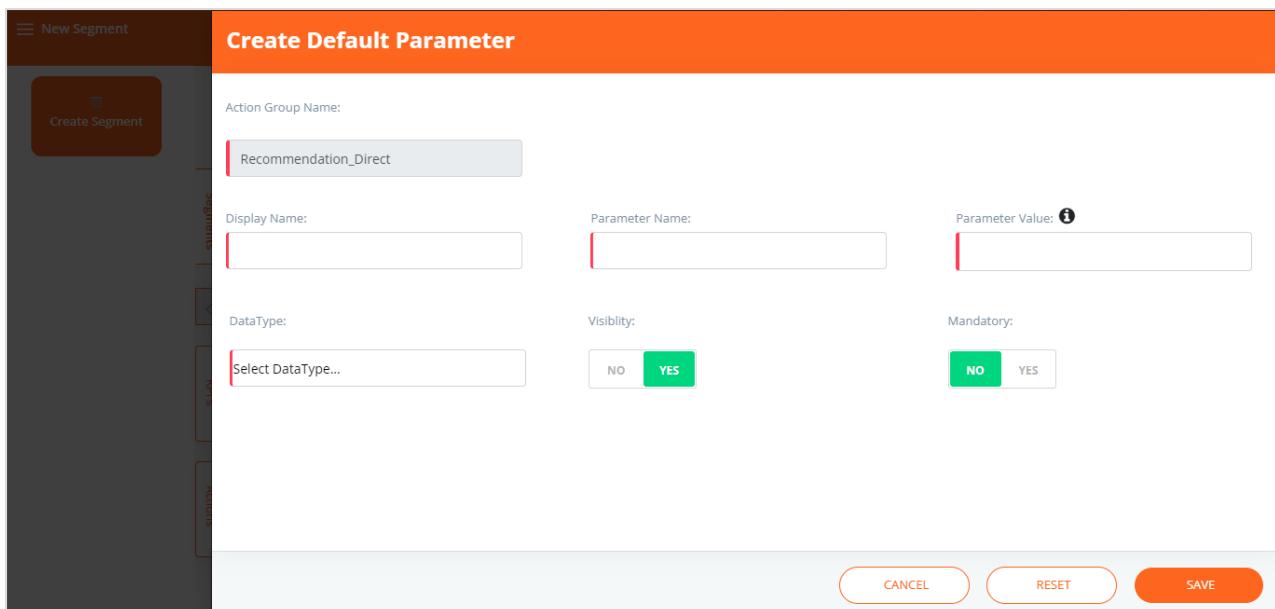


Figure 158 Action– Default Parameters (New Parameters)

4. After clicking the **NEW PARAMETERS** button, the following screen will be displayed.



Action Group Name:
Recommendation_Direct

Display Name:

Parameter Name:

Parameter Value: |

DataType: Select DataType...

Visibility: YES

Mandatory: NO YES

CANCEL RESET SAVE

Figure 159 Create Default Parameter Screen

- Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Action Group Name	This field is non-editable. By default, this field will be auto-filled.
Display Name	Enter the display name of the default parameter
Parameter Name	Enter the name of the parameter.
Parameter Value	Enter the value of the parameter.
Data Type	Select the Data Type in the drop-down list. For example, “Time”.
Visibility	Click the Visibility option button to “Yes” make the parameter visible for configuration.
Mandatory Value	Click the Mandatory Value option button “Yes” to make the parameter values mandatory for configuration.

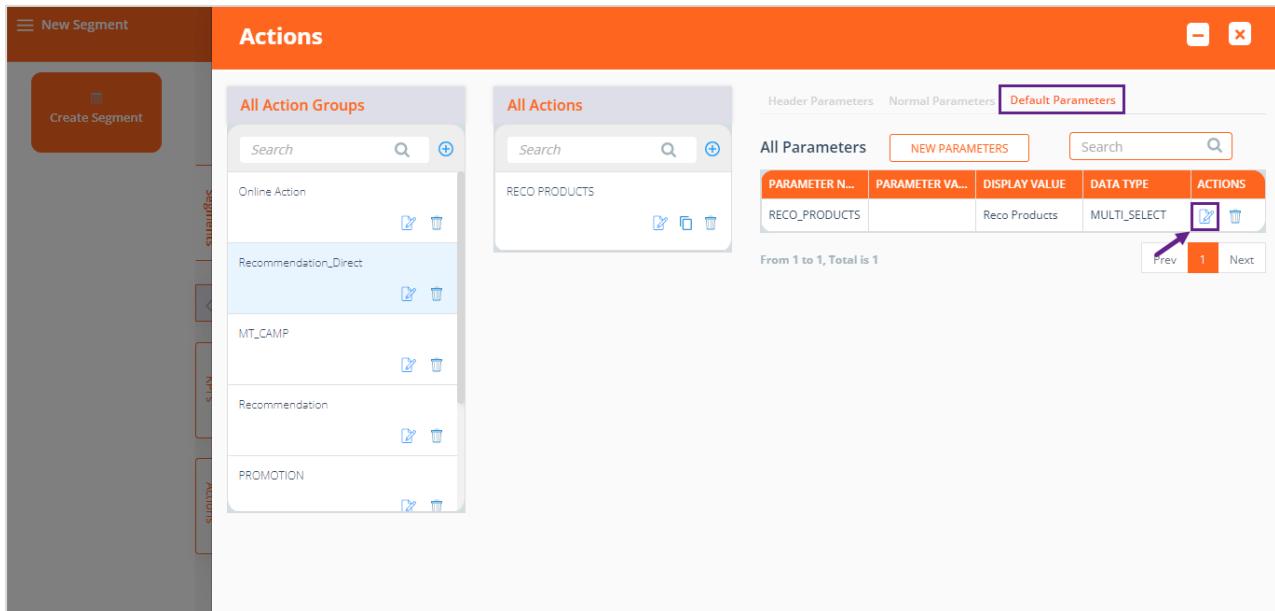
- After providing the required details, click **SAVE**.

A confirmation message will be displayed, indicating that the parameter is created successfully.

9.3.1.1.2.15 Modify Default Parameter

Using this modify option, you can modify the default parameter.
To modify the default parameter,

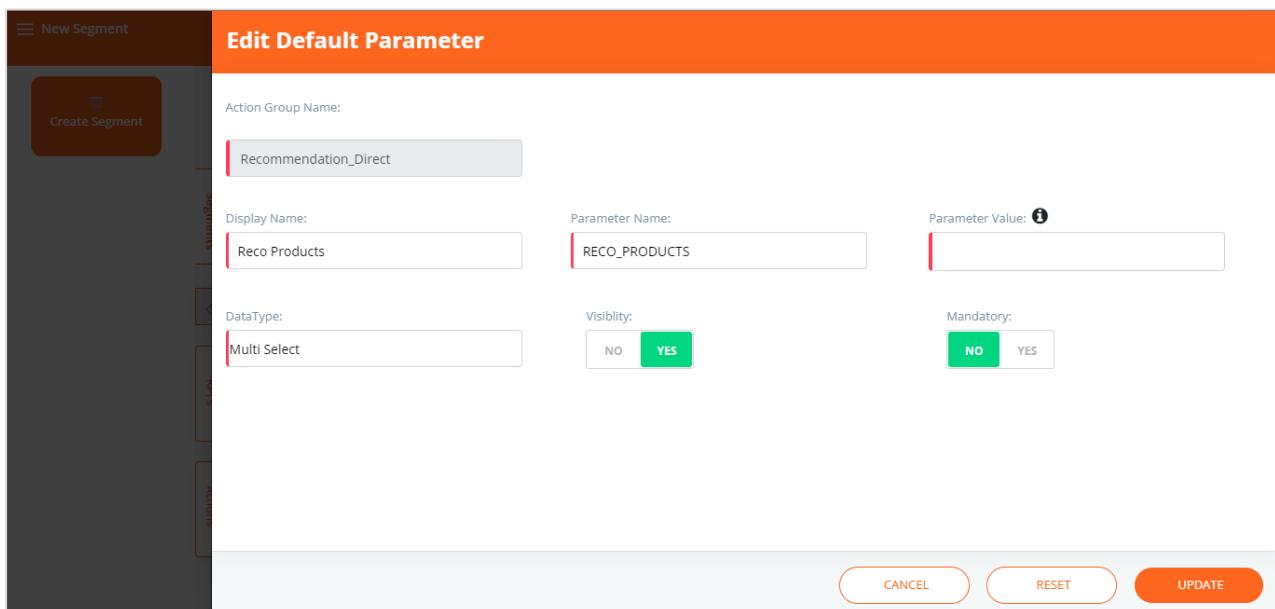
- On the **Actions** screen, click the **Modify** button  to modify the default parameter. Refer to the following screen.



PARAMETER N...	PARAMETER VA...	DISPLAY VALUE	DATA TYPE	ACTIONS
RECO_PRODUCTS		Reco Products	MULTI_SELECT	

Figure 160 Actions – Default Parameters (Modify)

- After clicking the **Modify** button, the following screen will be displayed.



Action Group Name:	Parameter Name:	Parameter Value:
Recommendation_Direct	RECO_PRODUCTS	<input type="text"/>

Display Name:	Parameter Name:	Parameter Value:
Reco Products	RECO_PRODUCTS	<input type="text"/>

DataType:	Visibility:	Mandatory:
Multi Select	NO YES	NO YES

Figure 161 Edit Default Parameter – Update

- Modify the required fields except for **Action Group Name**.

- Click **UPDATE**.

A confirmation message is displayed, indicating that the parameter is updated successfully.

9.3.1.1.2.16 Delete Default Parameter

Using this delete option, you can delete the default parameter.
To delete the default parameter,

1. On the **Actions** screen, click the **Delete** button  to delete the default parameter. Refer to the following screen.

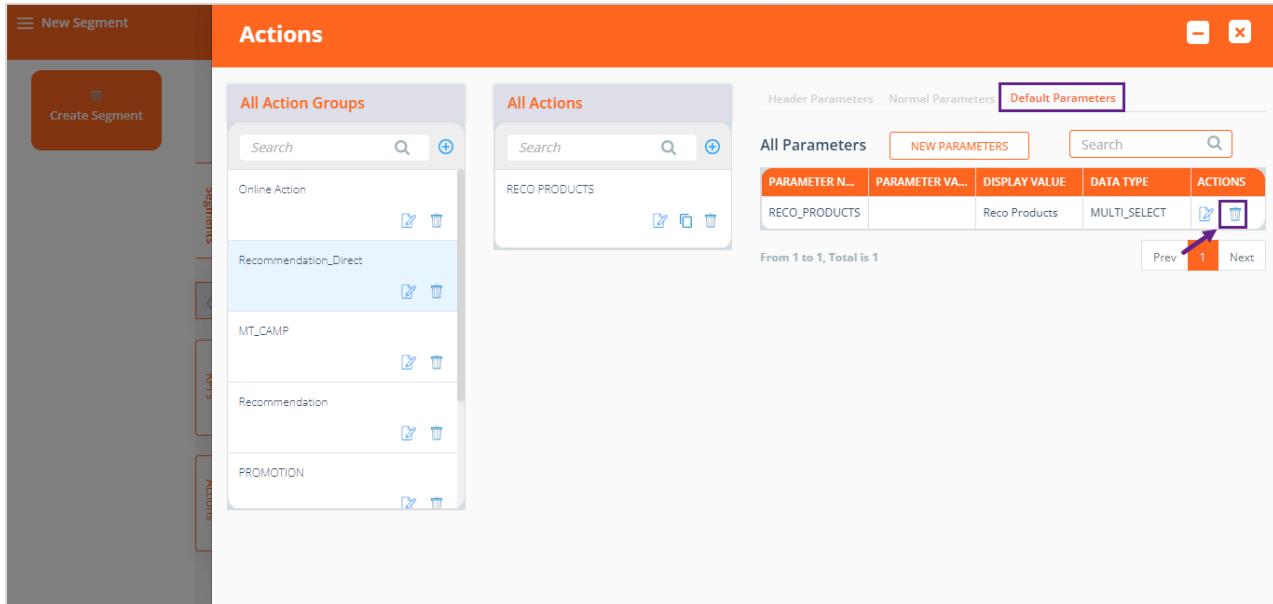


Figure 162 Actions – Default Parameter (Delete)

2. After clicking the **Delete** button, the following screen will be displayed.

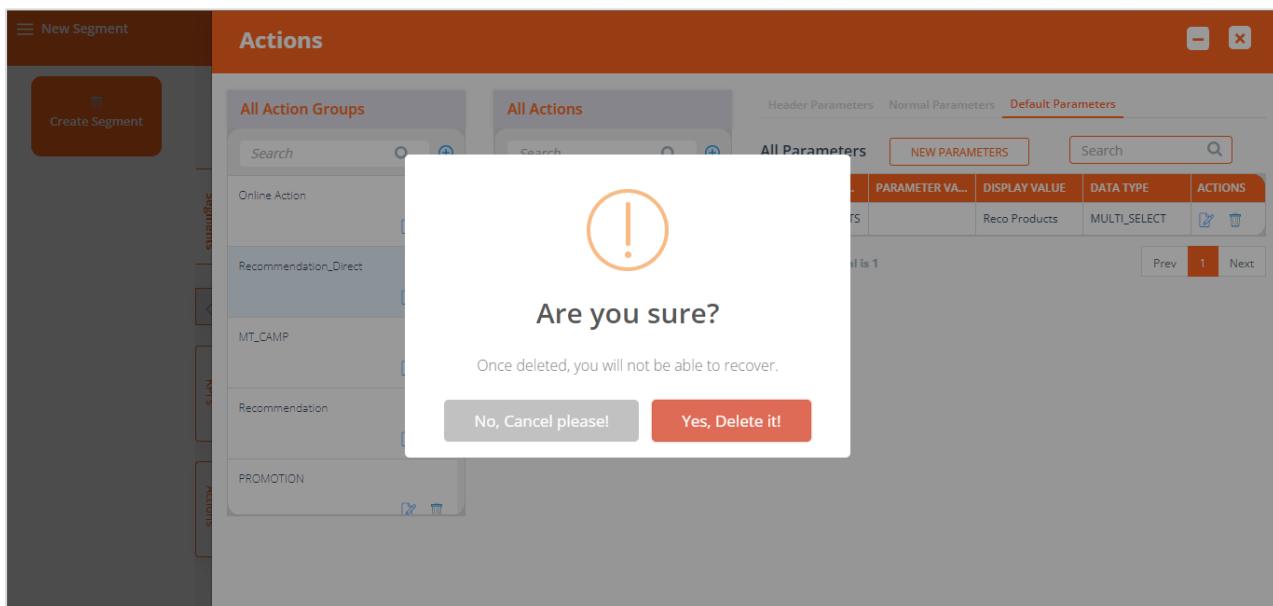


Figure 163 Delete Action – Confirmation Dialog

3. If you receive the message, “**Are you sure? Once deleted, you will not be able to recover**, click the “**Yes, Delete it!**” to confirm the action.

A confirmation message is displayed, indicating that the parameter is deleted successfully.

Click “**No, cancel please**” to cancel the action.

9.3.1 Action Key

Using this option, action keys for different campaigns. You can also modify and delete the existing action keys.

To manage the action key:

1. On the **New Segment** screen, click the **Action Key** to view the action key details. Refer to the following screen.

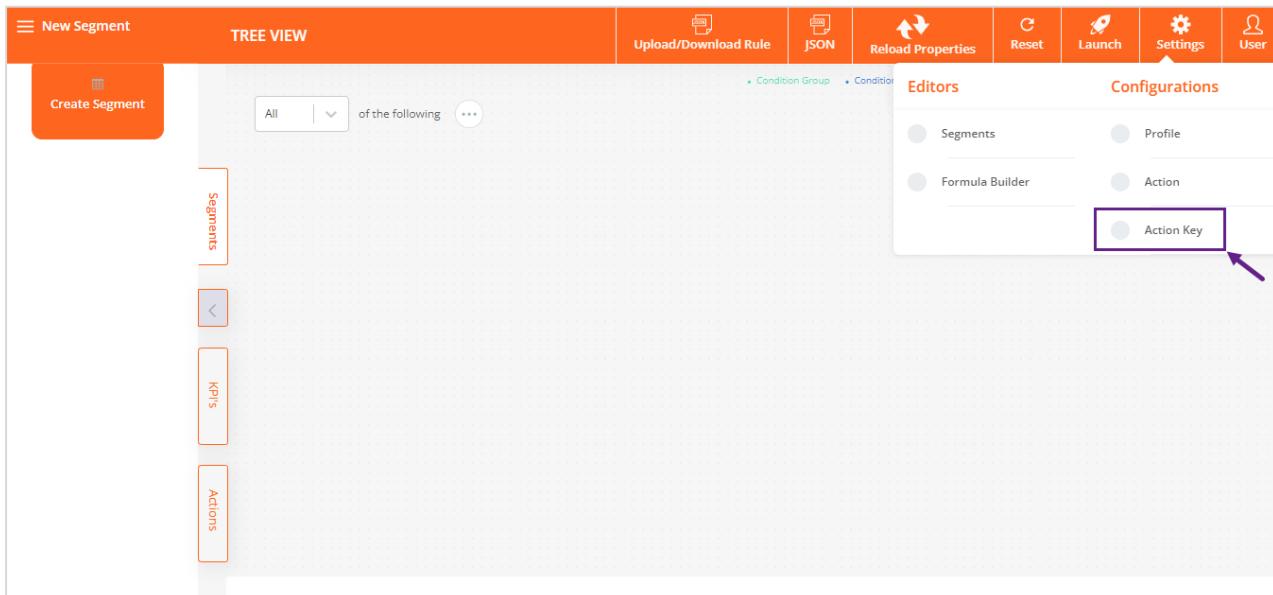
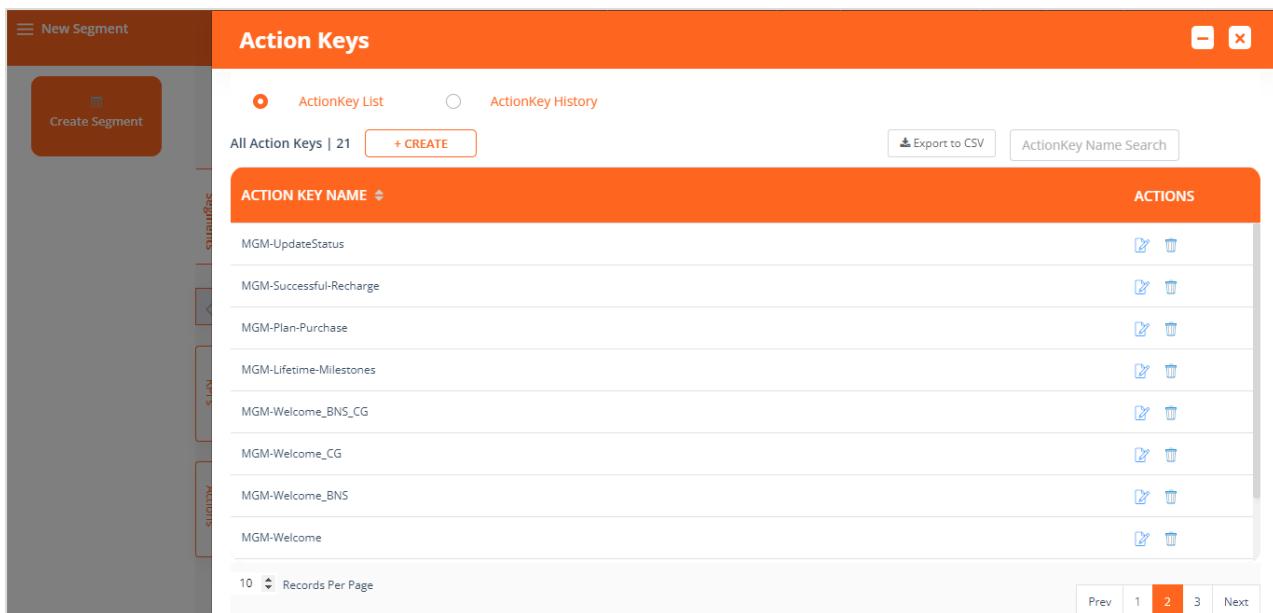


Figure 164 Configurations - Action Key

2. After clicking the **Action Key**, the following screen will be displayed.

Note: By default, the **Action Key List** option is selected.



The screenshot shows the 'Action Keys' screen with the following details:

- Header:** Action Keys
- Navigation:** ActionKey List (selected), ActionKey History
- Buttons:** All Action Keys | 21, + CREATE, Export to CSV, ActionKey Name Search
- Table Headers:** ACTION KEY NAME, ACTIONS
- Data:**

Action Key Name	ACTIONS
MGM-UpdateStatus	
MGM-Successful-Recharge	
MGM-Plan-Purchase	
MGM-Lifetime-Milestones	
MGM-Welcome_BNS_CG	
MGM-Welcome_CG	
MGM-Welcome_BNS	
MGM-Welcome	
- Page Controls:** Records Per Page (10), Prev, 1, 2 (highlighted), 3, Next

Figure 165 Action Keys Details Screen

- Click to export the action keys in .csv format.

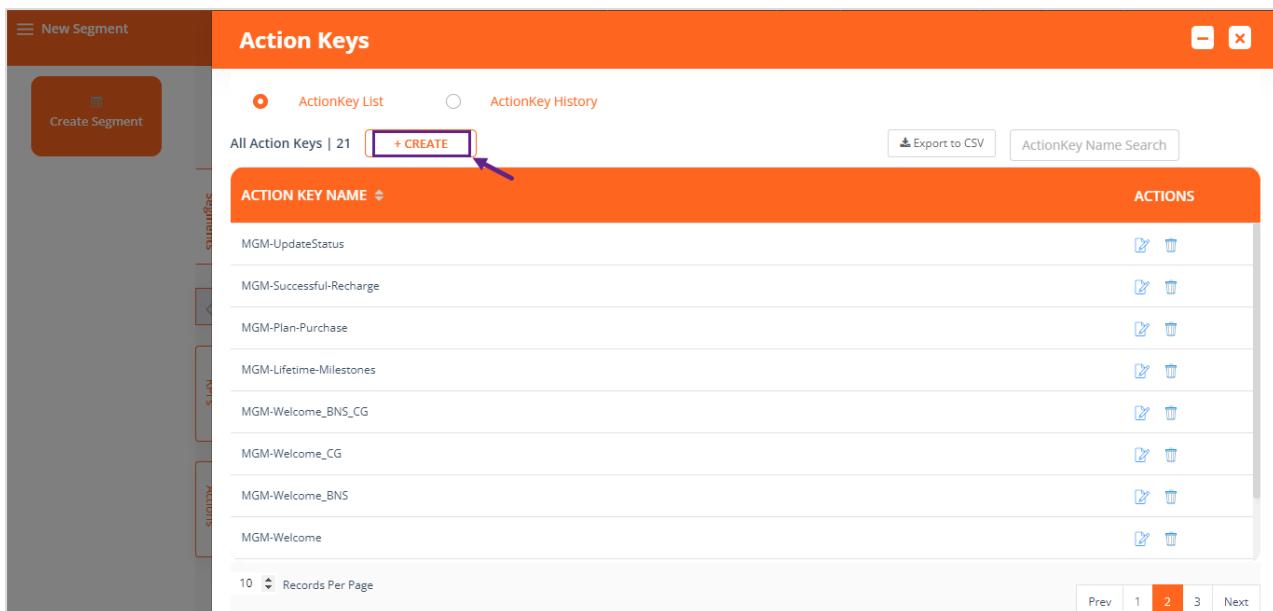
The following is the sample .csv file format:



9.3.1.1 Create Action Key

Using this create action key, you can create a new action key for a specific campaign.
To create the action key:

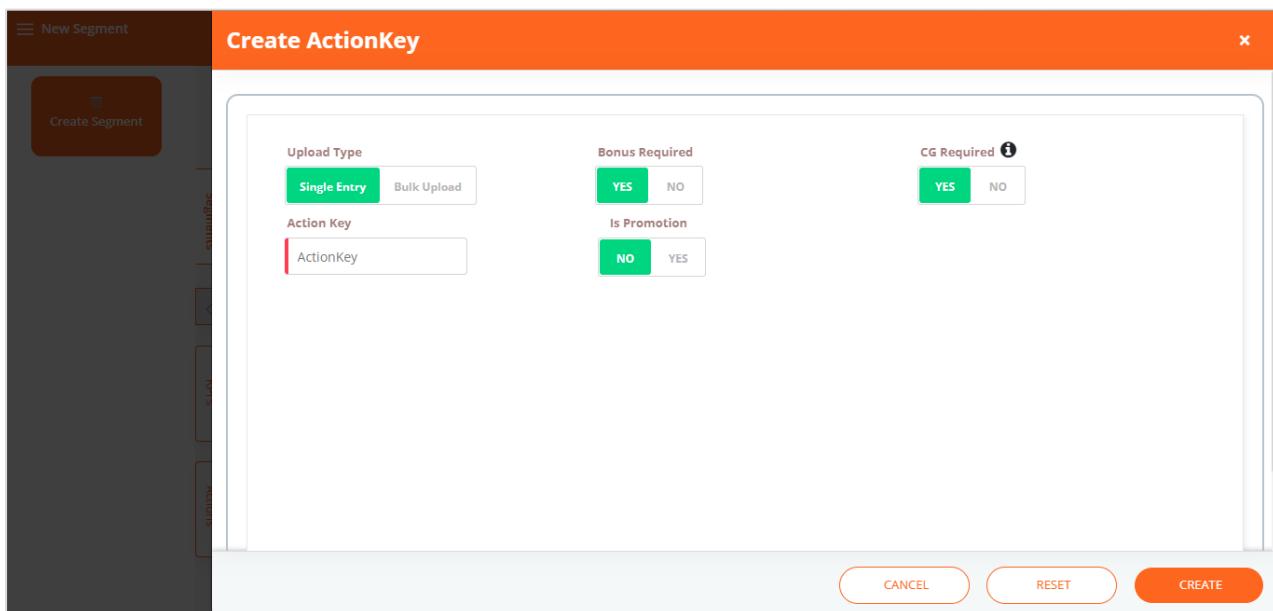
- On the **Action Keys** screen, click the **+CREATE** button to create the new action key. Refer to the following screen.



The screenshot shows the 'Action Keys' page. At the top, there are two radio buttons: 'ActionKey List' (selected) and 'ActionKey History'. Below them is a search bar with placeholder text 'All Action Keys | 21' and a '+ CREATE' button, which is highlighted with a purple rectangle and a blue arrow pointing to it. To the right of the search bar are 'Export to CSV' and 'ActionKey Name Search' buttons. The main area displays a table with columns 'ACTION KEY NAME' and 'ACTIONS'. The table contains several rows of action keys, each with edit and delete icons. At the bottom left is a dropdown menu for 'Records Per Page' (set to 10), and at the bottom right are 'Prev', '1', '2' (highlighted in orange), '3', and 'Next' buttons.

Figure 166 Action Keys - +Create Button

2. After clicking the **+ CREATE** button, the following screen will be displayed.



The screenshot shows the 'Create ActionKey' dialog box. It has three main sections: 'Upload Type' (with 'Single Entry' selected and 'Bulk Upload' as an option), 'Bonus Required' (with 'YES' and 'NO' buttons), and 'CG Required' (with 'YES' and 'NO' buttons). Below these sections is an 'Action Key' input field containing 'ActionKey'. Underneath the input field are 'Is Promotion' buttons ('NO' and 'YES'). At the bottom of the dialog are 'CANCEL', 'RESET', and 'CREATE' buttons.

Figure 167 Create Action Key – Bulk Upload Option Button

Note: If the “**Bulk Upload**” option button is selected, the following screen is displayed.

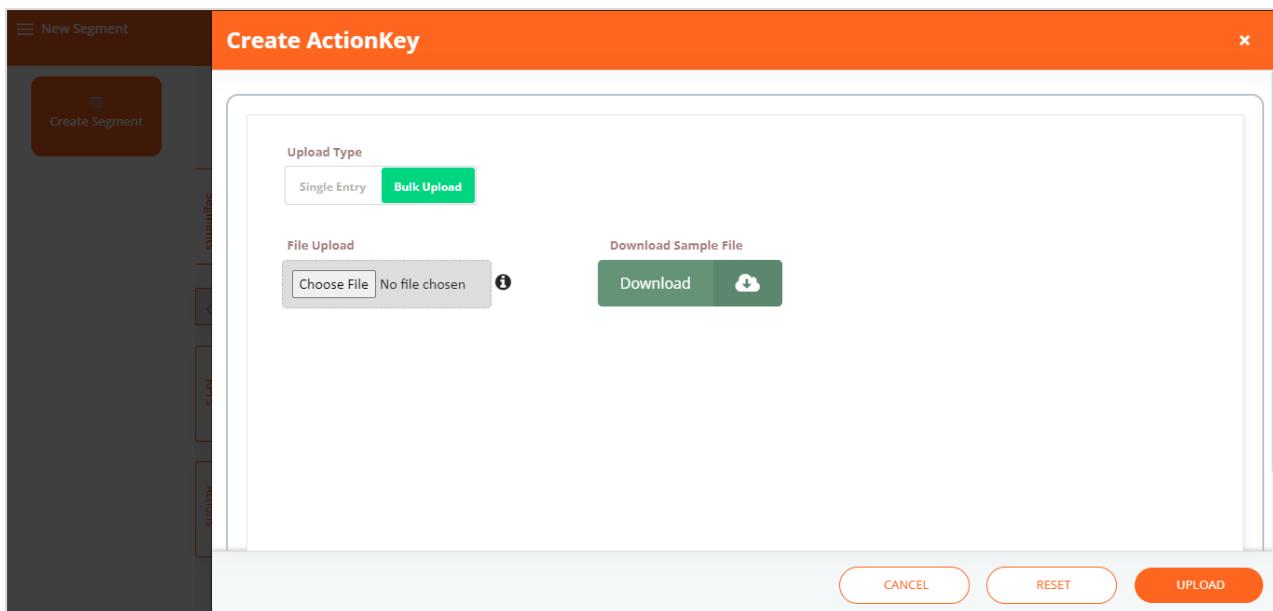


Figure 168 Create Action Key – Bulk Upload Option Button

3. Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Bulk Upload	Click the Bulk Upload option button to upload the action keys.
File Upload	Click the Choose File button to upload the bulk action key. • Click Download to download the action key.

Note: The following fields are displayed if the “Single” option button is selected.

CG Required	Click the “ CG Required ” option button to “ Yes ” and enable the CG for the action key.
Action Key	Enter the name of the action key. For example, “ Promotion ”.

Note: The following fields are displayed if the “**Is Promotion**” option button is selected.

Is Promotion	Click “ Yes ” if the action key is having a promotion. Or Click “ No ” not to activate the promotion.
Is Recharge	Click “ Yes ” option button to enable the recharge. Or Click “ No ” to no activate the recharge.
English Name	Enter the name of the action key in English
Pack Description	Enter the description of the pack
Target Band	Enter the target band of the action key
Minimum Target Value	Enter the minimum target value of the action key

Field	Description
Note: The following fields are displayed if the “Is Recharge” option button is selected.	
Upsell Bundle	Select the upsell bundle in the drop-down list. For example, “ Excess Assist ”.
Upsell Bundle Products	Select the upsell bundle products in the drop-down list.
Promoted Bundle	Select the promoted bundle in the drop-down list. For example, “ Recharge ”.
Promoted Bundle Products	Select the promoted bundle products in the drop-down list

4. After entering all the required details, click **CREATE**.

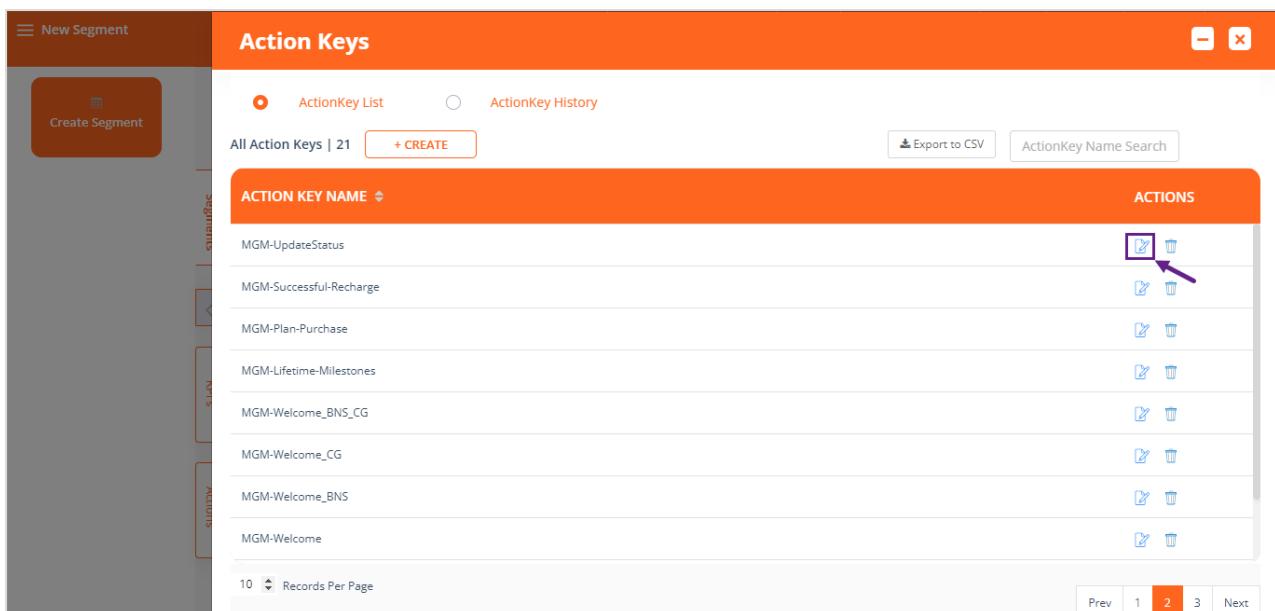
A confirmation message is displayed, indicating that the action key is saved successfully.

9.3.1.2 Modify Action Key

Using this modify action key, you can modify the existing action key details.

To modify the action keys:

1. On the **Action Key** screen, click the **Modify** button  to modify the existing action key details. Refer to the following screen.



The screenshot shows the 'Action Keys' screen. At the top, there are tabs for 'ActionKey List' (selected) and 'ActionKey History'. Below the tabs, it says 'All Action Keys | 21' and has a '+ CREATE' button. To the right are 'Export to CSV' and 'ActionKey Name Search' buttons. The main area is titled 'ACTION KEY NAME' and lists eight action keys: 'MGM-UpdateStatus', 'MGM-Successful-Recharge', 'MGM-Plan-Purchase', 'MGM-Lifetime-Milestones', 'MGM-Welcome_BNS(CG)', 'MGM-Welcome(CG)', 'MGM-Welcome_BNS', and 'MGM-Welcome'. Each entry has an 'Edit' icon (pencil) and a 'Delete' icon (trash bin) to its right. At the bottom left, it says '10 Records Per Page'. At the bottom right, there are 'Prev', '1', '2' (highlighted in orange), '3', and 'Next' buttons.

Figure 169 Action Key - Modify Button

2. After clicking the **Modify** button, the following screen will be displayed.

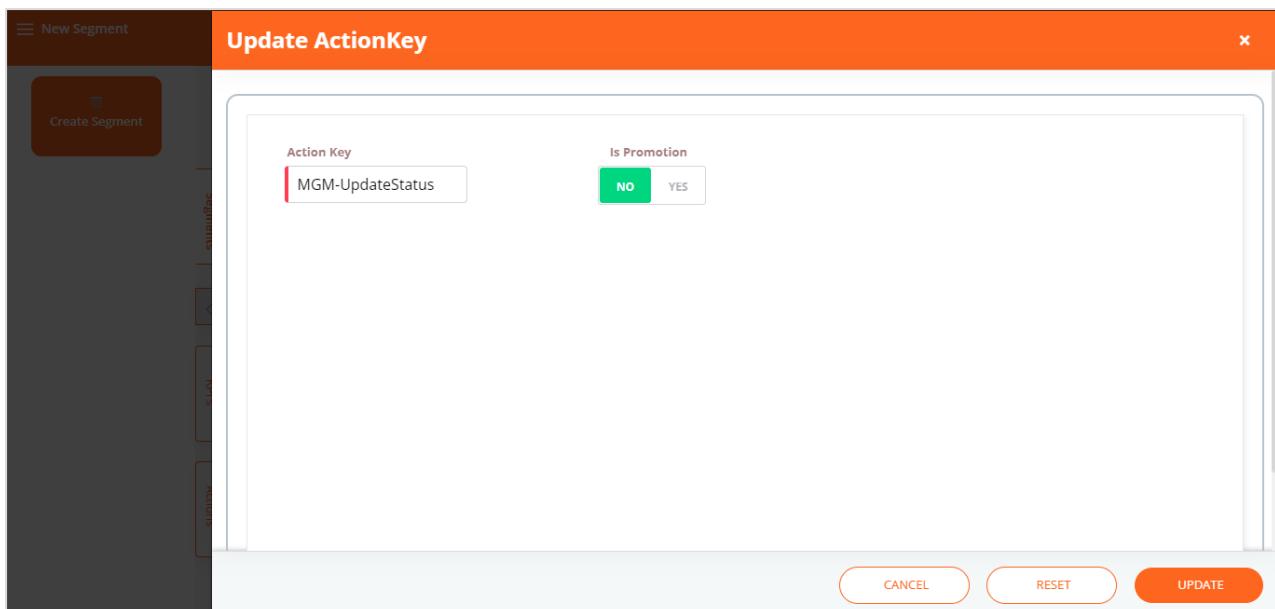


Figure 170 Update Action Key Details Screen

3. Modify the necessary details and click the **UPDATE** button.

A success message is displayed, indicating that the action key details are updated successfully.

9.3.1.3 Delete Action Key

Using this delete action key option, you can delete the existing action key.

To delete the action key:

1. On the **Action Key** screen, click the **Delete** button to delete the action key. Refer to the following screen.

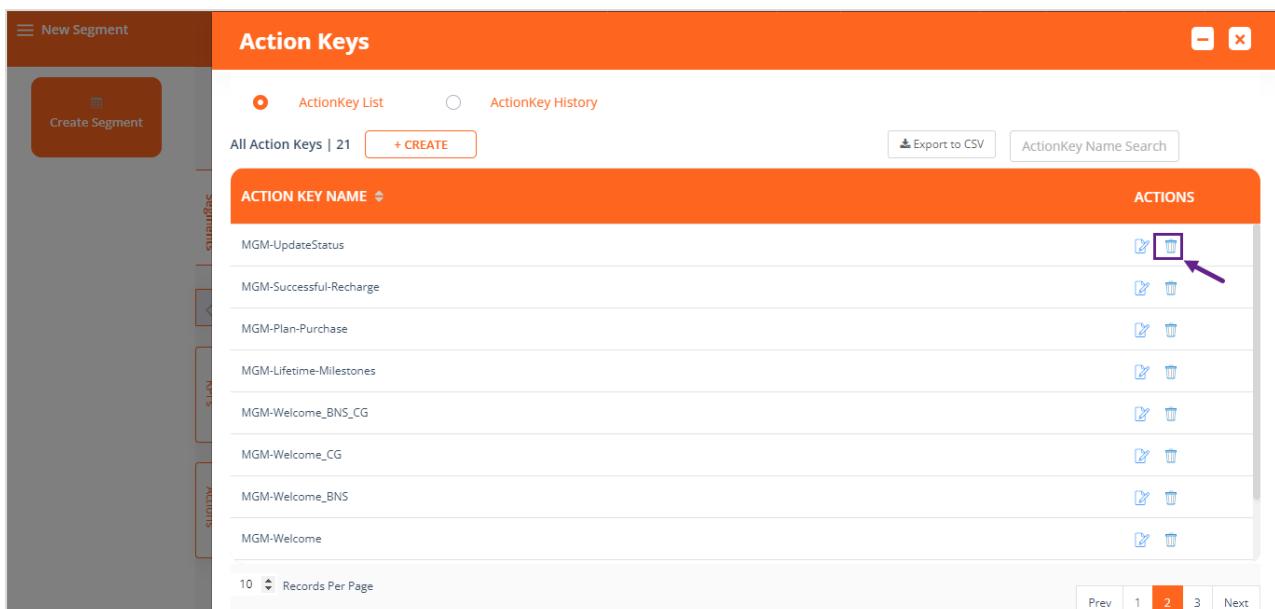


Figure 171 Action Key - Delete Button

2. After clicking the **Delete** button, the following screen will be displayed.

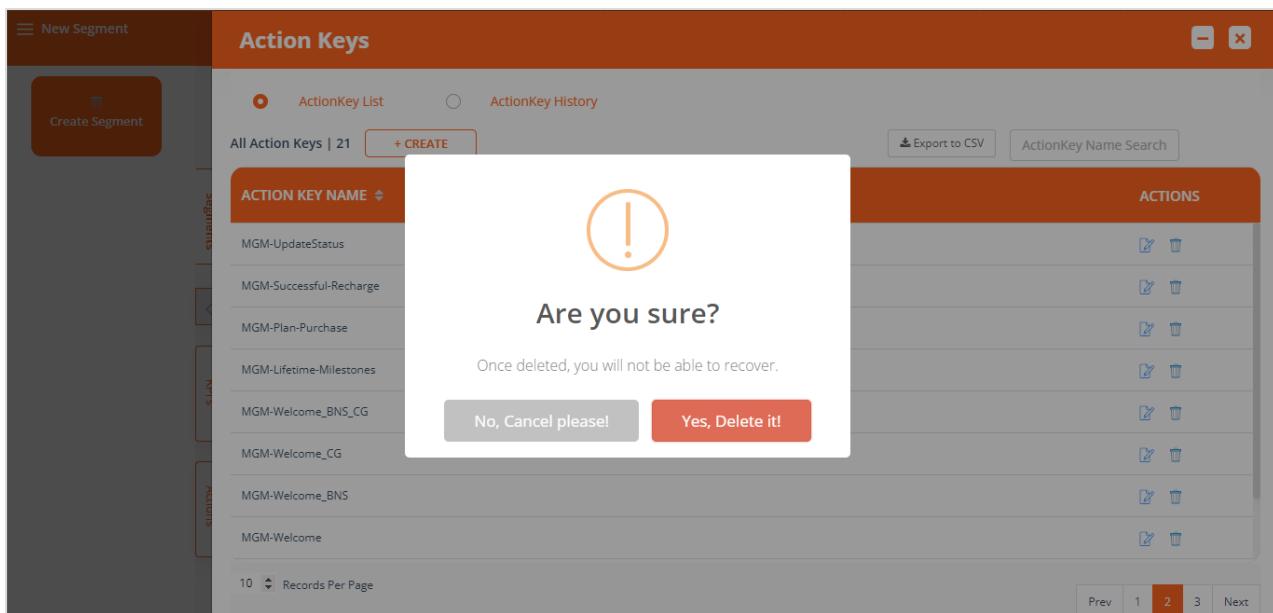


Figure 172 Delete Action Key – Confirmation Dialog

3. If you receive the message, **Are you sure? Once deleted, you will not be able to recover**, click the **“Yes, Delete it!** to confirm the action.

A confirmation message is displayed, indicating that the action key is deleted successfully.

Or

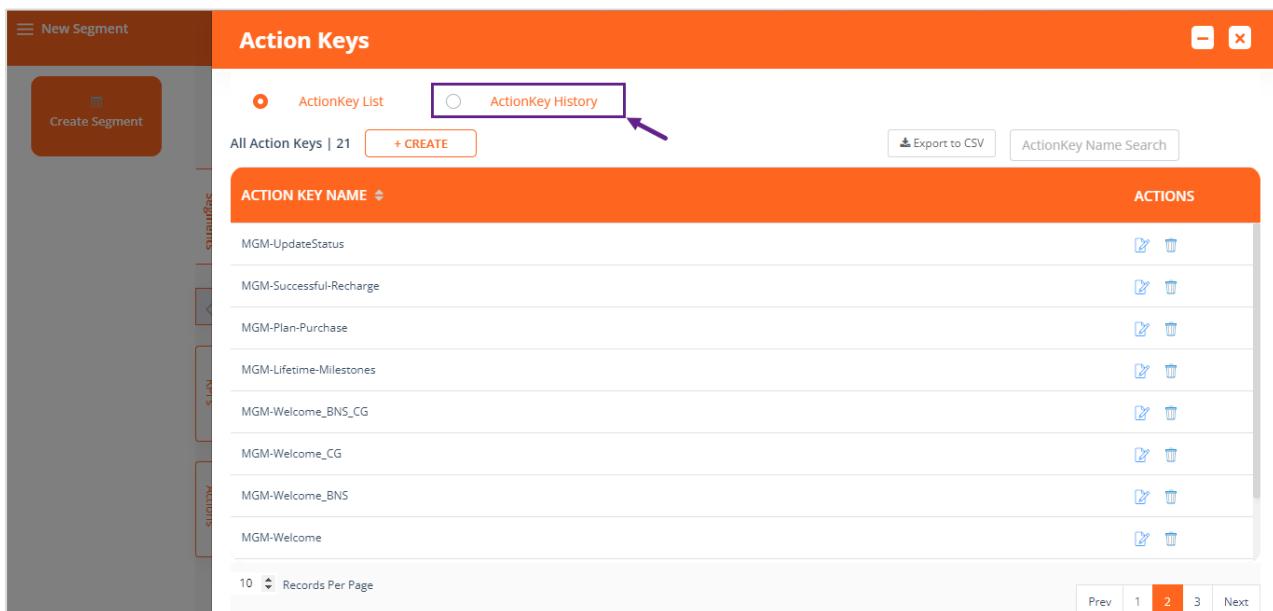
Click **“No, Cancel please”** to cancel the action.

9.3.2 Action Key History

Using this action key history option, you can view the history of the action keys.

To manage the action key:

1. Click the **Action Key History** option button to view the action key history. Refer to the following screen.

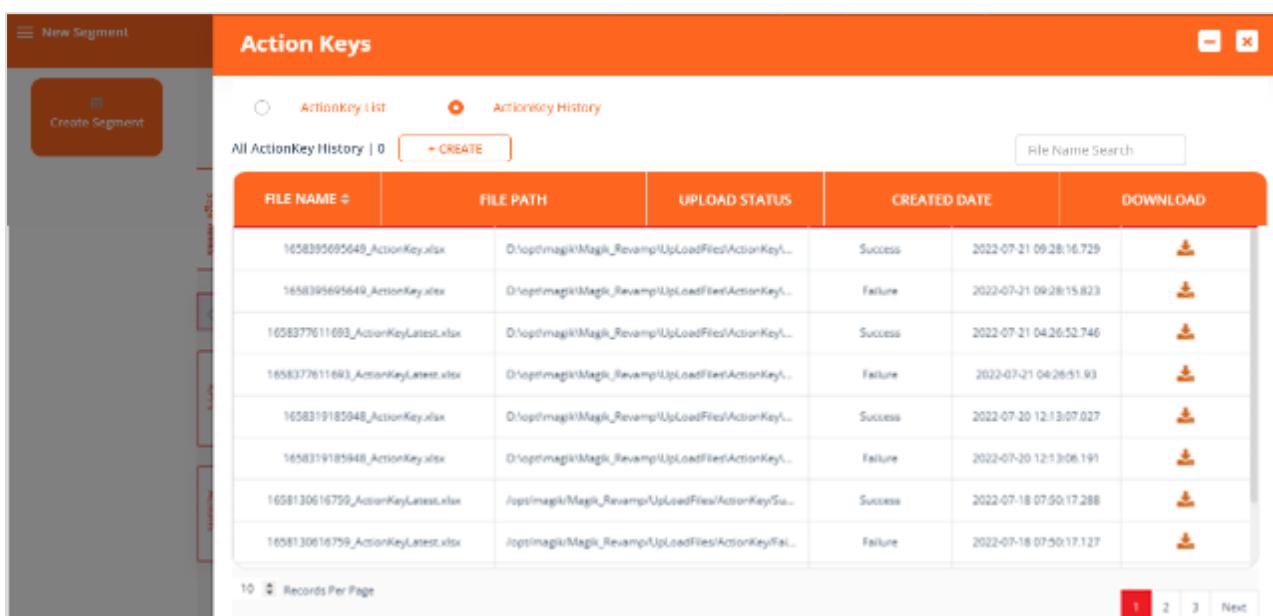


The screenshot shows the 'Action Keys' interface. At the top, there are two radio buttons: 'ActionKey List' (selected) and 'Actionkey History'. Below them is a search bar labeled 'All Action Keys | 21' and a '+ CREATE' button. To the right are 'Export to CSV' and 'ActionKey Name Search' buttons. The main area is titled 'ACTION KEY NAME' and contains a list of action keys with their names and actions (edit and delete icons). A purple arrow points to the 'Actionkey History' radio button. At the bottom, there is a dropdown for 'Records Per Page' set to 10, and a navigation bar with 'Prev', '1', '2' (highlighted), '3', and 'Next'.

ACTION KEY NAME	ACTIONS
MGM-UpdateStatus	
MGM-Successful-Recharge	
MGM-Plan-Purchase	
MGM-Lifetime-Milestones	
MGM-Welcome_BNS_CG	
MGM-Welcome_CG	
MGM-Welcome_BNS	
MGM-Welcome	

Figure 173 Action Keys – Action Key History

2. After clicking the **Action Key History**, the following screen is displayed.



The screenshot shows the 'Action Key History' interface. At the top, there are two radio buttons: 'ActionKey List' and 'Actionkey History' (selected). Below them is a search bar labeled 'File Name Search' and a '+ CREATE' button. The main area is titled 'FILE NAME' and contains a table with columns: FILE NAME, FILE PATH, UPLOAD STATUS, CREATED DATE, and DOWNLOAD. The table lists several files with their details. A purple arrow points to the 'Actionkey History' radio button. At the bottom, there is a dropdown for 'Records Per Page' set to 10, and a navigation bar with 'Prev', '1', '2' (highlighted), '3', and 'Next'.

FILE NAME	FILE PATH	UPLOAD STATUS	CREATED DATE	DOWNLOAD
1658395695649_ActionKey.xlsx	D:\opt\magik\Magik_Revamp\UploadFiles\ActionKey...	Success	2023-07-21 09:28:16.729	
1658395695649_ActionKey.xlsx	D:\opt\magik\Magik_Revamp\UploadFiles\ActionKey...	Failure	2023-07-21 09:28:15.823	
1658377611693_ActionKeyLatest.xlsx	D:\opt\magik\Magik_Revamp\UploadFiles\ActionKey...	Success	2023-07-21 04:26:52.746	
1658377611693_ActionKeyLatest.xlsx	D:\opt\magik\Magik_Revamp\UploadFiles\ActionKey...	Failure	2023-07-21 04:26:51.93	
1658319185948_ActionKey.xlsx	D:\opt\magik\Magik_Revamp\UploadFiles\ActionKey...	Success	2023-07-20 12:13:07.027	
1658319185948_ActionKey.xlsx	D:\opt\magik\Magik_Revamp\UploadFiles\ActionKey...	Failure	2023-07-20 12:13:06.191	
1658130616799_ActionKeyLatest.xlsx	/opt/magik/Magik_Revamp/UploadFiles/ActionKeySu...	Success	2023-07-18 07:50:17.288	
1658130616799_ActionKeyLatest.xlsx	/opt/magik/Magik_Revamp/UploadFiles/ActionKeyFa...	Failure	2023-07-18 07:50:17.127	

Figure 174 Action Key History

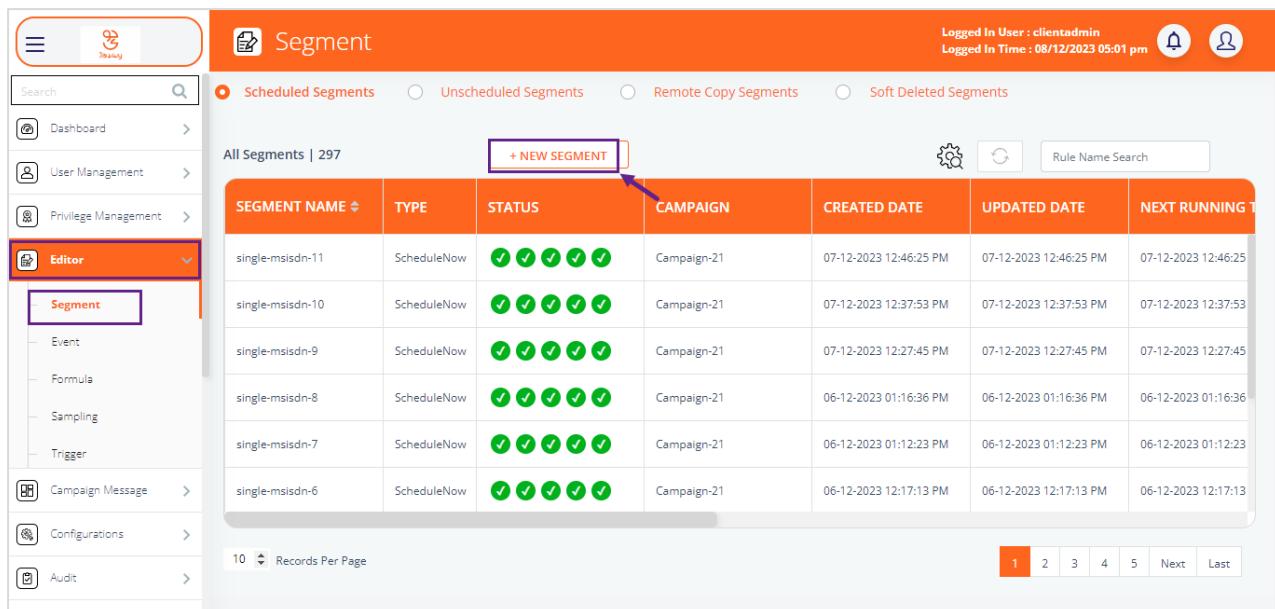
- Click the **Download** button to download the action key History.

9.3.2.1 Rule Editor

Using this menu, you can create and manage rules. When the conditions for the rule are satisfied, the campaign can be launched.

To view the rule editor menu,

1. On the **Segment** screen, click the **+NEW SEGMENT** button to create a new segment. Refer to the following screen.



SEGMENT NAME	TYPE	STATUS	CAMPAIGN	CREATED DATE	UPDATED DATE	NEXT RUNNING TIME
single-msisdn-11	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	07-12-2023 12:46:25 PM	07-12-2023 12:46:25 PM	07-12-2023 12:46:25
single-msisdn-10	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	07-12-2023 12:37:53 PM	07-12-2023 12:37:53 PM	07-12-2023 12:37:53
single-msisdn-9	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	07-12-2023 12:27:45 PM	07-12-2023 12:27:45 PM	07-12-2023 12:27:45
single-msisdn-8	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	06-12-2023 01:16:36 PM	06-12-2023 01:16:36 PM	06-12-2023 01:16:36
single-msisdn-7	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	06-12-2023 01:12:23 PM	06-12-2023 01:12:23 PM	06-12-2023 01:12:23
single-msisdn-6	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	06-12-2023 12:17:13 PM	06-12-2023 12:17:13 PM	06-12-2023 12:17:13

Figure 175 Segment – New Segment

2. After clicking the **+NEW SEGMENT** button, the following screen will be displayed.

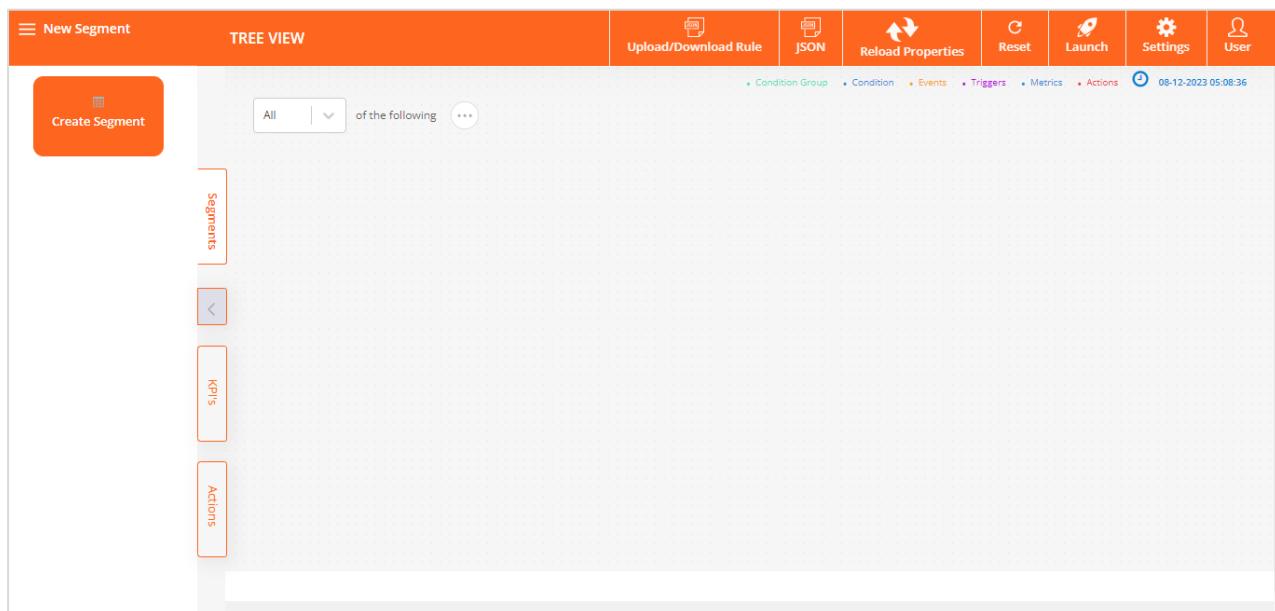


Figure 176 New Segment – Input Screen

9.3.2.2 Configuration

Using this menu, you can configure the variables used to create a rule. To view the configuration menu,

1. On the side menu, click **Editor>> Segment** to view the segment details. For more details, see the section [**Create Segment**](#).
2. On the right pane of the screen, click **Settings**  to view configurations. Refer to the following screen.

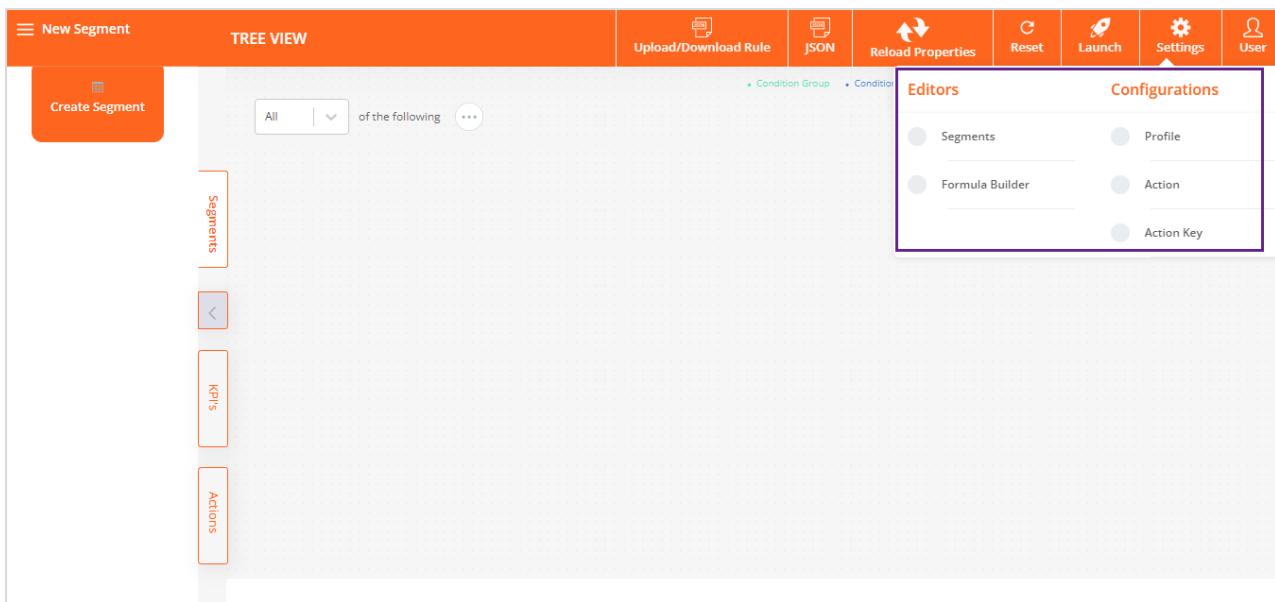


Figure 177 New Segments - Settings

3. On the **New Segment** screen, click  to view the additional menu. Refer to the following screen.

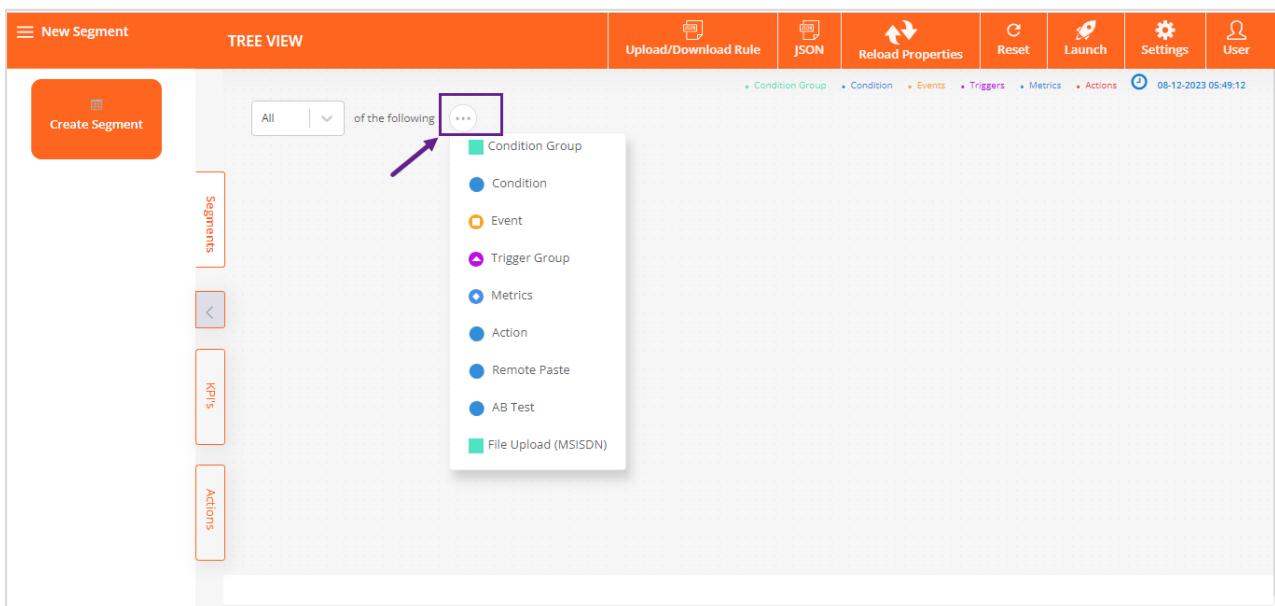


Figure 178 New Segment - Condition

You can add the following segments to the rule.

- Condition
- Condition Group

Note: You can add multiple segments to a rule.

9.3.2.2.1 Add Condition to Rule

Conditions can be a set of conditions with logical “AND” or “OR”. To add a condition to a rule:

1. On the **New Segment** screen, click **...>> Condition** to add a condition. Refer to the following screen.

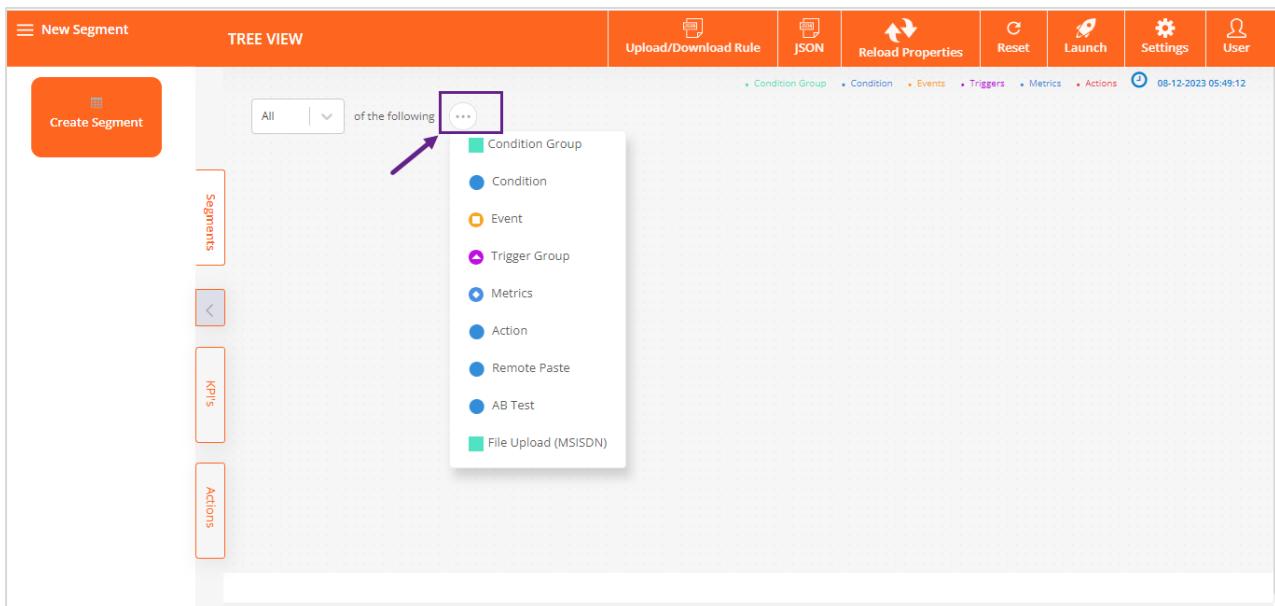


Figure 179 New Segment – Condition

2. Click **Condition** to add the condition to the rule. Refer to the following screen.

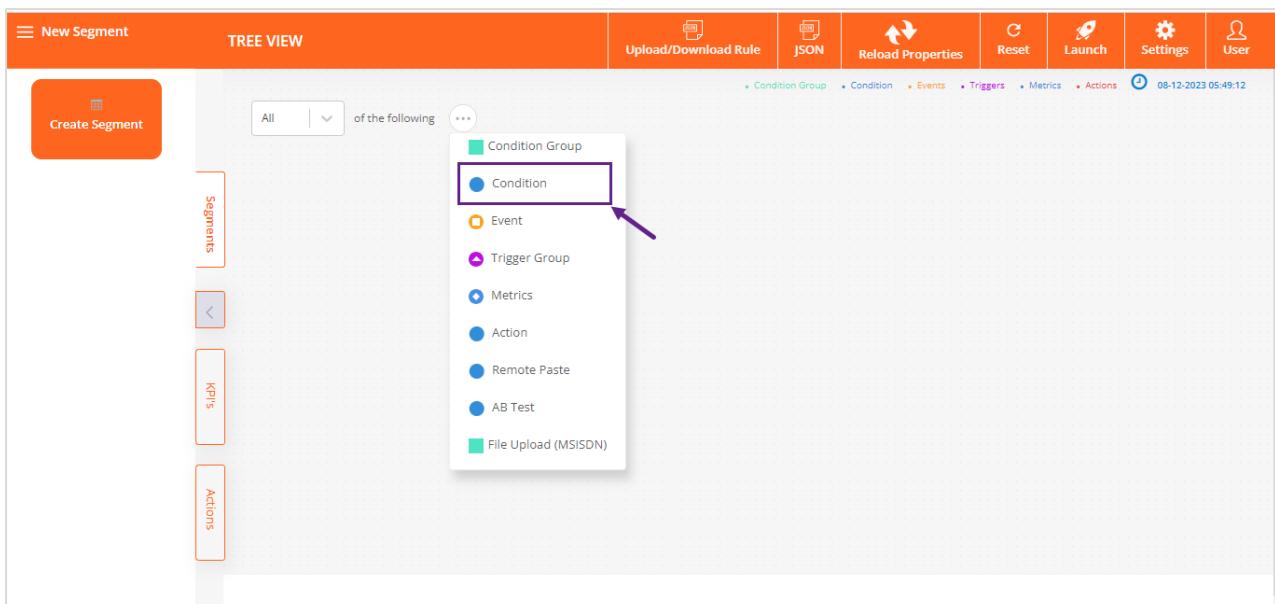


Figure 180 New Segments – Condition

- After clicking the **Condition**, the following screen will be displayed.

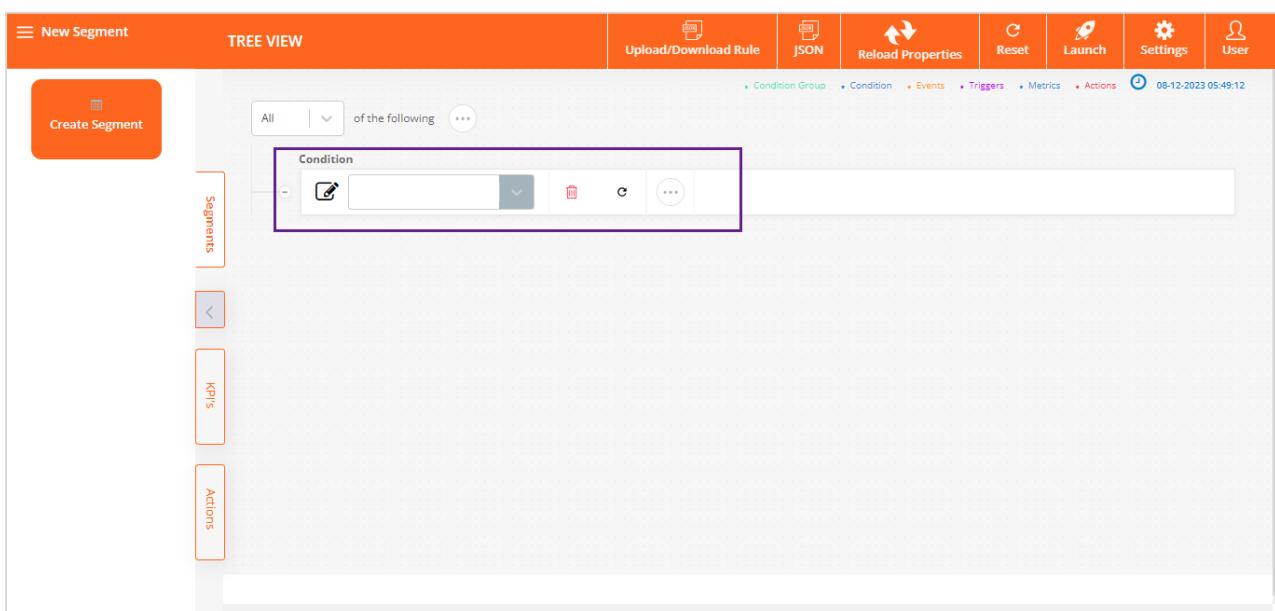
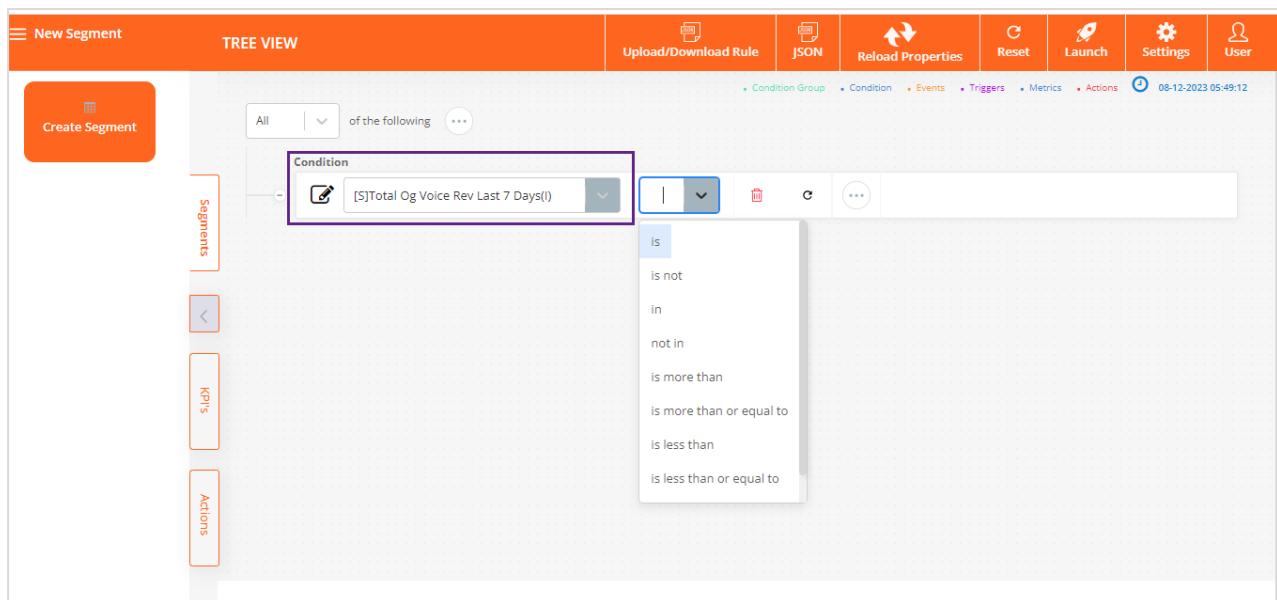


Figure 181 New Segment – Condition Input Screen

- Enter the Profile name in the Search Profile text box. For example, “[S] Total OG Voice Rev Last 7 Days (I)”.
- After entering the profile name, a condition box will be displayed. Refer to the following screen.



The screenshot shows a software interface for creating segments. At the top, there's a navigation bar with links for 'Upload/Download Rule', 'JSON', 'Reload Properties', 'Reset', 'Launch', 'Settings', and 'User'. Below the navigation is a toolbar with buttons for 'Condition Group', 'Condition', 'Events', 'Triggers', 'Metrics', and 'Actions', along with a timestamp '08-12-2023 05:49:12'. The main area is titled 'TREE VIEW' and contains a search bar with dropdown menus for 'All' and 'of the following'. A 'Condition' section is open, showing a field with the value '[S]Total Og Voice Rev Last 7 Days(l)' and a dropdown menu with various comparison operators: 'Is', 'Is not', 'In', 'not in', 'Is more than', 'Is more than or equal to', 'Is less than', and 'Is less than or equal to'. To the left of the main area, there's a sidebar with a 'Create Segment' button and three categories: 'Segments', 'KPI's', and 'Actions', each with its own dropdown menu.

Figure 182 Segment – Conditions (Search Options)

You can select any of the following conditions.

- Is
- Is Not
- In
- Not In
- Starts With
- Not Starts With
- Ends With
- Not Ends With
- Contains
- Not Contains
- Regex

6. After selecting the condition, enter the **Value** in this field. Refer to the following screen.

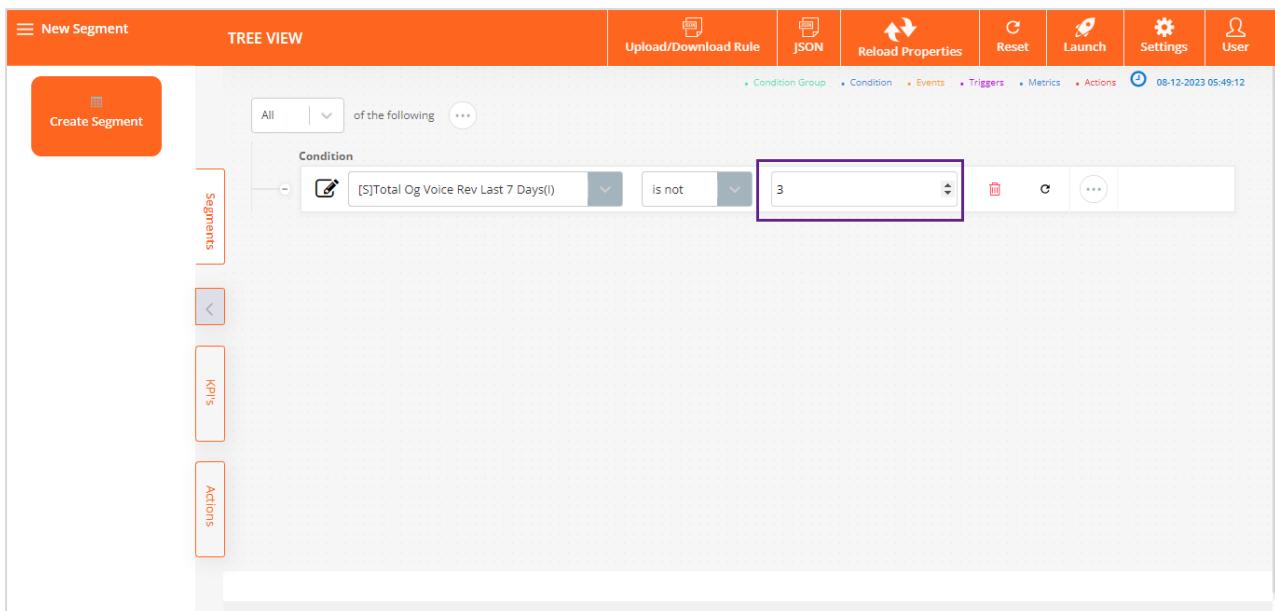


Figure 183 Condition – Value

- Click the **Arrow** button  to increase the value.
- Click the **Arrow** button  to decrease the value.
- Click the **Modify** button  to modify the condition details. The following screen is displayed.

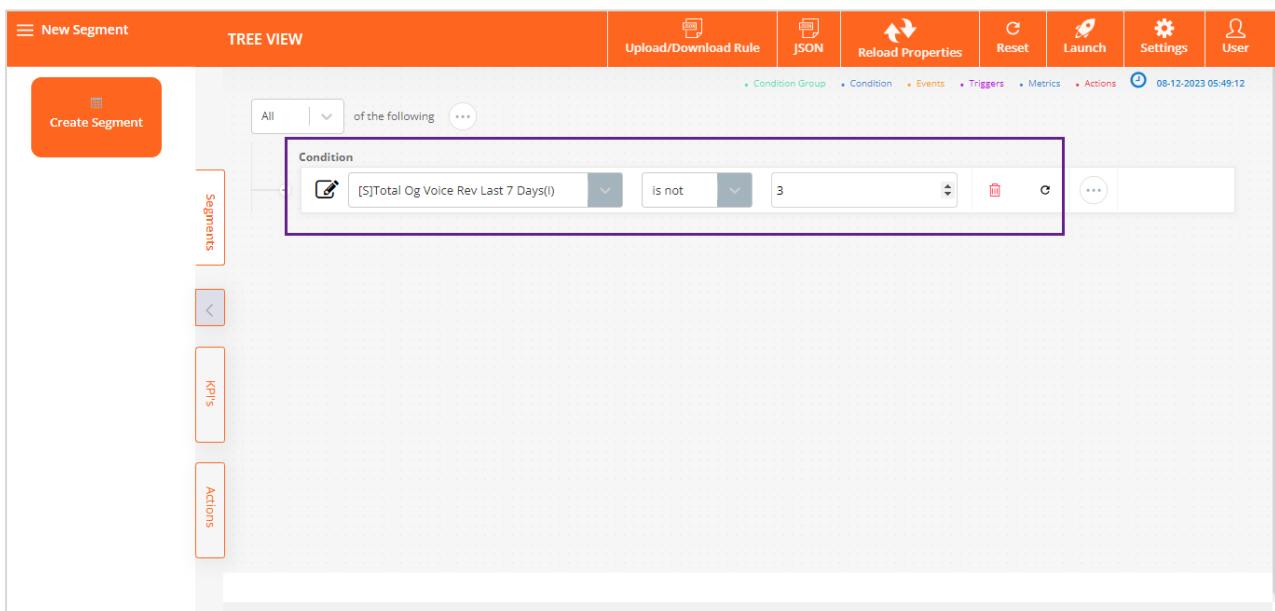


Figure 184 Modify Condition Details

9.3.2.2.1.1 Action

1. On the **Segment** screen, click  >> **Action** to add an action. Refer to the following screen.

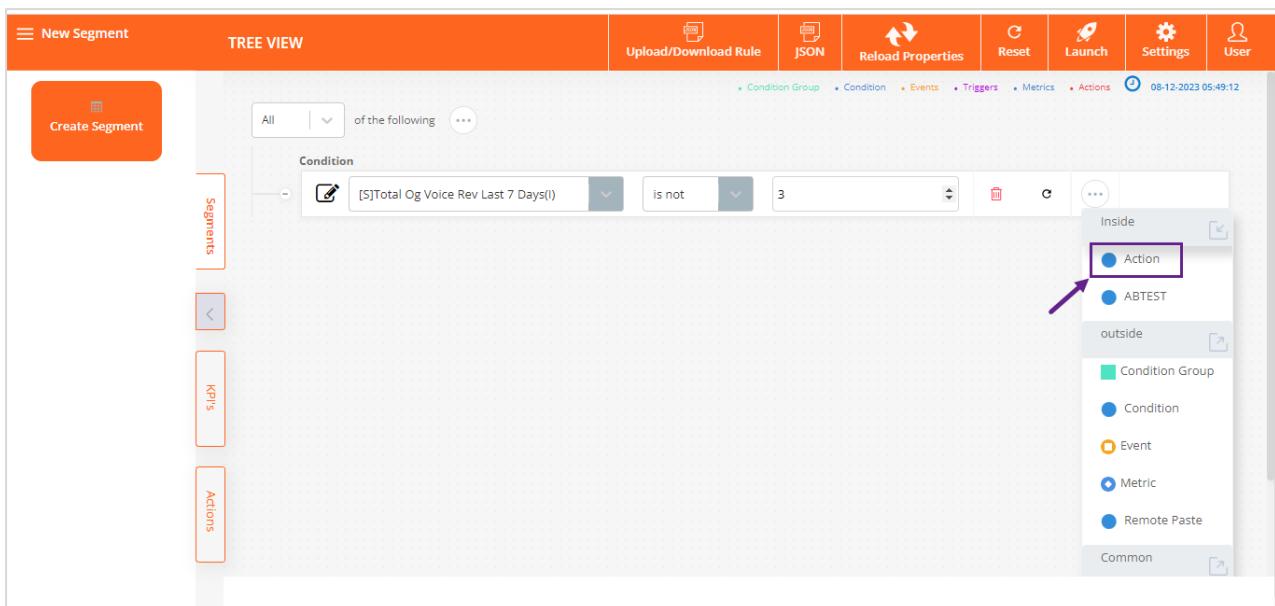


Figure 185 Segment – Condition (Action)

2. After clicking Action, the following screen will be displayed.

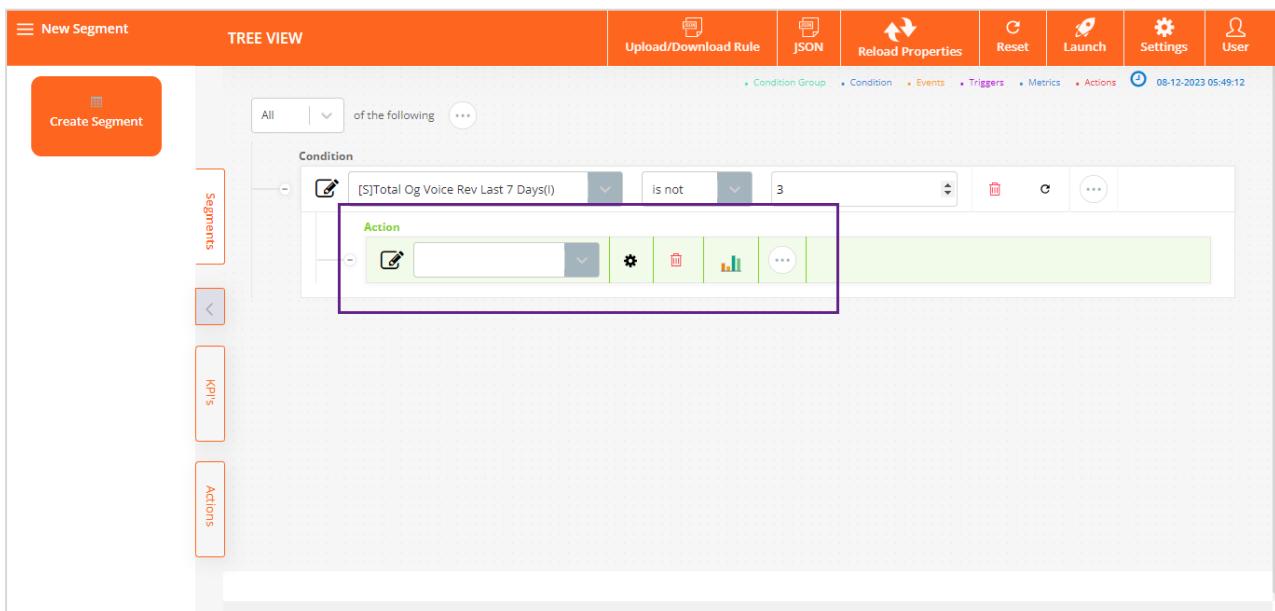


Figure 186 New Segment – Action Input Detail Screen

3. Specify the action to perform in the Search Action box. For example, “**MGM Plan Push_1**”. Refer to the following screen.

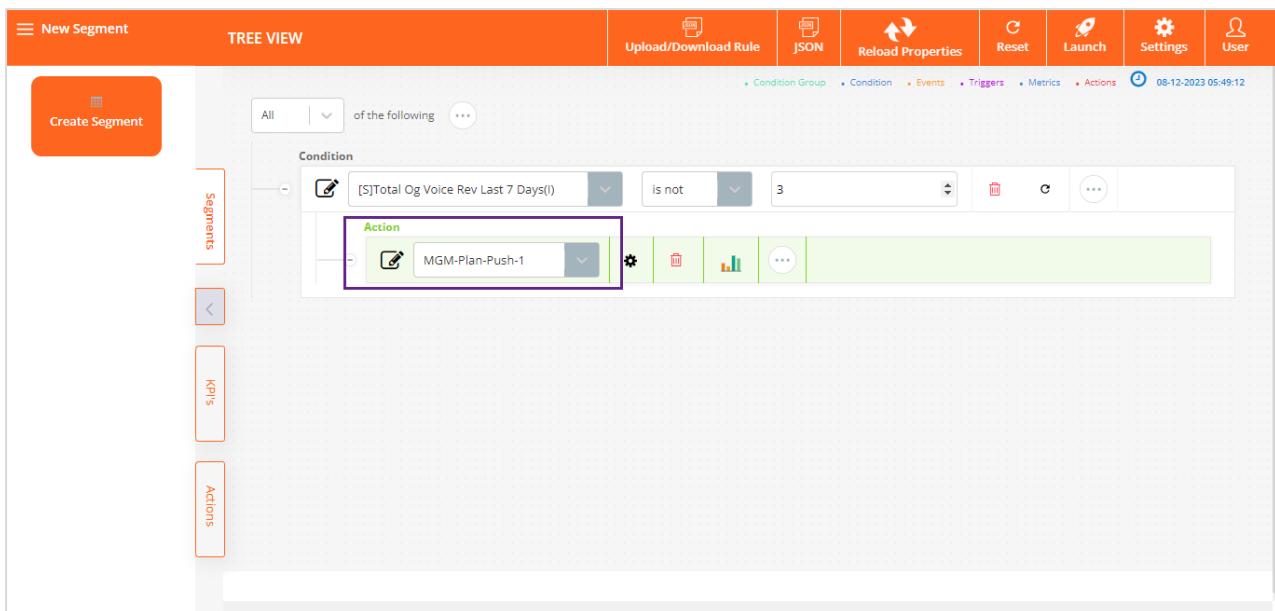


Figure 187 Condition – Action Input Values

- After entering the required details, click the **Launch** button to launch the segment. Refer to the following screen.

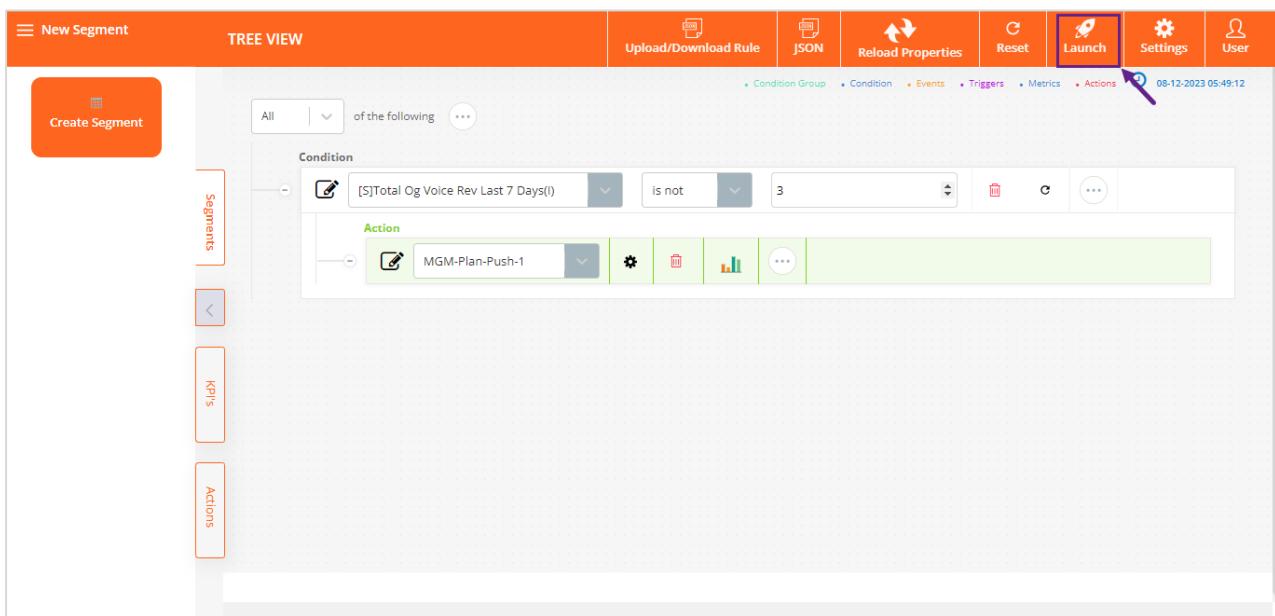
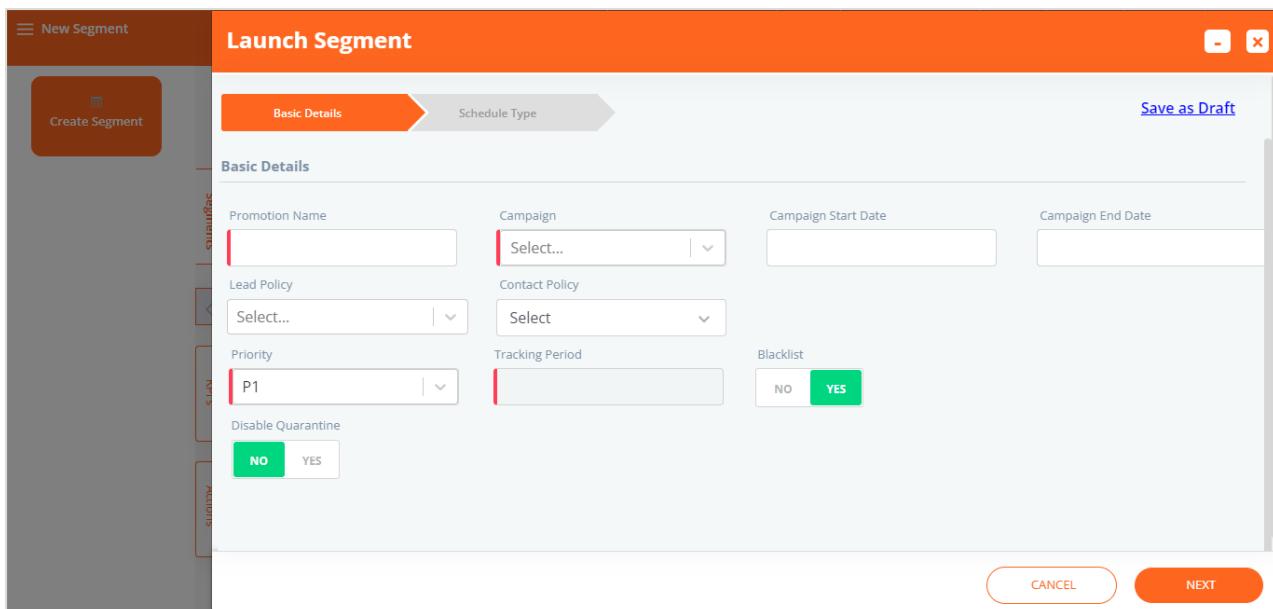


Figure 188 New Segment – Launch Button

- After clicking the **Launch** button, the following screen will be displayed.



The screenshot shows the 'Launch Segment' input screen. At the top, there's a navigation bar with 'Basic Details' and 'Schedule Type' tabs, and a 'Save as Draft' button. Below this, the 'Basic Details' section contains fields for 'Promotion Name' (with a red border), 'Campaign' (a dropdown menu), 'Campaign Start Date' (text input field), 'Campaign End Date' (text input field), 'Lead Policy' (dropdown menu), 'Contact Policy' (dropdown menu), 'Priority' (dropdown menu with 'P1' selected), 'Tracking Period' (text input field), and 'Blacklist' (radio buttons for 'NO' and 'YES', where 'NO' is selected). There are also 'Disable Quarantine' (radio buttons for 'NO' and 'YES', where 'NO' is selected) and 'Whitelist' (radio buttons for 'NO' and 'YES', where 'YES' is selected). At the bottom right are 'CANCEL' and 'NEXT' buttons.

Figure 189 Launch Segment – Input Screen

- Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Basic Details	
Promotion Name	Enter the name of the promotion
Campaign	Select the Campaign in the drop-down list. For example, “ MGM Benefits ”.
Campaign Start Date	The campaign start date is auto-filled after selecting the campaign in the drop-down list.
Campaign End Date	The campaign end date is auto-filled after selecting the campaign in the drop-down list.
Lead Policy	Select the lead policy in the drop-down list.
Contact Policy	Select the contact policy in the drop-down list. For example, “ Contact ADCB ”.
URL	Select the URL in the drop-down list. For example, “ RE_BL_Offline ”.
Priority	Select Priority in the drop-down list. For example, “ P1 ”.
Tracking Period	This field is auto-filled and non-editable.
Whitelist	Click the Whitelist option button to enable or disable the whitelist.
Whitelist Numbers	Enter the numbers that need to be whitelisted. Note: This field is displayed after selecting the Whitelist option button.
Blacklist	Click the Blacklist option button to enable or disable the blacklist,

- After providing the required details, click **Next**. The following pop-up window will be displayed.

Note: By default, **Schedule Now** is selected in the Schedule Type drop-down list.

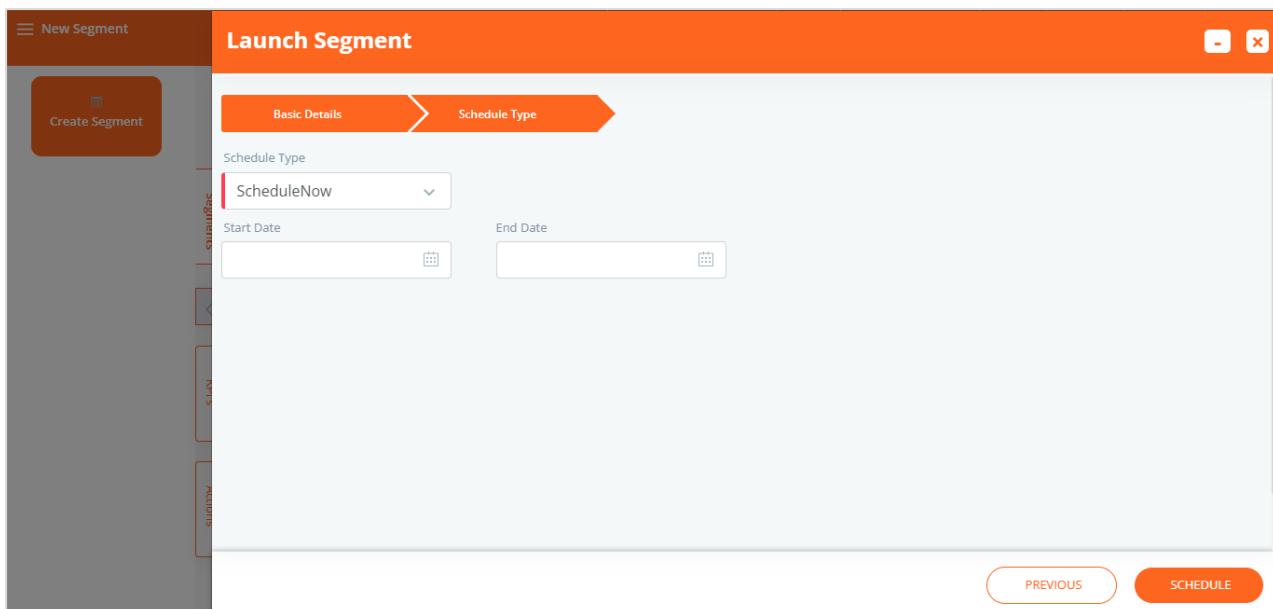


Figure 190 Launch Segment – Schedule Now Type

Note: The following screen is displayed when **Interval** is selected as the schedule type.

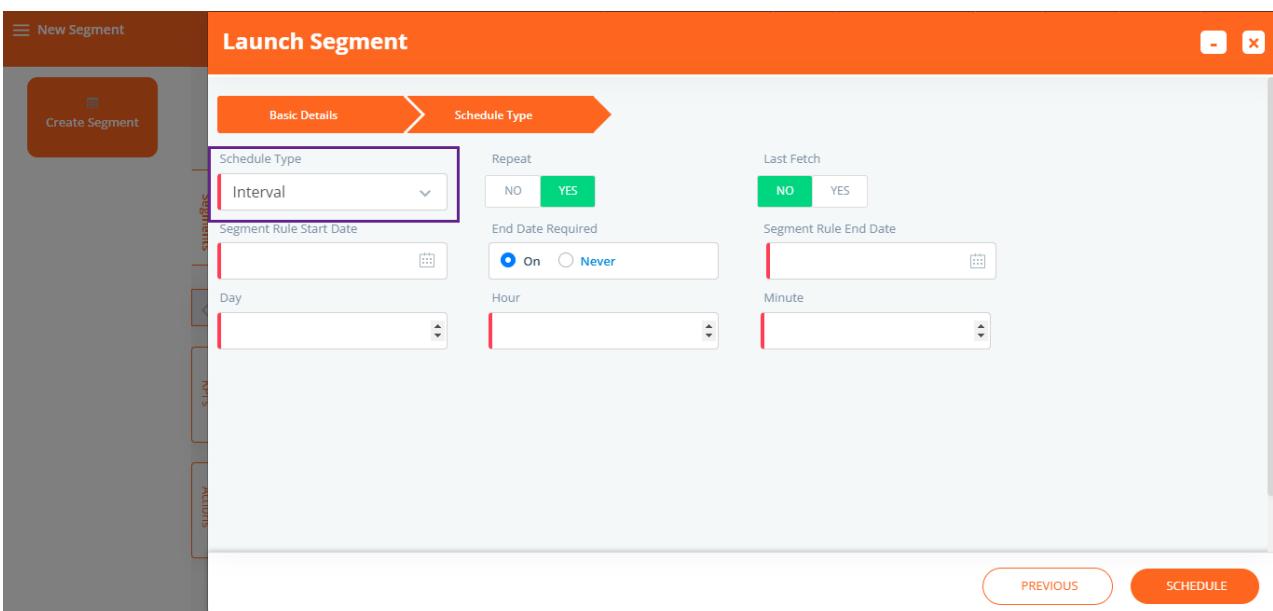
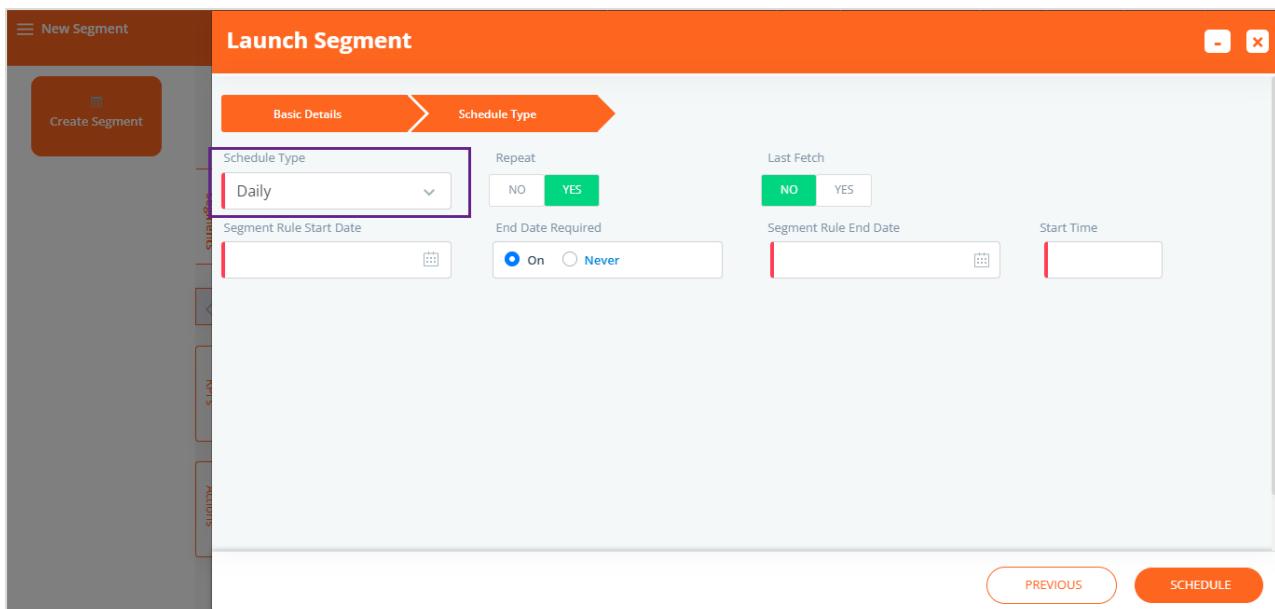


Figure 191 Launch Segment – Schedule Type (Interval)

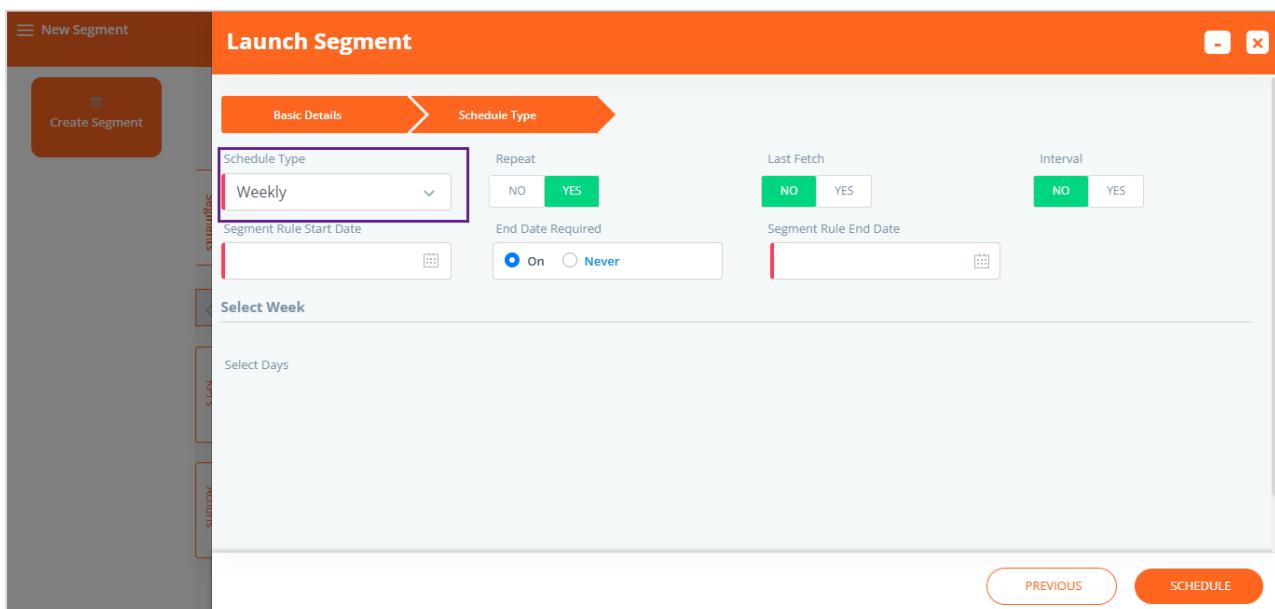
Note: The following screen is displayed when **Daily** is selected as the schedule type.



The screenshot shows the 'Launch Segment' interface. On the left, there's a sidebar with 'New Segment' and a 'Create Segment' button. The main area has a header 'Launch Segment' with tabs 'Basic Details' and 'Schedule Type'. Under 'Schedule Type', the 'Schedule Type' dropdown is set to 'Daily', highlighted with a purple border. Other fields include 'Repeat' (NO/YES), 'Segment Rule Start Date' (calendar icon), 'End Date Required' (radio buttons for 'On' or 'Never'), 'Last Fetch' (NO/YES), 'Segment Rule End Date' (calendar icon), and 'Start Time' (text input). At the bottom are 'PREVIOUS' and 'SCHEDULE' buttons.

Figure 192 Launch Segment – Schedule Type (Daily)

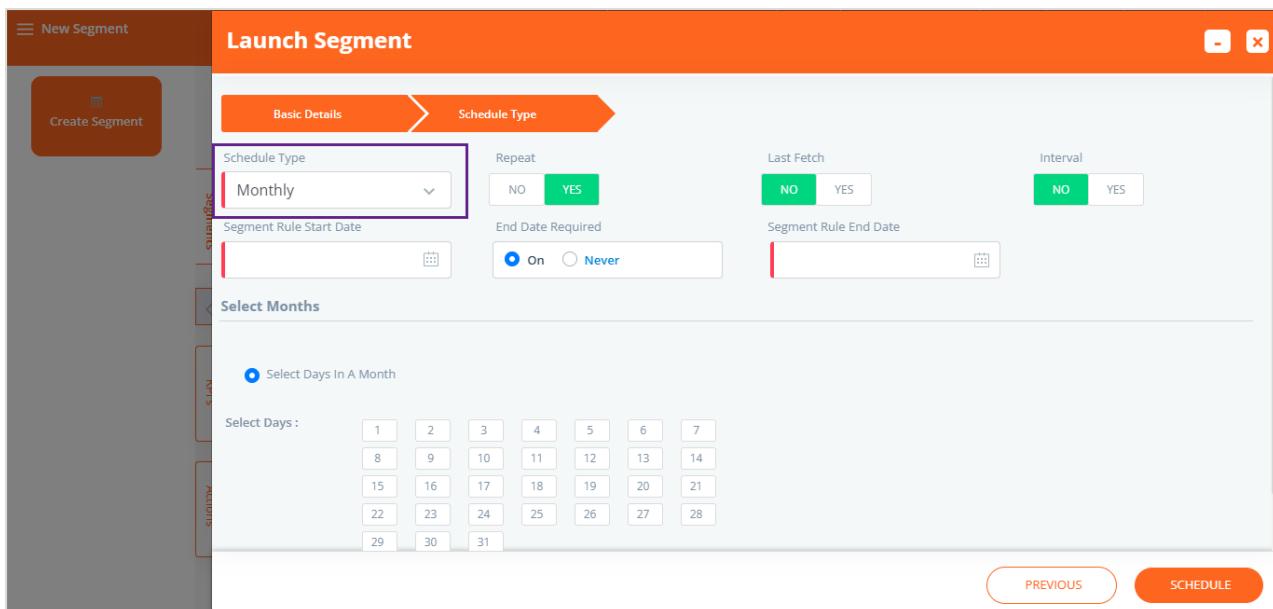
Note: The following screen is displayed when **Weekly** is selected as the schedule type.



This screenshot shows the same 'Launch Segment' interface as Figure 192, but with 'Weekly' selected in the 'Schedule Type' dropdown, which is also highlighted with a purple border. The other fields remain the same: 'Repeat' (NO/YES), 'Segment Rule Start Date' (calendar icon), 'End Date Required' (radio buttons for 'On' or 'Never'), 'Last Fetch' (NO/YES), 'Segment Rule End Date' (calendar icon), and 'Start Time' (text input). The 'Interval' field is visible on the right. At the bottom are 'PREVIOUS' and 'SCHEDULE' buttons.

Figure 193 Launch Segment – Schedule Type (Weekly)

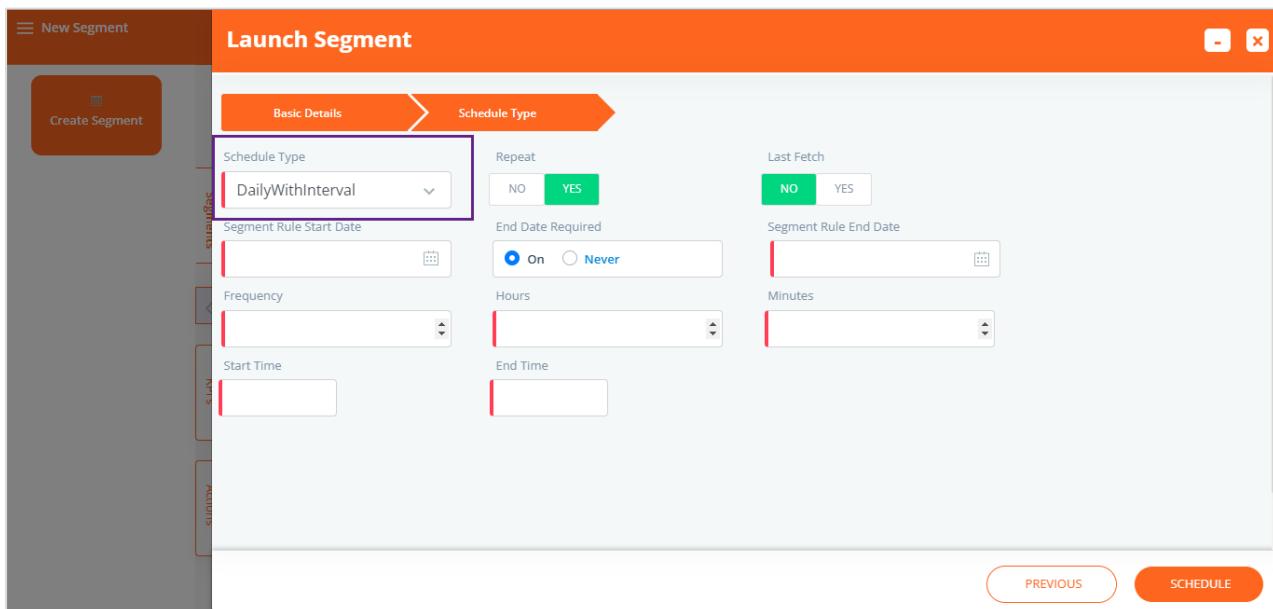
Note: When **Monthly** is selected as the schedule type, the following screen is displayed.



The screenshot shows the 'Launch Segment' interface for creating a new segment. The 'Schedule Type' dropdown is set to 'Monthly'. Other visible fields include 'Repeat' (NO selected), 'Segment Rule Start Date' (calendar icon), 'End Date Required' (radio buttons for 'On' or 'Never'), 'Last Fetch' (NO selected), 'Segment Rule End Date' (calendar icon), and 'Interval' (NO selected). Buttons at the bottom include 'PREVIOUS' and 'SCHEDULE'.

Figure 194 Launch Segment – Schedule Type (Monthly)

Note: When **Daily with Interval** is selected as the schedule type, the following screen is displayed.



The screenshot shows the 'Launch Segment' interface for creating a new segment. The 'Schedule Type' dropdown is set to 'DailyWithInterval'. Other visible fields include 'Repeat' (YES selected), 'Segment Rule Start Date' (calendar icon), 'End Date Required' (radio buttons for 'On' or 'Never'), 'Last Fetch' (NO selected), 'Segment Rule End Date' (calendar icon), 'Frequency' (dropdown menu), 'Hours' (dropdown menu), 'Minutes' (dropdown menu), 'Start Time' (text input field), and 'End Time' (text input field). Buttons at the bottom include 'PREVIOUS' and 'SCHEDULE'.

Figure 195 Launch Segment – Schedule Type (Daily with Interval)

Note: When **Monthly with Specifics** is selected as the schedule type, the following screen is displayed.

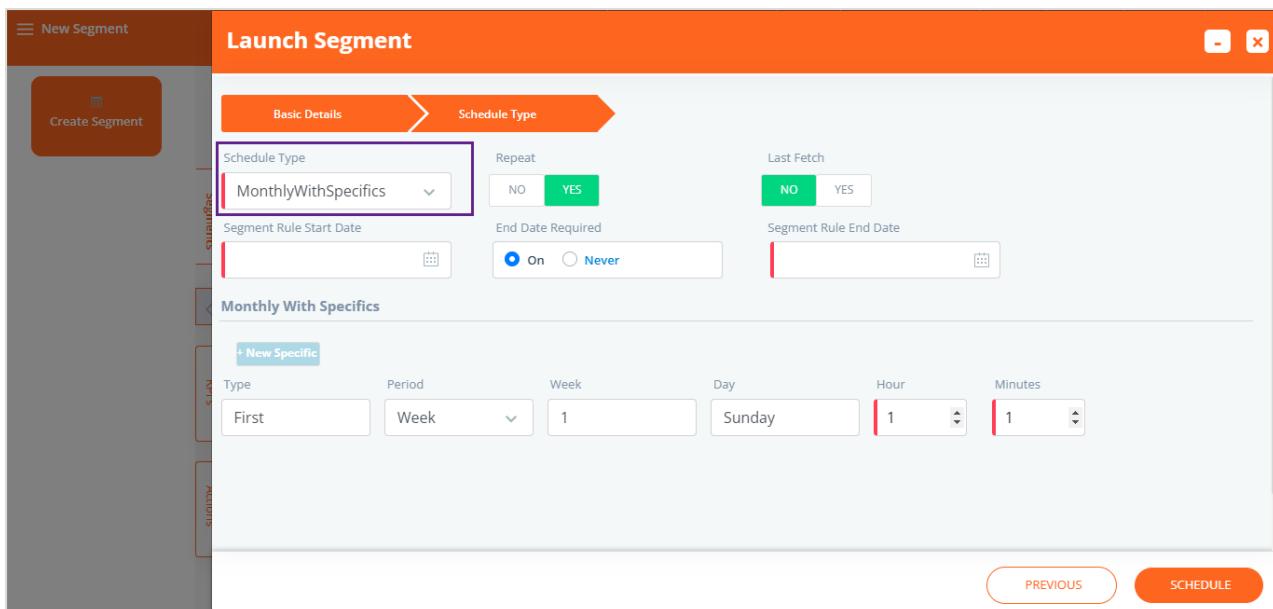
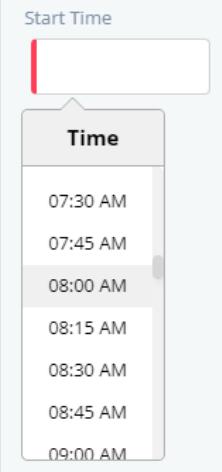
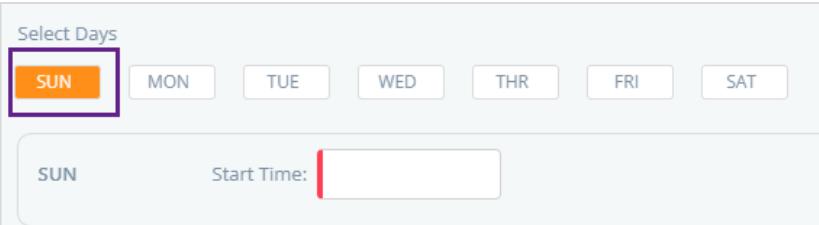
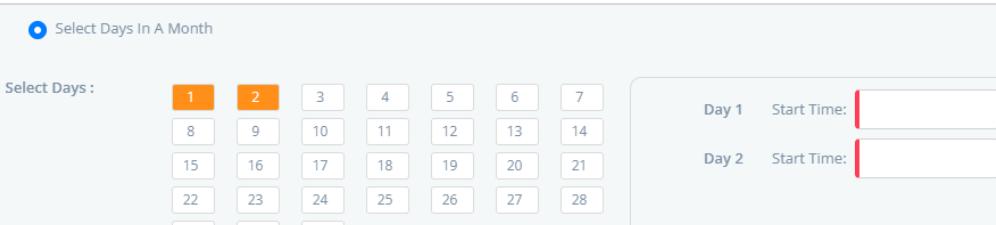


Figure 196 Launch Segment – Schedule Type (Monthly with Specifics)

- Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description																																										
Interval																																											
Repeat	Click the Repeat option button to repeat the schedule																																										
Last Fetch	Click the Last Fetch option button to enable the last fetch of the schedule																																										
Segment Rule Start Date	Select the Start Date of the Segment Rule. <div style="text-align: center;"> December 2023 <div style="display: flex; justify-content: space-around; font-size: small;"> December 2023 </div> <table border="1" style="margin: auto; border-collapse: collapse; text-align: center;"> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> <tr> <td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr> <td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr> <td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr> <td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Su	Mo	Tu	We	Th	Fr	Sa																																					
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10	11	12	13	14	15	16																																					
17	18	19	20	21	22	23																																					
24	25	26	27	28	29	30																																					
End Date Required	Click the ON checkbox to enable the End Date of the Segment Rule Click the Never checkbox to disable the End Date of the Segment Rule																																										
Segment Rule Start Date	Select the End Date of the Segment Rule.																																										

Field	Description																																										
	<div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> ◀ January 2024 ▶ January 2024 <table border="1" style="margin: auto; border-collapse: collapse; font-size: 0.8em;"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td></tr> <tr><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td style="background-color: #0070C0; color: white; border: 2px solid #0070C0;">27</td></tr> <tr><td>28</td><td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td></tr> </tbody> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3
Su	Mo	Tu	We	Th	Fr	Sa																																					
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14	15	16	17	18	19	20																																					
21	22	23	24	25	26	27																																					
28	29	30	31	1	2	3																																					
	<p>Note: This field will be enabled if the “ON” checkbox is selected under the End Date Required section.</p>																																										
Day	Click the Arrow button ▲ to increase the day. Click the Arrow button ▼ to decrease the day.																																										
Hour	Click the Arrow button ▲ to increase the hour. Click the Arrow button ▼ to decrease the hour.																																										
Minute	Click the Arrow button ▲ to increase the minute. Click the Arrow button ▼ to decrease the minute.																																										
Daily																																											
Start Time	Select the start time of the segment. Refer to the following screen.  <p>The screenshot shows a dropdown menu titled "Start Time". It lists several time intervals, with "08:00 AM" highlighted in grey. The menu is titled "Time" and includes options like 07:30 AM, 07:45 AM, 08:00 AM, 08:15 AM, 08:30 AM, 08:45 AM, and 09:00 AM.</p>																																										
Weekly																																											
Select Days	Select the Days to schedule the segment. Refer to the following screen.																																										

Field	Description
	 <p>Select Days SUN MON TUE WED THR FRI SAT</p> <p>SUN Start Time: [Redacted]</p>
Start Time	Select the start time of the segment. Refer to the following screen.
Monthly	
Select Days	Select a day in a month to schedule the segments. Refer to the following screen.
	 <p>Select Days In A Month</p> <p>Select Days : 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</p> <p>Day 1 Start Time: [Redacted] Day 2 Start Time: [Redacted]</p>
Start Time	Select the Start Time of the corresponding day.
Daily with Interval	
Frequency	Enter the frequency of the schedule.
Monthly with Specifics	
Type	Select the type in the drop-down list. For example, " First ".
Period	Select the period in the drop-down list. For example, " Week ".
Week	Select the week in the drop-down list. For example, " 2 ".
Day	Select the day in the drop-down list. For example, " Monday ". <ul style="list-style-type: none"> • Click +Add New Specific to add a new specification. • Click Remove to remove existing specification details.

9. After providing the required details, click the **Schedule** button to schedule the segment.

A confirmation message is displayed, indicating that the segment is launched successfully.

9.3.2.2.2 Add Condition Group to Rule

- You can select the condition group as “Any” or “All”.
- **Any**- If any of the given conditions matches, proceed with the rule.
- **All**- All the given conditions should match to proceed with the rule.

To add a condition group to a rule:

1. On the **New Segment** screen, click **...> Condition Group** to add a condition group. Refer to the following screen.

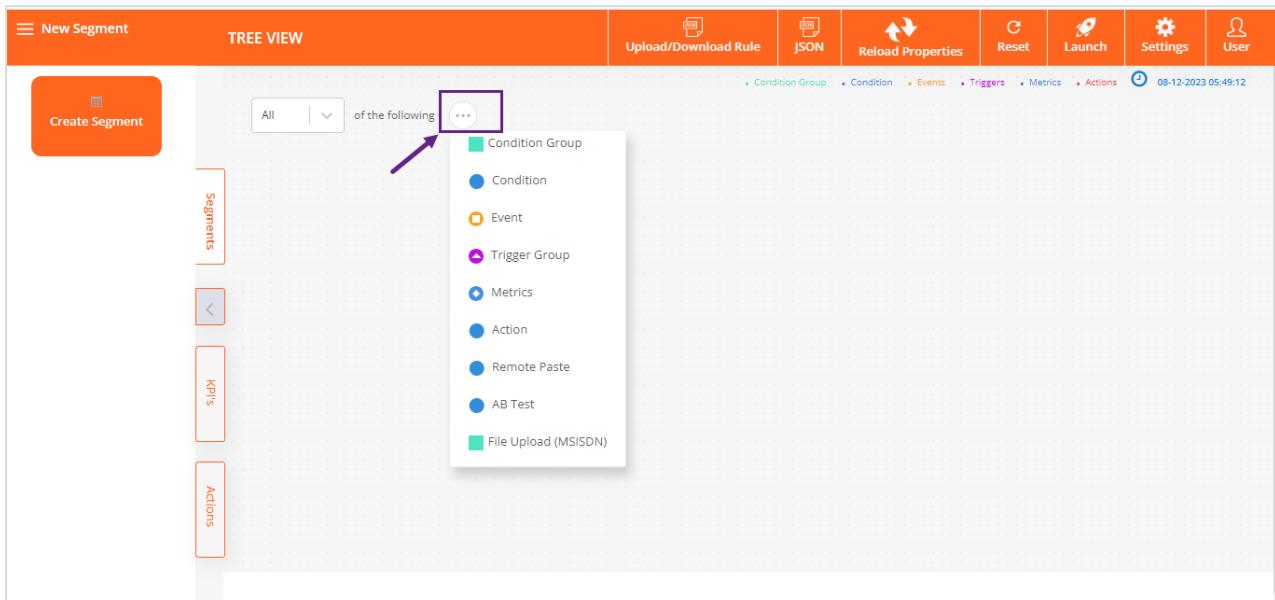


Figure 197 New Segment – Condition Group

2. Click **Condition Group** to add the condition group to the rule. Refer to the following screen.

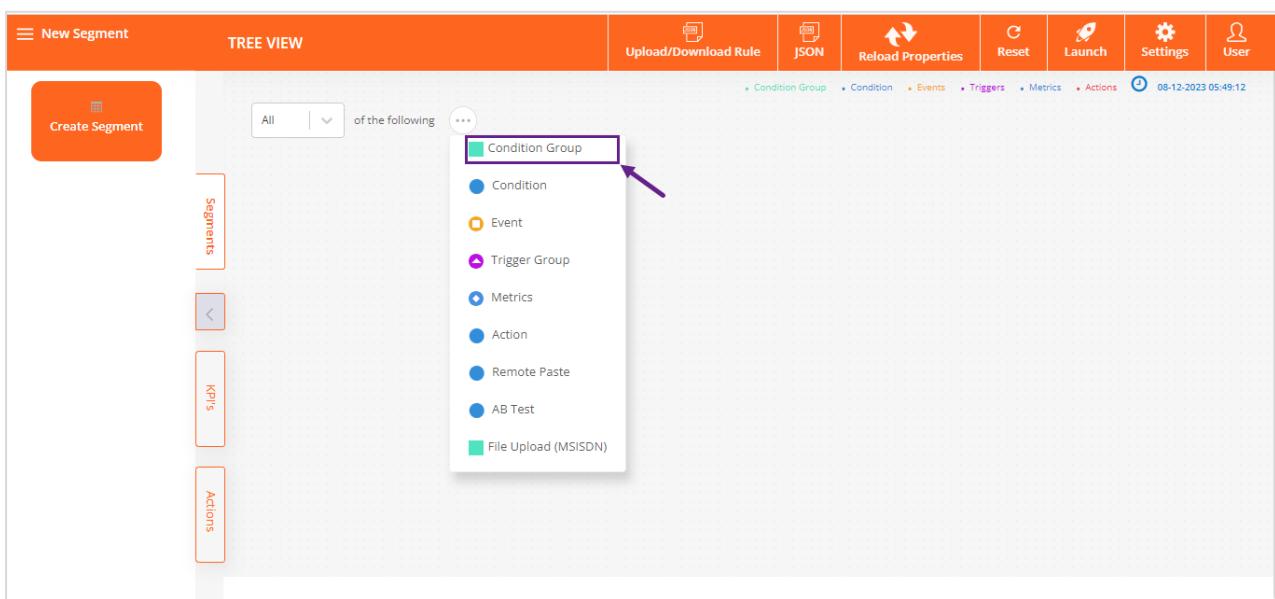


Figure 198 New Segments – Condition Group

3. After clicking the **Condition Group**, the following screen will be displayed.

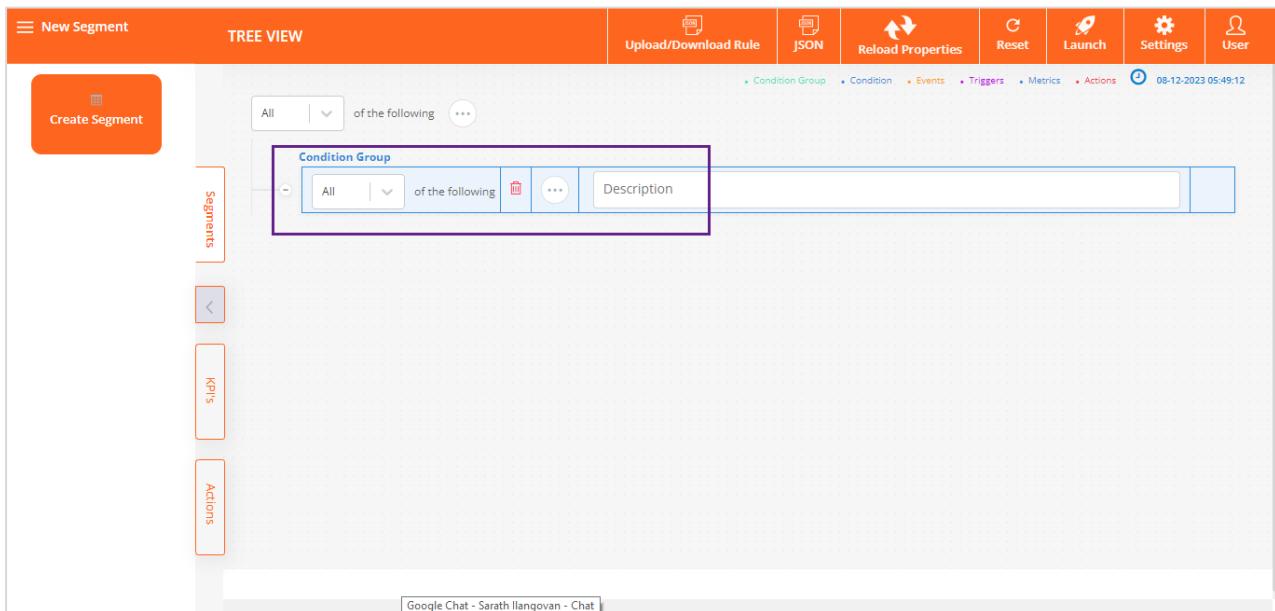


Figure 199 New Segment – Condition Group Input Screen

4. Enter the description of the condition group.

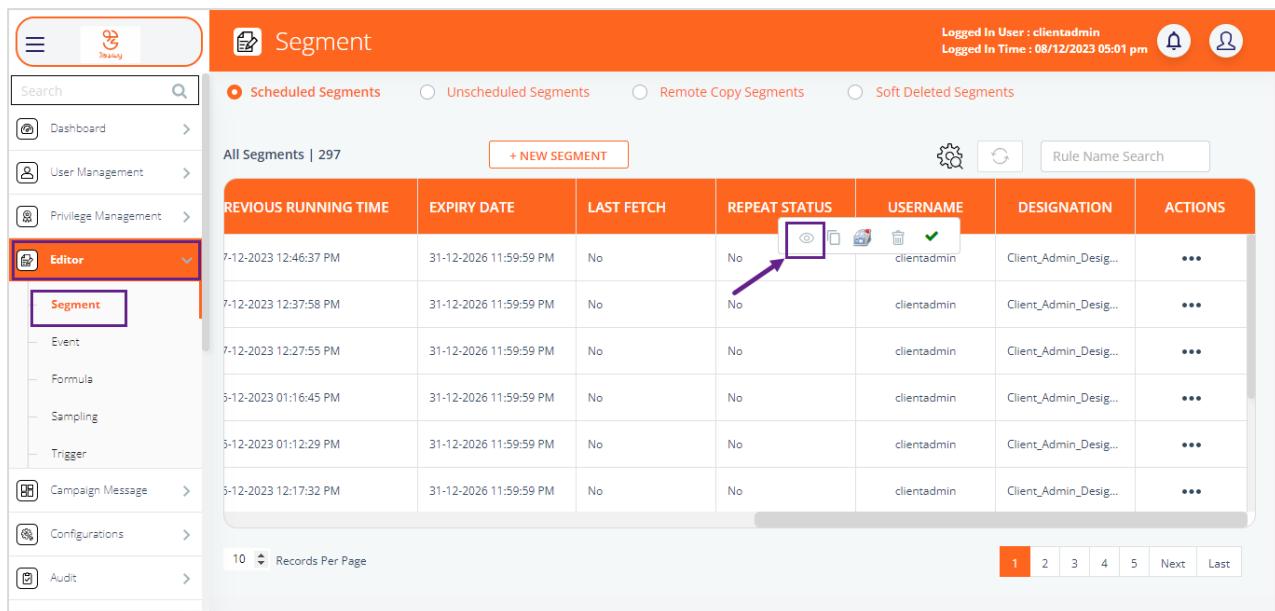
Note: Action is mandatory for launching the condition group. For adding action, see the section [**Action**](#).

9.3.3 View Segment

Using this view option, you can view segment details.

To view the segment,

1. On the **Segment** screen, click the **View** button  to view segment detail. Refer to the following screen.

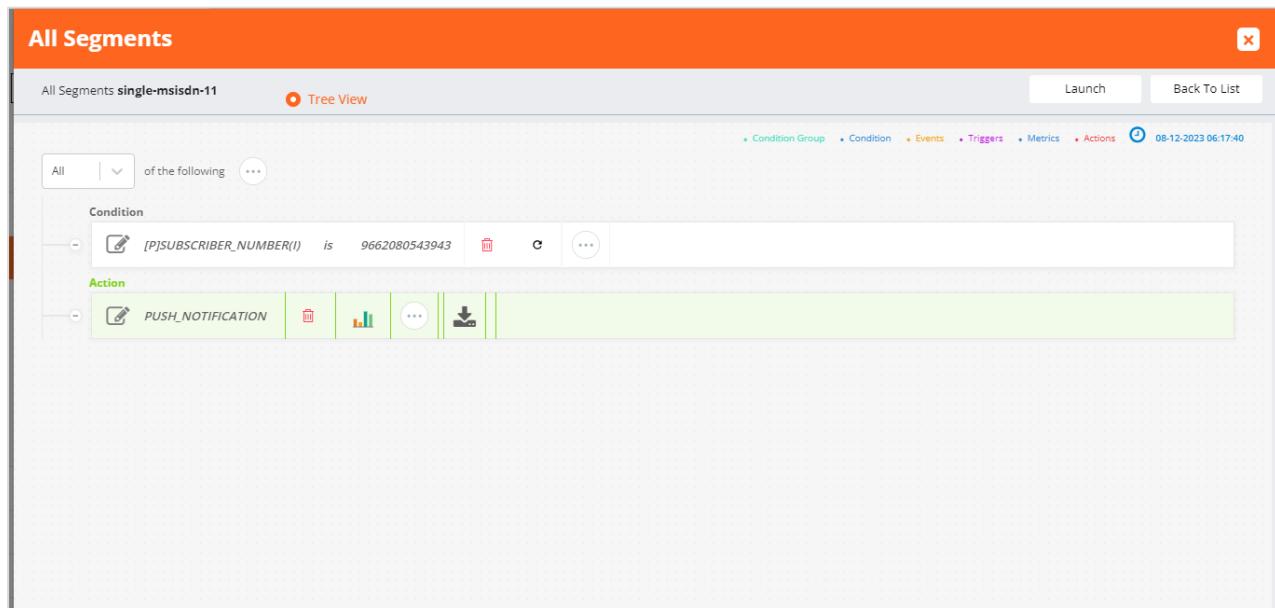


The screenshot shows the 'Segment' screen with the following details:

- Header:** Shows 'Logged In User : clientadmin' and 'Logged In Time : 08/12/2023 05:01 pm'.
- Filter Bar:** Includes 'Scheduled Segments', 'Unscheduled Segments', 'Remote Copy Segments', and 'Soft Deleted Segments'.
- Table Headers:** 'REVIOUS RUNNING TIME', 'EXPIRY DATE', 'LAST FETCH', 'REPEAT STATUS', 'USERNAME', 'DESIGNATION', and 'ACTIONS'.
- Data Rows:** Six rows of segment data, each with a 'View' button highlighted with a purple arrow.
- Bottom Navigation:** 'Records Per Page' dropdown set to 10, and a navigation bar with pages 1-5, 'Next', and 'Last'.

Figure 200 Segment – View Button

- After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'All Segments' input screen with the following details:

- Title:** All Segments
- Header:** 'All Segments single-msisdn-11' and 'Tree View'.
- Buttons:** 'Launch' and 'Back To List'.
- Toolbar:** 'Condition Group', 'Condition', 'Events', 'Triggers', 'Metrics', 'Actions', and a timestamp '08-12-2023 06:17:40'.
- Condition:** A condition block with a 'Condition' section containing a condition: '[P]SUBSCRIBER_NUMBER(I) is 9662080543943' and an 'Action' section containing an action: 'PUSH_NOTIFICATION'.

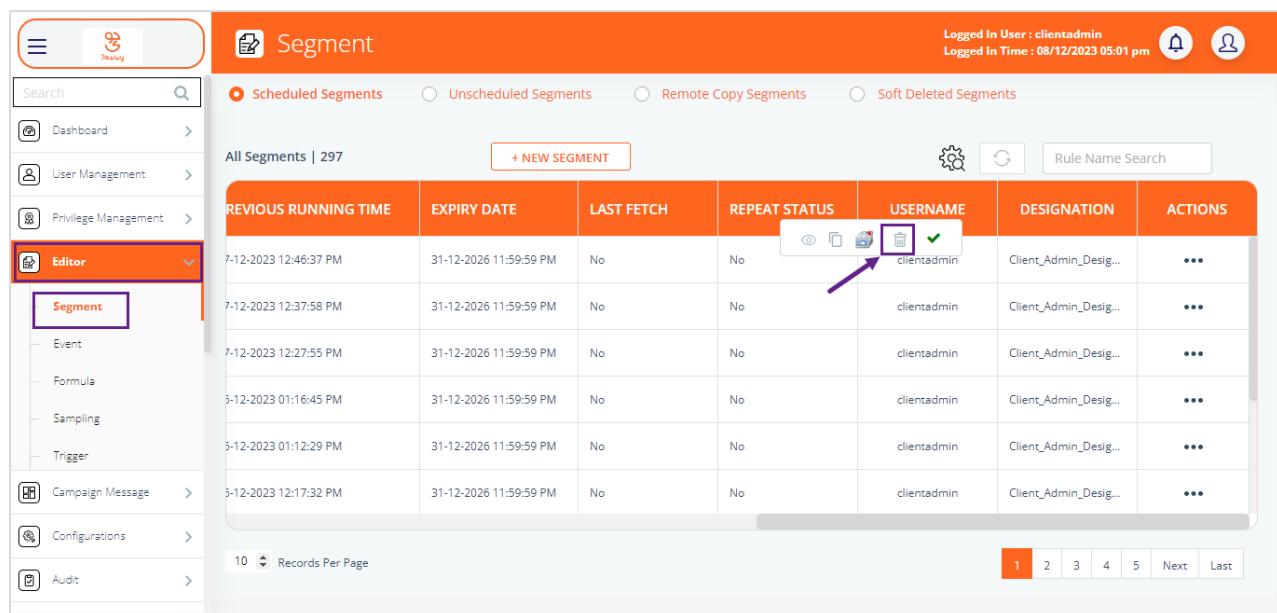
Figure 201 All Segments Input Screen

- You can view the existing condition and action of the segment.

9.3.4 Delete Segment

Using this delete option, you can delete segment details.
To delete the segment,

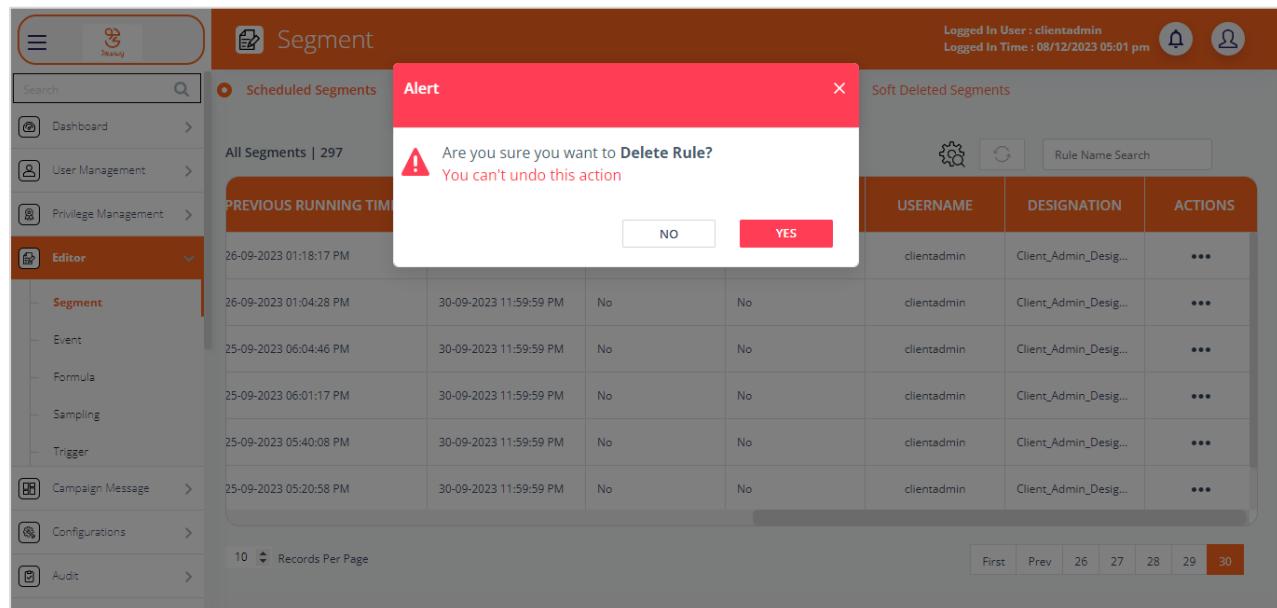
- On the **Segment** screen, click the **Delete** button  to delete segment detail. Refer to the following screen.



The screenshot shows the 'Segment' page with a list of 297 segments. The 'Actions' column contains icons for each segment, including a delete icon (highlighted with a purple box and an arrow). The page includes a search bar, navigation links for Dashboard, User Management, Privilege Management, Editor (selected), Campaign Message, Configurations, and Audit. Top navigation shows the user is logged in as 'clientadmin' at 08/12/2023 05:01 pm.

Figure 202 Segment – Delete Button

- After clicking the **Delete** button, the following screen is displayed.



The screenshot shows the 'Segment' page with a delete confirmation dialog box. The dialog asks 'Are you sure you want to Delete Rule? You can't undo this action' with 'NO' and 'YES' buttons. The background table lists segments with columns for Previous Running Time, Expiry Date, Last Fetch, Repeat Status, Username, Designation, and Actions. The 'Actions' column includes a delete icon. The page includes a search bar, navigation links, and top navigation information.

Figure 203 Segment – Delete Confirmation Message

- If you receive the message, “**Are you sure you want to Delete Rule? You can't undo this action**”, click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the rule is deleted successfully.

Or

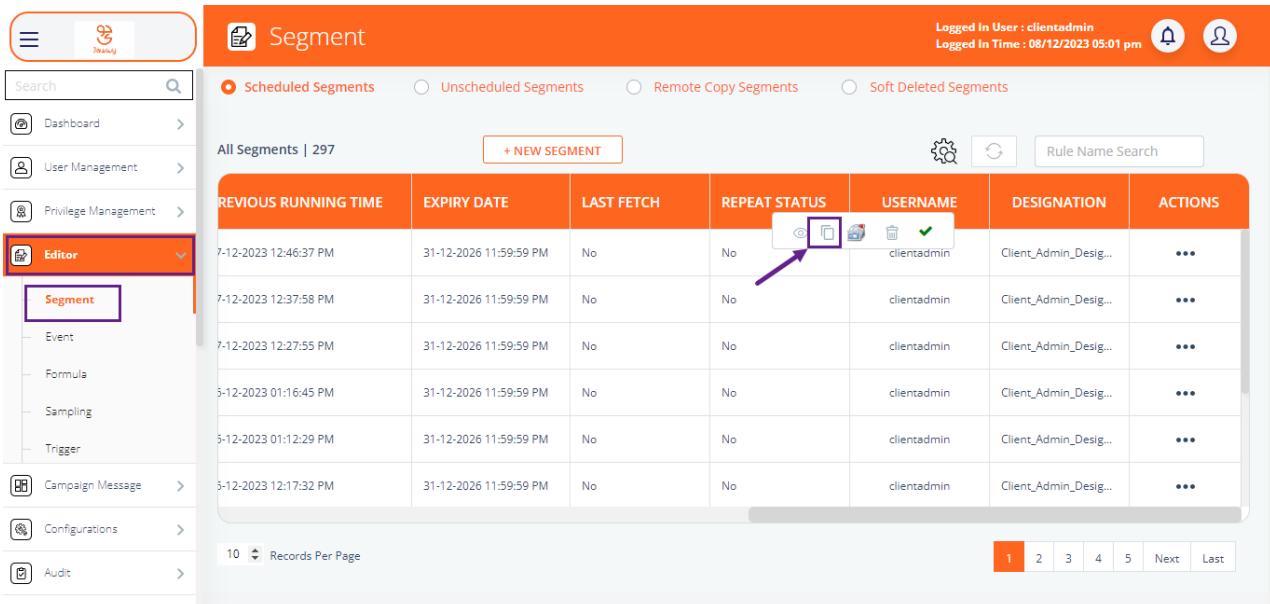
Click “**No**” to cancel the action.

9.3.5 Copy Segment

Using this copy option, you can copy segment details.

To copy the segment,

1. On the **Segment** screen, click the **Copy** button  to copy the segment to another instance. Refer to the following screen.



The screenshot shows the 'Segment' screen in the 6D Technologies platform. The left sidebar has a 'Segment' item selected under the 'Editor' category. The main area displays a table of segments with columns: REVIOUS RUNNING TIME, EXPIRY DATE, LAST FETCH, REPEAT STATUS, USERNAME, DESIGNATION, and ACTIONS. A purple arrow points to the 'Copy' button (represented by a clipboard icon) in the REPEAT STATUS column of the first row. The table contains six rows of segment data. At the bottom, there is a 'Records Per Page' dropdown set to 10, and a navigation bar with pages 1 through 5, 'Next', and 'Last'.

REVIOUS RUNNING TIME	EXPIRY DATE	LAST FETCH	REPEAT STATUS	USERNAME	DESIGNATION	ACTIONS
7-12-2023 12:46:37 PM	31-12-2026 11:59:59 PM	No	No	clientadmin	Client_Admin_Desig...	...
7-12-2023 12:37:58 PM	31-12-2026 11:59:59 PM	No	No	clientadmin	Client_Admin_Desig...	...
7-12-2023 12:27:55 PM	31-12-2026 11:59:59 PM	No	No	clientadmin	Client_Admin_Desig...	...
5-12-2023 01:16:45 PM	31-12-2026 11:59:59 PM	No	No	clientadmin	Client_Admin_Desig...	...
5-12-2023 01:12:29 PM	31-12-2026 11:59:59 PM	No	No	clientadmin	Client_Admin_Desig...	...
5-12-2023 12:17:32 PM	31-12-2026 11:59:59 PM	No	No	clientadmin	Client_Admin_Desig...	...

Figure 204 Segment – Copy Button

2. After clicking the **Copy** button, the following screen is displayed.

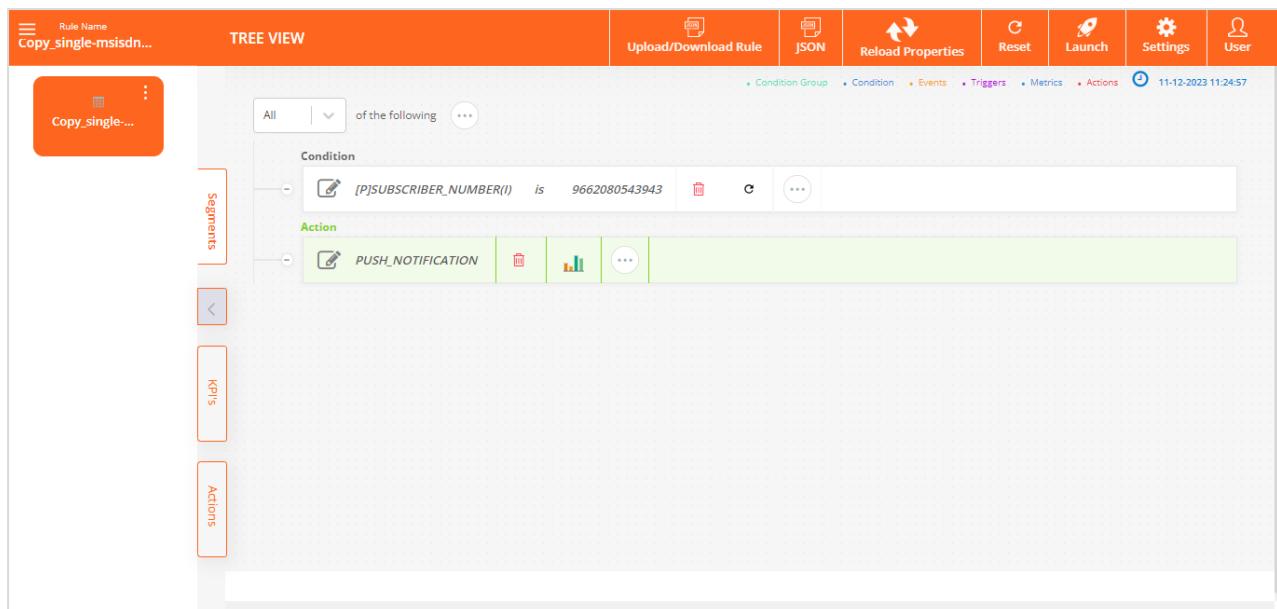


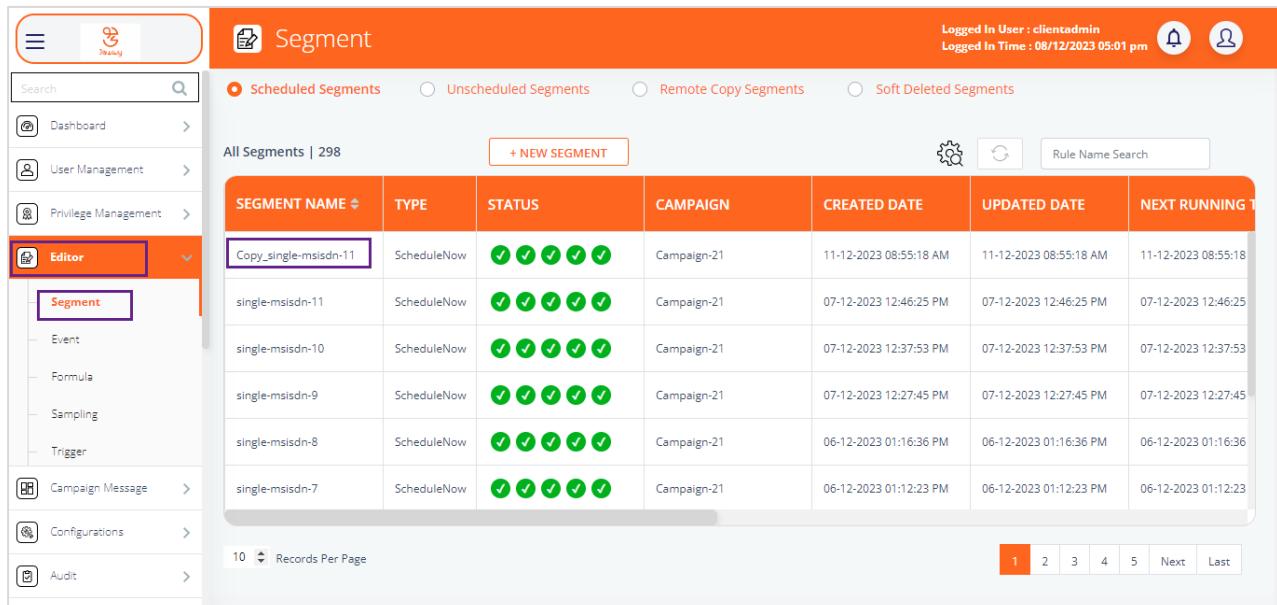
Figure 205 Segment – Copy Button

3. Click Launch.

For more details about the Launch Segment, see the section [Action](#).

A confirmation message is displayed, indicating that the segment is copied successfully.

The following screen depicts the copied segment details.



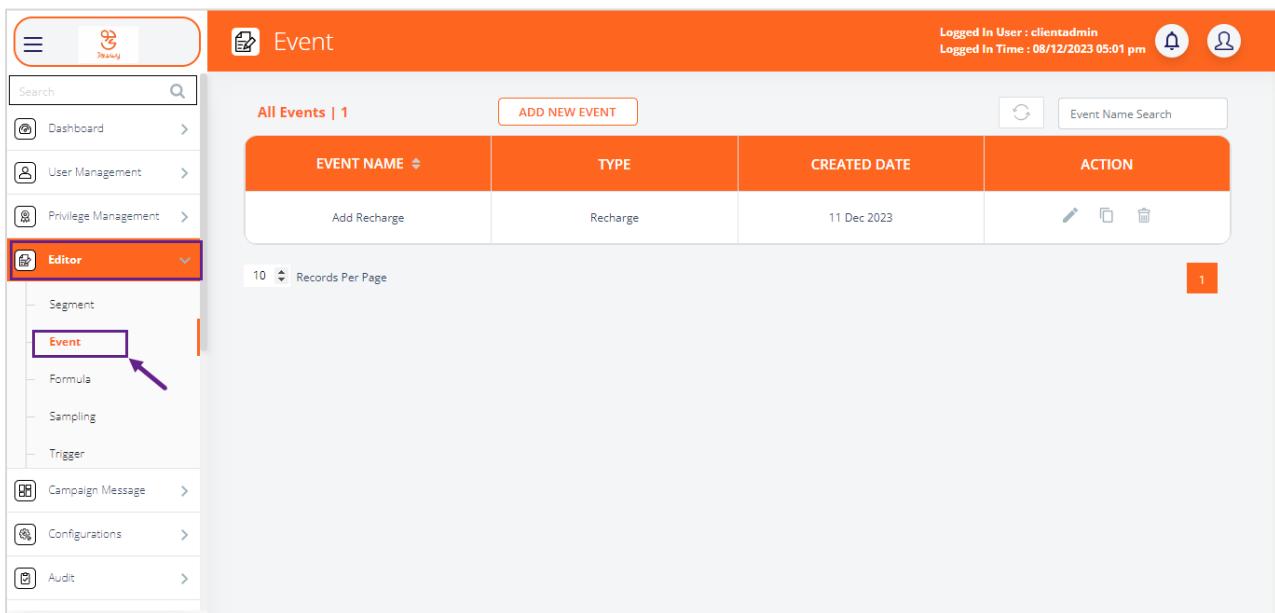
SEGMENT NAME	TYPE	STATUS	CAMPAIGN	CREATED DATE	UPDATED DATE	NEXT RUNNING TIME
Copy_single-msisdn-11	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	11-12-2023 08:55:18 AM	11-12-2023 08:55:18 AM	11-12-2023 08:55:18
single-msisdn-11	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	07-12-2023 12:46:25 PM	07-12-2023 12:46:25 PM	07-12-2023 12:46:25
single-msisdn-10	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	07-12-2023 12:37:53 PM	07-12-2023 12:37:53 PM	07-12-2023 12:37:53
single-msisdn-9	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	07-12-2023 12:27:45 PM	07-12-2023 12:27:45 PM	07-12-2023 12:27:45
single-msisdn-8	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	06-12-2023 01:16:36 PM	06-12-2023 01:16:36 PM	06-12-2023 01:16:36
single-msisdn-7	ScheduleNow	✓ ✓ ✓ ✓ ✓	Campaign-21	06-12-2023 01:12:23 PM	06-12-2023 01:12:23 PM	06-12-2023 01:12:23

Figure 206 Copied Segments

9.3.6 Event

Using this event option, you can create, modify, and delete existing events. To manage the event,

1. On the side menu screen, click **Editor>>Event** to view event details. Refer to the following screen.



EVENT NAME	TYPE	CREATED DATE	ACTION
Add Recharge	Recharge	11 Dec 2023	  

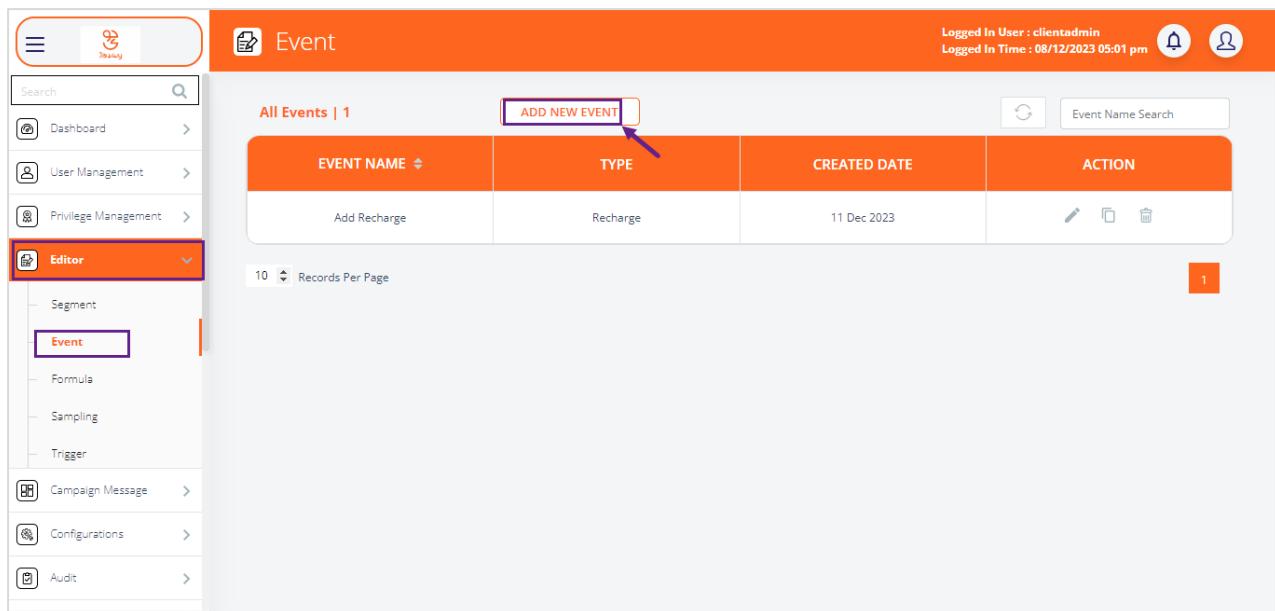
10 Records Per Page

Figure 207 Configurations – Events

9.3.6.1 Create Event

Using this create option, you can create a new event.
To create a new event,

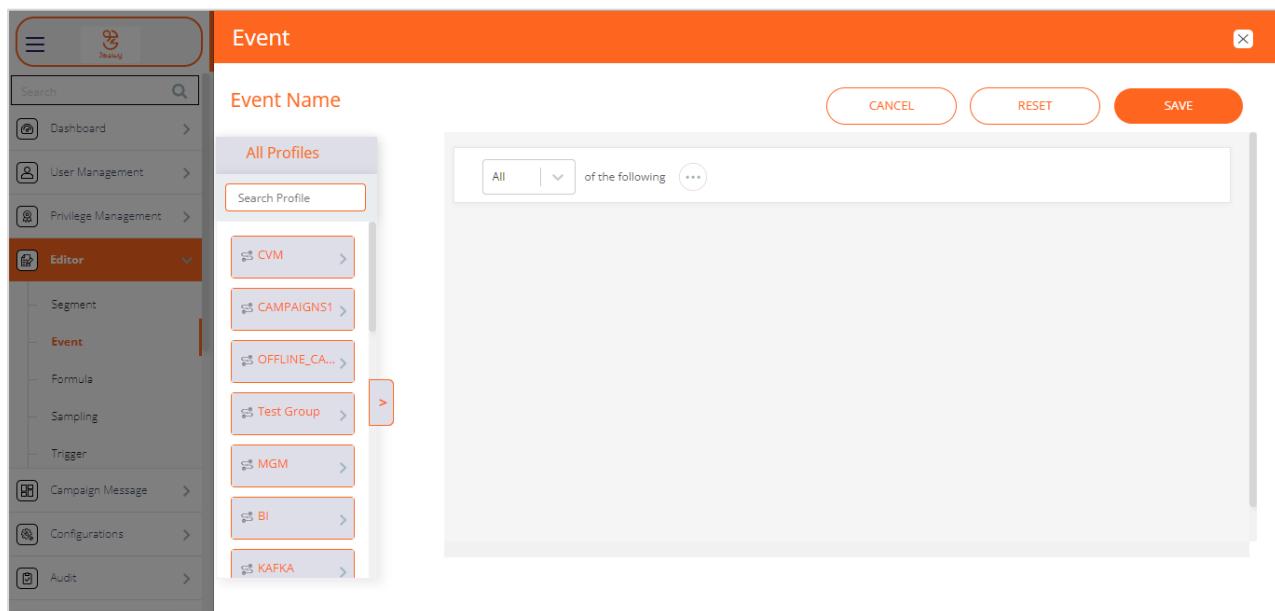
1. On the **Event** screen, click the **ADD NEW EVENT** button to add a new event. Refer to the following screen.



The screenshot shows the 'Event' management screen. On the left, there's a sidebar with a 'Search' bar and links to 'Dashboard', 'User Management', 'Privilege Management', 'Editor' (which is selected and has a dropdown menu with 'Event'), 'Formula', 'Sampling', 'Trigger', 'Campaign Message', 'Configurations', and 'Audit'. The main area is titled 'Event' and shows a table with one row: 'Add Recharge' under 'EVENT NAME', 'Recharge' under 'TYPE', and '11 Dec 2023' under 'CREATED DATE'. There are edit, delete, and refresh icons in the 'ACTION' column. At the top right, it says 'Logged In User : clientadmin' and 'Logged In Time : 08/12/2023 05:01 pm'. Below the table, it says '10 Records Per Page' and '1'.

Figure 208 Event – Add New Event

2. After clicking the **ADD NEW EVENT** button, the following screen will be displayed.



The screenshot shows the 'Event' management interface with the 'Event' dialog box open. The left sidebar is identical to Figure 208. The dialog box has a title 'Event' and a 'Event Name' input field. Below it is a 'All Profiles' section with a search bar and a list of profiles: CVM, CAMPAIGNS1, OFFLINE_CA..., Test Group, MGM, BI, and KAFKA. At the top right of the dialog box are 'CANCEL', 'RESET', and 'SAVE' buttons.

Figure 209 Event – Add New Event

Note: One condition is mandatory to add a new event.

3. After adding the condition, click **Save**. Refer to the following screen.

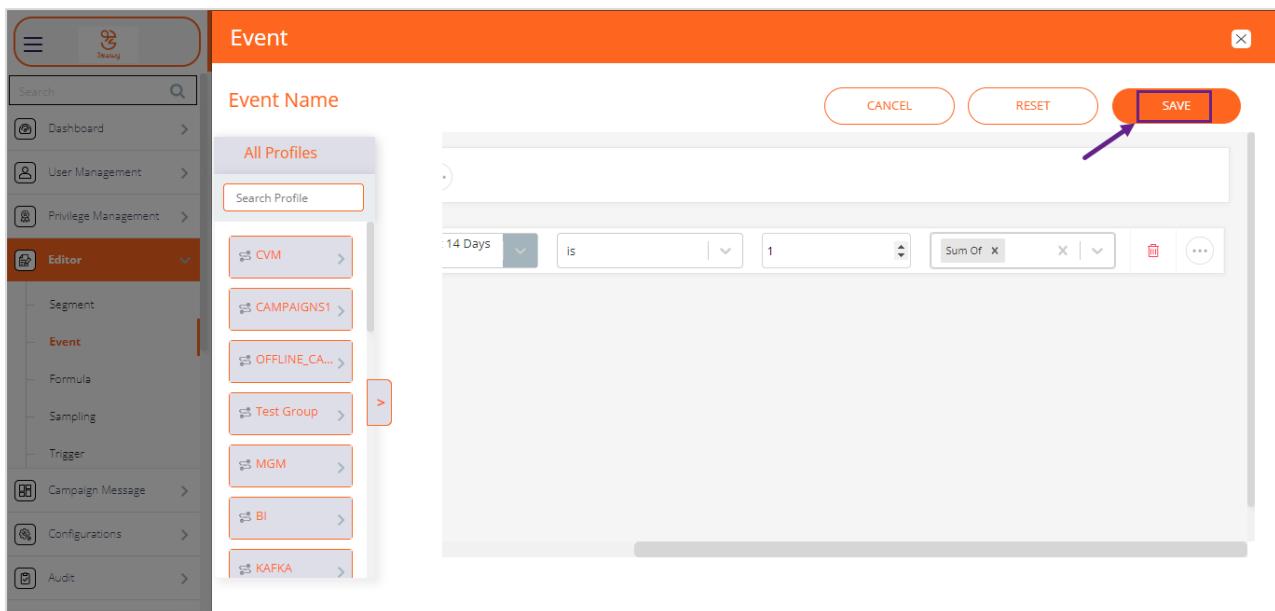


Figure 210 Event – Save

- After clicking the **Save** button, the following screen will be displayed.

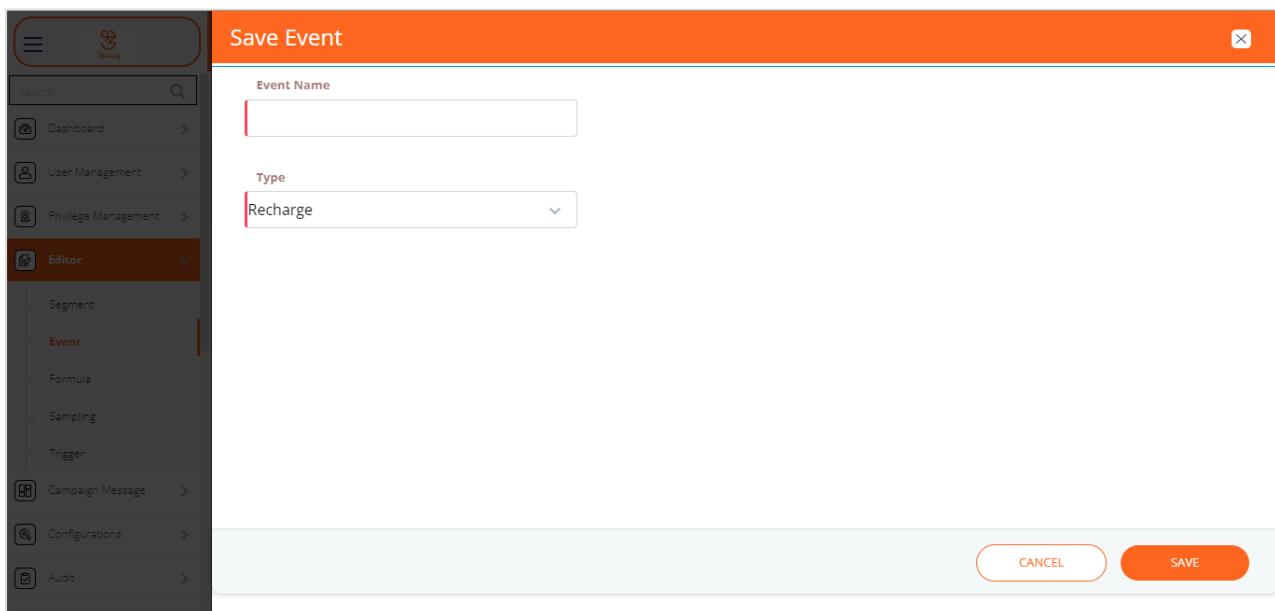


Figure 211 Save Event Input Screen

- Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Event Name	Enter the name of the event.
Type	Select the type in the drop-down list. For example, “SMS”.

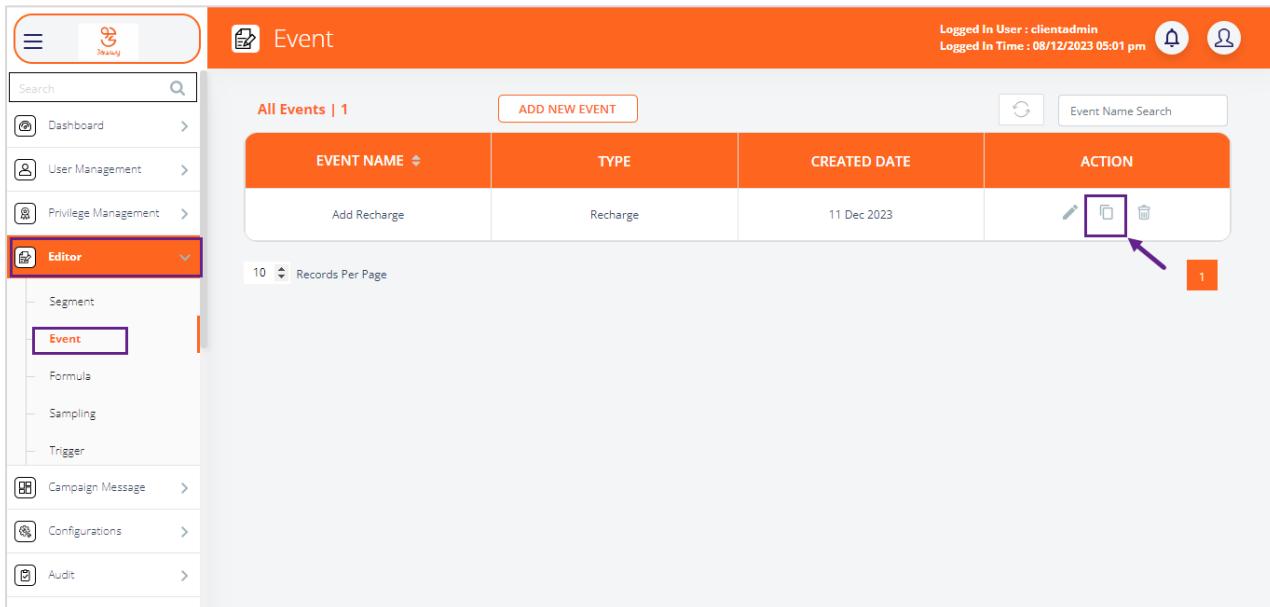
- After providing the required details, click **SAVE**.

A confirmation message is displayed, indicating that the event is created successfully.

9.3.6.2 Duplicate Event

Using this duplicate option, you can duplicate the existing event.
To duplicate the event,

1. On the **Event** screen, click the **Duplicate** button  to duplicate the event. Refer to the following screen.



EVENT NAME	TYPE	CREATED DATE	ACTION
Add Recharge	Recharge	11 Dec 2023	  

Figure 212 Event – Duplicate

2. After clicking the **Duplicate** button, the following screen will be displayed.

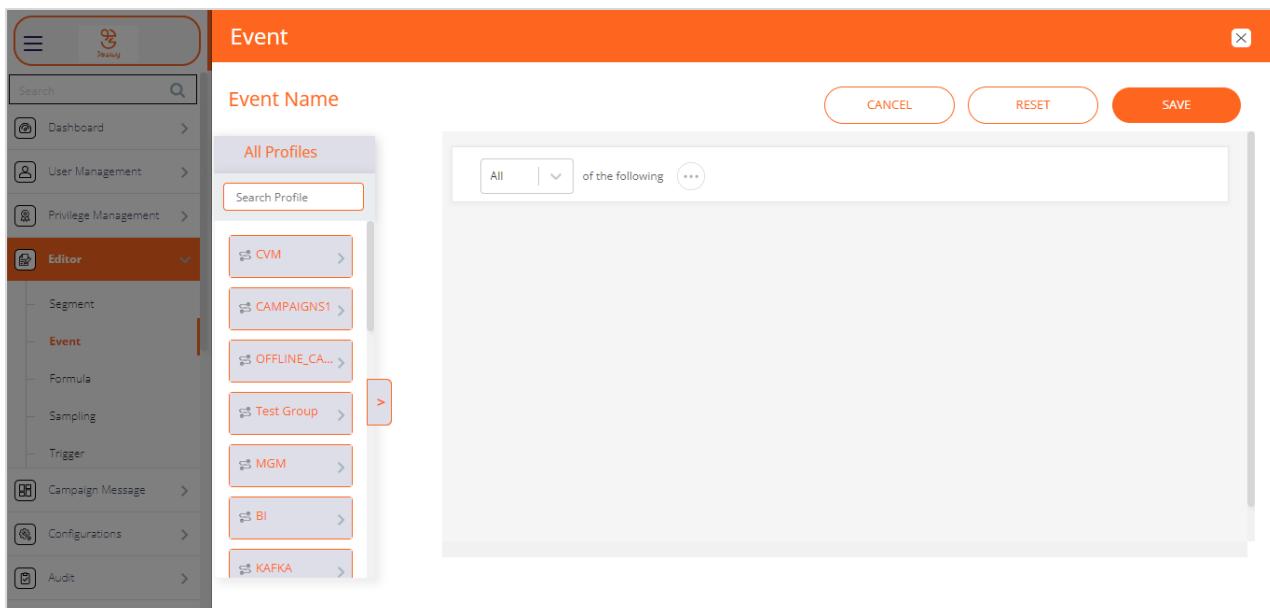
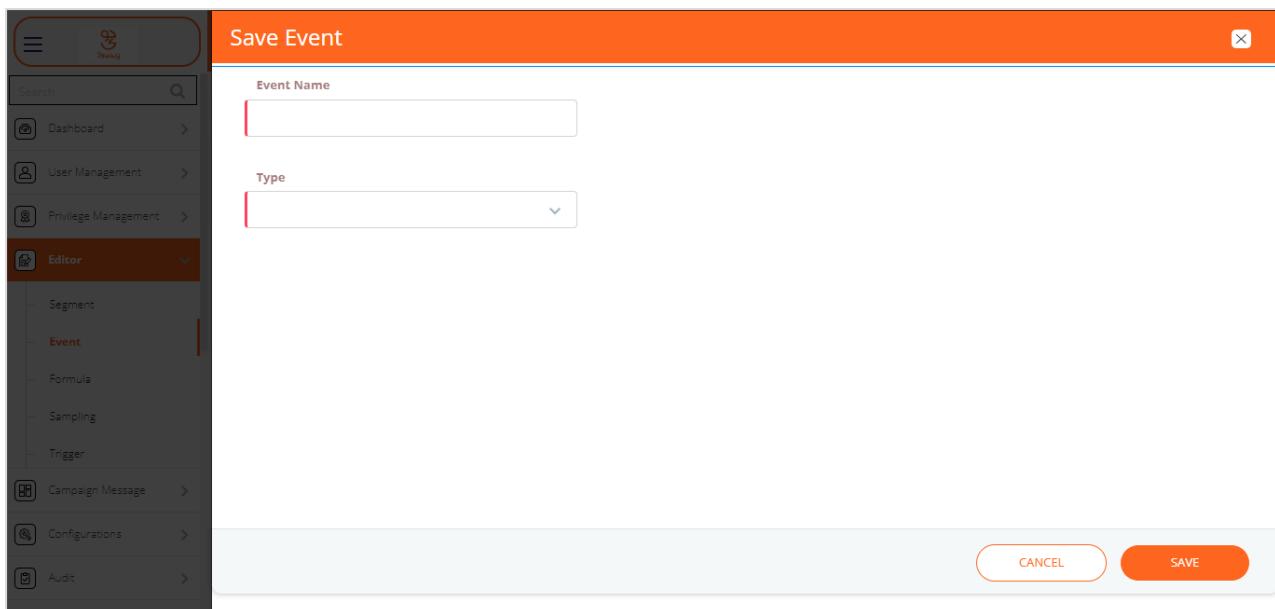


Figure 213 Event – Modify Input Screen

3. Click **Save**. The following screen will be displayed.



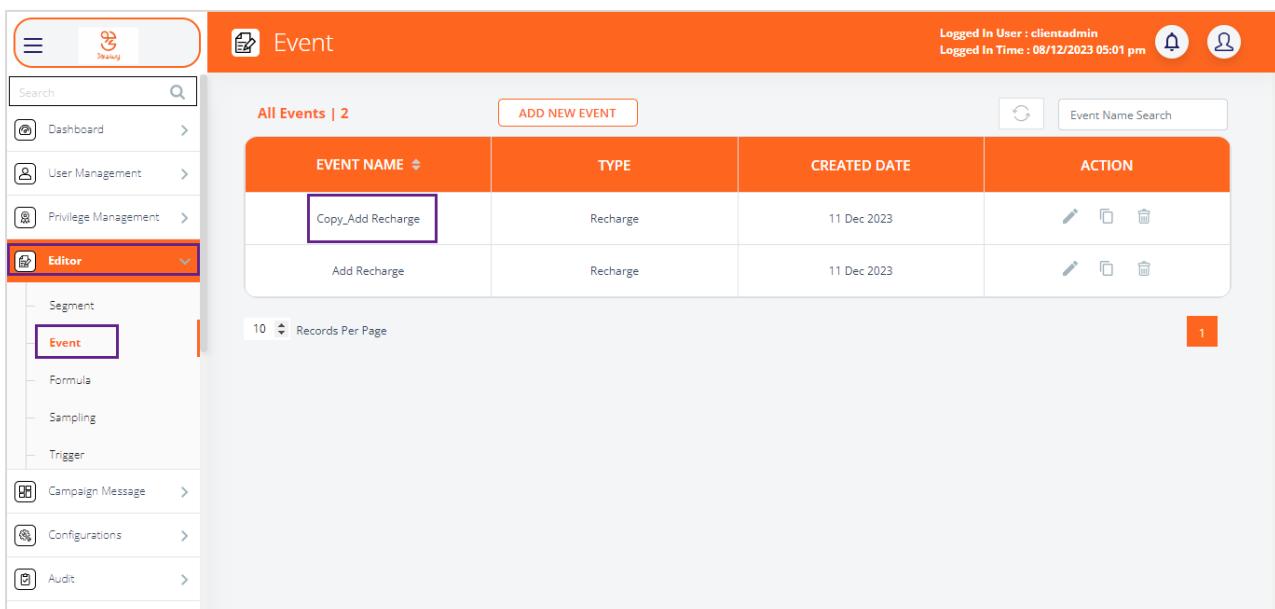
The screenshot shows a 'Save Event' dialog box. On the left is a sidebar with a search bar and navigation links: Dashboard, User Management, Privilege Management, Editor (selected), Segment, Event (selected), Formula, Sampling, Trigger, Campaign Message, Configurations, and Audit. The main area has 'Event Name' and 'Type' fields, both highlighted with red boxes. At the bottom are 'CANCEL' and 'SAVE' buttons.

Figure 214 Save Event

4. Modify the required details.
5. Click **SAVE**.

A confirmation message is displayed, indicating that the event is copied successfully.

Note: The copied event will be displayed on the main screen of the event.



The screenshot shows a 'Event' list page. The sidebar is identical to Figure 214. The main area shows a table titled 'All Events | 2'. The table has columns: EVENT NAME, TYPE, CREATED DATE, and ACTION. It lists two rows: 'Copy_Add Recharge' (Recharge, 11 Dec 2023) and 'Add Recharge' (Recharge, 11 Dec 2023). The 'Event' link in the sidebar is highlighted with a purple box. The table also includes a header row with sorting icons, a 'Records Per Page' dropdown set to 10, and a page number indicator '1'.

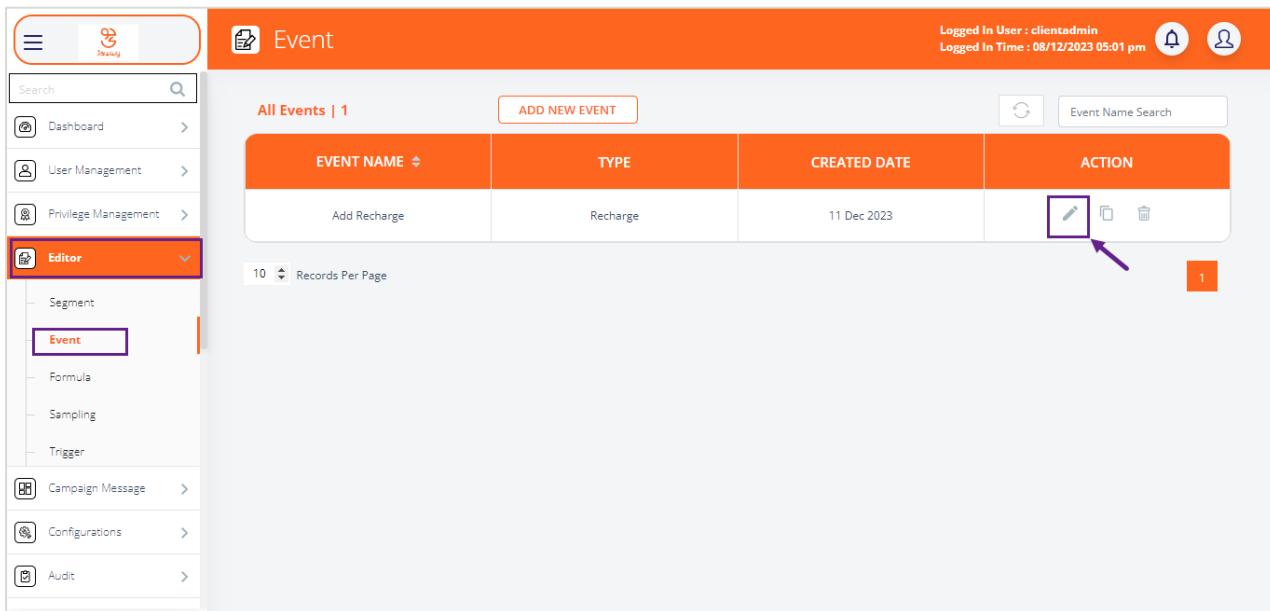
Figure 215 Copied Events

9.3.6.3 Modify Event

Using this modify option, you can modify the existing event.

To modify the event,

1. On the **Event** screen, click the **Modify** button  to modify the event. Refer to the following screen.

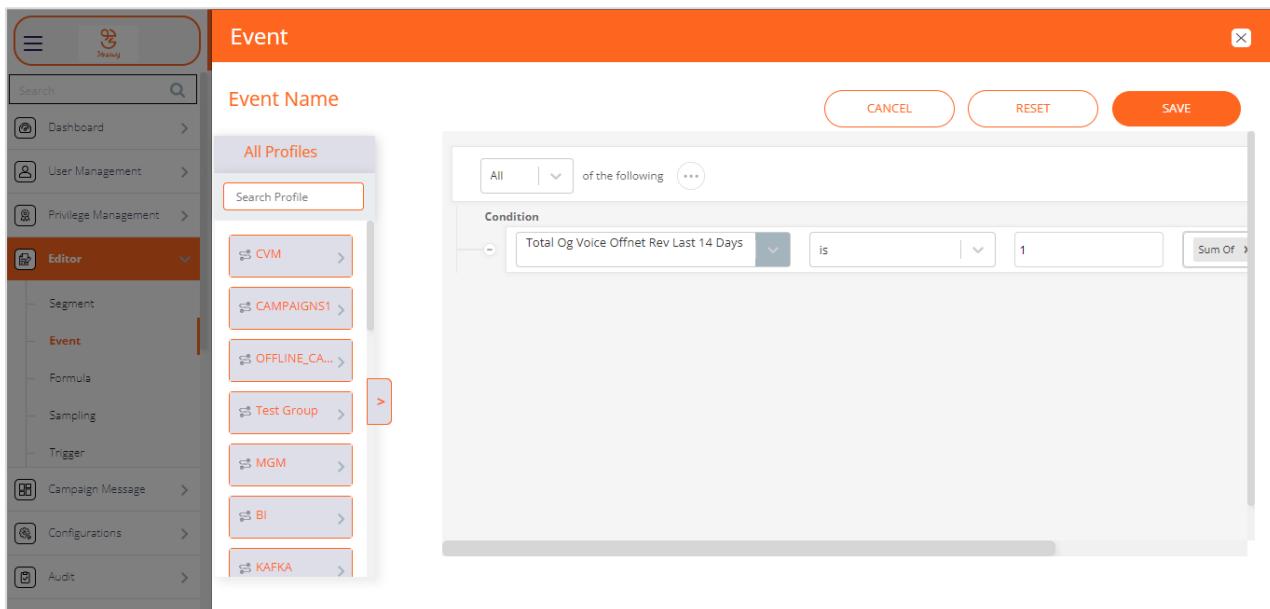


The screenshot shows the 'Event' screen with a list of events. The first event, 'Add Recharge', has its 'ACTION' column highlighted with a purple box and a blue arrow pointing to the 'Edit' icon (pencil). The screen includes a sidebar for 'Editor' with 'Event' selected, and a top navigation bar with user information and icons.

EVENT NAME	TYPE	CREATED DATE	ACTION
Add Recharge	Recharge	11 Dec 2023	  

Figure 216 Event – Modify

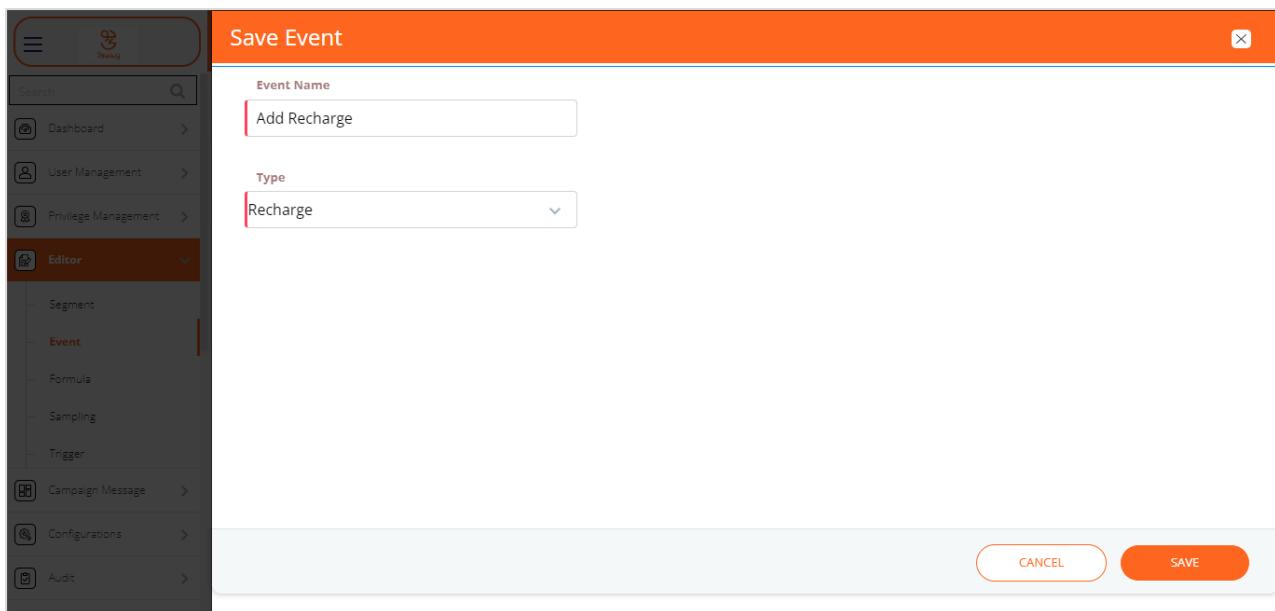
2. After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Event - Modify' input screen. On the left, there's a sidebar with 'Editor' selected and 'Event' highlighted. The main area shows a 'Event Name' section with a dropdown menu for 'All Profiles'. A list of profiles is shown, with 'CVM' selected. To the right is a 'Condition' configuration panel with a 'Condition' section containing a dropdown for 'Total Og Voice Offnet Rev Last 14 Days' and a value '1'. There are also 'CANCEL', 'RESET', and 'SAVE' buttons at the top right.

Figure 217 Event – Modify Input Screen

3. Modify the condition and click **Save**. The following screen will be displayed.



Save Event

Event Name

Add Recharge

Type

Recharge

CANCEL

SAVE

Figure 218 Save Event

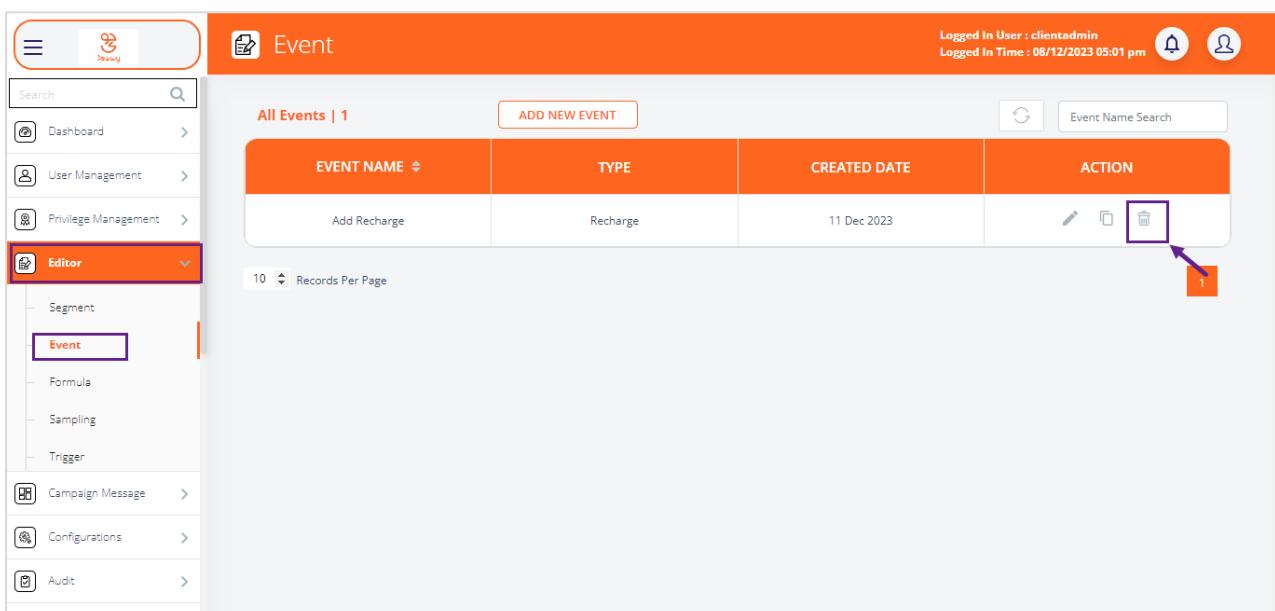
4. Modify the required details.
5. Click **SAVE**.

A confirmation message is displayed, indicating that the event is updated successfully.

9.3.6.4 Delete Event

Using this delete option, you can delete the existing event.
To delete the event,

1. On the **Event** screen, click the **Delete** button  to delete the event. Refer to the following screen.



All Events | 1

ADD NEW EVENT

Event Name Search

EVENT NAME TYPE CREATED DATE ACTION

Add Recharge Recharge 11 Dec 2023

10 Records Per Page

Figure 219 Event – Delete

2. After clicking the **Delete** button, the following screen will be displayed.

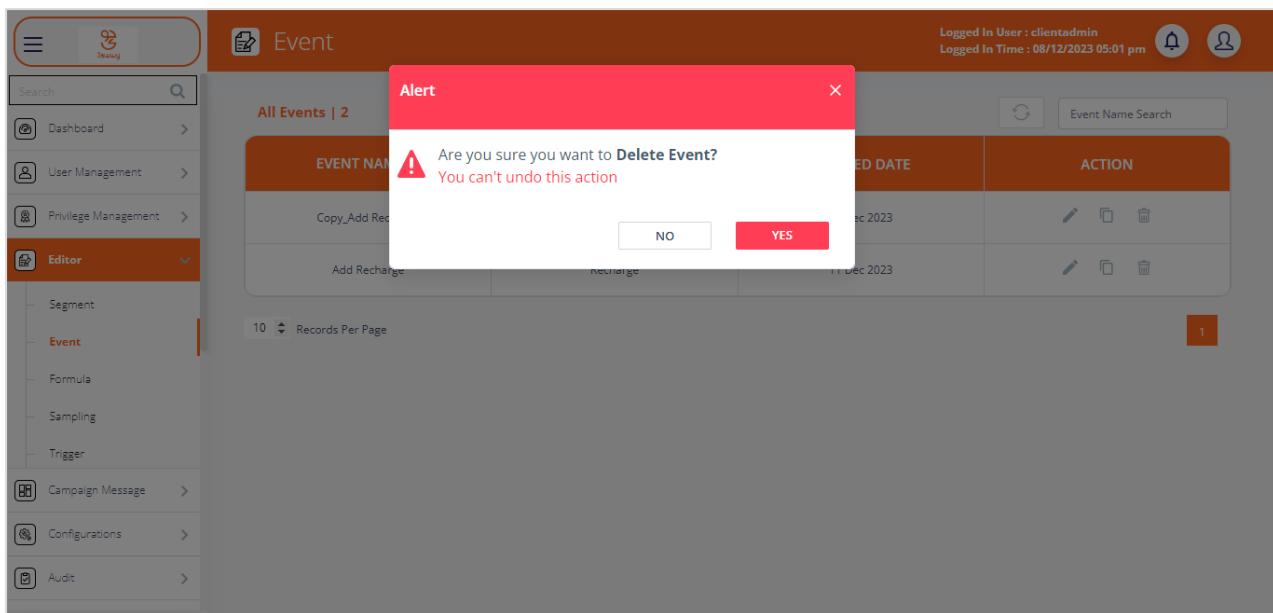


Figure 220 Delete Event – Confirmation Dialog

3. If you receive the message, “**Are you sure you want to Delete Event? You can't undo this action**”, click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the event is deleted successfully.

Click “**No**” to cancel the action.

9.3.7 Trigger

Using this trigger option, you can create, modify, and delete the existing triggers.
To manage the trigger,

1. On the side menu screen, click **Editor>>Trigger** to view trigger details. Refer to the following screen.

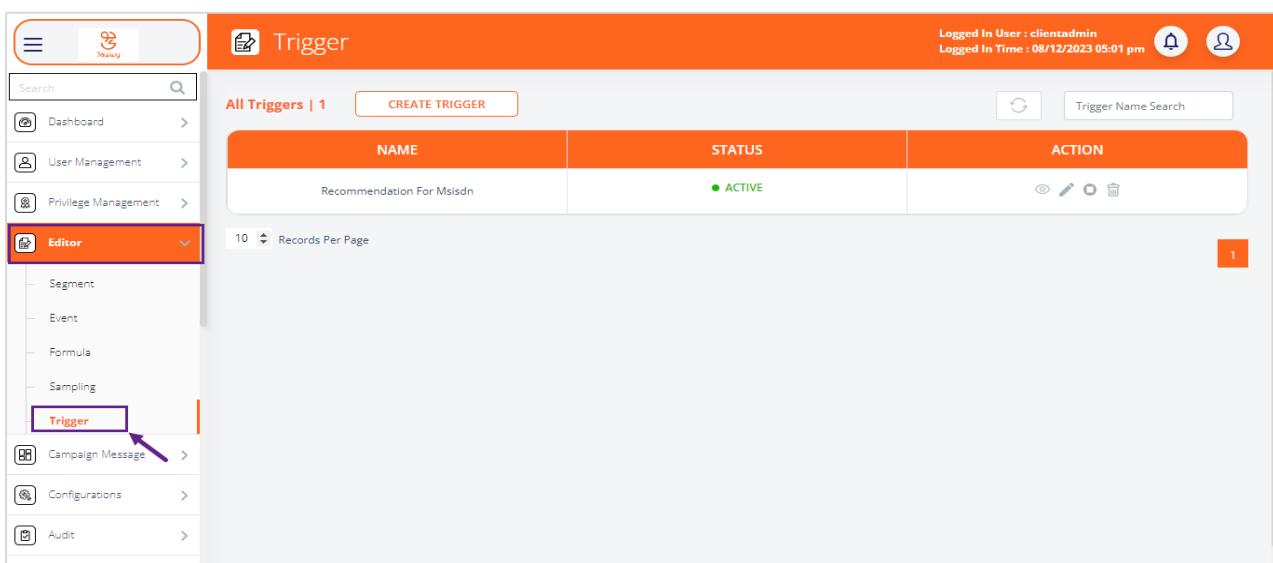


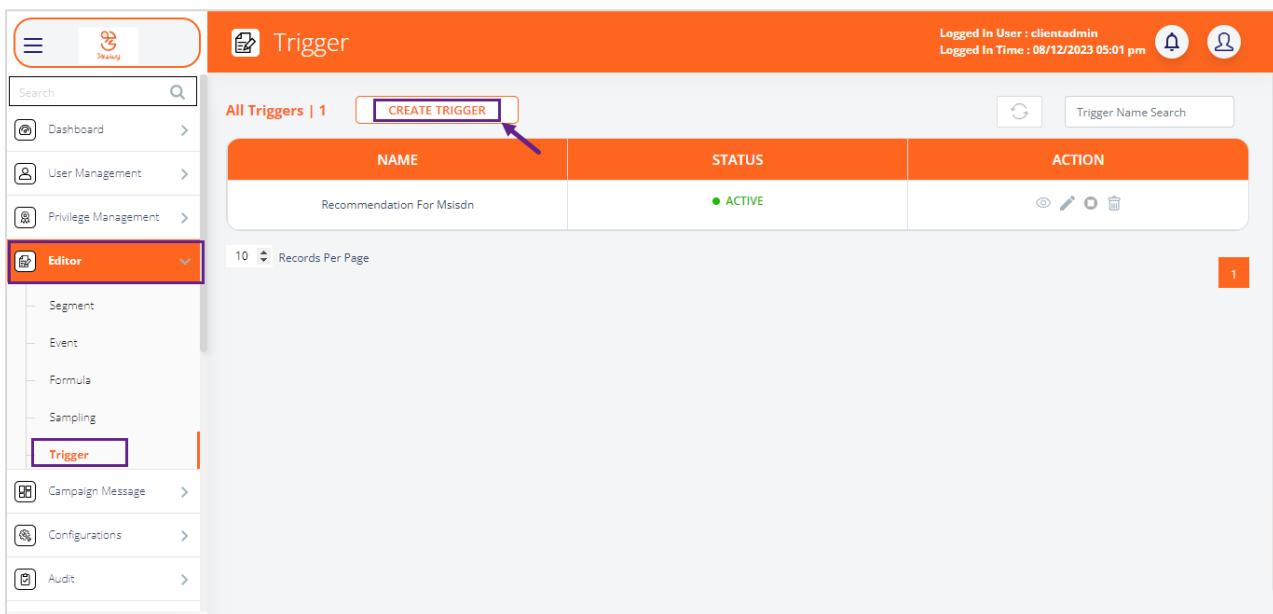
Figure 221 Configurations – Trigger

9.3.7.1 Create Trigger

Using this create option, you can create a new trigger.

To create a new trigger,

1. On the **Trigger** screen, click the **CREATE TRIGGER** button to create a new trigger. Refer to the following screen.

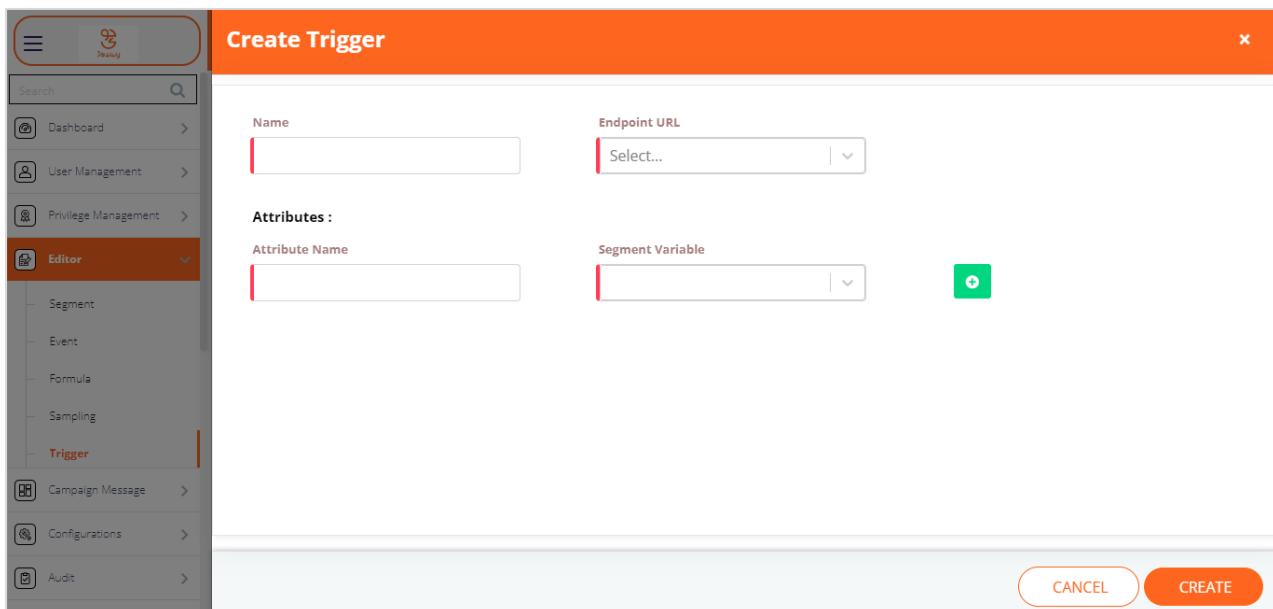


The screenshot shows the 'Trigger' screen with the following details:

- Header:** Shows 'Logged In User : clientadmin' and 'Logged In Time : 08/12/2023 05:01 pm'.
- Toolbar:** Includes a refresh icon, a search bar labeled 'Trigger Name Search', and user icons.
- Table:** A table titled 'All Triggers | 1' showing one record: 'Recommendation For Msisdn' with status 'ACTIVE'. Action icons (Edit, Delete) are available for each row.
- Left Sidebar:** Under 'Editor', the 'Trigger' option is selected. Other options include Segment, Event, Formula, Sampling, Campaign Message, Configurations, and Audit.
- Bottom:** Shows '10 Records Per Page' and a page number '1'.

Figure 222 Trigger – Create Trigger Button

2. After clicking the **CREATE TRIGGER** button, the following screen will be displayed.



The 'Create Trigger' dialog box contains the following fields:

- Name:** An input field for the trigger name.
- Endpoint URL:** A dropdown menu labeled 'Select...'.
- Attributes:** A section with two input fields: 'Attribute Name' and 'Segment Variable', separated by a plus sign (+).
- Buttons:** 'CANCEL' and 'CREATE' buttons at the bottom right.

3. Enter the following information in the corresponding fields. If fields marked with **|** are mandatory.

Field	Description
Name	Enter the name of the trigger
Endpoint URL	Select the endpoint URL in the drop-down list. For example, "RE_BL".
Attributes	

Field	Description
Attribute Name	Enter the name of the attribute in the corresponding field.
Segment Variable	Select the segment variable in the drop-down list. For example, “Recurring Data Counter”. <ul style="list-style-type: none"> • Click the Add button  to add multiple attributes. • Click the Remove button  to remove the existing attribute.

4. After providing the required details, click **Save**.

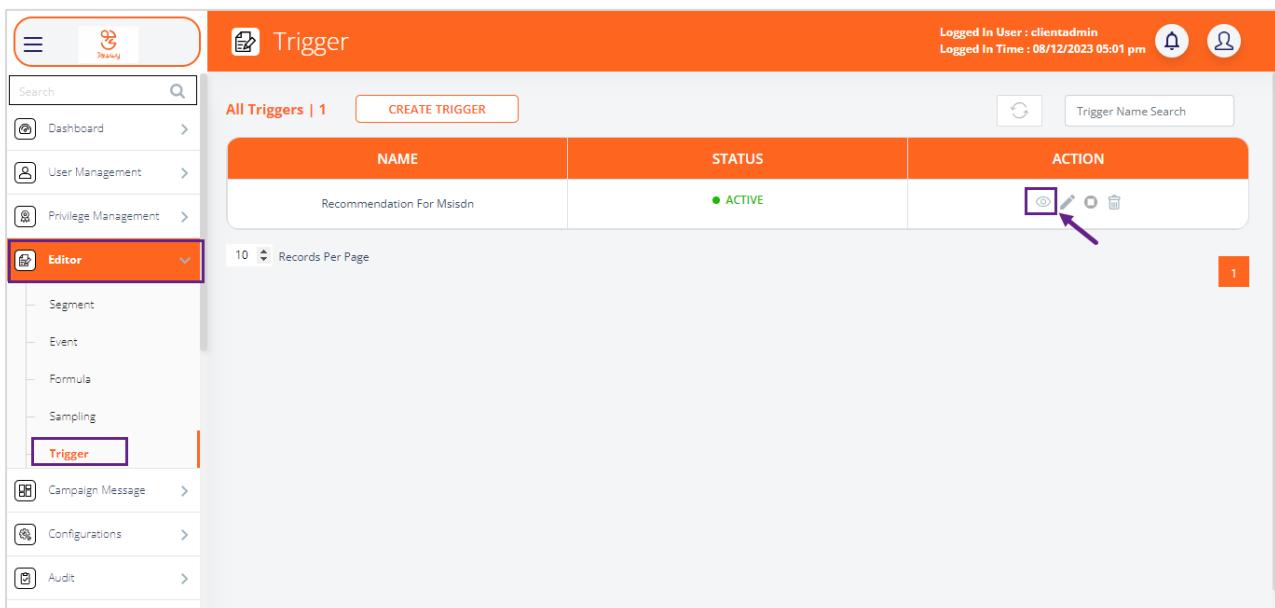
A confirmation message is displayed, indicating that the trigger is created successfully.

9.3.7.2 View Trigger

Using this view option, you can view the existing trigger.

To view the trigger,

1. On the **Trigger** screen, click the **View** button  to view trigger details. Refer to the following screen.

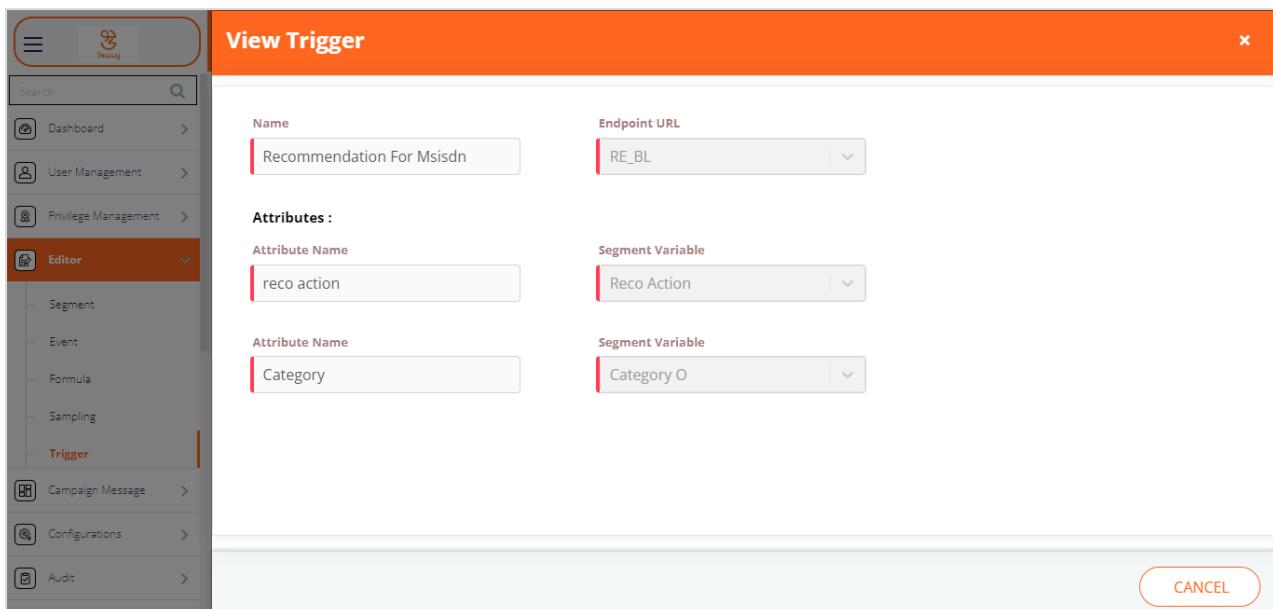


The screenshot shows the 'Trigger' screen with the following interface elements:

- Header:** Shows 'Trigger' in the title bar and 'Logged In User : clientadmin' and 'Logged In Time : 08/12/2023 05:01 pm'.
- Left Sidebar:** Contains a 'Search' bar, navigation links for 'Dashboard', 'User Management', 'Privilege Management', and a 'Editor' section with 'Trigger' selected.
- Main Content:** A table titled 'All Triggers | 1' with a 'CREATE TRIGGER' button. The table has columns: NAME, STATUS, and ACTION.
- Table Data:** One row is present: 'Recommendation For Msisdin' under NAME, '● ACTIVE' under STATUS, and a row of icons under ACTION, including a view icon (highlighted with a purple box and arrow).
- Bottom Navigation:** Includes a dropdown for 'Records Per Page' set to 10, and a page number indicator '1'.

Figure 223 Trigger – View Button

2. After clicking the **View** button, the following screen will be displayed.



Name: Recommendation For Msisdn

Endpoint URL: RE_BL

Attributes :

Attribute Name: reco action	Segment Variable: Reco Action
Attribute Name: Category	Segment Variable: Category O

CANCEL

Figure 224 Trigger – Modify Input Screen

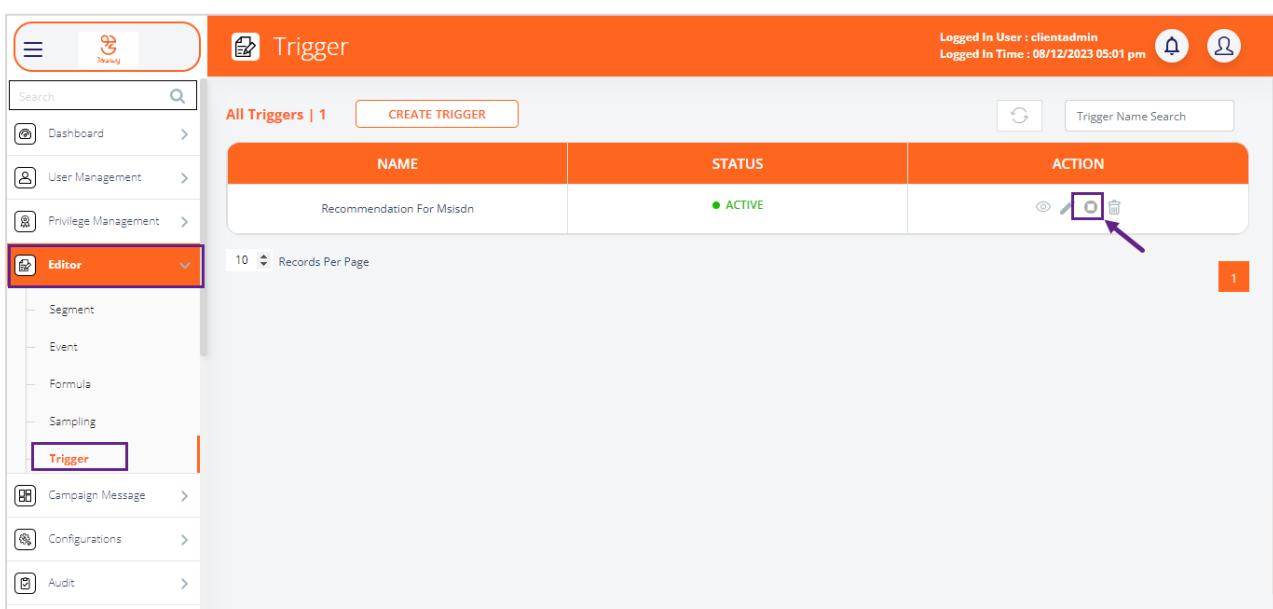
- You can view the trigger details such as Name, Endpoint URL, Attribute Name and Segment Variable.

9.3.7.3 Change Status

Using this change status option, you can change the status of the trigger.

To change the status,

1. On the **Trigger** screen, click the **Change Status** button  to change the trigger status. Refer to the following screen.



All Triggers | 1

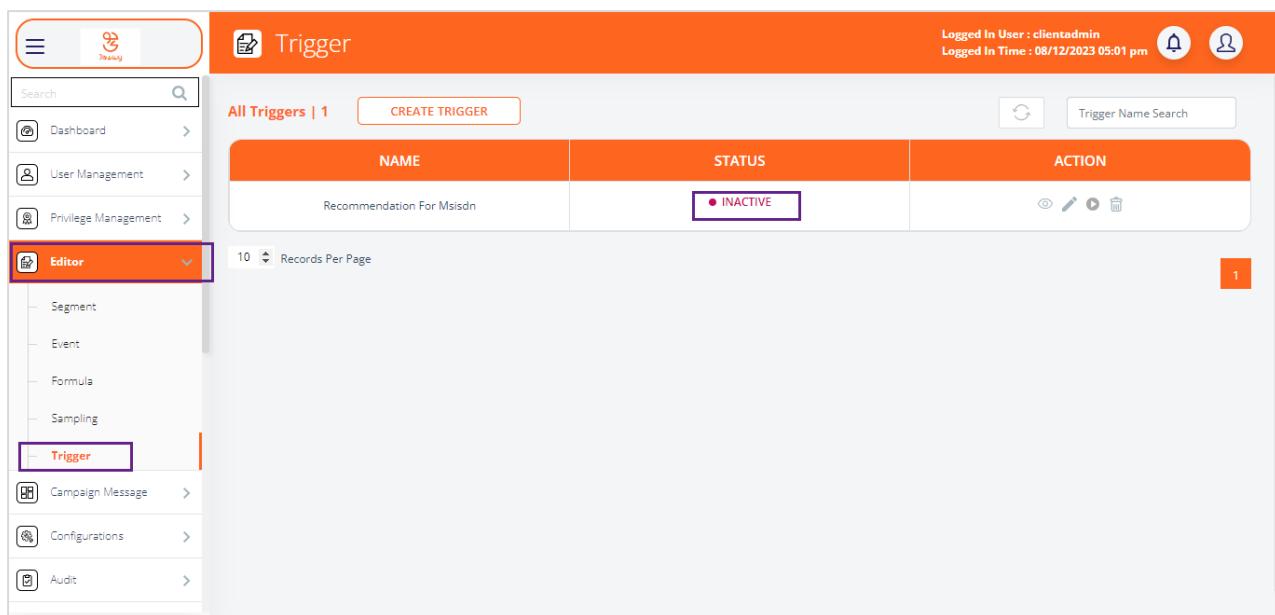
CREATE TRIGGER

NAME	STATUS	ACTION
Recommendation For Msisdn	● ACTIVE	

10 Records Per Page

Figure 225 Trigger – Change Status

Note: If the trigger is with “Active” status, then the trigger’s status will be changed to Inactive after clicking the status change button. Refer to the following screen,



NAME	STATUS	ACTION
Recommendation For Msisdn	● INACTIVE	

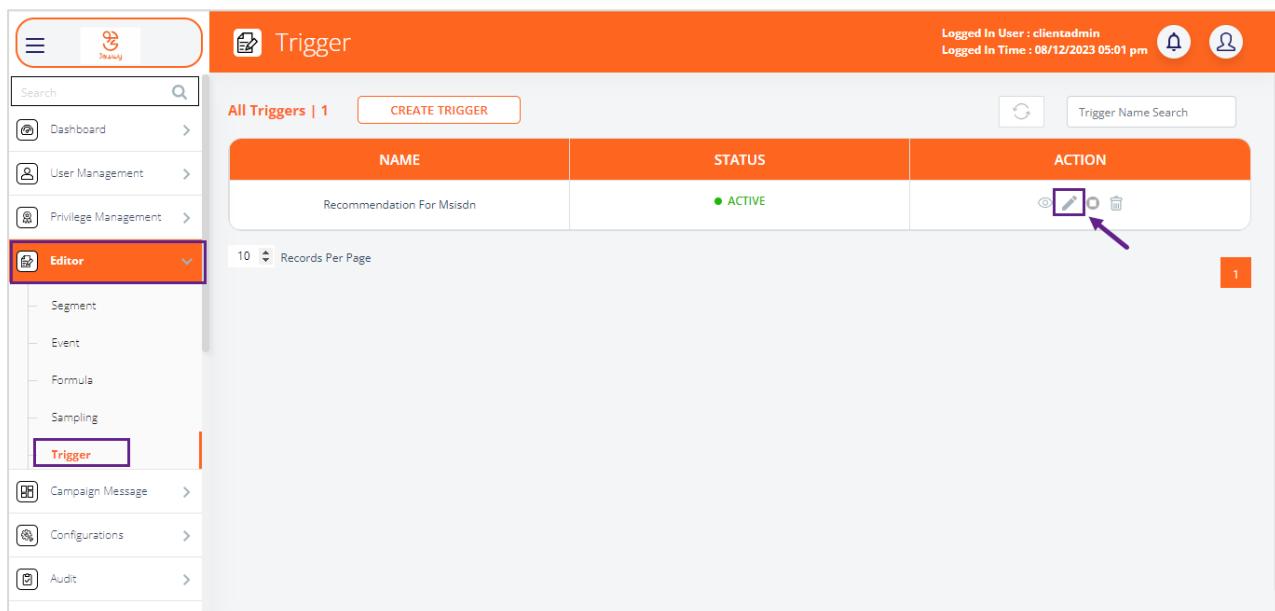
Figure 226 Trigger – Inactive Status

- Click to change the status from Inactive to Active status.

9.3.7.4 Modify Trigger

Using this modify option, you can modify the existing trigger.
To modify the trigger,

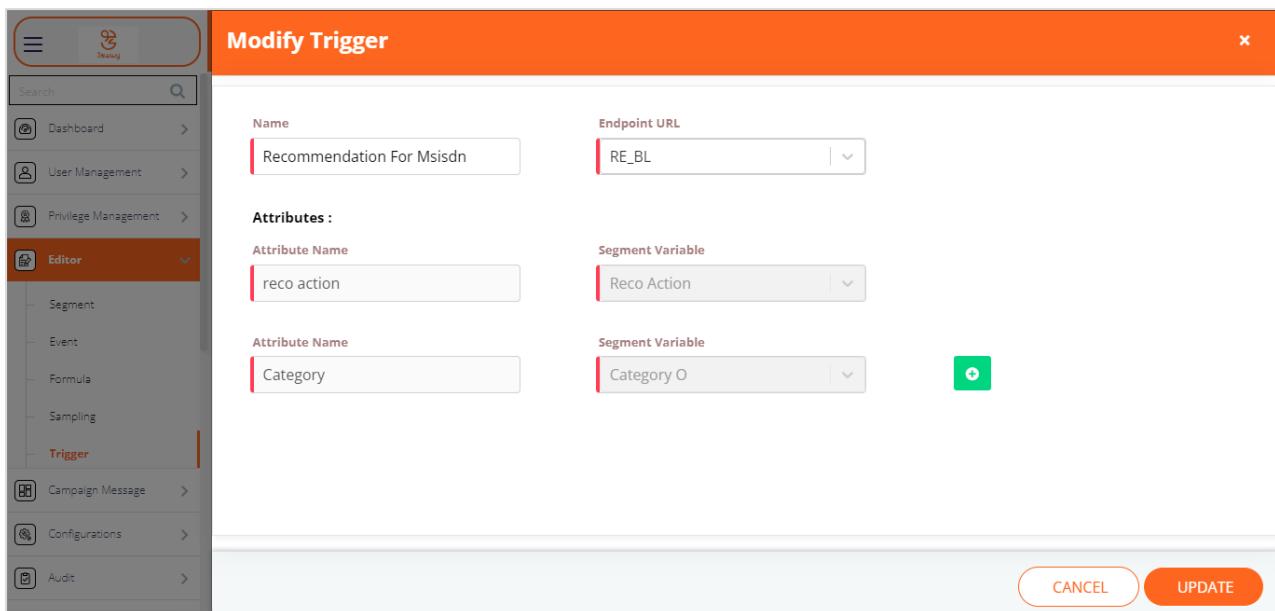
1. On the **Trigger** screen, click the **Modify** button to modify the trigger. Refer to the following screen.



NAME	STATUS	ACTION
Recommendation For Msisdn	● ACTIVE	

Figure 227 Trigger – Modify

2. After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Modify Trigger' interface. On the left, there's a sidebar with 'Editor' selected under 'Trigger'. The main area has a header 'Modify Trigger'. It contains fields for 'Name' (Recommendation For Msisdn) and 'Endpoint URL' (RE_BL). Below these are sections for 'Attributes' and 'Segment Variables', each with two fields: 'Attribute Name' and 'Segment Variable'. Under 'Attributes', the first row has 'reco action' and 'Reco Action'. The second row has 'Category' and 'Category O'. At the bottom are 'CANCEL' and 'UPDATE' buttons.

Figure 228 Trigger – Modify Input Screen

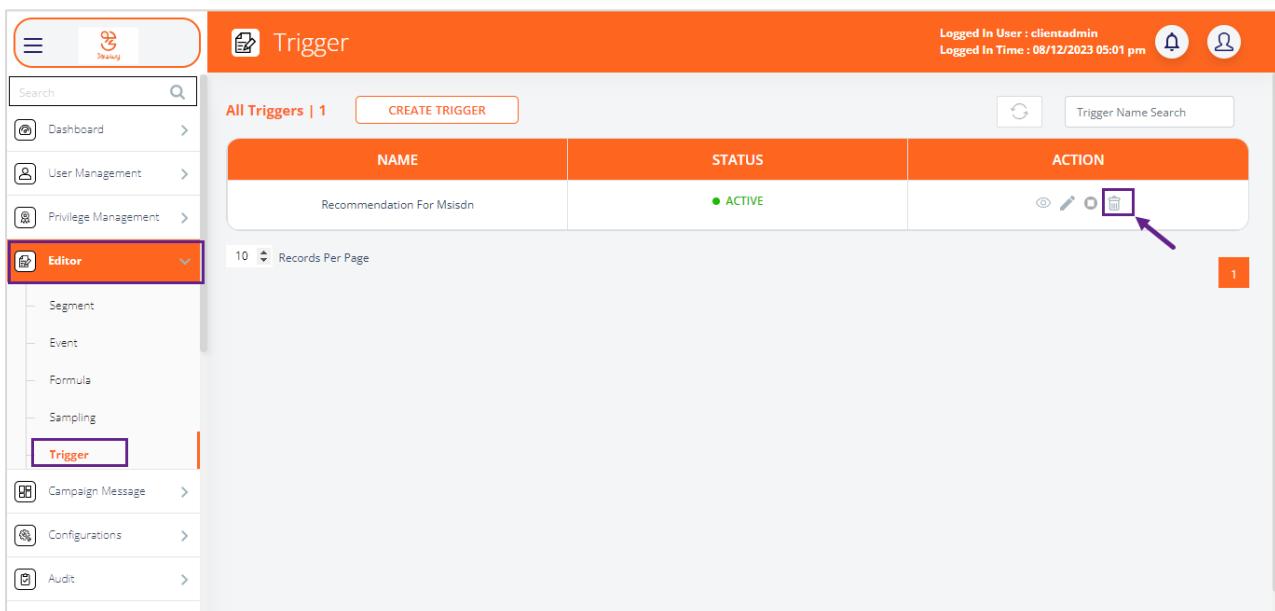
3. Modify the required details.
4. Click **UPDATE**.

A confirmation message is displayed, indicating that the trigger is updated successfully.

9.3.7.5 Delete Trigger

Using this delete option, you can delete the existing trigger.
To delete the trigger,

1. On the **Trigger** screen, click the **Delete** button  to delete the trigger. Refer to the following screen.



The screenshot shows the 'Trigger' screen. The sidebar has 'Trigger' selected. The main area has a header 'Trigger' with a search bar and user info. Below is a table with columns 'NAME', 'STATUS', and 'ACTION'. One row shows 'Recommendation For Msisdn' with 'ACTIVE' status and a delete icon in the 'ACTION' column. A purple box highlights the 'Trigger' option in the sidebar, and a purple arrow points to the delete icon in the table.

Figure 229 Trigger – Delete Button

2. After clicking the **Delete** button, the following screen will be displayed.

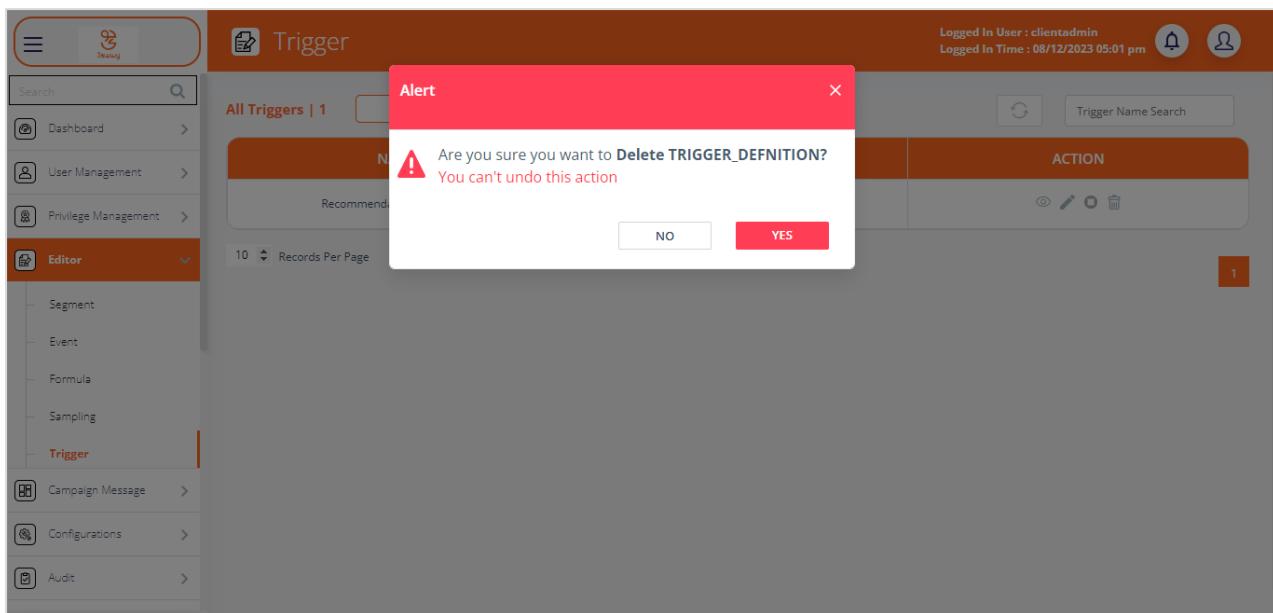


Figure 230 Delete Trigger – Confirmation Dialog

3. If you receive the message, “**Are you sure you want to Delete <>TRIGGER_DEFNITION>?** Click the “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the trigger is deleted successfully.

Or

Click “**No**” to cancel the action.

10 Campaign Message

A Campaign message can be created or selected from the list of template messages. A campaign message reaches the subscribers. The message template can be designed as per the requirement.

10.1 SMS Message

The SMS message will allow the admin to configure SMS-based promotions for new services. Using this option, you can view and add a new SMS name.

To view the SMS menu:

1. On the side menu, click **Editor>> Segment** to view the segment details. Refer to the following screen.

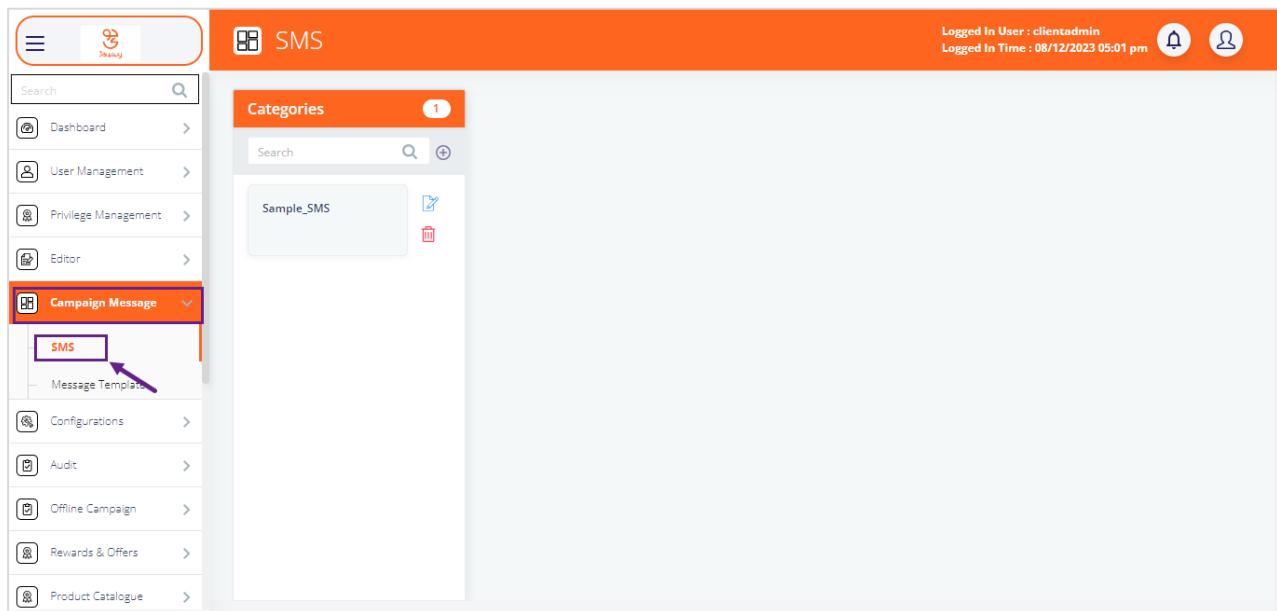


Figure 231 Campaign Message – SMS

You can view the following operations:

- Categories
- Templates

10.1.1 Category

Using this category option, you can manage the different categories.

To manage the category,

1. On the side menu, click **Editor>> Segment** to view the segment details. Refer to the following screen.

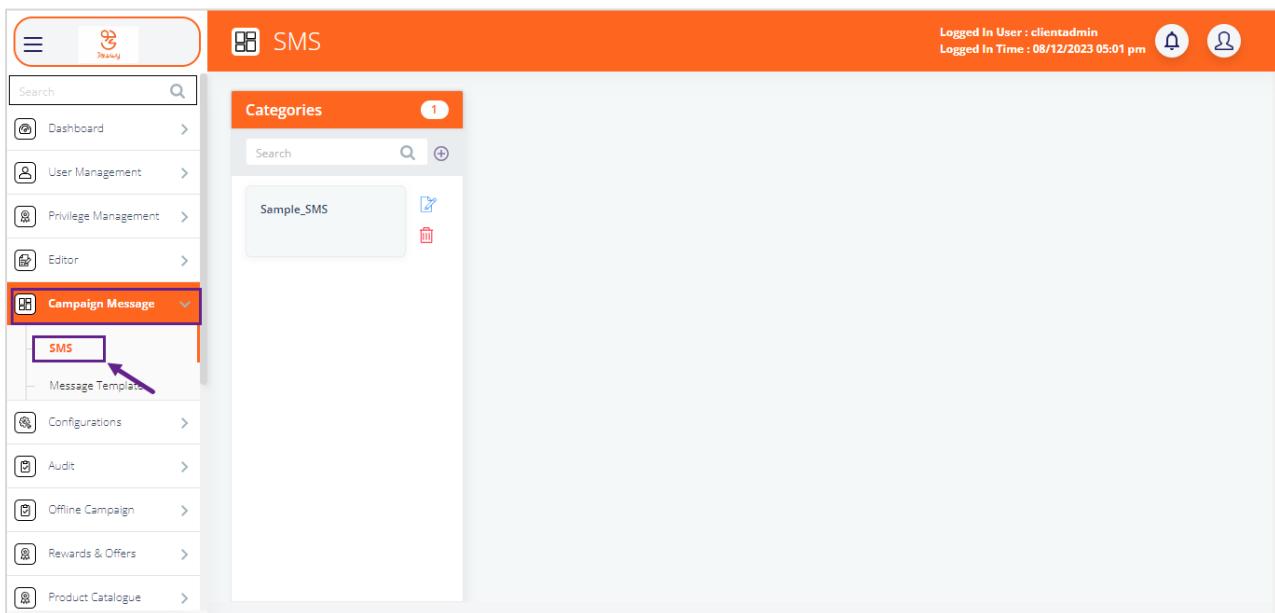


Figure 232 Campaign Message – SMS

10.1.1.1 Add Category

Using this add option, you can add a new category.
To add a new category,

1. On the **SMS** screen, click the **Add** button  to add a new category. Refer to the following screen.

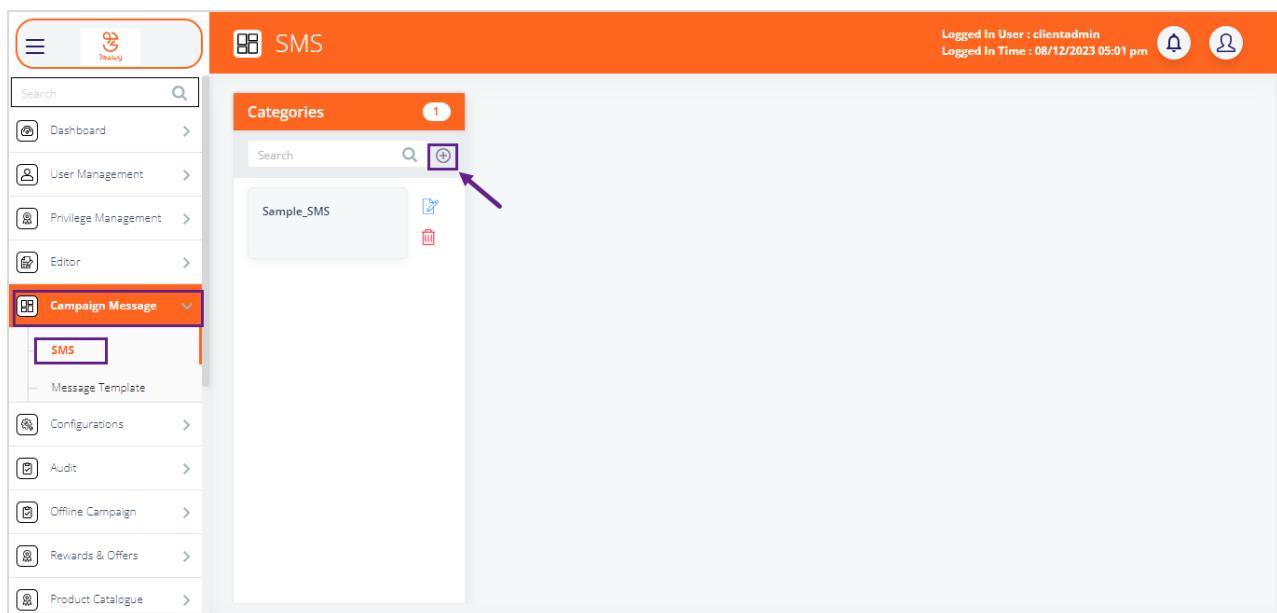


Figure 233 Categories – Add Button

2. After clicking the **Add** button, the following screen is displayed.

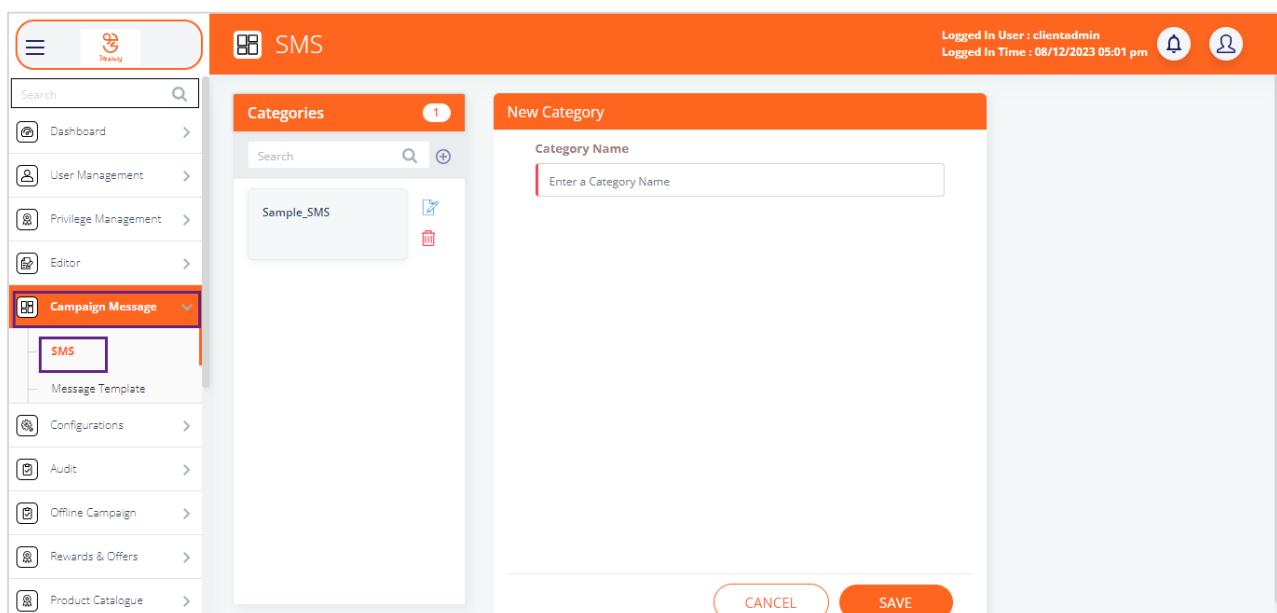


Figure 234 SMS - Categories Input Screen

3. Enter the following information in the corresponding fields. If fields marked with “**I**” are mandatory.

Field	Description
Category Name	Enter the name of the category.

4. After providing the required details, click **SAVE**.

A confirmation message is displayed, indicating that the category is added successfully.

10.1.1.2 Modify Category

Using this modify option, you can modify the existing category.
To modify the category,

1. On the **SMS** screen, click the **Modify** button  to modify the category details. Refer to the following screen.

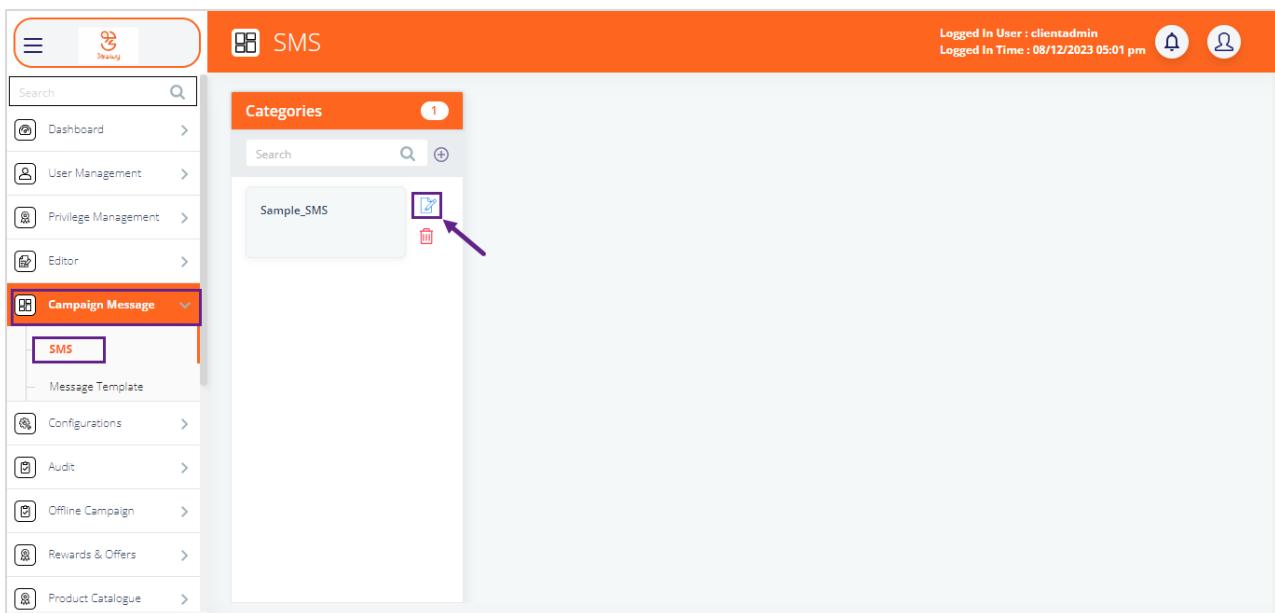


Figure 235 SMS – Modify Category

2. After clicking the **Modify** button, the following screen will be displayed.

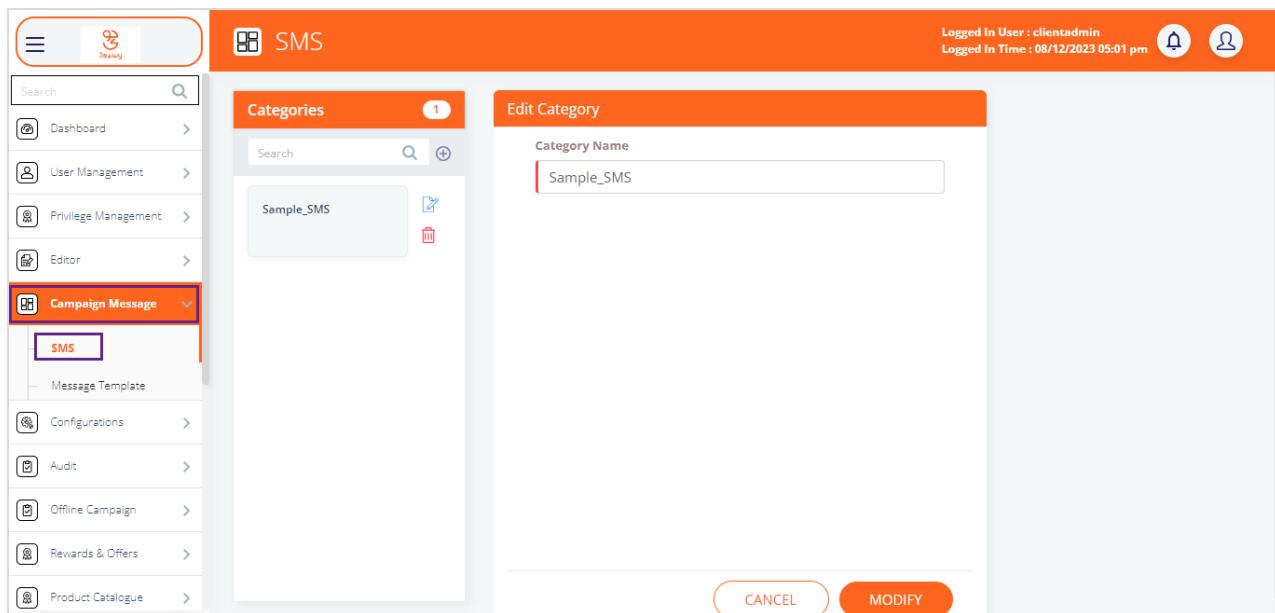


Figure 236 SMS- Edit Category

3. Modify the Group Name.
4. Click **MODIFY**.

A confirmation message is displayed, indicating that the category is updated successfully.

10.1.1.3 Delete Category

Using this delete option, you can delete the existing category.
To delete the category,

1. On the **SMS** screen, click the **Delete** button  to delete the category. Refer to the following screen.

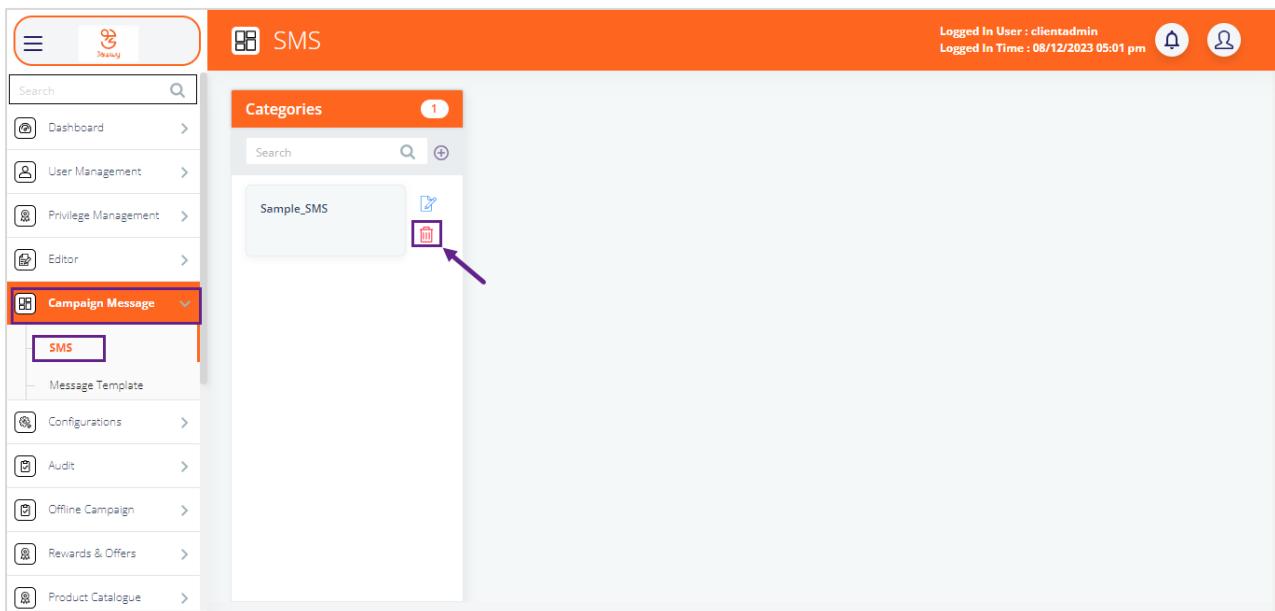


Figure 237 Segment – Delete Category

2. After clicking the **Delete** button, the following screen will be displayed.

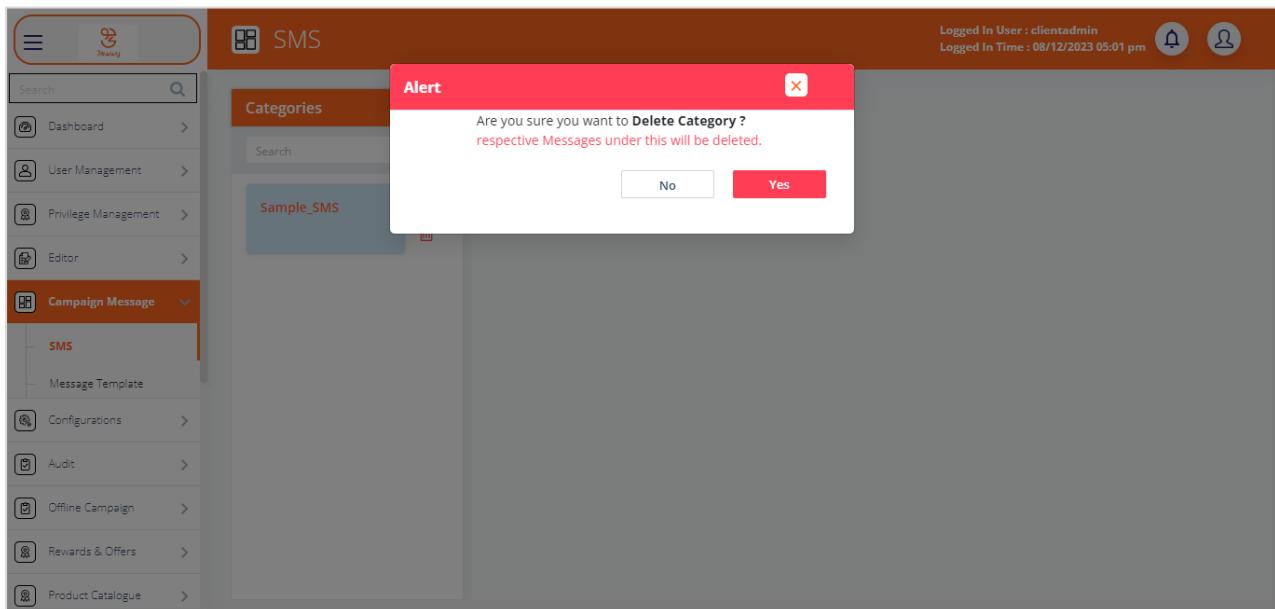


Figure 238 Delete Category – Confirmation Dialog

3. If you receive the message, **Are you sure you want to Delete the Category? Respective Messages under this will be deleted.** Click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the category is deleted successfully.

Or

Click “**No**” to cancel the action.

10.1.1.4 Add Template

Using this add option, you can add a new template.

Note: The category for the template must be selected before adding the template.

To add a new template,

1. On the **SMS** screen, click the **Add** button  to add a new template. Refer to the following screen.

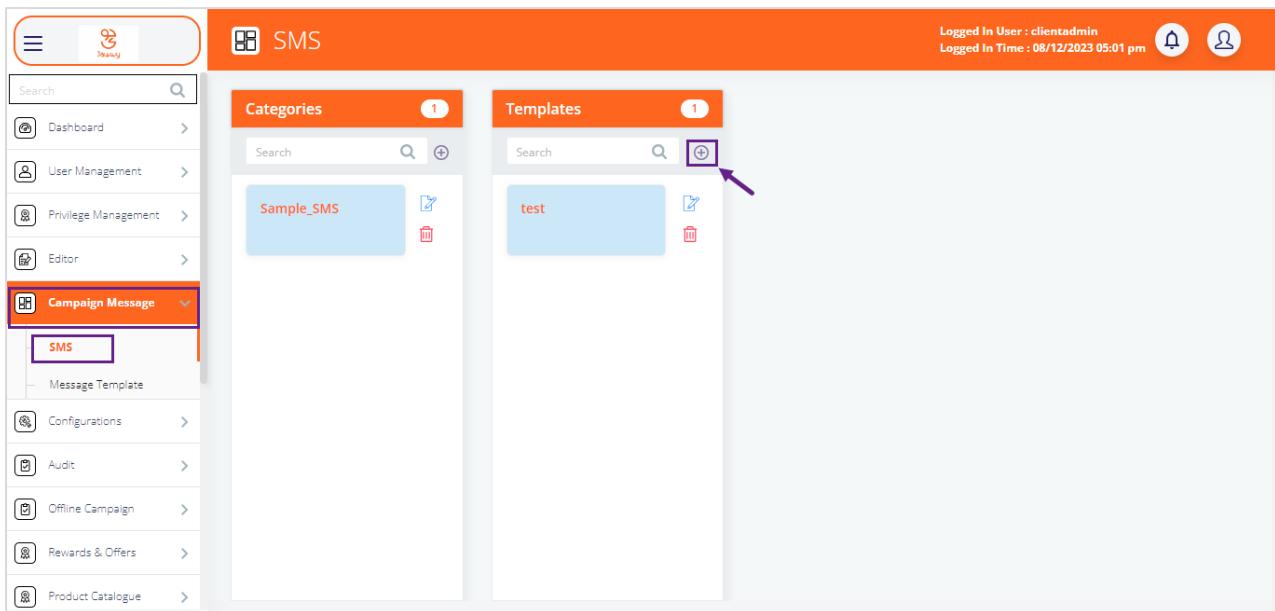


Figure 239 Templates – Add Button

2. After clicking the **Add** button, the following screen is displayed.

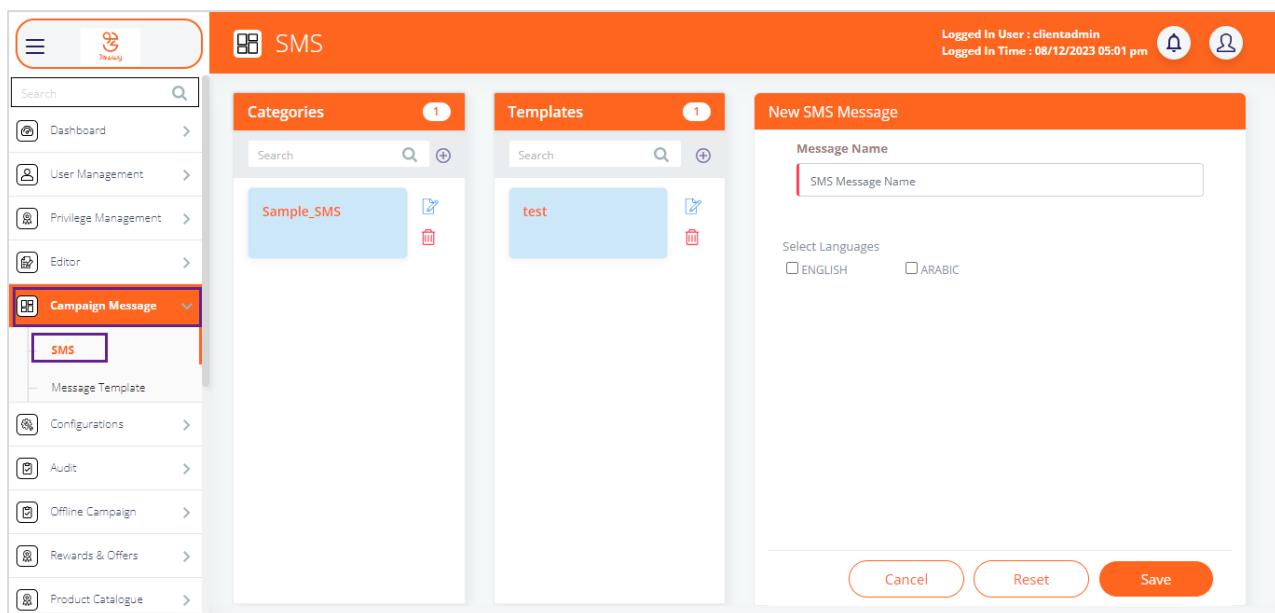
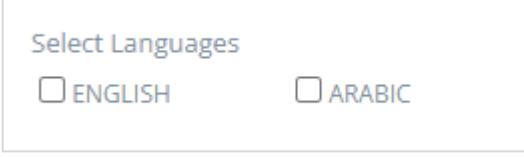


Figure 240 Templates Input Screen

- Enter the following information in the corresponding fields. If fields marked with “**I**” are mandatory.

Field	Description
Message Name	Enter the name of the message.
Select Languages	Select the English checkbox to select the language. The following screen is displayed.  <p>Note: You can select the Language (English, Arabic.) checkbox to enter the template in the corresponding languages.</p>
English	Enter the message of the template in the corresponding field. <p>Note: The following field is displayed if the English checkbox is selected.</p>

- After providing the required details, click **Save**.

A confirmation message is displayed, indicating that the template is added successfully.

10.1.1.5 Modify Template

Using this modify option, you can modify the existing template. To modify the template,

- On the **SMS** screen, click the **Modify** button  to modify the template details. Refer to the following screen.

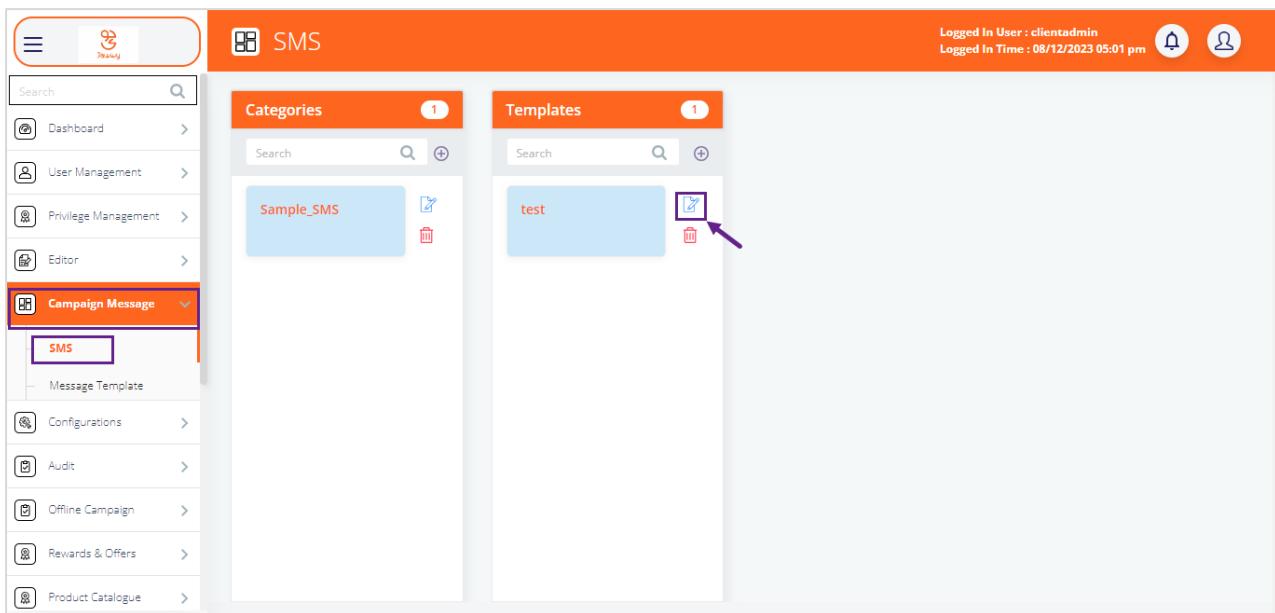


Figure 241 SMS – Modify Template

2. After clicking the **Modify** button, the following screen will be displayed.

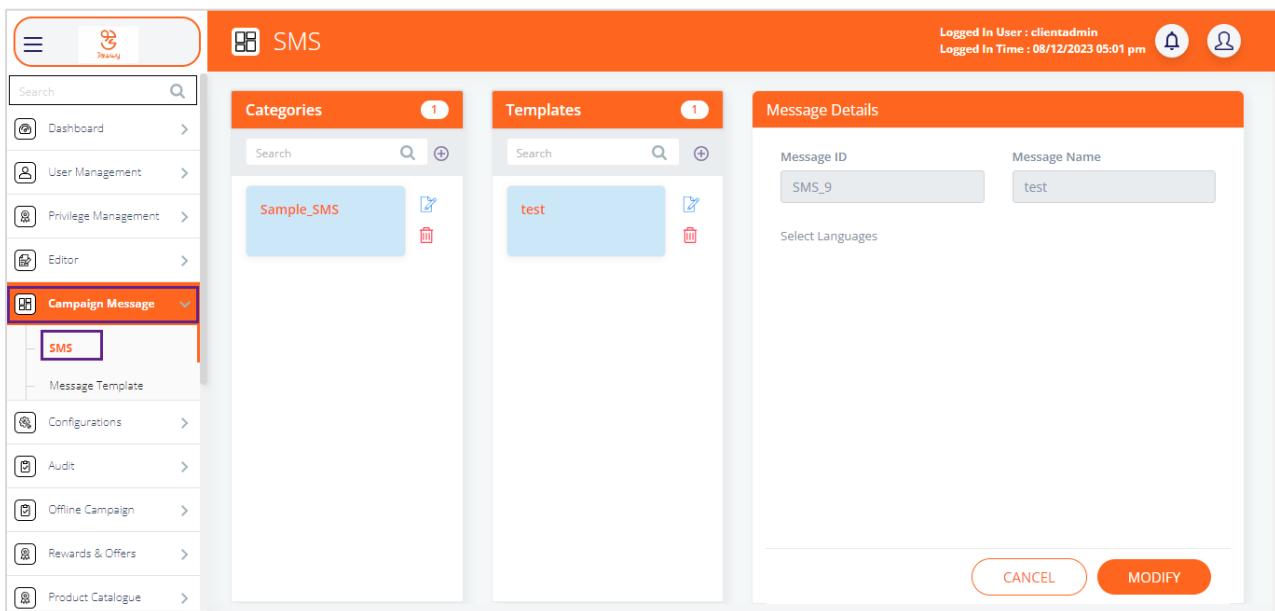


Figure 242 SMS- Edit Message Details

3. Modify the required details.

4. Click **MODIFY**.

A confirmation message is displayed, indicating that the template is updated successfully.

10.1.1.6 Delete Template

Using this delete option, you can delete the existing template.
To delete the template,

- On the **SMS** screen, click the **Delete** button  to delete the template. Refer to the following screen.

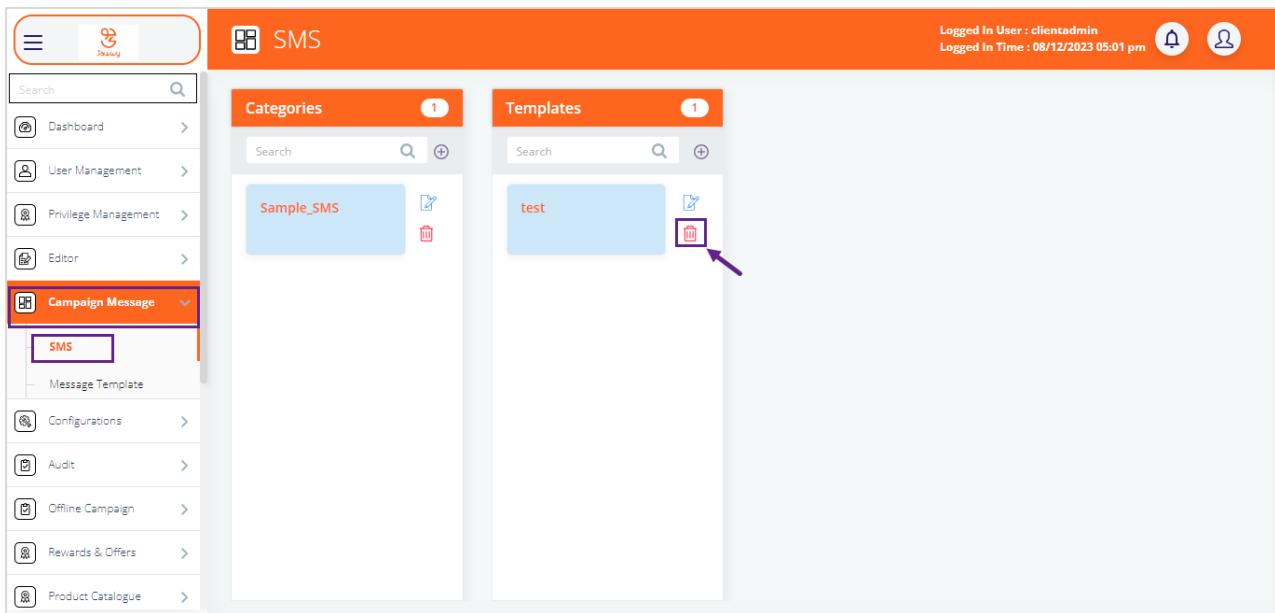


Figure 243 Segment – Delete Template

- After clicking the **Delete** button, the following screen will be displayed.

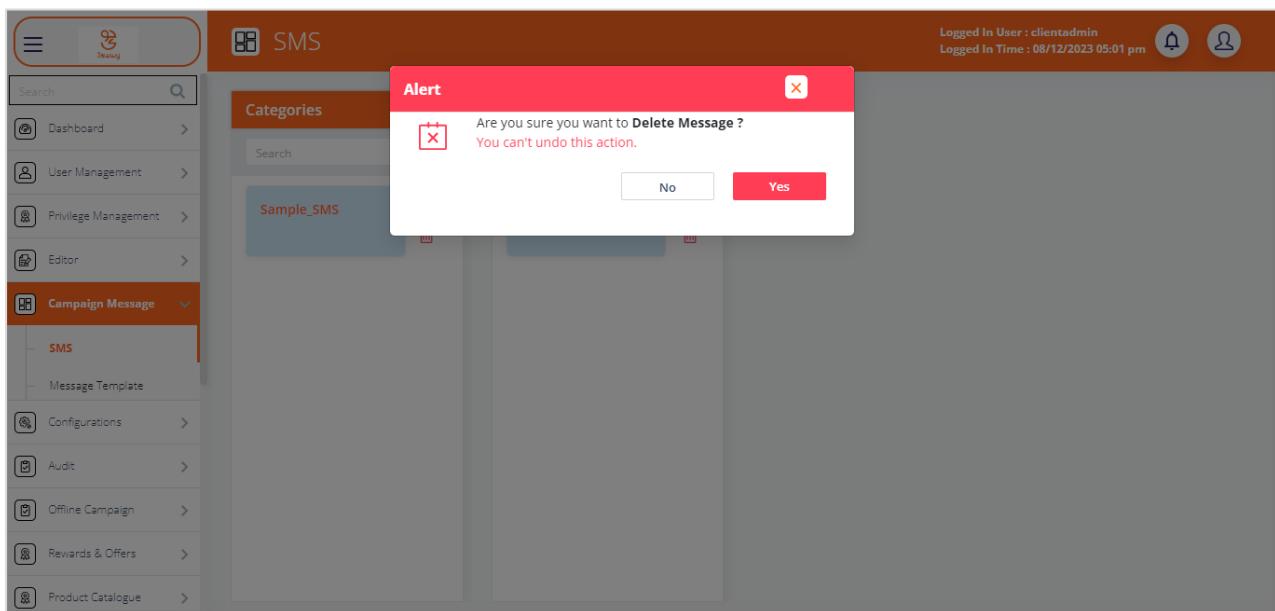


Figure 244 Delete Template – Confirmation Dialog

- If you receive the message, "Are you sure you want to Delete the Message? You can't undo this action". Click the "Yes" to confirm the action.

A confirmation message is displayed, indicating that the template is deleted successfully.

Or

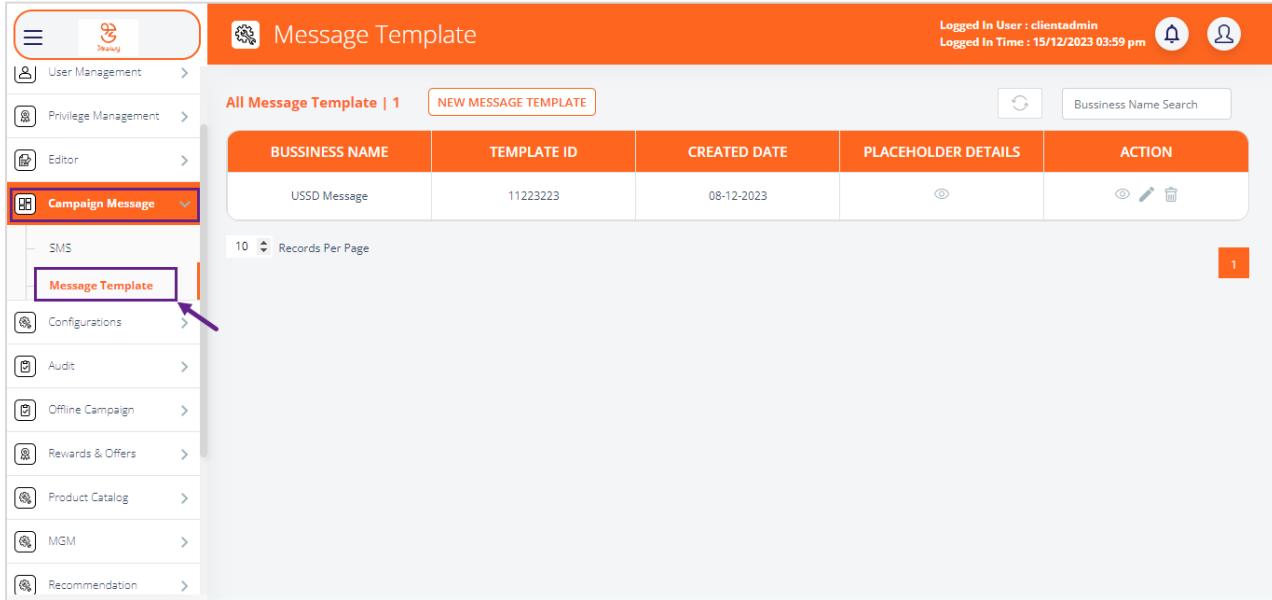
Click "No" to cancel the action.

10.2 Message Template

A message template is a predefined and reusable structure for your messaging, often within a specific communication channel like email, SMS, or Push Notifications.

To manage the message template,

1. On the side menu, click **Campaign Message>> Message Template** to view the message template details. Refer to the following screen.



BUSSINESS NAME	TEMPLATE ID	CREATED DATE	PLACEHOLDER DETAILS	ACTION
USSD Message	11223223	08-12-2023		

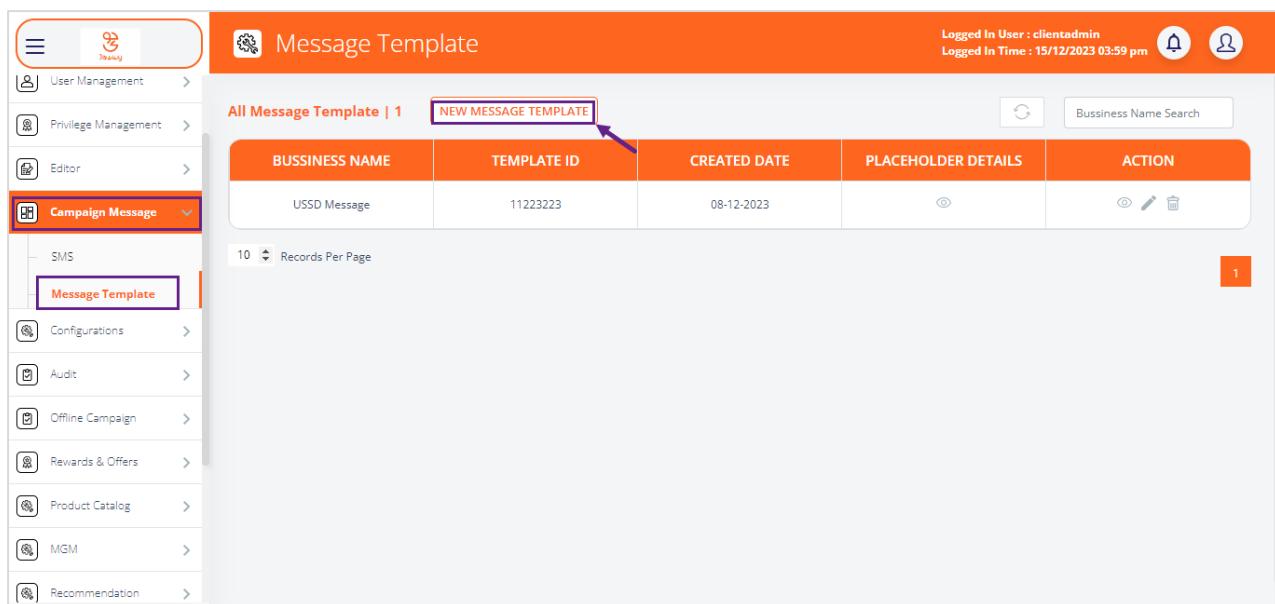
Figure 245 Campaign Message – Message Template

10.2.1 Add Message Template

Using this add option, you can add a new message template.

To add a new message template,

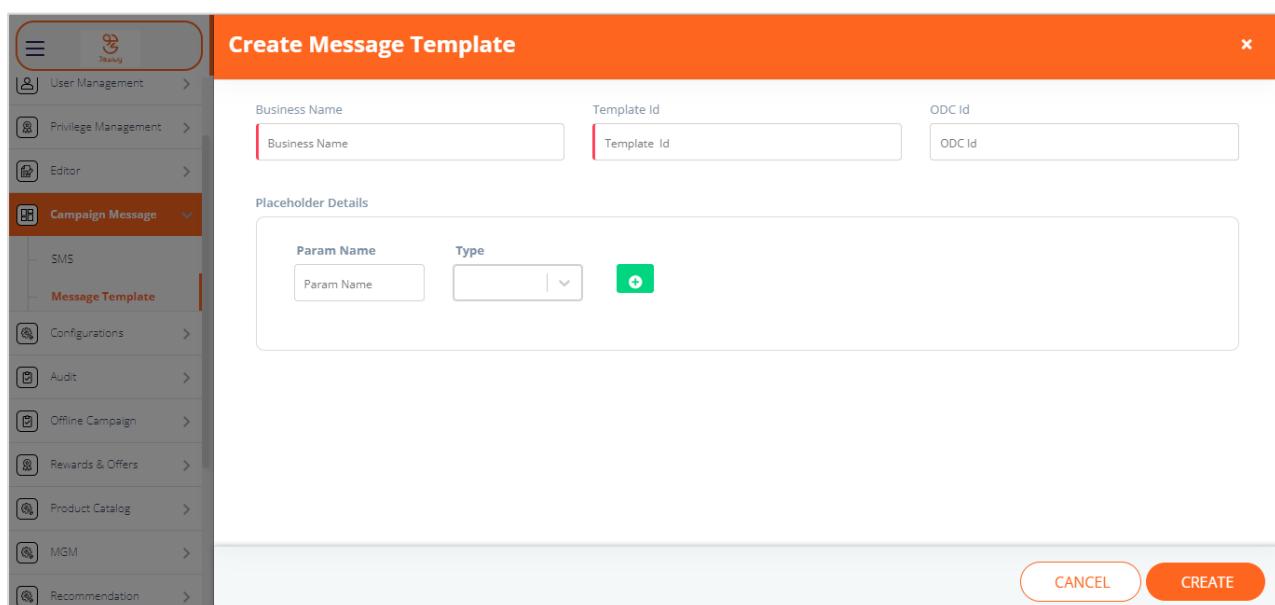
1. On the **Message Template** screen, click **New Message Template** button to add a new message template. Refer to the following screen.



The screenshot shows the 'Message Template' section of a software interface. On the left, there's a sidebar with various menu items like User Management, Privilege Management, Editor, and Campaign Message (which is currently selected). Under Campaign Message, there are sub-options: SMS, Message Template (highlighted with a purple box), Configurations, Audit, Offline Campaign, Rewards & Offers, Product Catalog, MGM, and Recommendation. The main content area has a header 'Message Template' with a sub-header 'All Message Template | 1'. A red box highlights the 'NEW MESSAGE TEMPLATE' button. Below it is a table with columns: BUSINESS NAME, TEMPLATE ID, CREATED DATE, PLACEHOLDER DETAILS, and ACTION. One row is visible: 'USSD Message' with Template ID '11223223' and Created Date '08-12-2023'. The bottom of the table shows '10 Records Per Page' and a page number '1'.

Figure 246 Message Template – Add New Message Template

2. After clicking the **New Message Template** button, the following message is displayed.



The screenshot shows the 'Create Message Template' dialog box. It has a header 'Create Message Template' and a close button 'X'. The left sidebar is identical to Figure 246. The dialog contains three main sections: 'Business Name' (with a 'Business Name' input field), 'Template Id' (with a 'Template Id' input field), and 'Placeholder Details' (with a 'Param Name' input field and a dropdown 'Type' field). At the bottom right are 'CANCEL' and 'CREATE' buttons.

Figure 247 Create Message Template

3. Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Business Name	Enter the name of the business in the corresponding field.
Template Id	Enter the unique ID of the template in the corresponding field.

Field	Description
ODC ID	Enter the unique ID of the ODC in the corresponding field.
Placeholder Details	
Param Name	Enter the name of the parameter.
Type	<p>Select the type in the drop-down list. The following are the available types:</p> <ul style="list-style-type: none"> • Profile • Direct • Calculate • Product
Param Value	Select the param value in the drop-down list.
PO Code	<p>This field is auto-filled and based on the param value selection.</p> <ul style="list-style-type: none"> • Click the Add button  to add multiple place order details. • Click the Delete button  to delete the existing place order details.

4. After providing the required details, click **Proceed**.

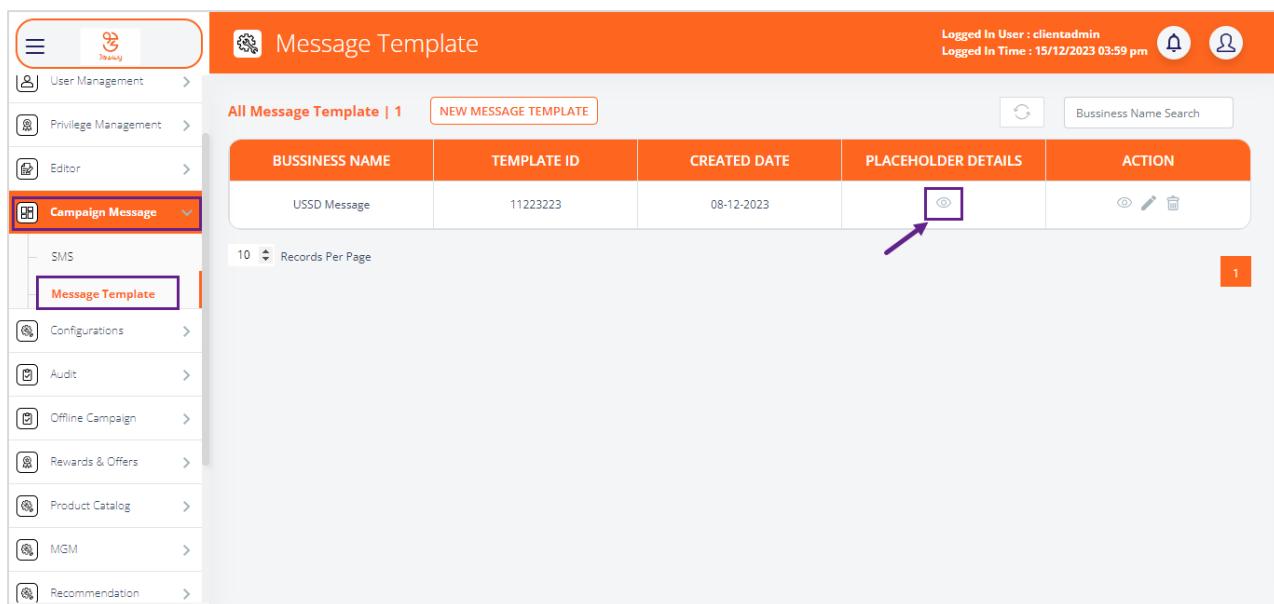
A confirmation message is displayed, indicating that the URL is added successfully.

10.2.2 View Placeholder Details

Using this view option, you can view the existing placeholder details.

To view the placeholder details:

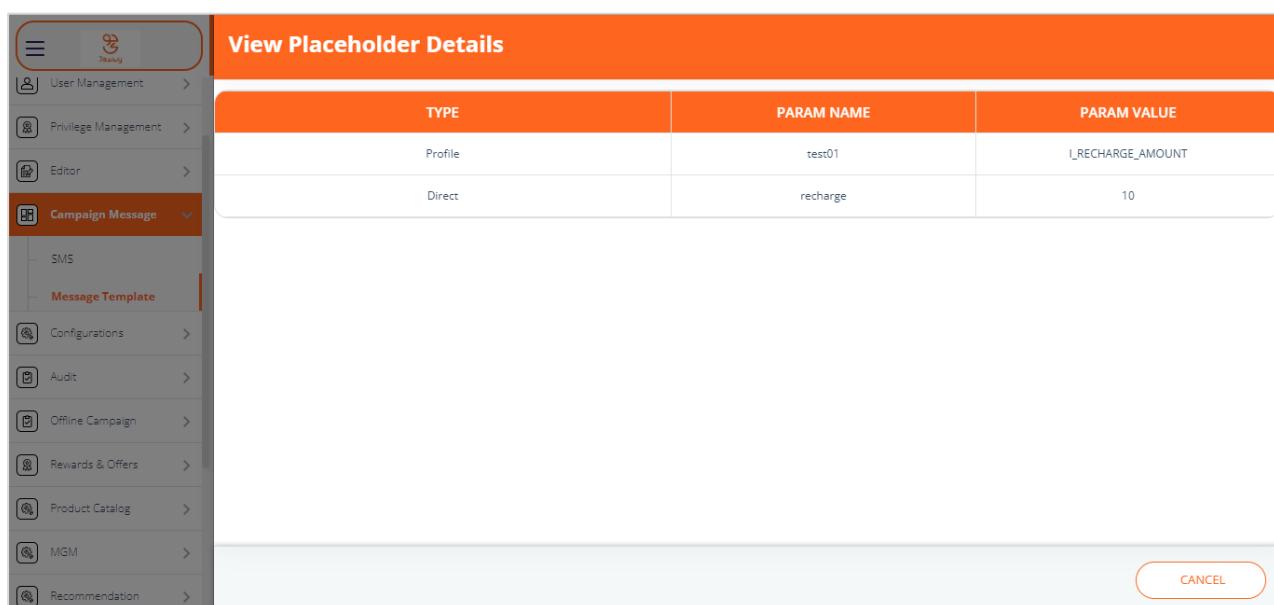
1. On the **Message Template** screen, click the **View** button  to view existing placeholder details. Refer to the following screen.



The screenshot shows the 'Message Template' page. On the left, there's a sidebar with 'Campaign Message' selected. Under 'Campaign Message', 'SMS' is expanded, and 'Message Template' is selected. The main area has a header 'Message Template' with a search bar and user info. Below it is a table with columns: BUSINESS NAME, TEMPLATE ID, CREATED DATE, PLACEHOLDER DETAILS, and ACTION. A row for 'USSD Message' is shown. An arrow points to the 'PLACEHOLDER DETAILS' column for this row. The table also includes a 'Records Per Page' dropdown set to 10 and a page number '1'.

Figure 248 Message Template - Placeholder (View Button)

- After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'View Placeholder Details' screen. It has a header 'View Placeholder Details' and a table with columns: TYPE, PARAM NAME, and PARAM VALUE. Two rows are listed: one for 'Profile' type with param name 'test01' and value '_RECHARGE_AMOUNT'; and one for 'Direct' type with param name 'recharge' and value '10'. A 'CANCEL' button is at the bottom right.

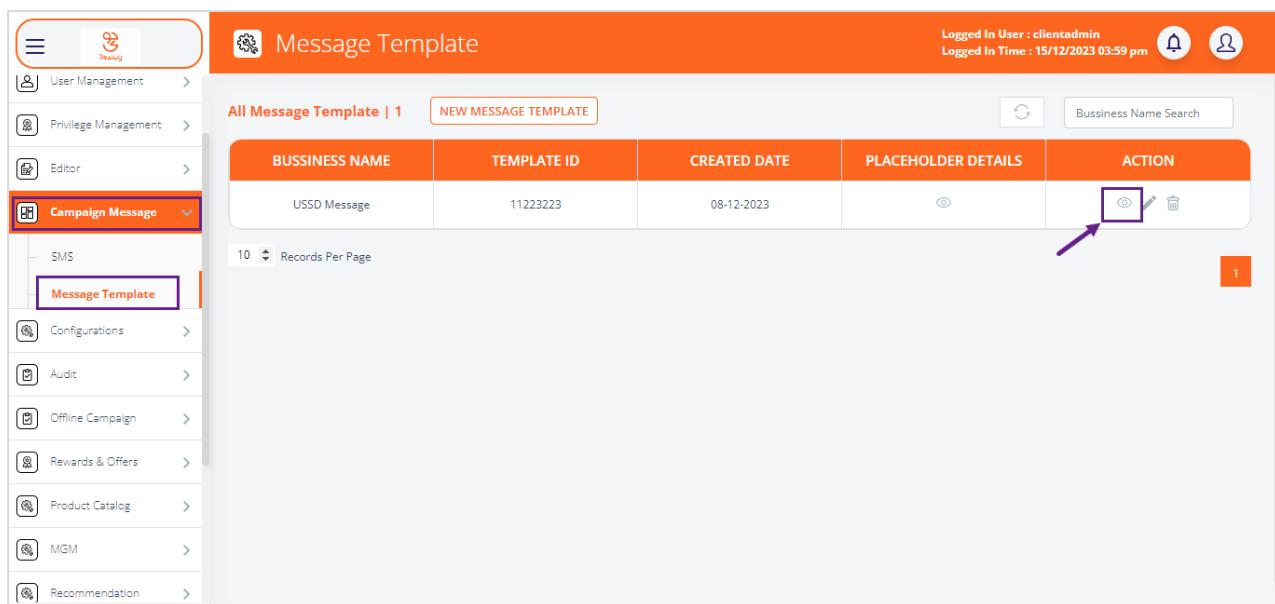
Figure 249 View Placeholder Details Screen

- You can view details such as Type, Param Name, and Param Value.

10.2.3 View Message Template

Using this view option, you can view the existing message template details.
To view the message template:

- On the **Message Template** screen, click the **View** button  to view existing message template details. Refer to the following screen.

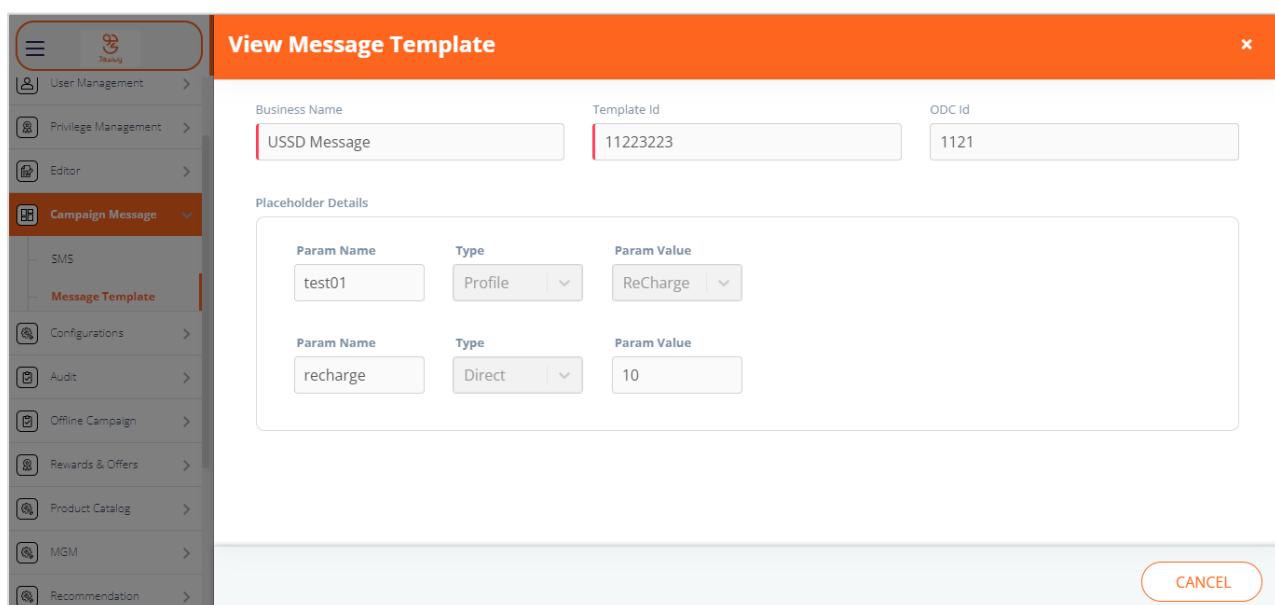


The screenshot shows a list of message templates. The first template, 'USSD Message' (Template ID: 11223223, Created Date: 08-12-2023), has its 'View' button highlighted with a purple box and an arrow pointing to it.

BUSINESS NAME	TEMPLATE ID	CREATED DATE	PLACEHOLDER DETAILS	ACTION
USSD Message	11223223	08-12-2023		  

Figure 250 Message Template - View Button

- After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'View Message Template' details screen. It displays the Business Name ('USSD Message'), Template ID ('11223223'), and ODC ID ('1121'). Below this, the Placeholder Details section shows two parameter pairs: 'test01' (Profile type, ReCharge value) and 'recharge' (Direct type, 10 value).

Param Name	Type	Param Value
test01	Profile	ReCharge
recharge	Direct	10

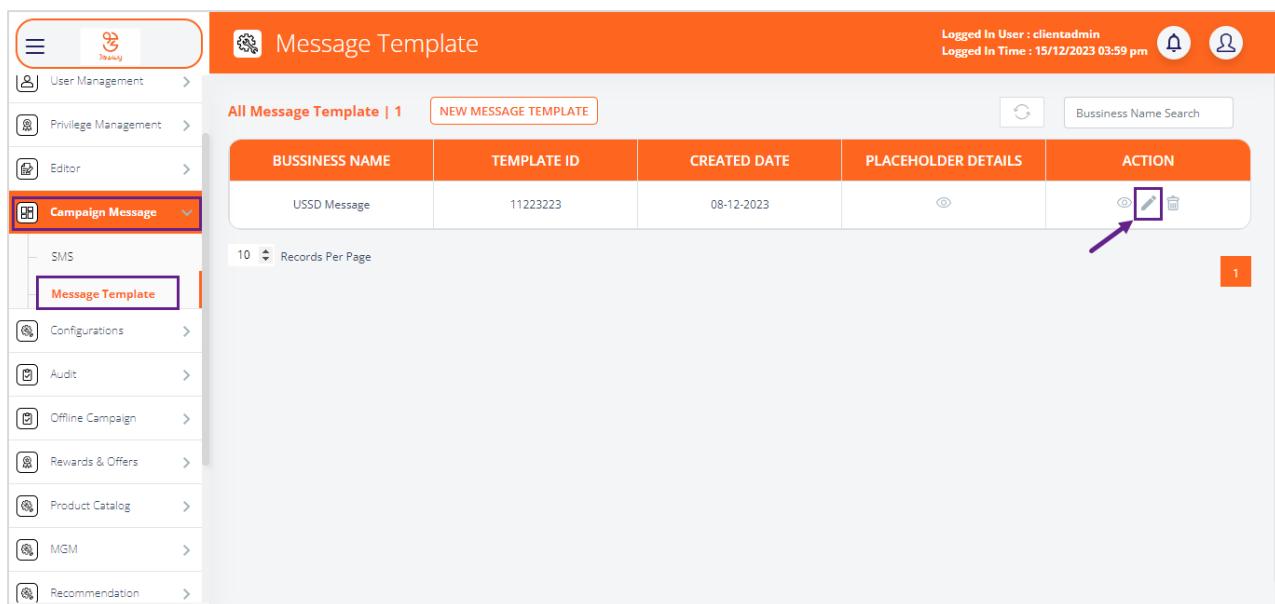
Figure 251 View Message Template Details Screen

- You can view details such as Business Name, Template ID, ODC ID and Placeholder.

10.2.4 Modify Message Template

Using this modify option, you can modify the existing message template details. To modify the message template:

- On the **Message Template** screen, click the **Modify** button  to modify existing message template details. Refer to the following screen.



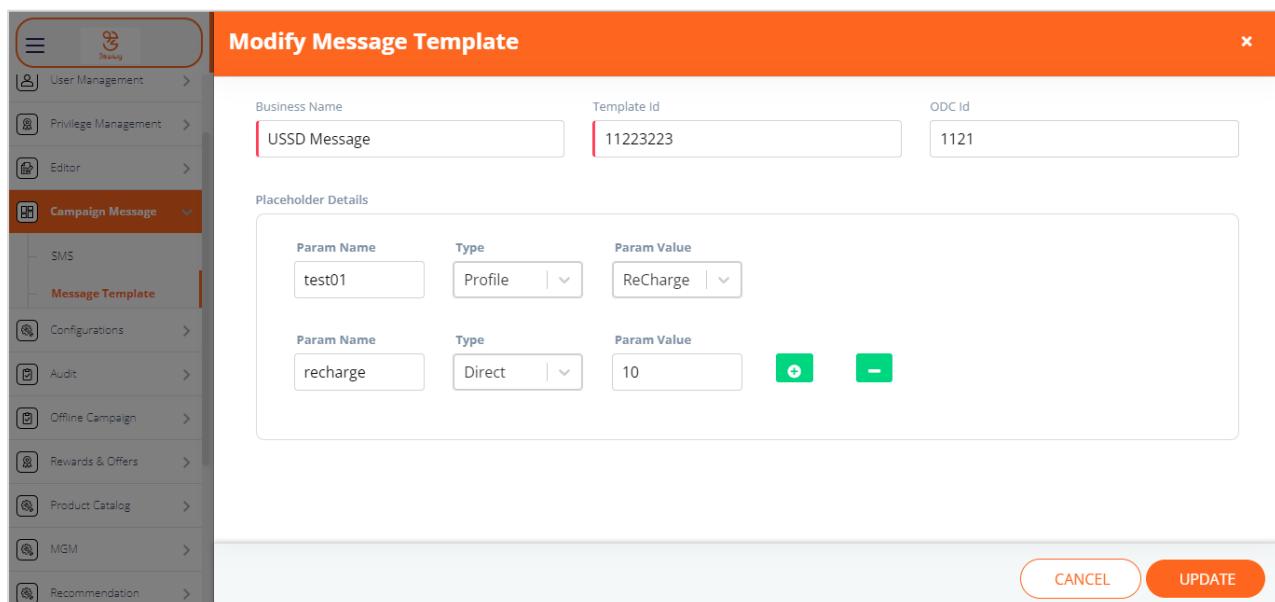
The screenshot shows the 'Message Template' section of the application. The left sidebar has a 'Campaign Message' category expanded, with 'Message Template' selected. The main area displays a table with one row:

BUSINESS NAME	TEMPLATE ID	CREATED DATE	PLACEHOLDER DETAILS	ACTION
USSD Message	11223223	08-12-2023		Eye icon Pencil icon Trash icon

Below the table, there is a dropdown for 'Records Per Page' set to 10, and a page number indicator '1'.

Figure 252 Message Template - Modify Button

2. After clicking the **Modify** button, the following screen is displayed.



The screenshot shows the 'Modify Message Template' dialog box. The left sidebar is identical to Figure 252. The dialog box contains the following fields:

- Business Name:** USSD Message
- Template Id:** 11223223
- ODC Id:** 1121
- Placeholder Details:**
 - Param Name: test01, Type: Profile, Param Value: ReCharge
 - Param Name: recharge, Type: Direct, Param Value: 10

At the bottom right are 'CANCEL' and 'UPDATE' buttons.

Figure 253 Modify Message Template Screen

3. Modify the required details.

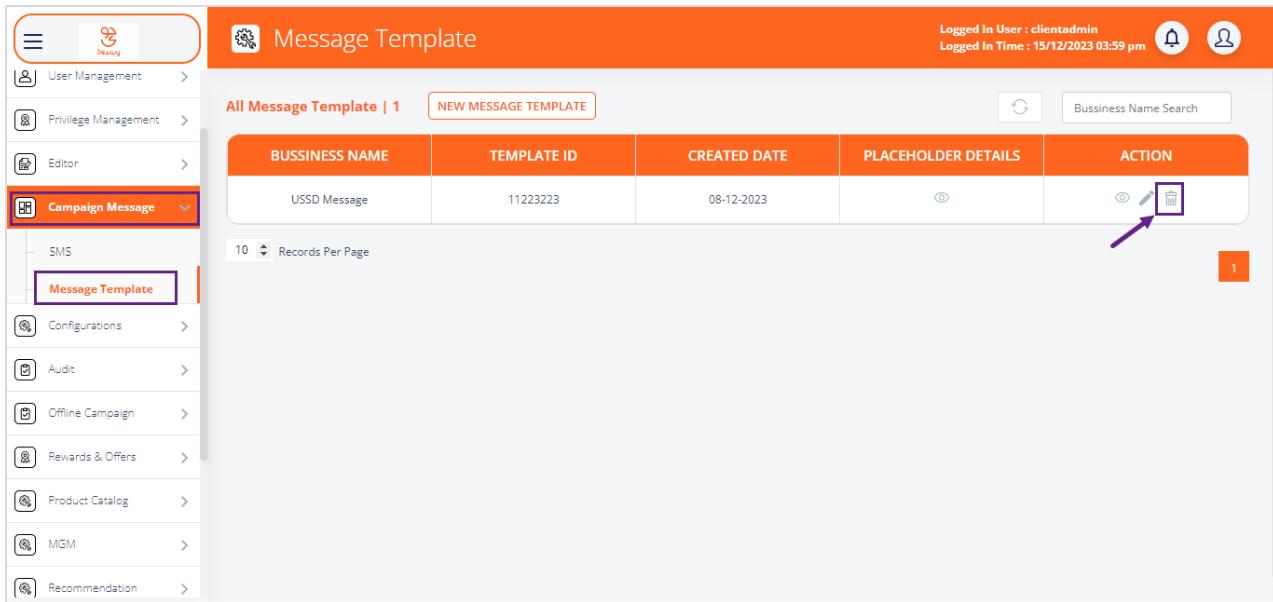
4. Click **Submit**.

A success message is displayed, indicating that the message template is updated successfully.

10.2.5 Delete Message Template

Using this delete option, you can delete the existing message template. To delete the message template:

- On the **Message Template** screen, click the **Delete** button  to delete existing message template details. Refer to the following screen.



The screenshot shows the 'Message Template' screen. The left sidebar has a tree view with 'Campaign Message' expanded, and 'Message Template' is selected. The main area has a header 'Message Template' with tabs 'All Message Template | 1' and 'NEW MESSAGE TEMPLATE'. Below is a table with columns: BUSSINESS NAME, TEMPLATE ID, CREATED DATE, PLACEHOLDER DETAILS, and ACTION. One row is shown: 'USSD Message', '11223223', '08-12-2023', and an empty placeholder. The 'ACTION' column contains icons for edit and delete. A purple box highlights the delete icon, and a purple arrow points to it from the top right. The status bar at the bottom says '10 Records Per Page'.

BUSSINESS NAME	TEMPLATE ID	CREATED DATE	PLACEHOLDER DETAILS	ACTION
USSD Message	11223223	08-12-2023		 

Figure 254 Message Template - Delete Button

- After clicking the **Delete** button, the following confirmation pop-up window is displayed.

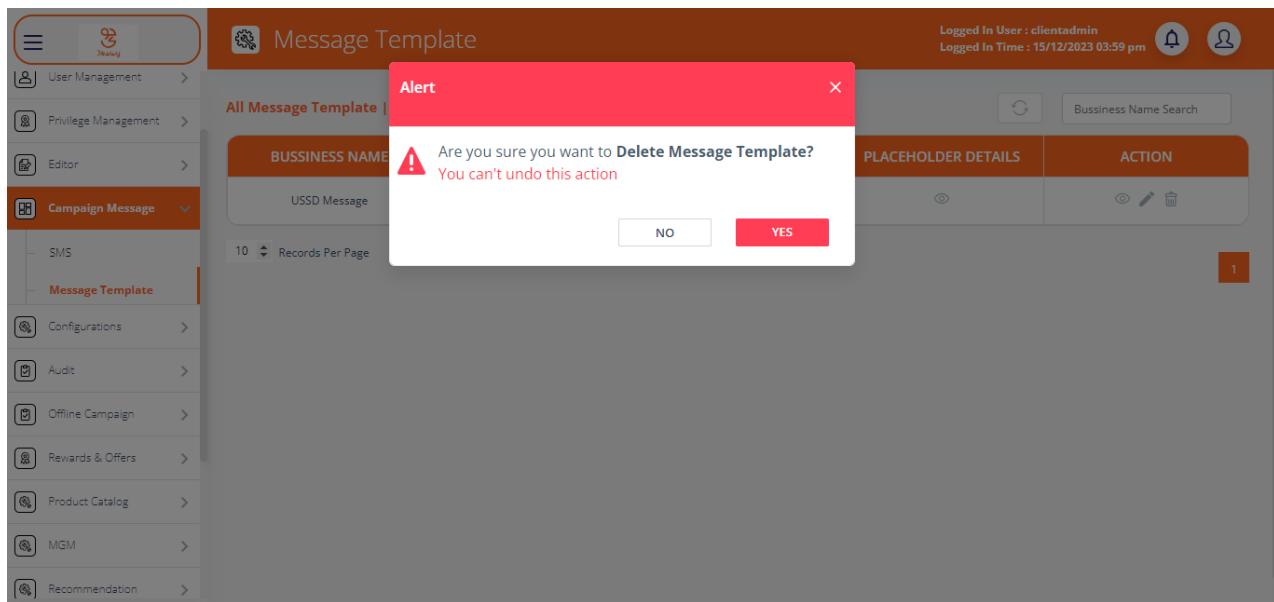


Figure 255 Delete Message Template - Confirmation Pop-Up Window

3. If you receive this message, “**Are you sure you want to continue. You can’t undo this action?**”, click the **Yes** button to confirm the action.

A success message is displayed, indicating that the message template is deleted successfully.

Or

Click the **No** button to discard the action.

11 Configurations

Using this configuration option, you can manage the following options:

- URL Configuration
- Policy
- Quarantine

11.1 URL Configuration

Using this URL configuration, you can define connections to Uniform Resource Locators (URLs), which are location names that represent electronically accessible resources. You can add the URL type and URL name for the URL.

To manage the URL Configuration,

1. On the side menu, click **Configurations>>URL Configuration** to view URL configuration details. Refer to the following screen.

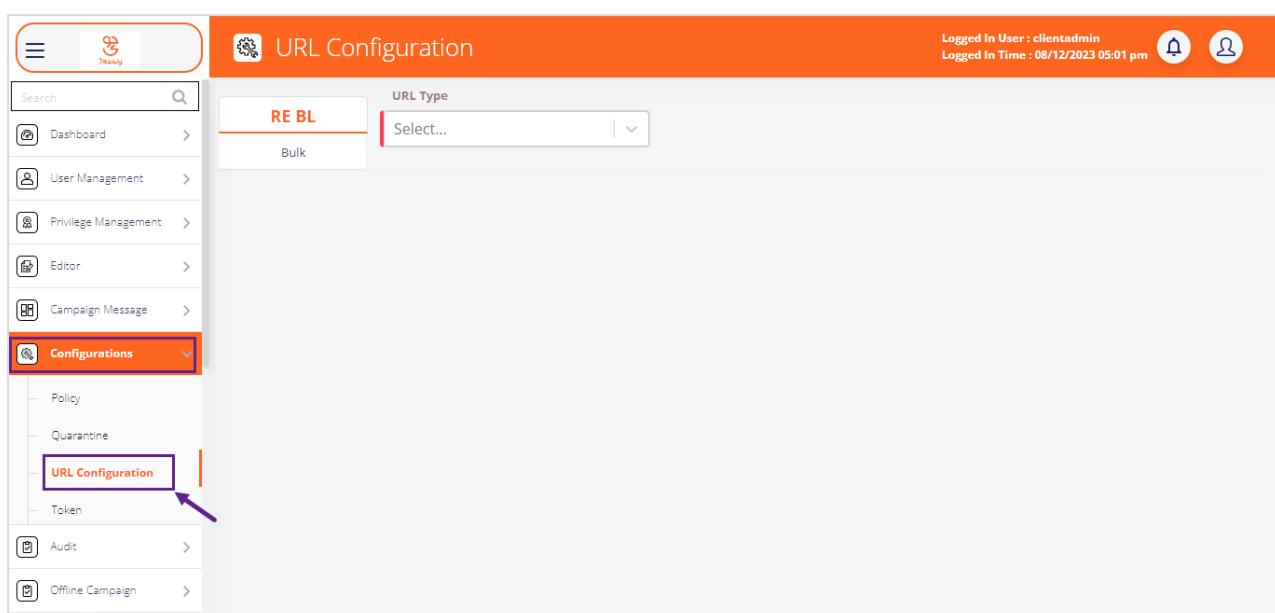
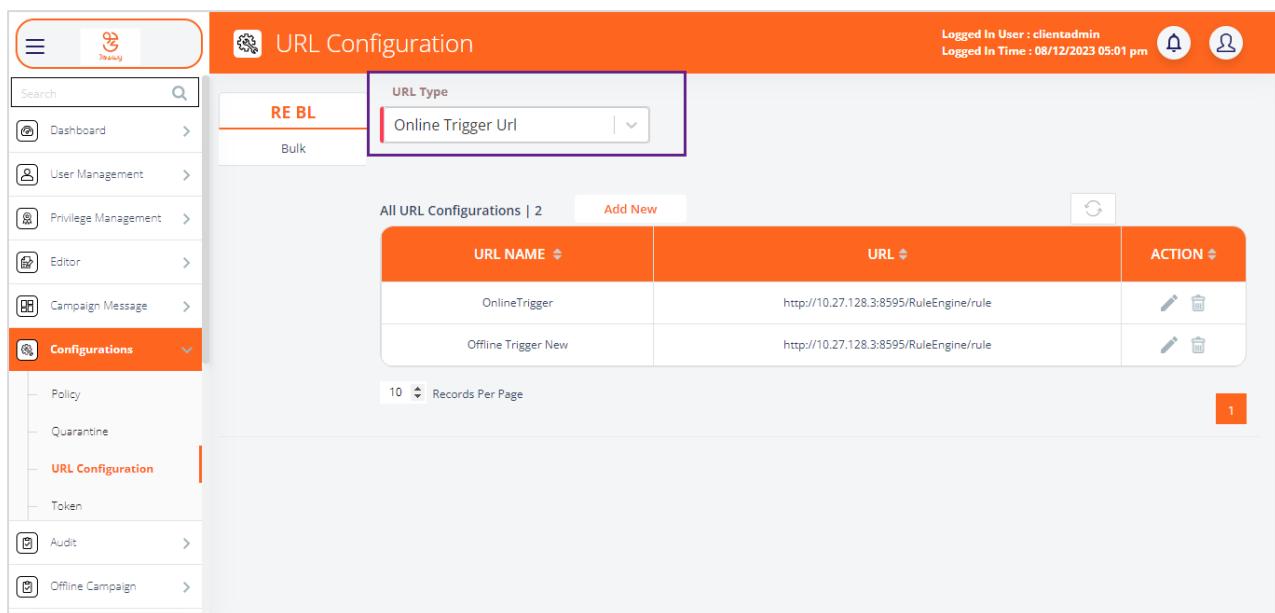


Figure 256 Configurations- URL Configuration

2. Select the **URL Type** in the drop-down list. The following screen is displayed.



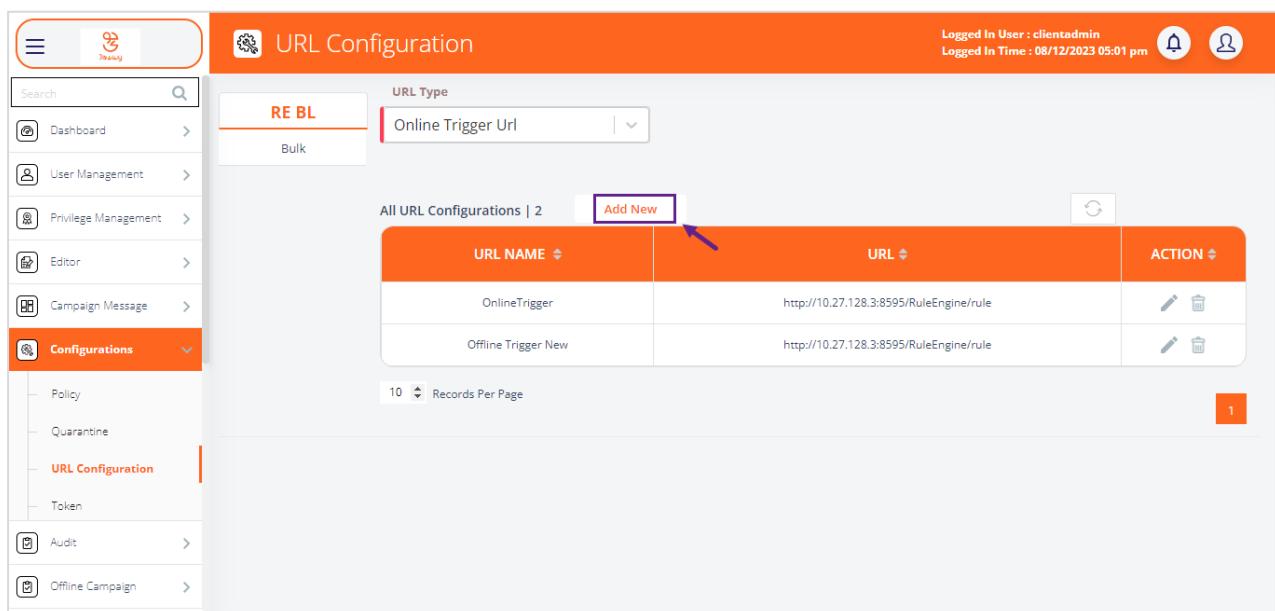
The screenshot shows the 'URL Configuration' screen. On the left, there's a sidebar with a search bar and links for Dashboard, User Management, Privilege Management, Editor, Campaign Message, Configurations (which is selected and has a dropdown menu for Policy, Quarantine, URL Configuration, Token), Audit, and Offline Campaign. The main area has a title 'URL Configuration' with a 'RE BL' tab selected. A 'URL Type' dropdown is set to 'Online Trigger Url'. Below it, a table lists two URL configurations: 'OnlineTrigger' with URL 'http://10.27.128.3:8595/RuleEngine/rule' and 'Offline Trigger New' with URL 'http://10.27.128.3:8595/RuleEngine/rule'. There are buttons for 'Add New' and 'Bulk' actions.

Figure 257 URL Configuration – URL: Type Selection

11.1.1 Add URL Configuration

Using this add option, you can add a new URL configuration.
To add a new URL configuration,

1. On the **URL Configuration** screen, click **Add New** button to add a new URL configuration. Refer to the following screen.



This screenshot is identical to Figure 257, but the 'Add New' button in the top right of the table header is highlighted with a purple box and a blue arrow points to it.

Figure 258 URL Configuration – Add New Button

2. After clicking the **Add New** button, the following pop-up window is displayed.

Note: If “Online Trigger URL” is selected in the drop-down list of URL Type. The following screen is displayed.

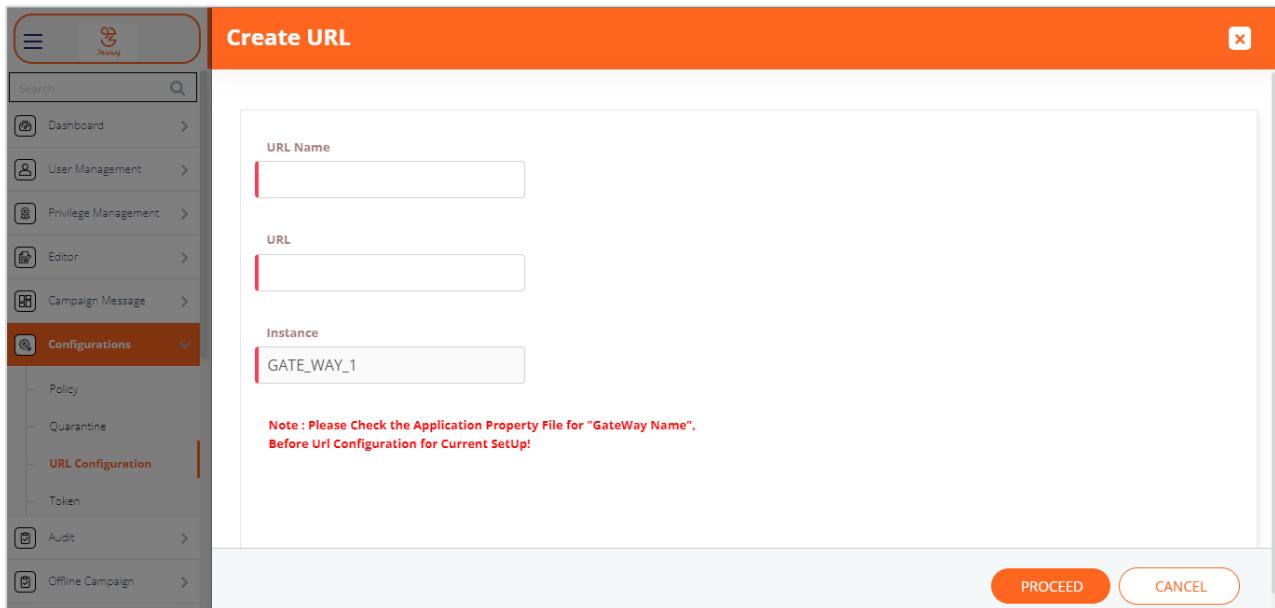


Figure 259 Create URL Input Screen

- Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
URL Name	Enter the name of the URL in the corresponding field.
URL	Enter the URL details in the corresponding field.
Instance	This field is auto filled and non-editable.

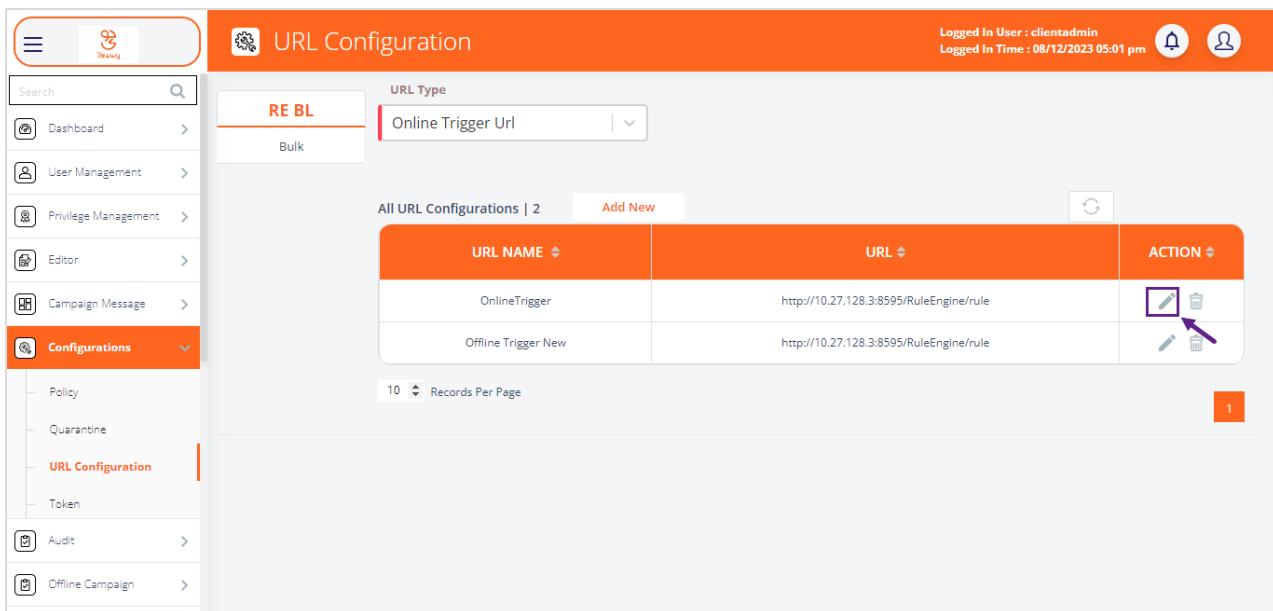
- After providing the required details, click **Proceed**.

A confirmation message is displayed, indicating that the URL is added successfully.

11.1.2 Modify URL Configuration

Using this modify option, you can modify an existing URL configuration.
To modify the URL configuration,

- On the **URL Configuration** screen, click the **Modify** button  to modify the URL configuration details. Refer to the following screen.

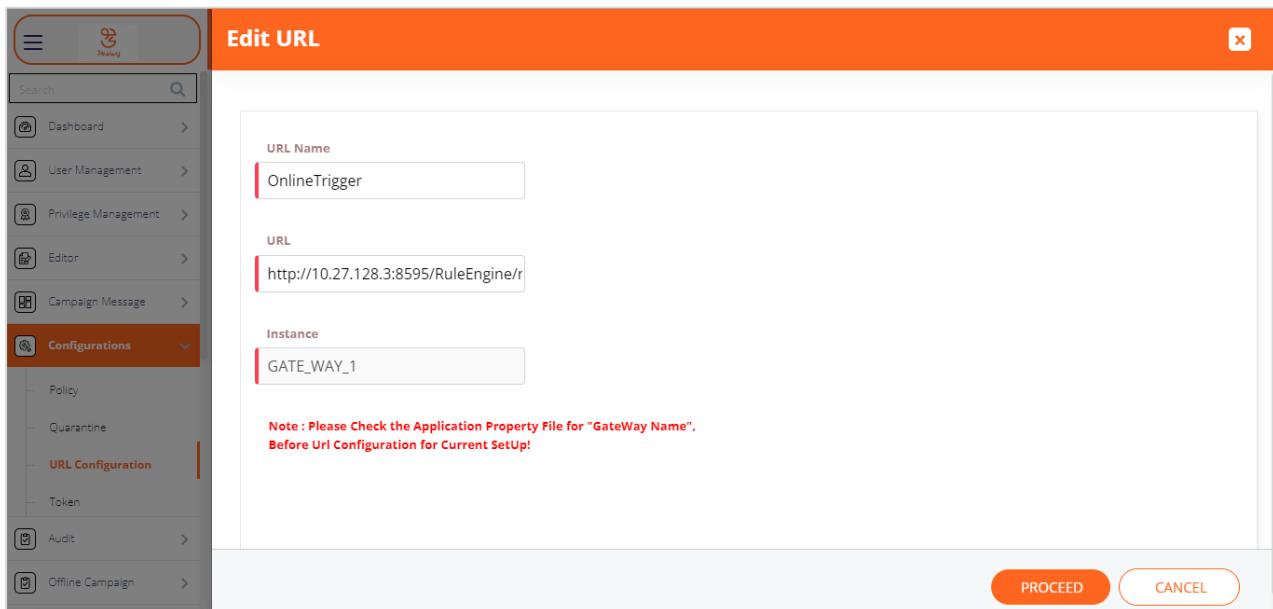


The screenshot shows the 'URL Configuration' screen. On the left is a navigation sidebar with 'Configurations' selected. The main area shows a table of URL configurations:

URL NAME	URL	ACTION
OnlineTrigger	http://10.27.128.3:8595/RuleEngine/rule	 
Offline Trigger New	http://10.27.128.3:8595/RuleEngine/rule	 

Figure 260 URL Configuration – Modify Button

- After clicking the **Modify** button, the following screen is displayed.



The screenshot shows the 'Edit URL' dialog box. It has fields for 'URL Name' (OnlineTrigger), 'URL' (http://10.27.128.3:8595/RuleEngine/rule), and 'Instance' (GATE_WAY_1). A note at the bottom reads: 'Note : Please Check the Application Property File for "GateWay Name", Before Url Configuration for Current SetUp!'

Figure 261 Edit URL Input Screen

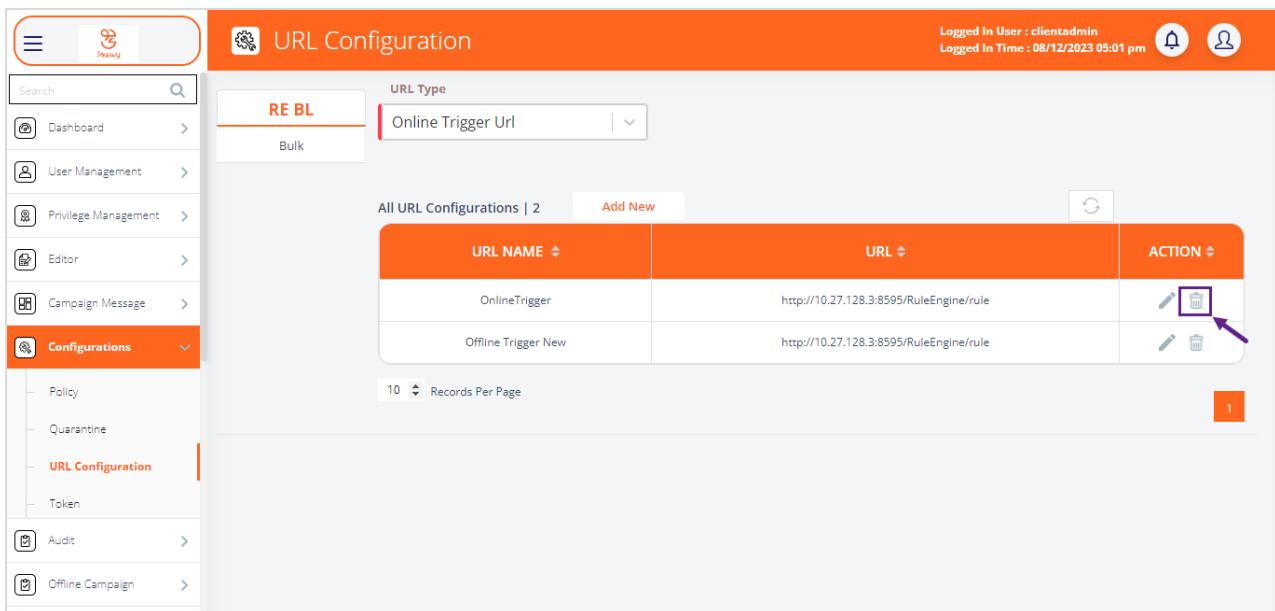
- Modify the required fields.
- Click **PROCEED**.

A confirmation message is displayed, indicating that the URL is modified successfully.

11.1.3 Delete URL Configuration

Using this delete option, you can delete an existing URL configuration. To delete the URL configuration,

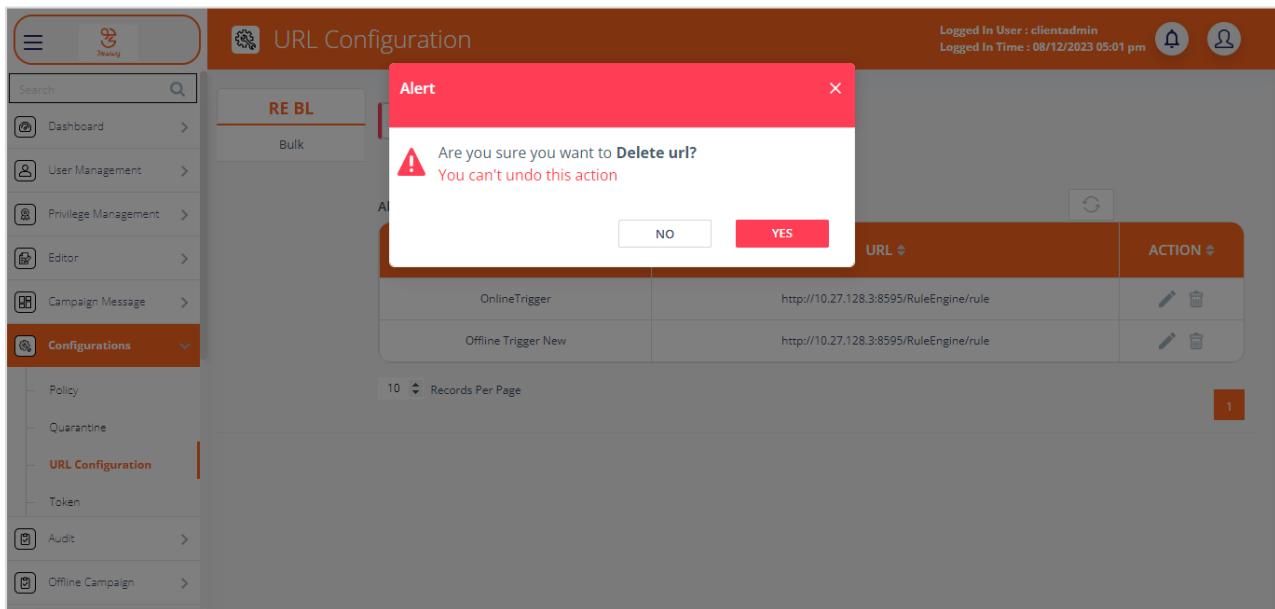
- On the **URL Configuration** screen, click the **Delete** button  to delete the URL configuration details. Refer to the following screen.



The screenshot shows the URL Configuration page. On the left, there's a sidebar with options like Dashboard, User Management, Privilege Management, Editor, Campaign Message, Configurations (which is selected), Policy, Quarantine, URL Configuration (highlighted in red), Token, Audit, and Offline Campaign. The main area has a search bar and a dropdown for 'URL Type' set to 'Online Trigger Url'. Below is a table titled 'All URL Configurations | 2' with columns for 'URL NAME', 'URL', and 'ACTION'. It lists two entries: 'OnlineTrigger' with URL 'http://10.27.128.3:8595/RuleEngine/rule' and 'Offline Trigger New' with URL 'http://10.27.128.3:8595/RuleEngine/rule'. The 'ACTION' column contains edit and delete icons. The delete icon for 'Offline Trigger New' is highlighted with a purple box and an arrow pointing to it.

Figure 262 URL Configuration – Delete Button

- After clicking the **Delete** button, the following screen is displayed.



The screenshot shows the URL Configuration page with an alert dialog box in the center. The dialog has a red header 'Alert' and a message 'Are you sure you want to Delete url? You can't undo this action.' with a warning icon. There are 'NO' and 'YES' buttons at the bottom. The background shows the same URL configuration table as Figure 262, with the second row being deleted.

Figure 263 URL Configuration – Delete Confirmation Message

- If you receive the message, “**Are you sure you want to Delete URL? You can't undo this action**”, click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the URL is deleted successfully.

Or

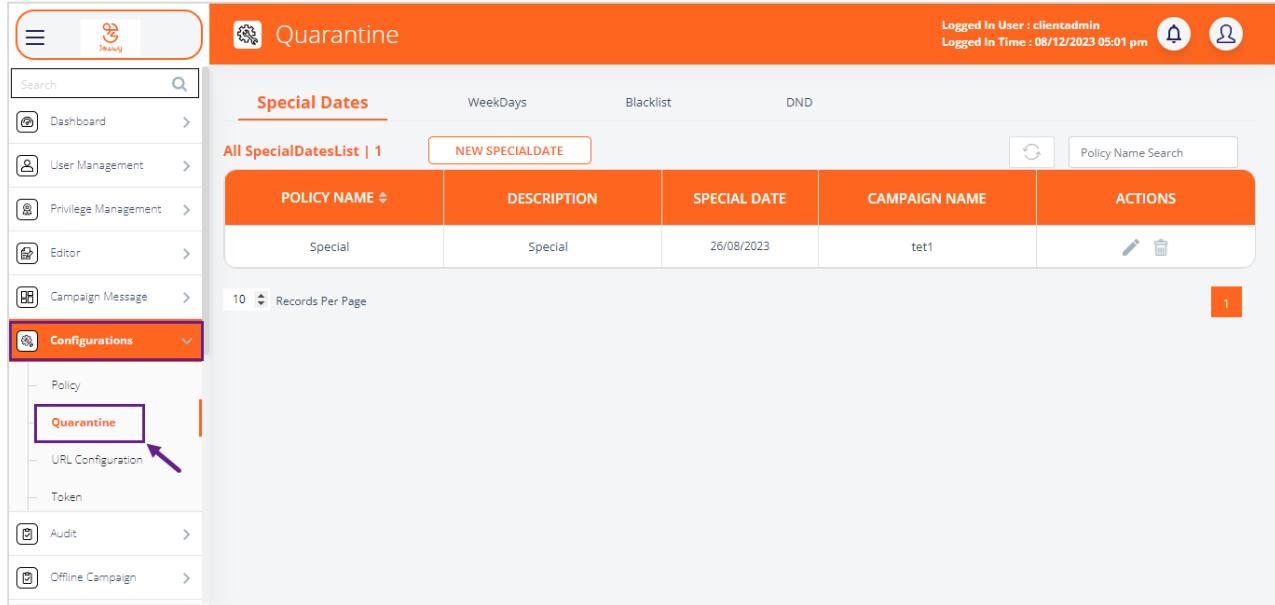
Click “**No**” to cancel the action.

11.2 Quarantine

Quarantine Configuration allows you to configure dates on which promotional messages should be sent and dates on which promotional messages should not be sent.

To manage the quarantine configuration,

1. On the side menu, click **Configurations>>Quarantine** to view quarantine details. Refer to the following screen.



POLICY NAME	DESCRIPTION	SPECIAL DATE	CAMPAIGN NAME	ACTIONS
Special	Special	26/08/2023	tet1	

Figure 264 Configurations- Quarantine

You can manage the following operations:

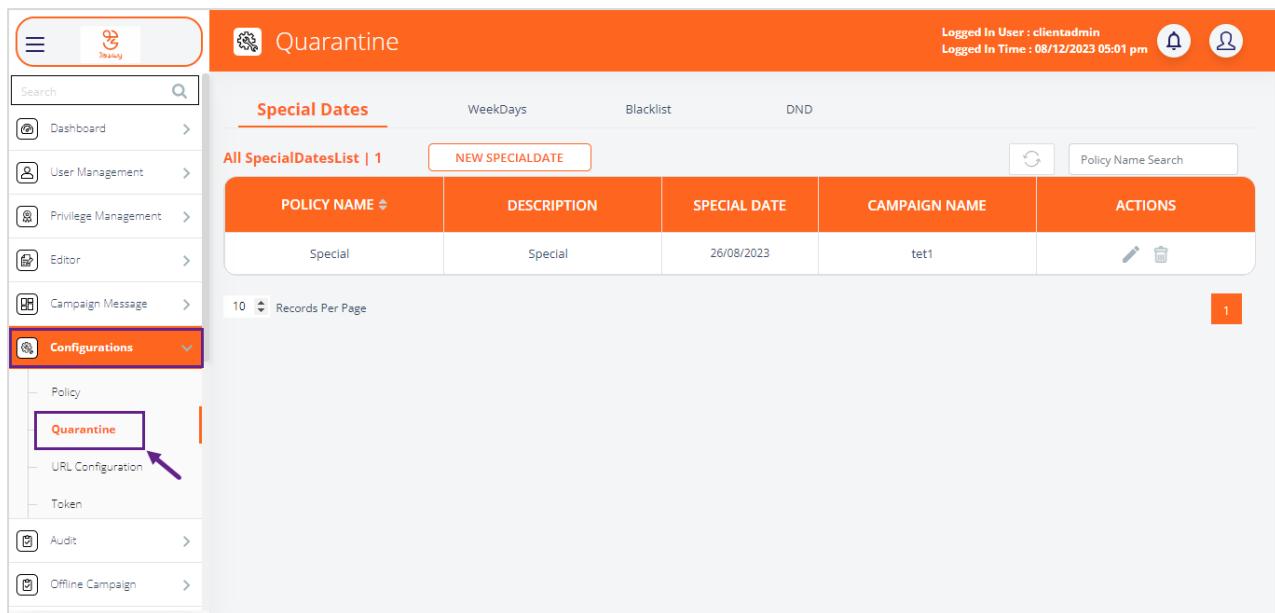
- Special Dates
- Weekdays
- Blacklist
- DND

11.2.1 Special Dates

You can send promotional messages on special dates using these special date options.

To manage special dates,

1. On the side menu, click **Configurations>>Quarantine** to view quarantine details. Refer to the following screen.



POLICY NAME	DESCRIPTION	SPECIAL DATE	CAMPAIGN NAME	ACTIONS
Special	Special	26/08/2023	tet1	 

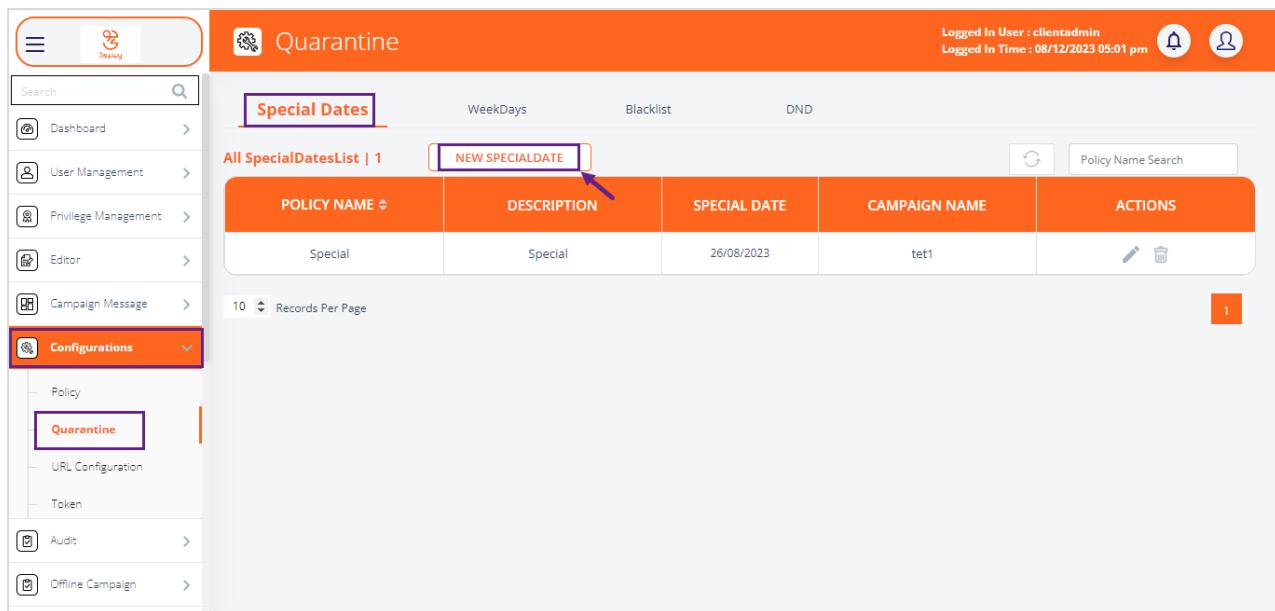
Figure 265 Configurations- Quarantine

Note: By default, the **Special Dates** tab is displayed.

11.2.1.1 Add Special Date

Using this add option, you can add a new special date.
To add a special date,

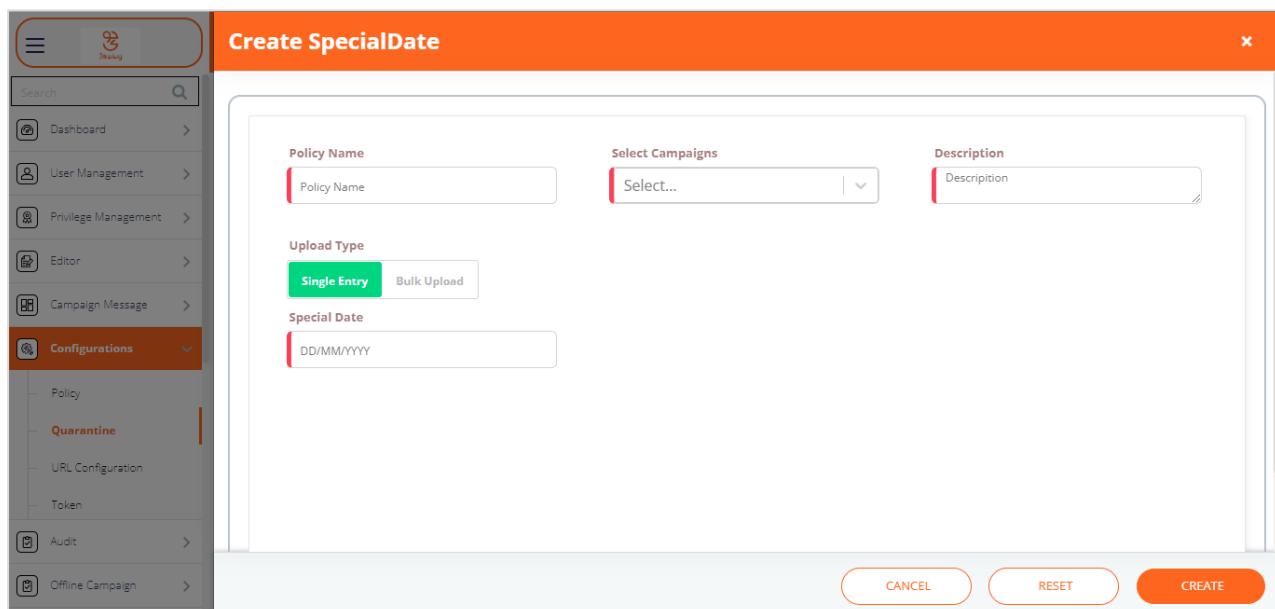
1. On the **Quarantine** screen, click the **NEW SPECIAL DATE** button to create a special date.
Refer to the following screen.



The screenshot shows the 'Quarantine' section of a software interface. On the left, there's a sidebar with 'Configurations' selected, and under it, 'Quarantine' is also highlighted. The main area is titled 'Special Dates' and shows a table with one row. The table columns are 'POLICY NAME', 'DESCRIPTION', 'SPECIAL DATE', 'CAMPAIGN NAME', and 'ACTIONS'. A blue arrow points to the 'NEW SPECIAL DATE' button at the top right of the table header.

Figure 266 Quarantine – Create Special Date

- After clicking the **NEW SPECIAL DATE** button, the following screen is displayed.



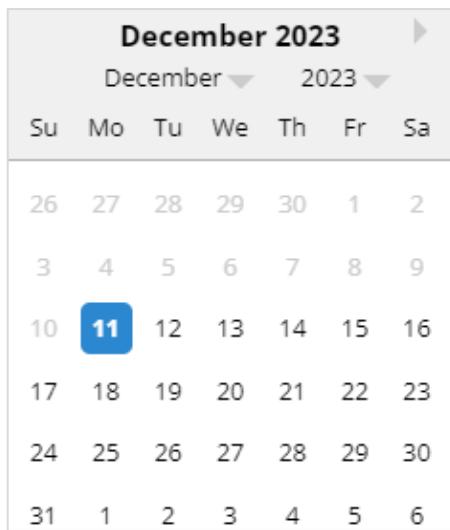
The screenshot shows the 'Create Special Date' dialog box. It has fields for 'Policy Name', 'Select Campaigns', and 'Description'. Under 'Upload Type', 'Single Entry' is selected. The 'Special Date' field contains 'DD/MM/YYYY'. At the bottom are 'CANCEL', 'RESET', and 'CREATE' buttons.

Figure 267 Create Special Date Input Screen

- Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Policy Name	Enter the date policy of the special date in the corresponding field.
Select Campaigns	Select the campaigns in the drop-down list. For example, “MGM_Benefits”.

Description	Enter the description of the adding special date in the corresponding field.
Upload Type	
Individual	Select the Individual option button to upload the individual file.
Bulk Upload	Select the Bulk Upload option button to upload the file in bulk. <ul style="list-style-type: none"> • Click the Choose File button to upload the file. <p>Note: Supported File Format is .txt & The File Data Format Is Date Description.Eg, DD/MM/YYYY Description.</p>
Special Date	Select the Special Date in the corresponding field. Refer to the following screen.



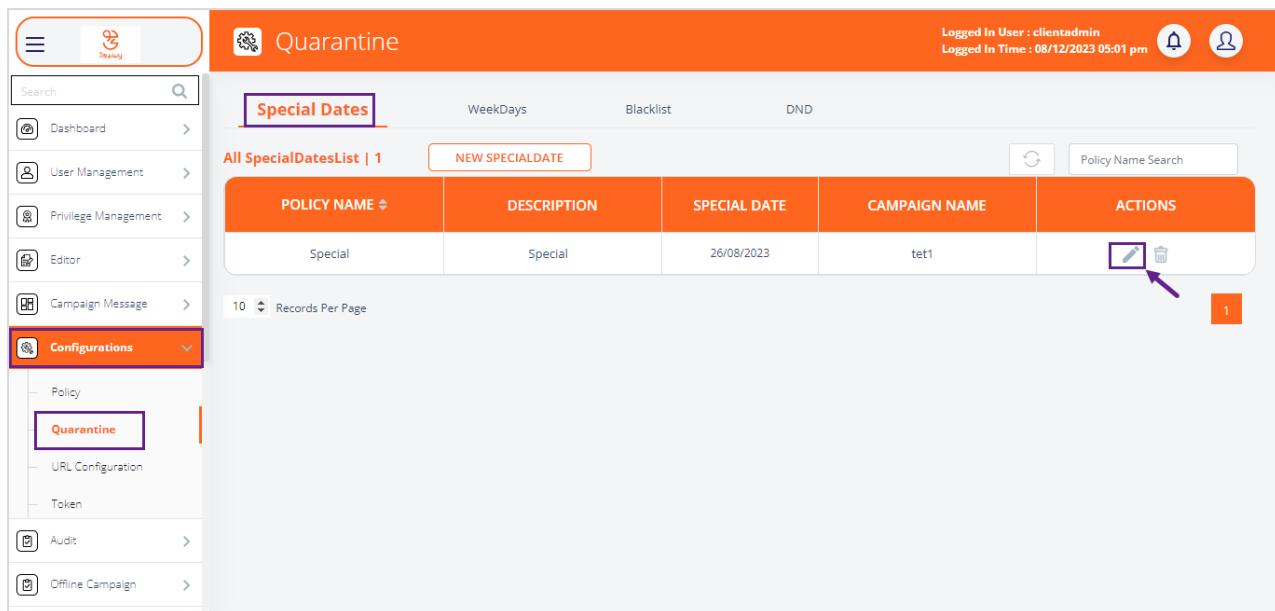
4. After providing the required details, click **CREATE**.

A confirmation message is displayed, indicating that the special date is added successfully.

11.2.1.2 Modify Special Date

Using this modify option, you can modify the existing special date.
To modify the special date,

1. On the **Quarantine** screen, click the **Modify** button  to modify the unique date details.
Refer to the following screen.



POLICY NAME	DESCRIPTION	SPECIAL DATE	CAMPAIGN NAME	ACTIONS
Special	Special	26/08/2023	tet1	 

Figure 268 Quarantine – Modify Button

- After clicking the **Modify** button, the following screen is displayed.

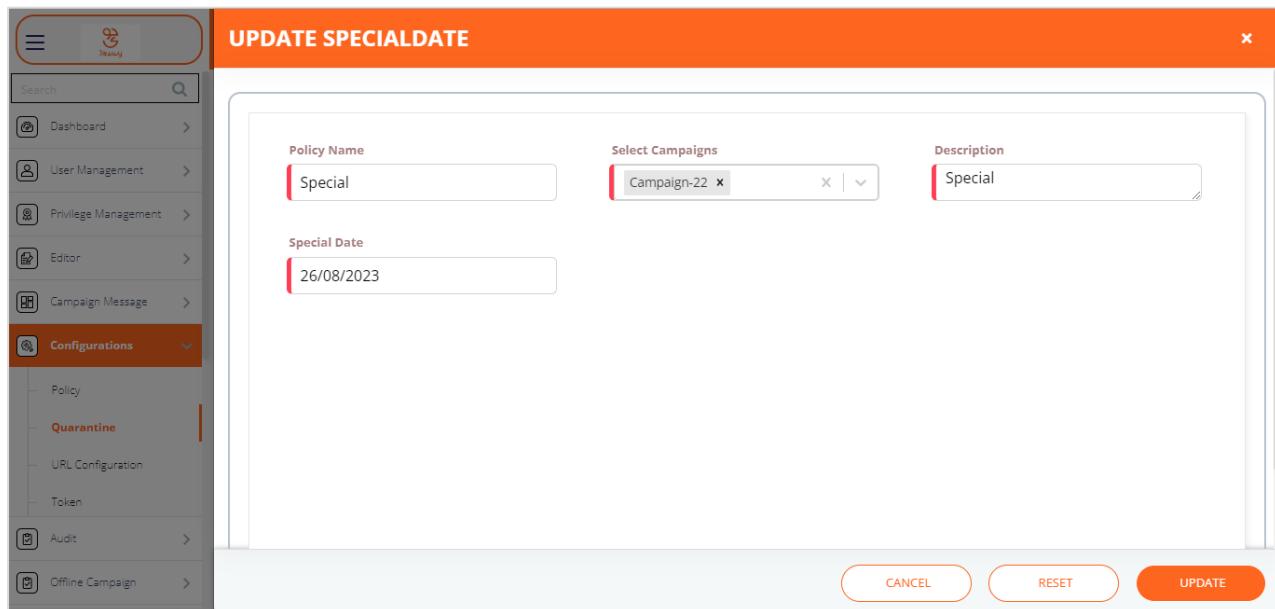


Figure 269 Update Special Date Input Screen

- Modify the required fields.

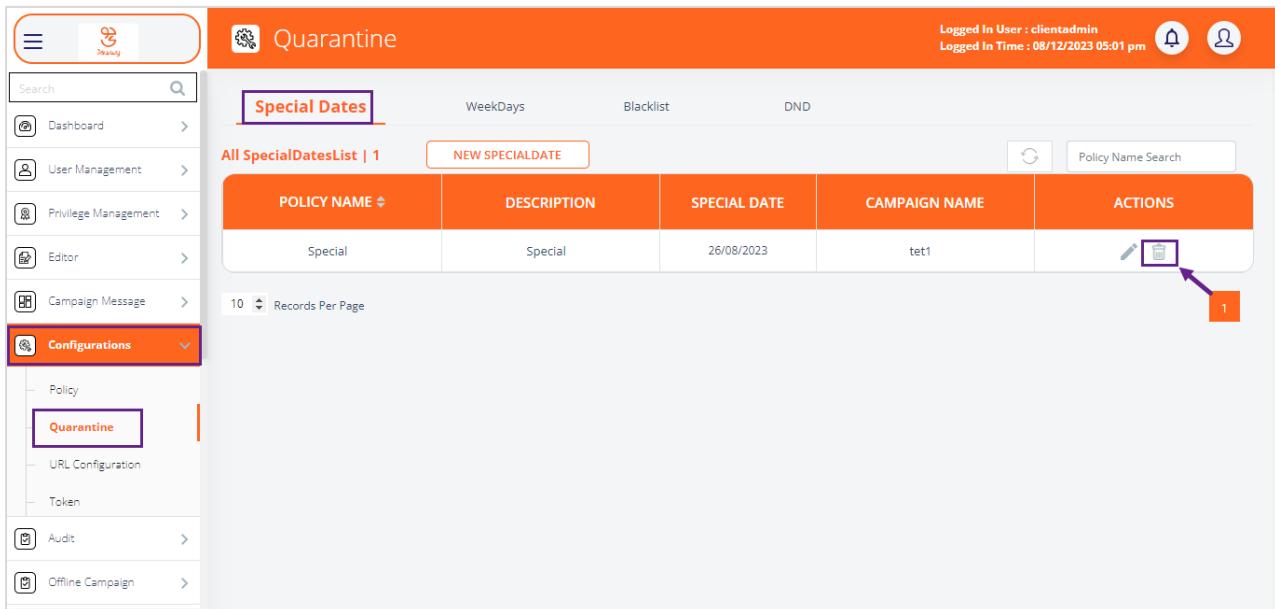
- Click **UPDATE**.

A confirmation message is displayed, indicating that the special date is modified successfully.

11.2.1.3 Delete Special Date

Using this delete option, you can delete the existing special date.
To delete special date,

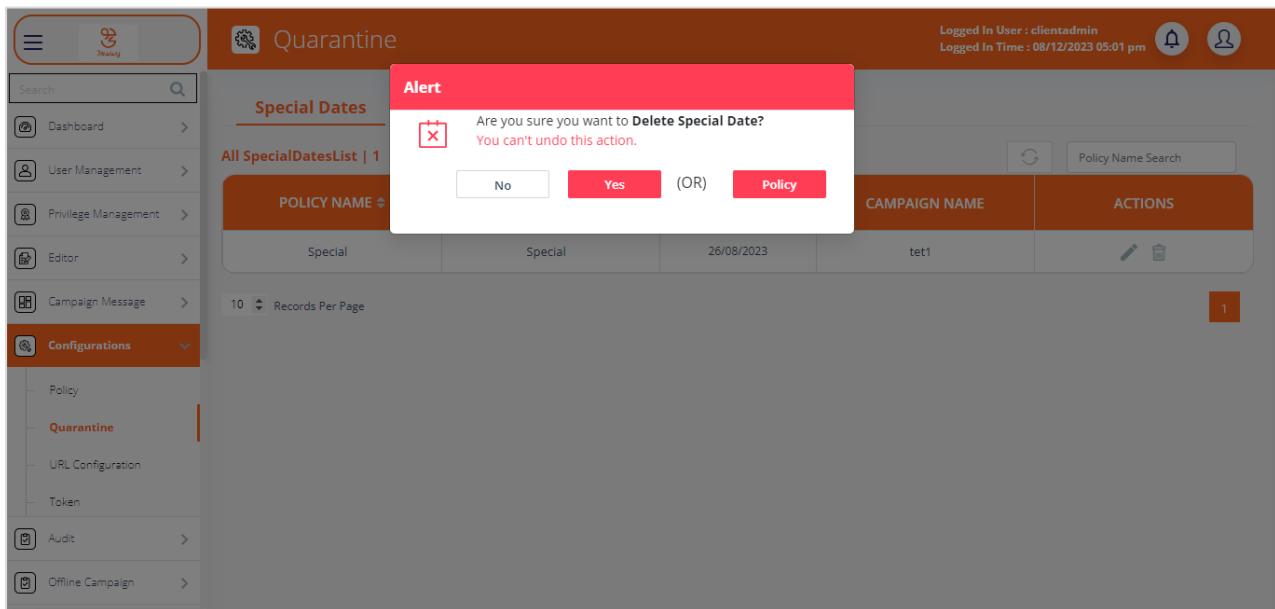
- On the **Quarantine** screen, click the **Delete** button  to delete the special date. Refer to the following screen.



POLICY NAME	DESCRIPTION	SPECIAL DATE	CAMPAIGN NAME	ACTIONS
Special	Special	26/08/2023	tet1	 

Figure 270 Quarantine –Special Date (Delete Button)

- After clicking the **Delete** button, the following screen is displayed.



Alert

Are you sure you want to **Delete Special Date?**
You can't undo this action.

(OR)

Figure 271 Special Date – Delete Confirmation Message

- If you receive the message, “**Are you sure you want to Special? You can't undo this action**”, click “**Yes**” or “**Policy**” to confirm the action.

A confirmation message is displayed, indicating that the special date is deleted successfully.

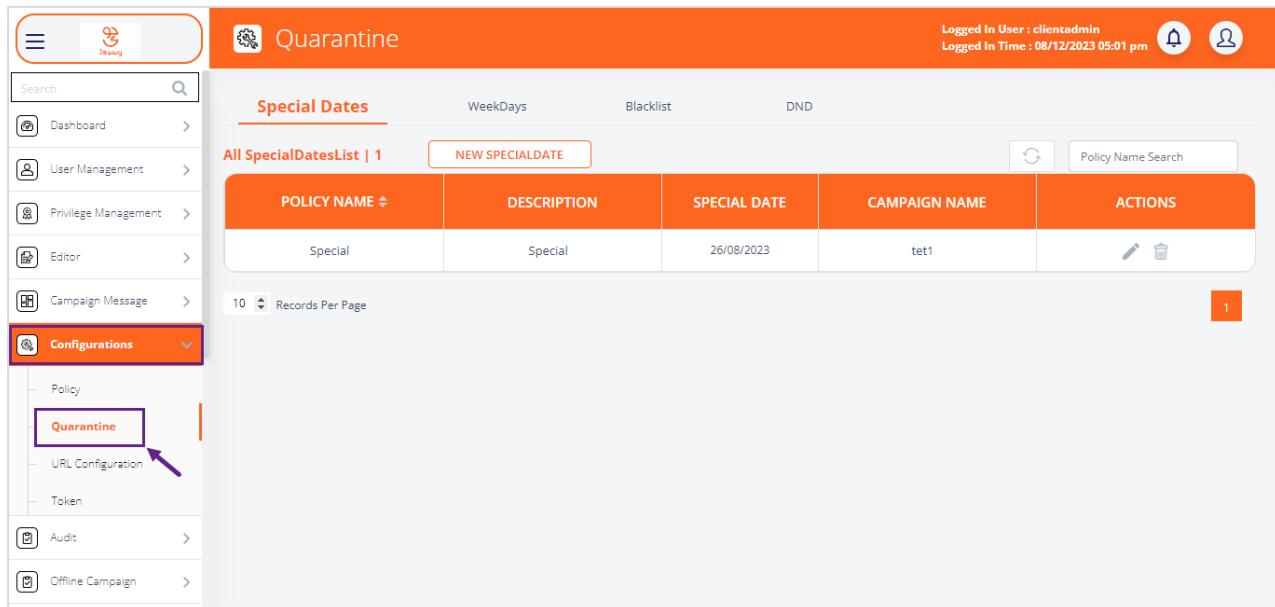
Or

Click “**No**” to cancel the action.

11.2.2 Week Days

Using these weekdays option, you can send promotional messages on weekdays. To manage weekdays,

1. On the side menu, click **Configurations>>Quarantine** to view quarantine details. Refer to the following screen.



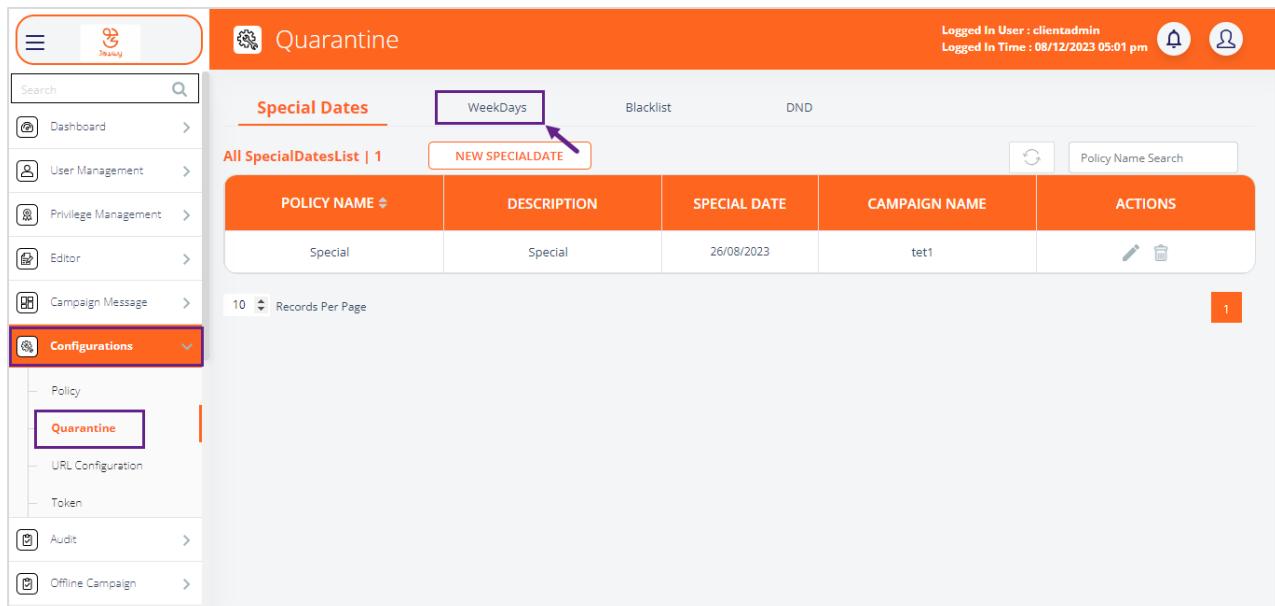
The screenshot shows the 'Quarantine' screen with the 'Special Dates' tab selected. The left sidebar has a 'Configurations' section with 'Quarantine' highlighted. The main table lists one item: 'Special' with a 'Special' description, dated 26/08/2023, under campaign 'tet1'. Action buttons for edit and delete are shown.

POLICY NAME	DESCRIPTION	SPECIAL DATE	CAMPAIGN NAME	ACTIONS
Special	Special	26/08/2023	tet1	

Figure 272 Configurations- URL Configuration

Note: By default, the **Special Dates** tab is displayed.

2. On the **Quarantine** screen, click the **WeekDays** tab to view the weekday's detail. Refer to the following screen.

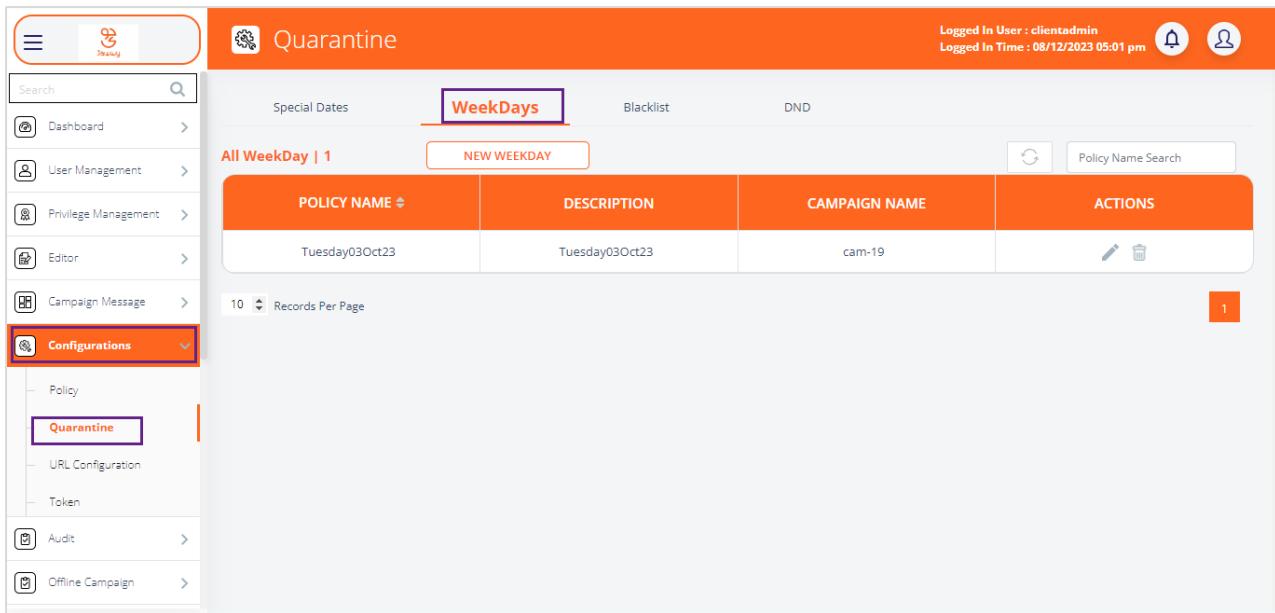


The screenshot shows the 'Quarantine' screen with the 'WeekDays' tab selected. The left sidebar has a 'Configurations' section with 'Quarantine' highlighted. The main table lists one item: 'Special' with a 'Special' description, dated 26/08/2023, under campaign 'tet1'. Action buttons for edit and delete are shown.

POLICY NAME	DESCRIPTION	SPECIAL DATE	CAMPAIGN NAME	ACTIONS
Special	Special	26/08/2023	tet1	

Figure 273 Quarantine – Weekdays Tab

3. After clicking the **WeekDays** tab, the following screen is displayed.



The screenshot shows the Quarantine screen with the WeekDays tab selected. The table contains one row:

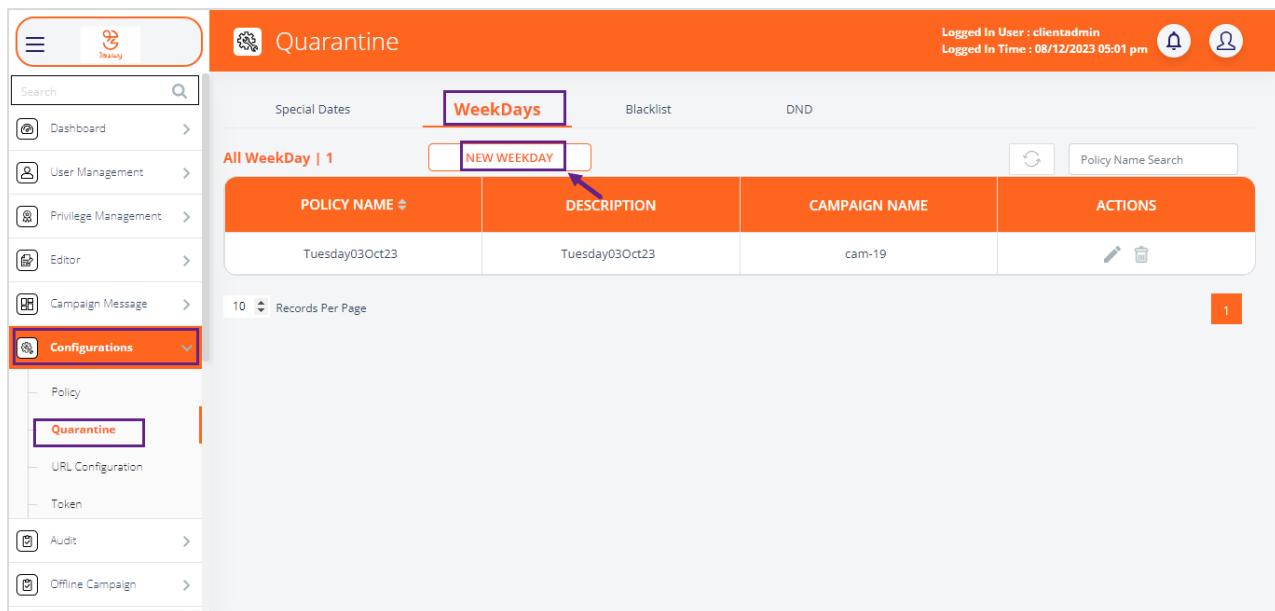
POLICY NAME	DESCRIPTION	CAMPAIGN NAME	ACTIONS
Tuesday03Oct23	Tuesday03Oct23	cam-19	 

Figure 274 WeekDays Input Screen

11.2.2.1 Add Week Days

Using this add option, you can add a new weekday.
To add weekdays,

1. On the **Quarantine** screen, click the **NEW WEEKDAY** button to create a weekday. Refer to the following screen.



POLICY NAME	DESCRIPTION	CAMPAIGN NAME	ACTIONS
Tuesday03Oct23	Tuesday03Oct23	cam-19	

Figure 275 Quarantine – Create Weekday

2. After clicking the **New WEEKDAY** button, the following screen is displayed.

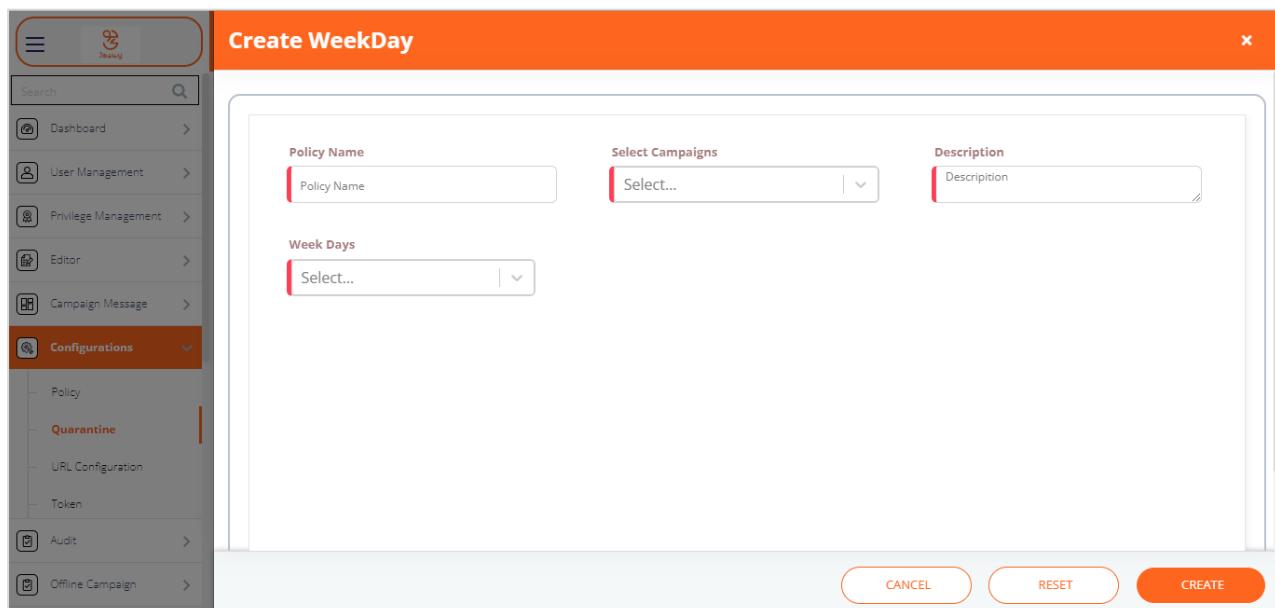


Figure 276 Create Weekday Input Screen

3. Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Policy Name	Enter the policy name of the weekday in the corresponding field.
Select Campaigns	Select the campaigns in the drop-down list. For example, “Airtel”.

Description	Enter the description of the adding weekday in the corresponding field.
Week Days	Select the Weekdays in the drop-down list. For example, “Monday”.

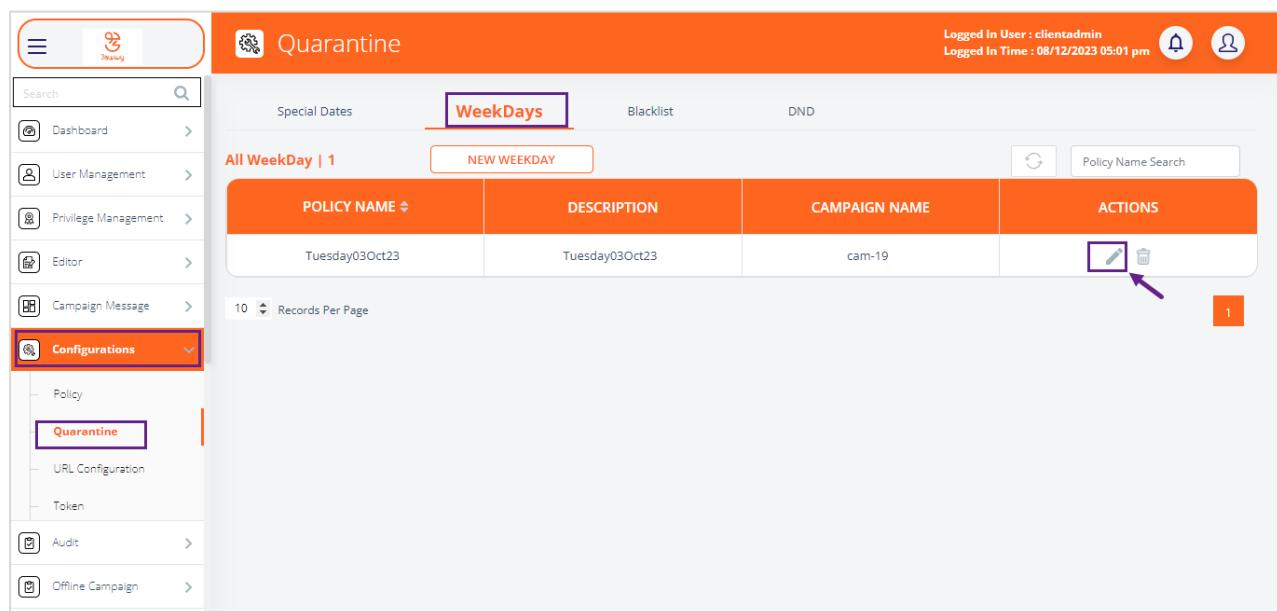
4. After providing the required details, click **CREATE**.

A confirmation message is displayed, indicating that the weekday is added successfully.

11.2.2.2 Modify Week Day

Using this modify option, you can modify the existing weekday.
To modify weekdays,

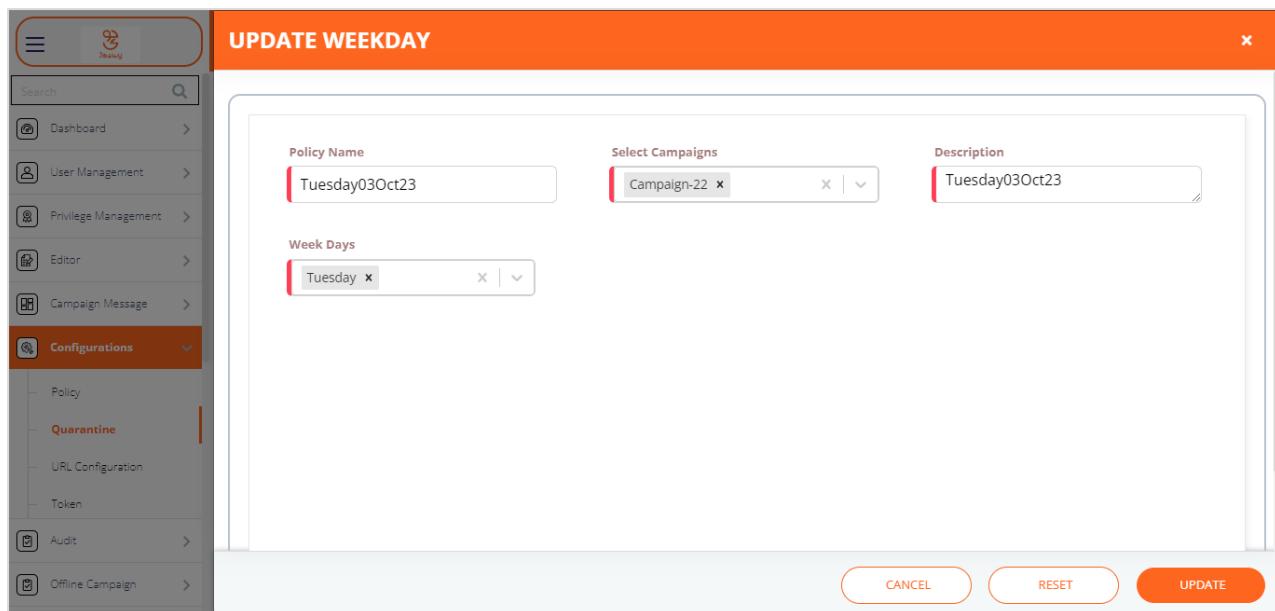
1. On the **Quarantine** screen, click the **Modify** button  to modify the weekday details.
Refer to the following screen.



POLICY NAME	DESCRIPTION	CAMPAIGN NAME	ACTIONS
Tuesday03Oct23	Tuesday03Oct23	cam-19	 

Figure 277 Quarantine – Weekday (Modify Button)

2. After clicking the **Modify** button, the following screen is displayed.



The screenshot shows a software interface titled "UPDATE WEEKDAY". On the left is a vertical navigation bar with icons and labels: Dashboard, User Management, Privilege Management, Editor, Campaign Message, Configurations (selected), Policy, Quarantine (highlighted in orange), URL Configuration, Token, Audit, and Offline Campaign. The main area has an orange header. It contains four input fields: "Policy Name" with value "Tuesday03Oct23", "Select Campaigns" with value "Campaign-22", "Description" with value "Tuesday03Oct23", and "Week Days" with value "Tuesday". At the bottom are three buttons: "CANCEL", "RESET", and "UPDATE".

Figure 278 Update Weekday Date Input Screen

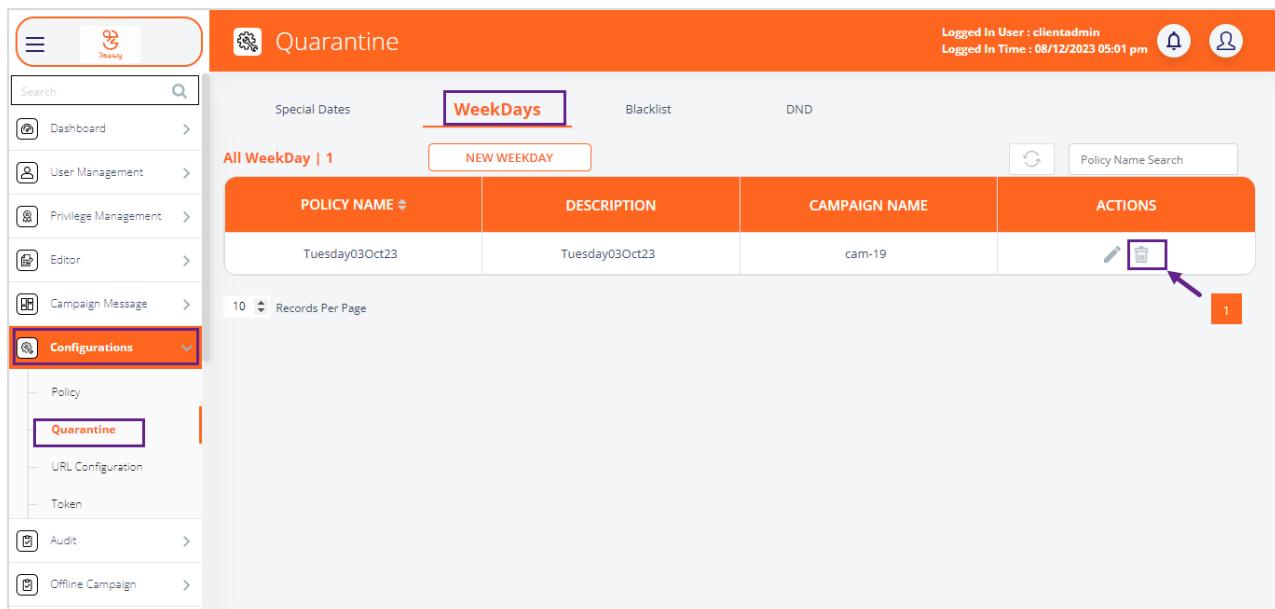
3. Modify the required fields.
4. Click **UPDATE**.

A confirmation message is displayed, indicating that the weekday is modified successfully.

11.2.2.3 Delete Week Day

Using this delete option, you can delete the existing Weekday.
To delete Weekday,

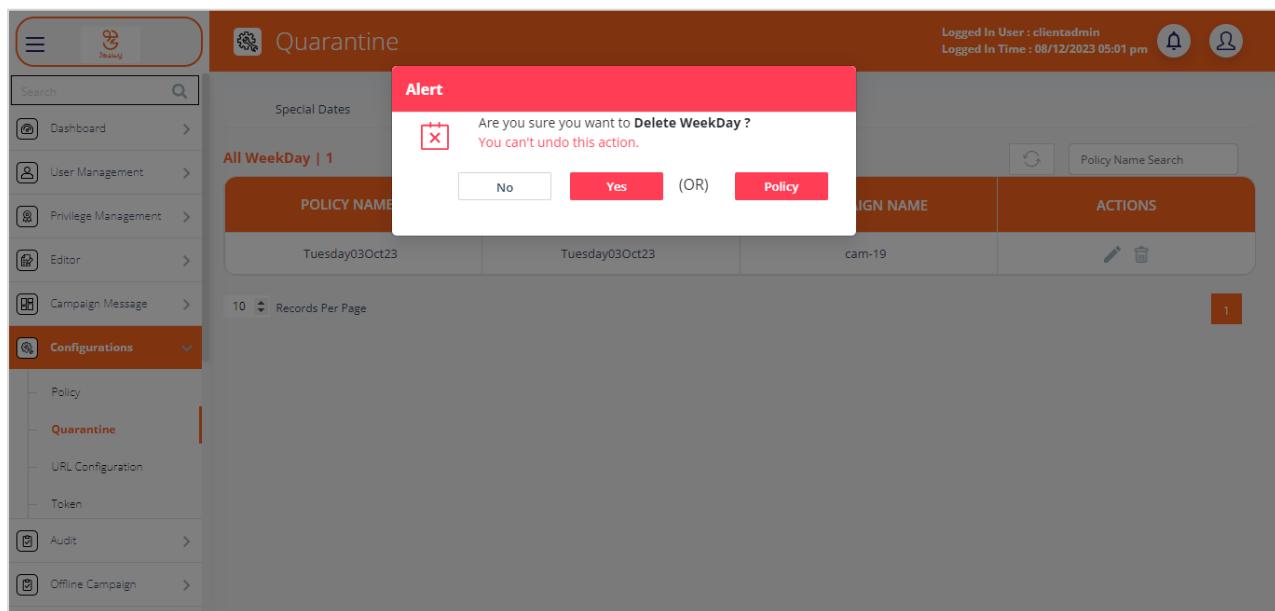
1. On the **Quarantine** screen, click the **Delete** button  to delete the weekday. Refer to the following screen.



The screenshot shows the 'Quarantine' section of the application. On the left, there's a sidebar with 'Configurations' selected, and 'Quarantine' is highlighted. The main area has tabs for 'Special Dates', 'WeekDays' (which is active and highlighted with a purple border), 'Blacklist', and 'DND'. A sub-header 'All WeekDay | 1' is followed by a 'NEW WEEKDAY' button. Below is a table with columns: POLICY NAME, DESCRIPTION, CAMPAIGN NAME, and ACTIONS. One row is visible: 'Tuesday03Oct23' under POLICY NAME, 'Tuesday03Oct23' under DESCRIPTION, 'cam-19' under CAMPAIGN NAME, and an ACTIONS column containing a pencil icon and a delete icon. A purple box highlights the delete icon. At the bottom, there's a 'Records Per Page' dropdown set to 10.

Figure 279 Quarantine –Week Days (Delete Button)

2. After clicking the **Delete** button, the following screen is displayed.



The screenshot shows the same 'Quarantine' interface after a delete action. An 'Alert' dialog box is centered over the table. It contains a red 'X' icon, the word 'Alert', and the text 'Are you sure you want to Delete WeekDay ? You can't undo this action.' Below the text are four buttons: 'No' (white), 'Yes' (red), '(OR)' (grey), and 'Policy' (grey). The background table remains the same as in Figure 279.

Figure 280 Weekday – Delete Confirmation Message

3. If you receive the message, “**Are you sure you want to Weekday? You can't undo this action**”, click “**Yes**” or “**Policy**” to confirm the action.

A confirmation message is displayed, indicating that the weekday is deleted successfully.

Or

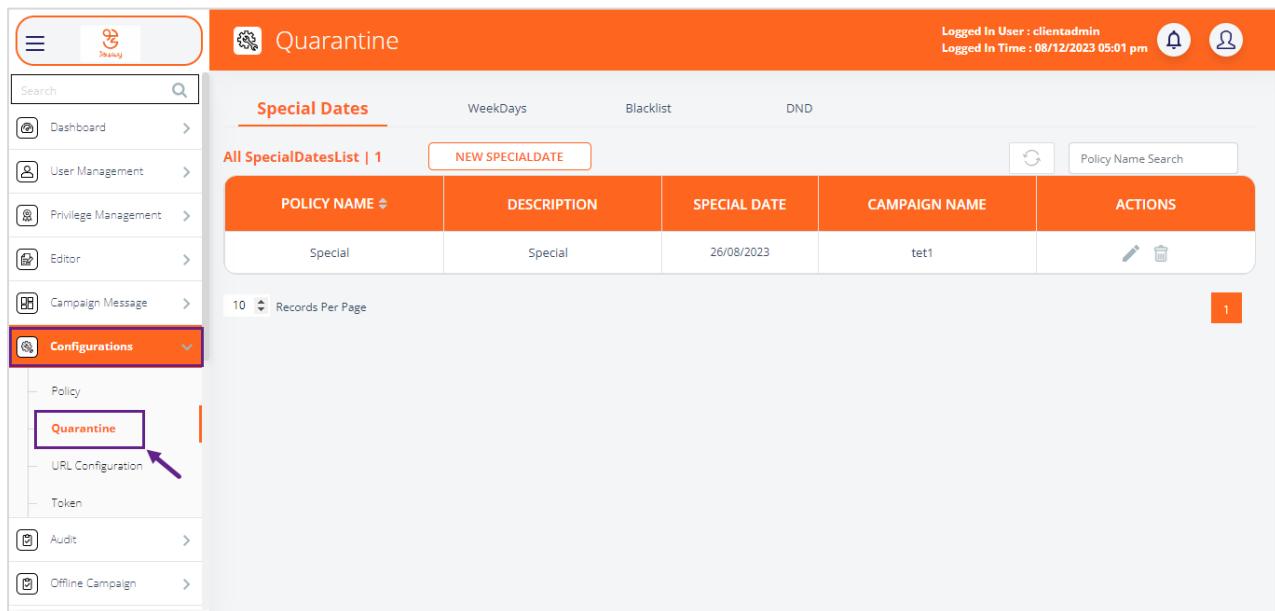
Click “**No**” to cancel the action.

11.2.3 BlackList

Using this blacklisting option, you can create blacklist dates on which promotional messages should not be sent.

To manage the blacklist,

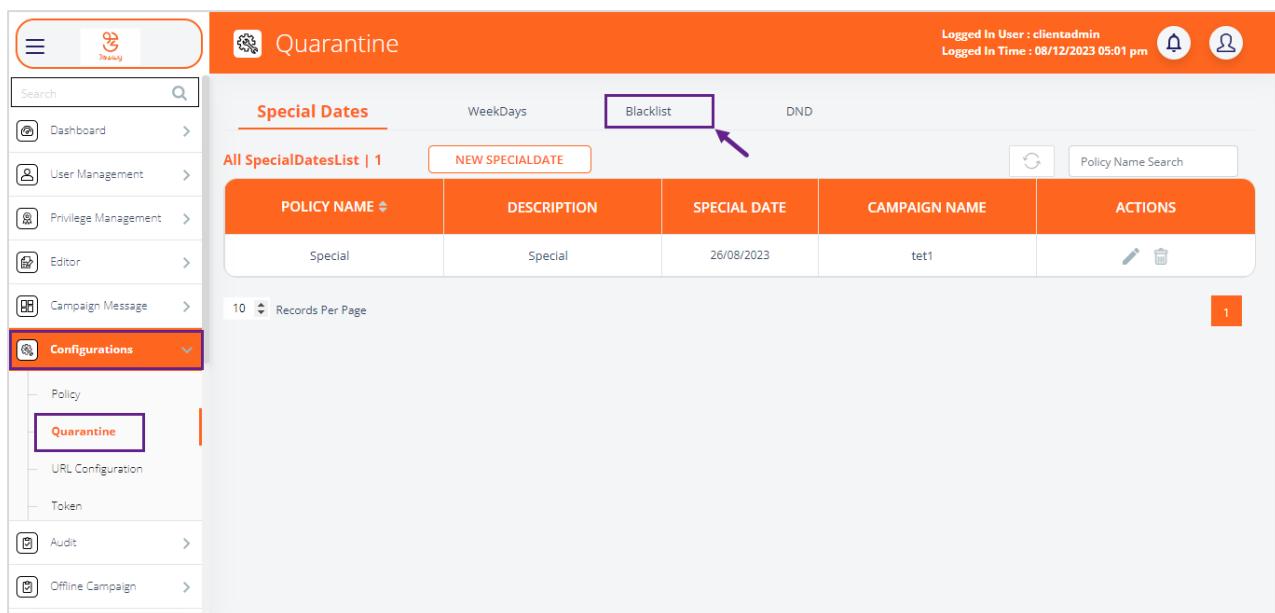
1. On the side menu, click **Configurations>>Quarantine** to view quarantine details. Refer to the following screen.



POLICY NAME	DESCRIPTION	SPECIAL DATE	CAMPAIGN NAME	ACTIONS	
Special	Special	26/08/2023	tet1		

Figure 281 Configurations- Quarantine

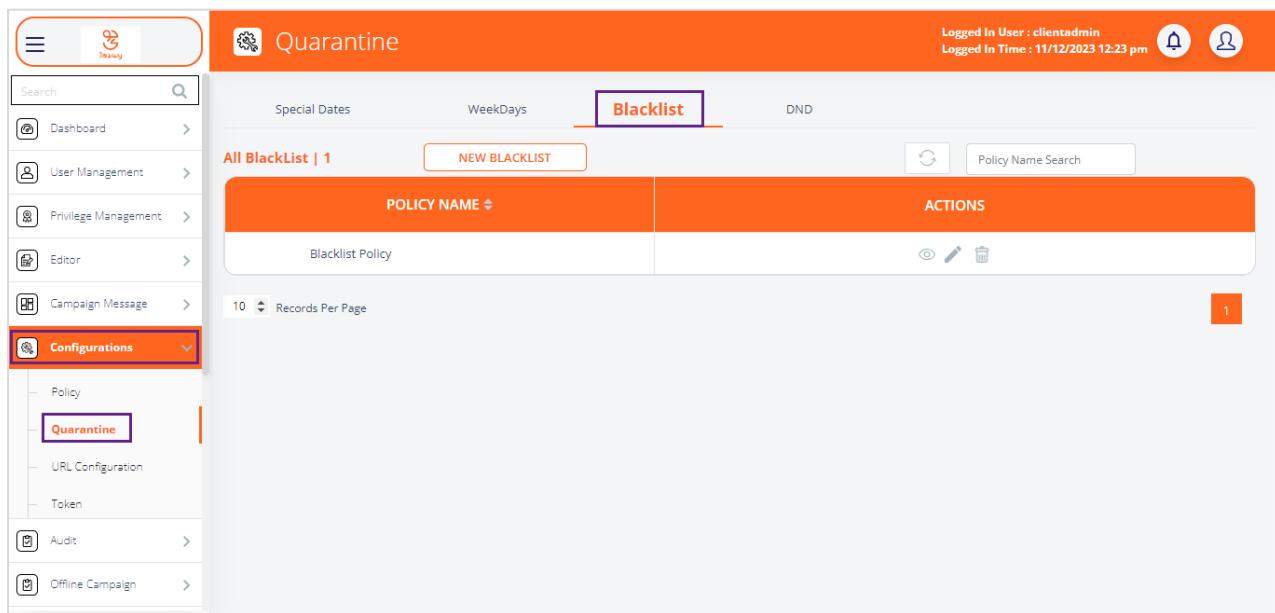
2. On the **Quarantine** screen, click the **BlackList** tab to view the blacklist detail. Refer to the following screen.



POLICY NAME	DESCRIPTION	SPECIAL DATE	CAMPAIGN NAME	ACTIONS
Special	Special	26/08/2023	tet1	 

Figure 282 Quarantine – BlackList Tab

3. After clicking the **BlackList** tab, the following screen is displayed.



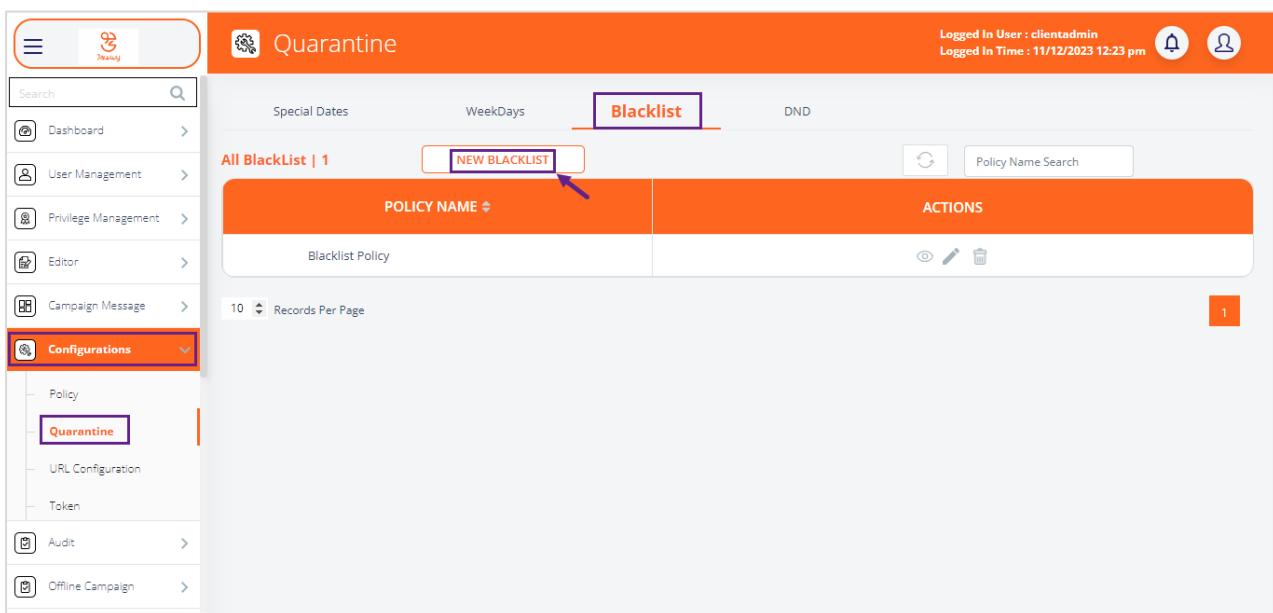
POLICY NAME	ACTIONS
Blacklist Policy	 

Figure 283 BlackList Input Screen

11.2.3.1 Add BlackList

Using this add option, you can add a new blacklist.
To add a blacklist,

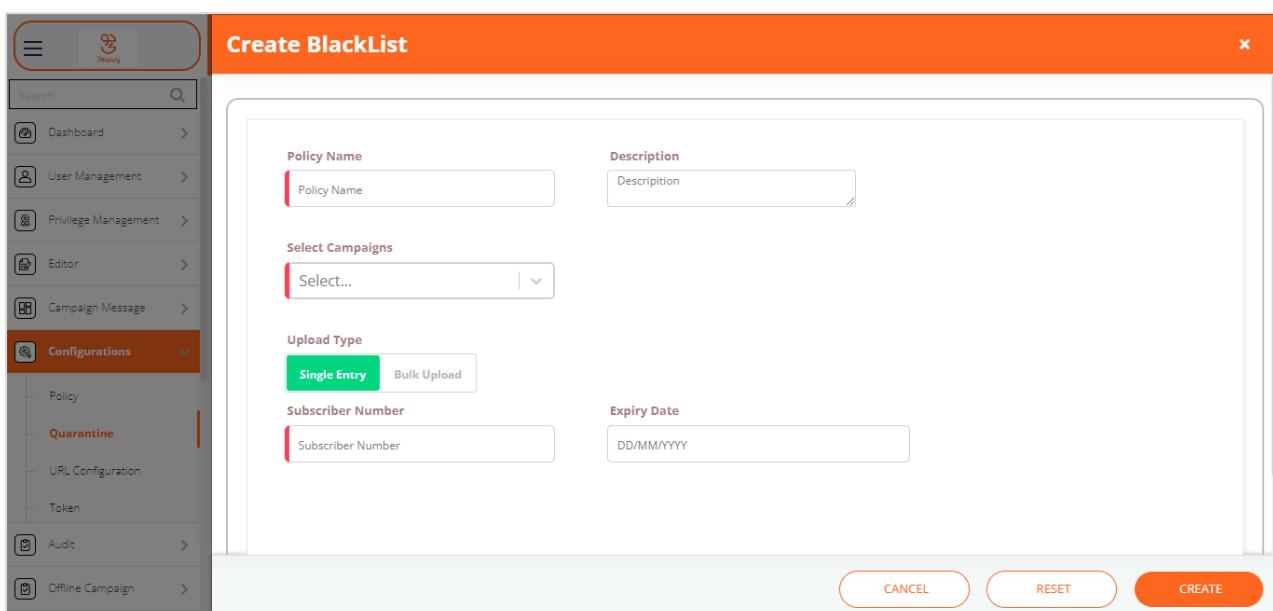
1. On the **Quarantine** screen, click the **NEW BLACKLIST** button to create a new blacklist.
Refer to the following screen.



The screenshot shows the 'Quarantine' interface. The left sidebar has a 'Configurations' section with 'Quarantine' selected. The main area shows a table with one row labeled 'Blacklist Policy'. At the top, there are tabs for 'Special Dates', 'WeekDays', 'Blacklist' (which is highlighted with a purple border), and 'DND'. Below the tabs is a search bar for 'Policy Name Search'. The table has columns for 'POLICY NAME' and 'ACTIONS' (with icons for edit and delete). At the bottom, there's a dropdown for 'Records Per Page' set to 10, and a total count of 1 is shown.

Figure 284 Quarantine – NEW Blacklist

2. After clicking the **NEW BLACKLIST** button, the following pop-up window is displayed.

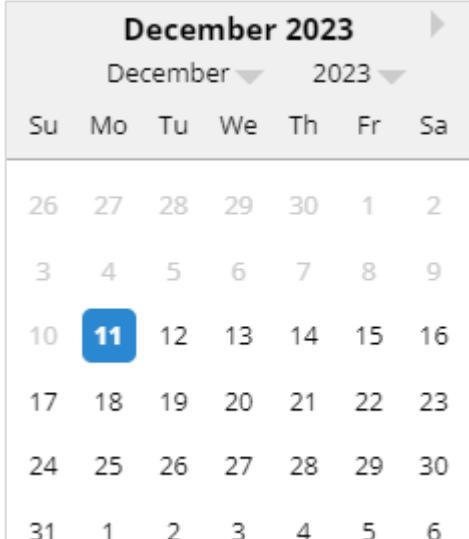


The screenshot shows a modal window titled 'Create BlackList'. The left sidebar is identical to Figure 284. The modal has fields for 'Policy Name' (with placeholder 'Policy Name') and 'Description' (with placeholder 'Description'). Under 'Select Campaigns', there is a dropdown menu with 'Select...'. Under 'Upload Type', there are two radio buttons: 'Single Entry' (selected) and 'Bulk Upload'. Below these are fields for 'Subscriber Number' (placeholder 'Subscriber Number') and 'Expiry Date' (placeholder 'DD/MM/YYYY'). At the bottom are three buttons: 'CANCEL', 'RESET', and 'CREATE'.

Figure 285 Create Blacklist Input Screen

3. Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Policy Name	Enter the policy name of the blacklist in the corresponding field.
Select Campaigns	Select the campaigns in the drop-down list. For example, “All”.

Description	Enter the description of the adding blacklist in the corresponding field.
Upload Type	
Individual	Select the Individual option button to upload the individual file.
Bulk Upload	Select the Bulk Upload option button to upload the file in bulk. <ul style="list-style-type: none"> • Click the Choose File button to upload the file. <p>Note: Supported File Format is .txt & The File Data Format Is Date Description.Eg, DD/MM/YYYY Description.</p>
Subscriber Number	Enter the subscriber number for blacklisting in the corresponding field.
Expiry Date	Select the Expiry Date of blacklisting in the corresponding field. Refer to the following screen.
	

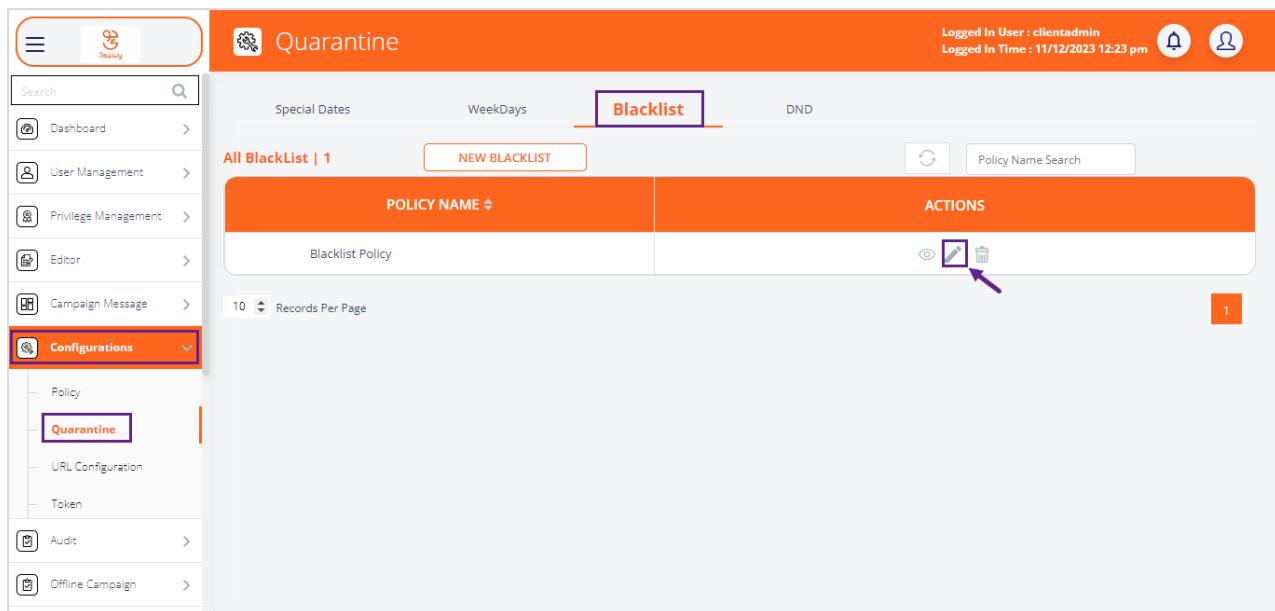
4. After providing the required details, click **CREATE**.

A confirmation message is displayed, indicating that the blacklist is added successfully.

11.2.3.2 Modify BlackList

Using this modify option, you can modify the existing blacklist.
To modify the blacklist,

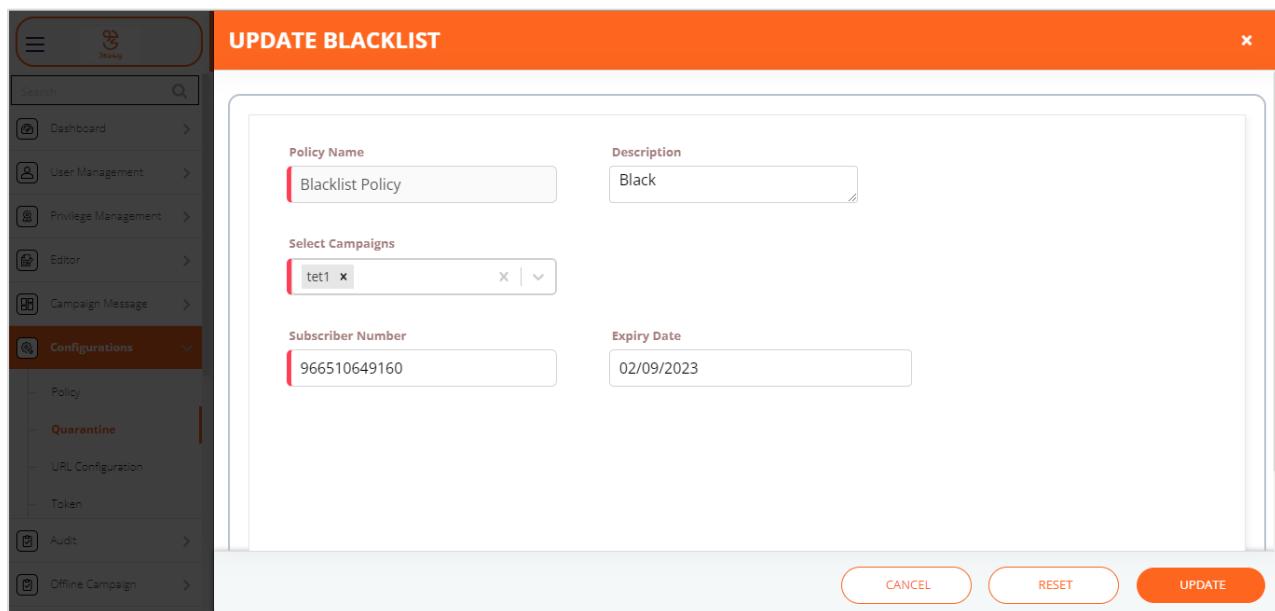
1. On the **Quarantine** screen, click the **Modify** button  to modify the blacklist details.
Refer to the following screen.



The screenshot shows the Quarantine module's Blacklist section. The top navigation bar includes tabs for Special Dates, WeekDays, Blacklist (which is highlighted with a purple border), and DND. Below the tabs is a search bar and a 'Policy Name Search' input field. The main area displays a table with columns for POLICY NAME and ACTIONS. The first row in the table is 'Blacklist Policy'. The ACTIONS column for this row contains three icons: a magnifying glass, a pencil (highlighted with a purple box and arrow), and a trash can.

Figure 286 Quarantine – Blacklist (Modify Button)

2. After clicking the **Modify** button, the following screen is displayed.



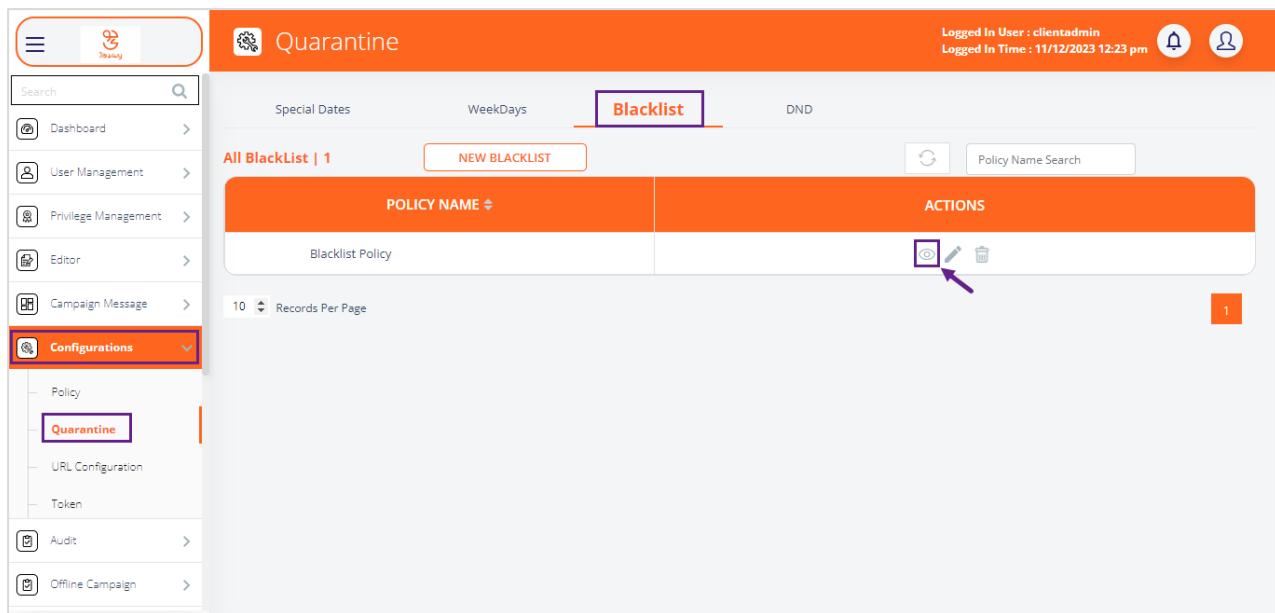
This screenshot shows the 'UPDATE BLACKLIST' dialog box. It contains several input fields: 'Policy Name' (Blacklist Policy), 'Description' (Black), 'Select Campaigns' (containing 'tet1'), 'Subscriber Number' (966510649160), and 'Expiry Date' (02/09/2023). At the bottom of the dialog are three buttons: 'CANCEL', 'RESET', and 'UPDATE' (highlighted with a purple box).

Figure 287 Update Blacklist Input Screen

11.2.3.3 View BlackList

Using this view option, you can view the existing blacklist details.
To view the blacklist,

1. On the **Quarantine** screen, click the **View** button  to view the blacklist details. Refer to the following screen.

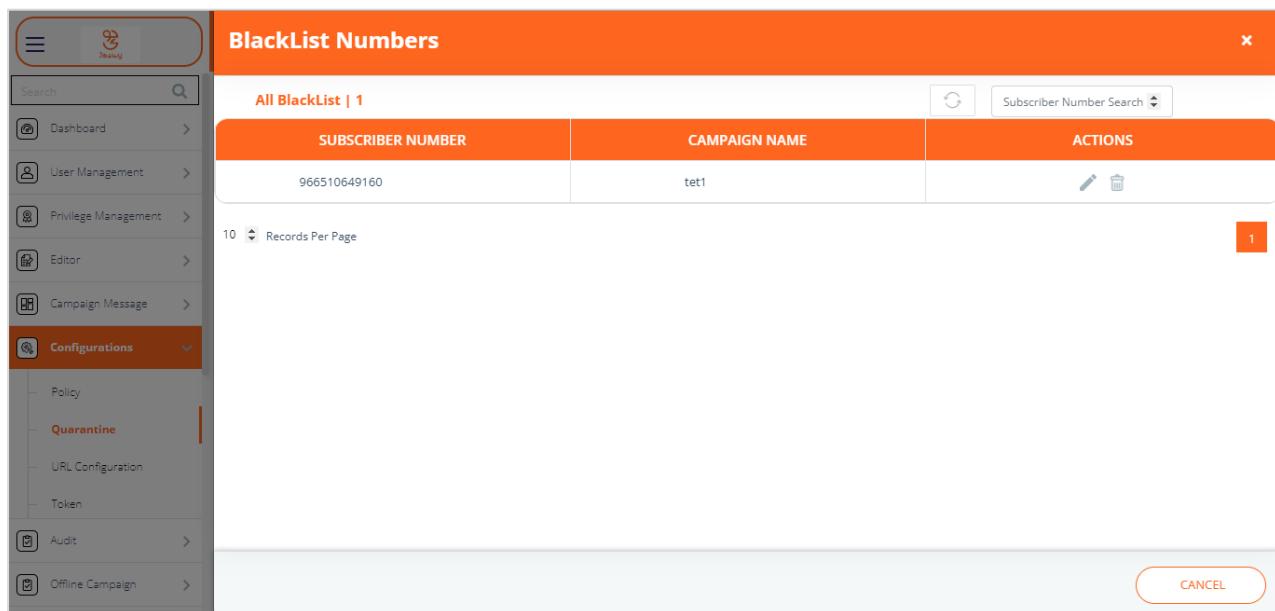


The screenshot shows the 'Quarantine' interface with the 'Blacklist' tab selected. A single row is listed in the table:

POLICY NAME	ACTIONS
Blacklist Policy	

Figure 288 Quarantine – Blacklist (View Button)

- After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'BlackList Numbers' input screen. A single row is listed in the table:

SUBSCRIBER NUMBER	CAMPAIGN NAME	ACTIONS
966510649160	tet1	

Figure 289 Update Blacklist Input Screen

- You can view details such as Subscriber Name, and Campaign Name.
- Click the **Modify** button  to modify existing blacklist details.

For more details about Modify Blacklist, see the section [**Modify BlackList.**](#)

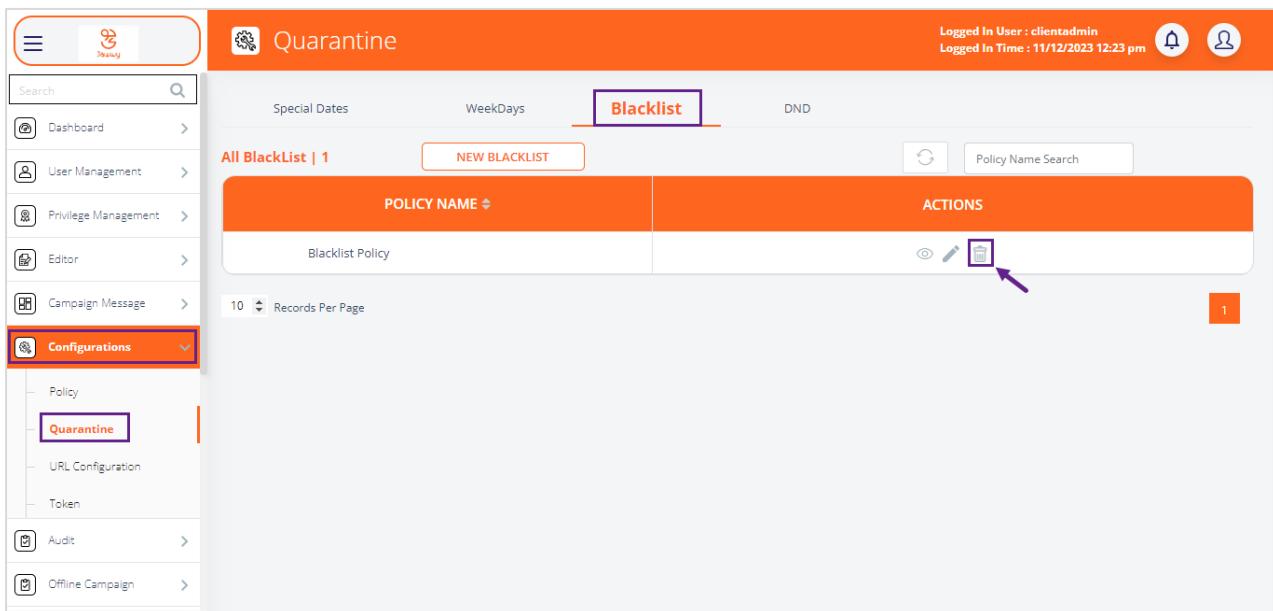
- Click the **Delete** button to delete the existing blacklist details.

For more details about Delete Blacklist, see the section [**Delete BlackList.**](#)

11.2.3.4 Delete BlackList

Using this delete option, you can delete the existing BlackList.
To delete BlackList,

1. On the **Quarantine** screen, click the **Delete** button  to delete the blacklist detail. Refer to the following screen.



The screenshot shows the 'Quarantine' screen with the 'Blacklist' tab selected. A single row is listed in the table, with the 'Actions' column containing a delete button highlighted by a purple box and an arrow pointing to it. The table has columns for 'POLICY NAME' and 'ACTIONS'.

POLICY NAME	ACTIONS
Blacklist Policy	 

Figure 290 Quarantine – Blacklist (Delete Button)

2. After clicking the **Delete** button, the following screen is displayed.

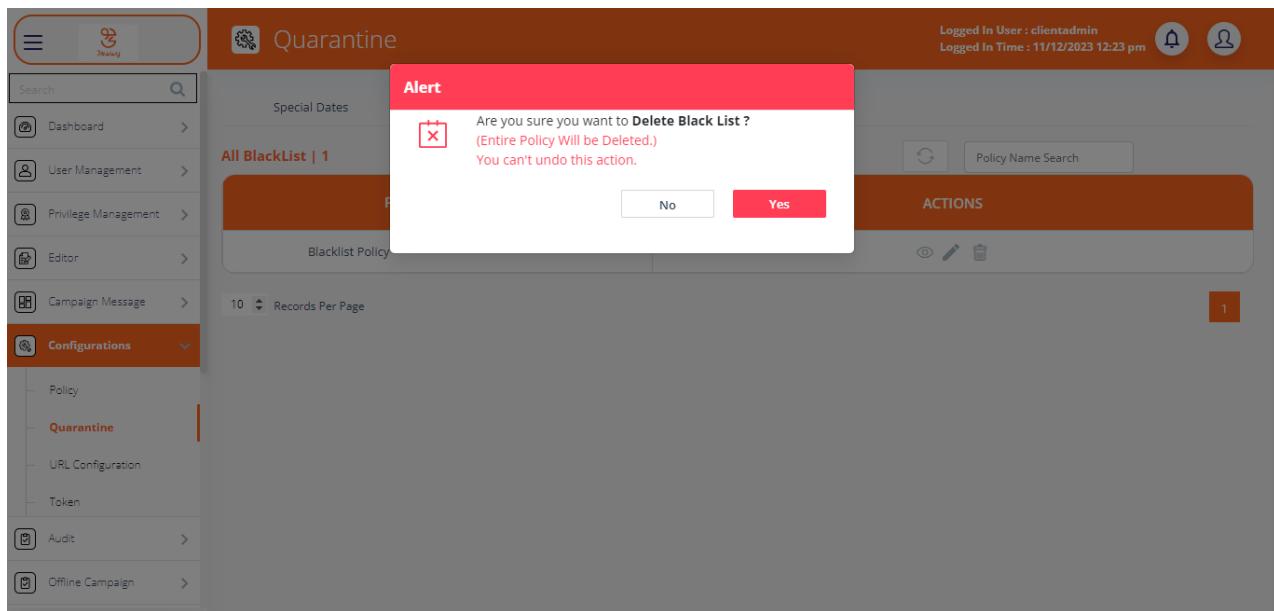


Figure 291 BlackList- Delete Confirmation Message

3. If you receive the message, “**Are you sure you want to Delete BlackList? (Entire Policy Will be Deleted). You can't undo this action**”, click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the blacklist is deleted successfully.

Or

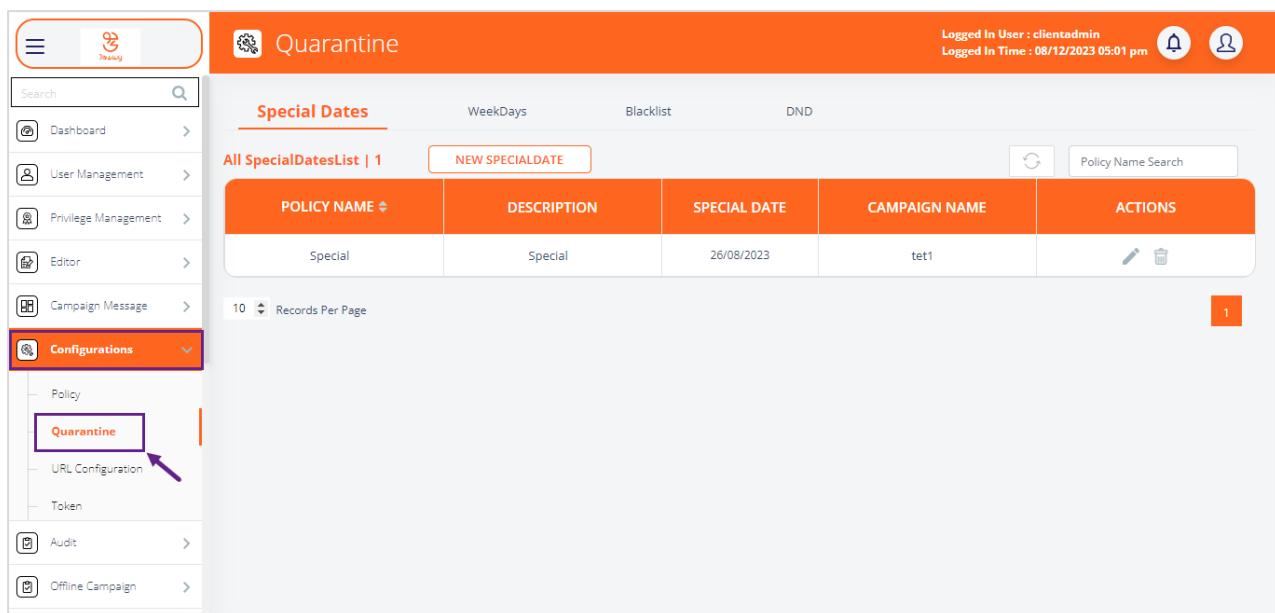
Click “**No**” to cancel the action.

11.2.4 DND

Using this DND option, you can create “do not disturb on which promotional messages should not be sent”.

To manage DND,

1. On the side menu, click **Configurations>>Quarantine** to view quarantine details. Refer to the following screen.



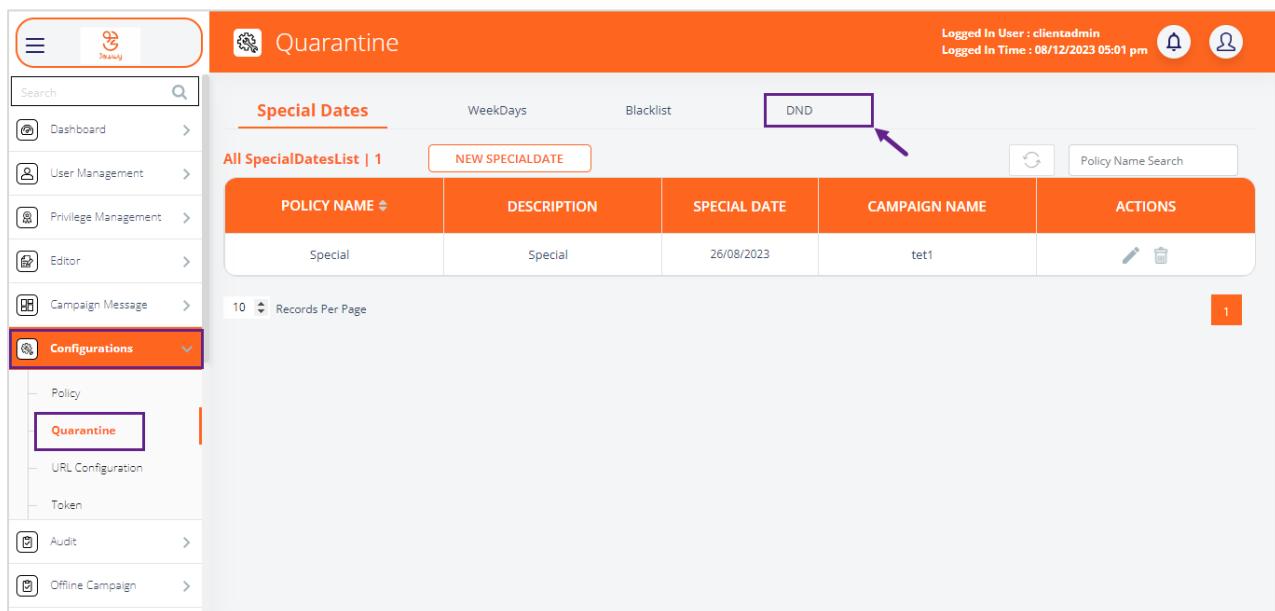
The screenshot shows the Quarantine screen with the following details:

- Left Sidebar (Configurations):** Contains links for Policy, Quarantine (highlighted with a purple box), URL Configuration, Token, Audit, and Offline Campaign.
- Top Bar:** Shows the user is logged in as 'clientadmin' at '08/12/2023 05:01 pm'. Includes icons for refresh, user, and notifications.
- Header:** 'Quarantine' with tabs: Special Dates (highlighted with a purple box), WeekDays, Blacklist, and DND.
- Content Area:**
 - Sub-Header:** All SpecialDatesList | 1, NEW SPECIALDATE.
 - Table:** Displays one record:

POLICY NAME	DESCRIPTION	SPECIAL DATE	CAMPAIGN NAME	ACTIONS
Special	Special	26/08/2023	tet1	
 - Bottom:** Records Per Page dropdown set to 10, and a page number indicator '1'.

Figure 292 Configurations- Quarantine

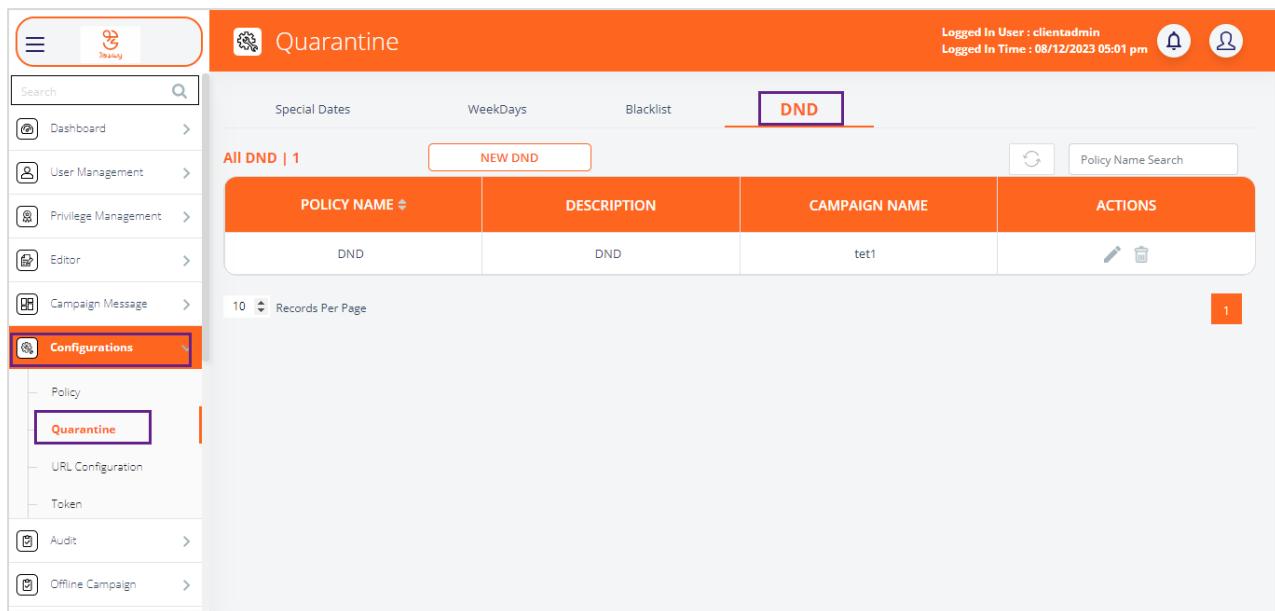
2. On the **Quarantine** screen, click the **DND** tab to view the DND detail. Refer to the following screen.



The screenshot shows the Quarantine screen with the DND tab selected. The interface is identical to Figure 292, except the DND tab is highlighted with a purple box and has an arrow pointing to it.

Figure 293 Quarantine – DND Tab

3. After clicking the **DND** tab, the following screen is displayed.



POLICY NAME	DESCRIPTION	CAMPAIGN NAME	ACTIONS
DND	DND	tet1	 

Figure 294 DND Input Screen

11.2.4.1 Add DND

Using this add option, you can add a new DND.
To add DND,

1. On the **Quarantine** screen, click the **NEW DND** button to create a new DND. Refer to the following screen.

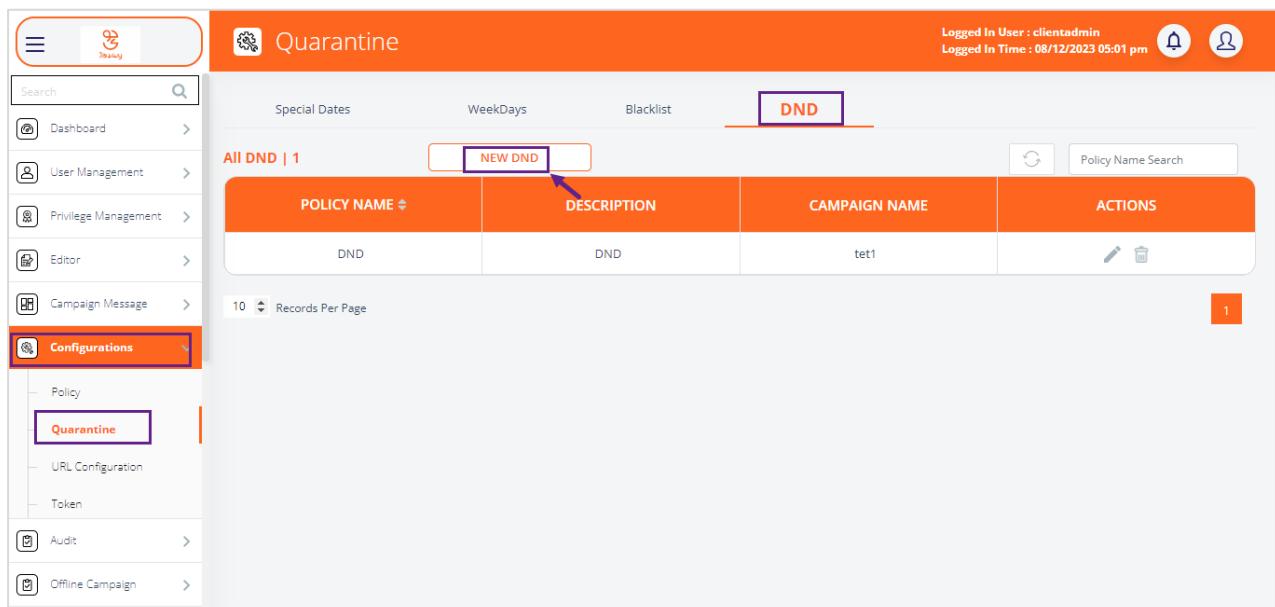
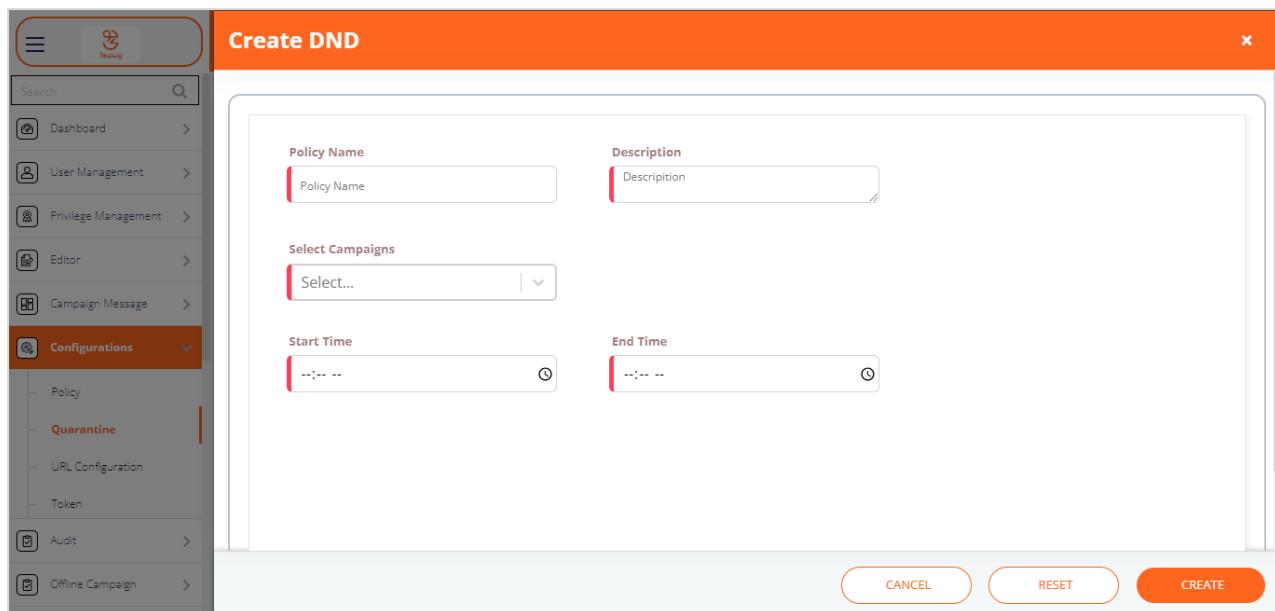


Figure 295 Quarantine – NEW DND

2. After clicking the **NEW DND** button, the following pop-up window is displayed.

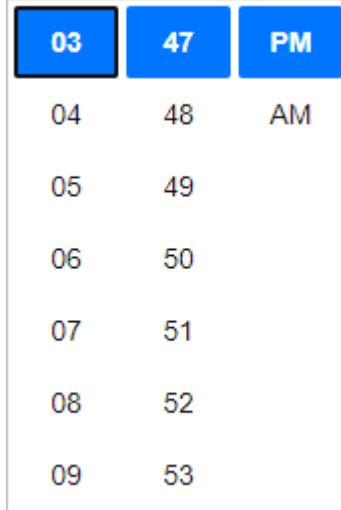


The screenshot shows the 'Create DND' input screen. On the left is a sidebar with various navigation options. The 'Configurations' option is selected, and under it, 'Quarantine' is highlighted. The main form has the following fields:

- Policy Name:** A text input field.
- Description:** A text input field.
- Select Campaigns:** A dropdown menu labeled 'Select...'. Below it are two time selection fields: 'Start Time' and 'End Time', each with a dropdown arrow and a circled 'O' icon.
- Buttons:** At the bottom right are three buttons: 'CANCEL', 'RESET', and 'CREATE'.

Figure 296 Create DND Input Screen

3. Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description																		
Policy Name	Enter the policy name of the DND in the corresponding field.																		
Description	Enter the description of the adding DND in the corresponding field.																		
Select Campaigns	Select the campaigns in the drop-down list. For example, “All”.																		
Daily Start Time	Enter or select the start time of the DND. Refer to the following screen.  <table border="1"> <tr> <td>04</td> <td>48</td> <td>AM</td> </tr> <tr> <td>05</td> <td>49</td> <td></td> </tr> <tr> <td>06</td> <td>50</td> <td></td> </tr> <tr> <td>07</td> <td>51</td> <td></td> </tr> <tr> <td>08</td> <td>52</td> <td></td> </tr> <tr> <td>09</td> <td>53</td> <td></td> </tr> </table>	04	48	AM	05	49		06	50		07	51		08	52		09	53	
04	48	AM																	
05	49																		
06	50																		
07	51																		
08	52																		
09	53																		
Daily End Time	Enter or select the end time of the DND. Refer to the following screen.																		

Field	Description		
	03	47	PM
	04	48	AM
	05	49	
	06	50	
	07	51	
	08	52	
	09	53	

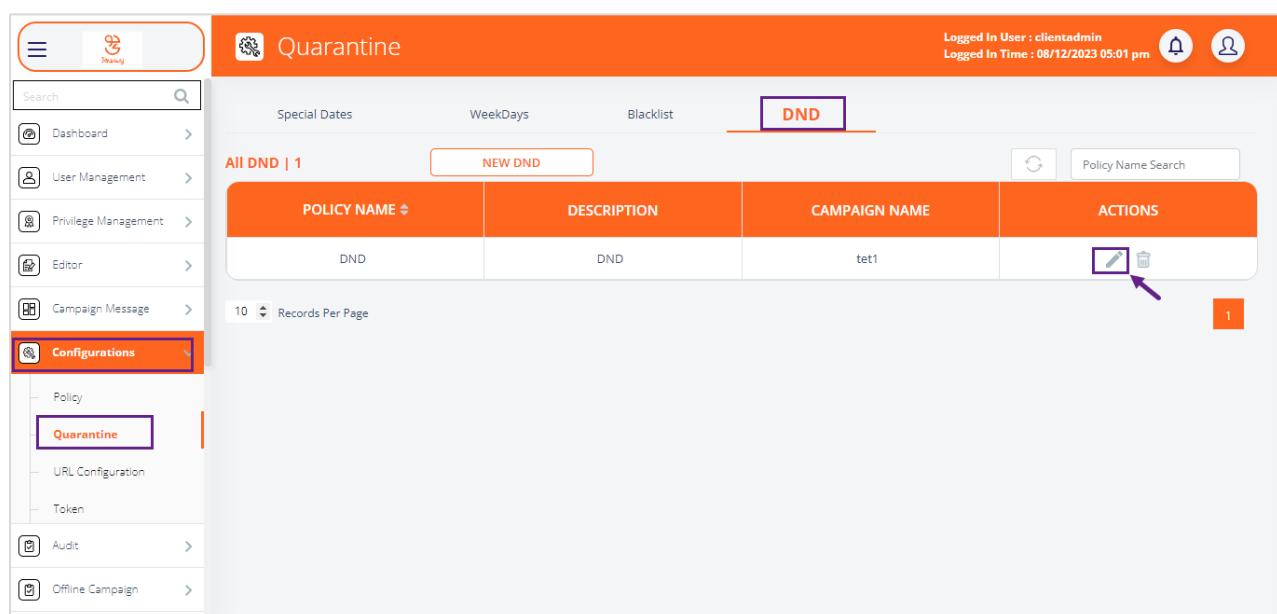
4. After providing the required details, click **CREATE**.

A confirmation message is displayed, indicating that the DND is added successfully.

11.2.4.2 Modify DND

Using this modify option, you can modify the existing DND.
To modify DND,

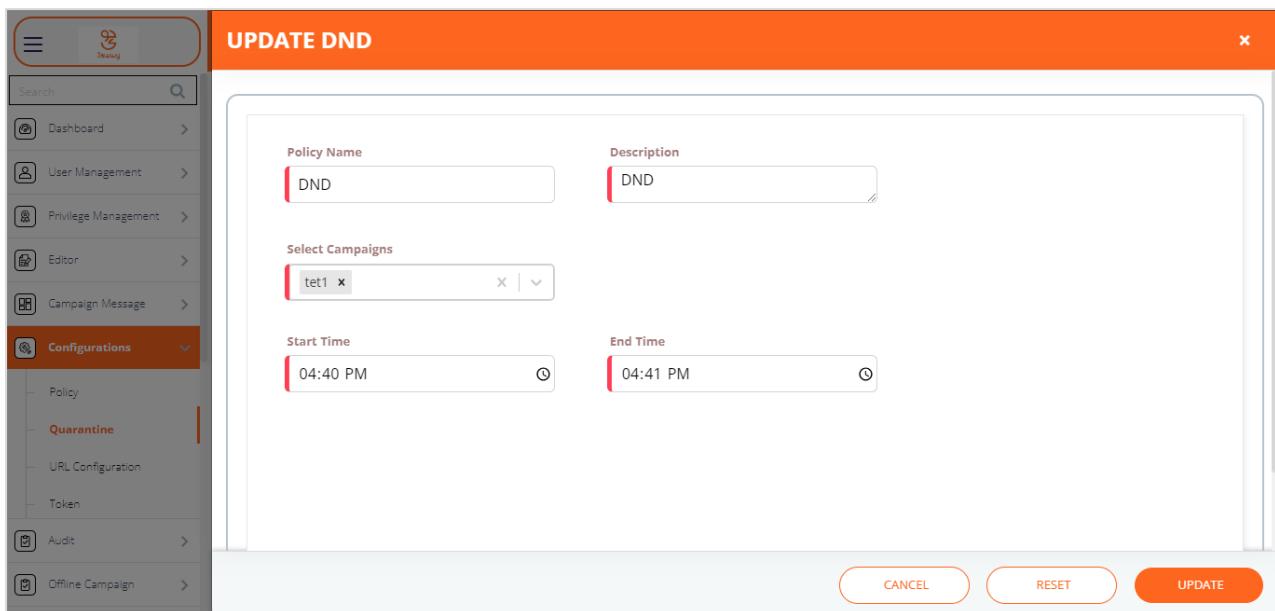
1. On the **Quarantine** screen, click the **Modify** button  to modify the DND details. Refer to the following screen.



POLICY NAME	DESCRIPTION	CAMPAIGN NAME	ACTIONS
DND	DND	tet1	 

Figure 297 Quarantine – DND (Modify Button)

2. After clicking the **Modify** button, the following screen is displayed.



The screenshot shows the 'UPDATE DND' input screen. On the left is a navigation sidebar with various options like Dashboard, User Management, Privilege Management, Editor, Campaign Message, Configurations (selected), Policy, Quarantine (highlighted in red), URL Configuration, Token, Audit, and Offline Campaign. The main area has an orange header 'UPDATE DND'. It contains fields for 'Policy Name' (DND), 'Description' (DND), 'Select Campaigns' (containing 'tet1'), 'Start Time' (04:40 PM), and 'End Time' (04:41 PM). At the bottom are three buttons: 'CANCEL', 'RESET', and 'UPDATE'.

Figure 298 Update DND Input Screen

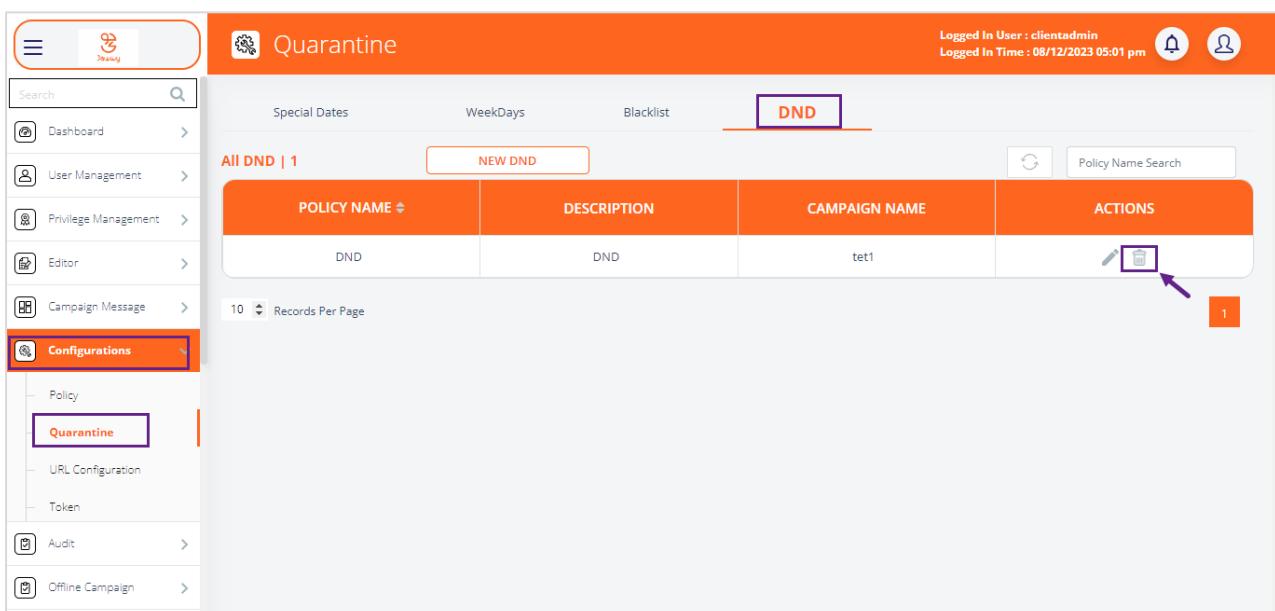
3. Modify the required fields.
4. Click **UPDATE**.

A confirmation message is displayed, indicating that the DND is modified successfully.

11.2.4.3 Delete DND

Using this delete option, you can delete the existing DND.
To delete DND,

1. On the **Quarantine** screen, click the **Delete** button  to delete the DND detail. Refer to the following screen.



The screenshot shows the 'Quarantine' screen. The sidebar has 'Configurations' selected and 'Quarantine' highlighted with a purple box. The main area has tabs for 'Special Dates', 'WeekDays', 'Blacklist', and 'DND' (which is highlighted with a purple box). Below is a table with columns: POLICY NAME, DESCRIPTION, CAMPAIGN NAME, and ACTIONS. The table shows one row: DND, DND, tet1, and an actions button (pencil and trash) which is also highlighted with a purple box. There is a 'NEW DND' button above the table. The bottom of the screen shows a 'Records Per Page' dropdown set to 10 and a page number '1'.

Figure 299 Quarantine – DND (Delete Button)

2. After clicking the **Delete** button, the following screen is displayed.

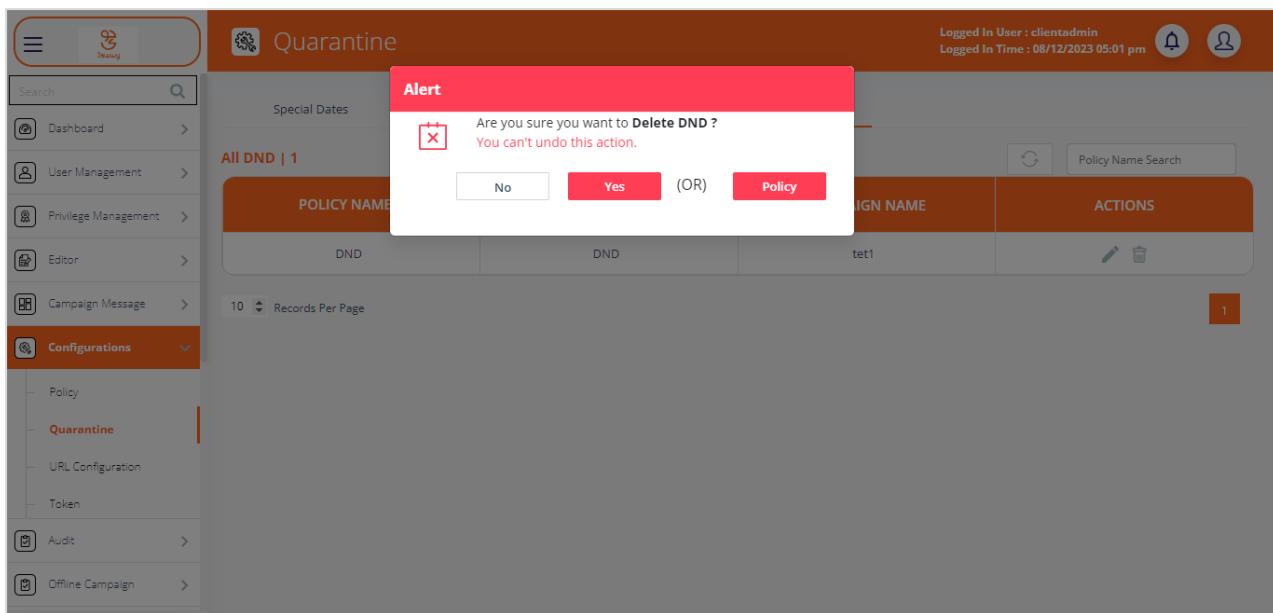


Figure 300 BlackList- Delete Confirmation Message

3. If you receive the message, “**Are you sure you want to Delete DND? You can't undo this action**”, click “**Yes**” or “**Policy**“ to confirm the action.

A confirmation message is displayed, indicating that the DND is deleted successfully.

Or

Click “**No**” to cancel the action.

11.3 Policy

Using this policy module, you can manage the following operations:

- Lead

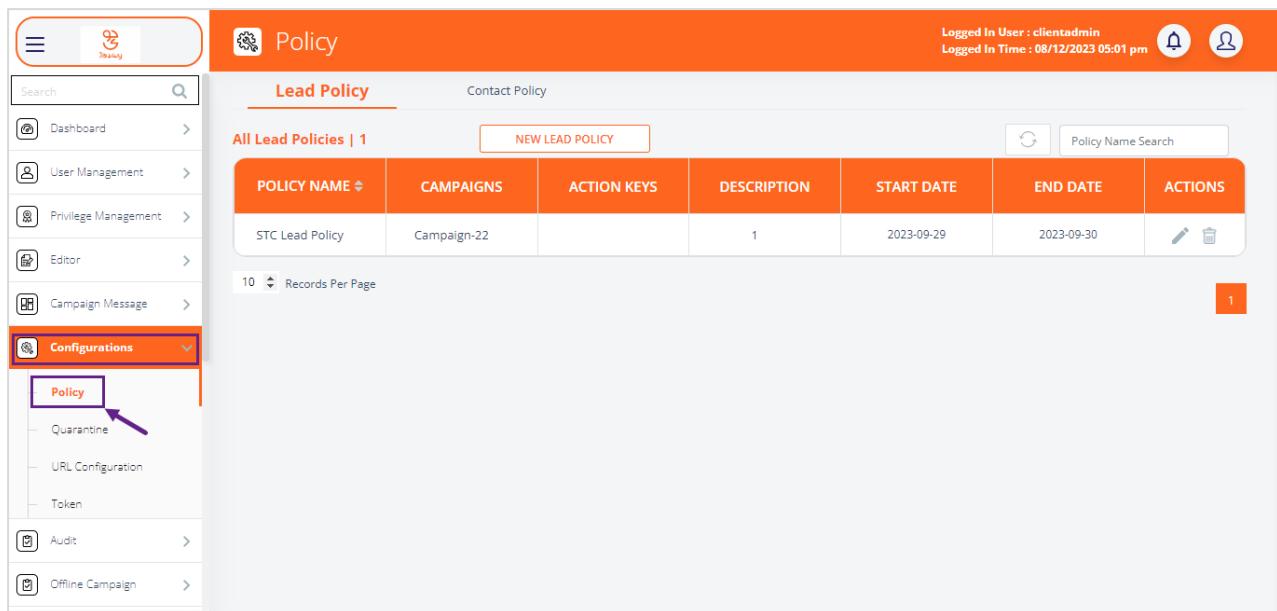
- Contact

11.3.1 Lead Policy

Using this lead policy option, you can configure the lead policy of the campaign. You can select the number of days the lead policy should be applicable for the campaign. You can also select the corresponding action key for the lead policy.

To manage the lead policy,

1. On the side menu, click **Configurations>> Policy** to view lead policy details. Refer to the following screen.



POLICY NAME	CAMPAIGNS	ACTION KEYS	DESCRIPTION	START DATE	END DATE	ACTIONS
STC Lead Policy	Campaign-22		1	2023-09-29	2023-09-30	

Figure 301 Configurations – Lead Policy

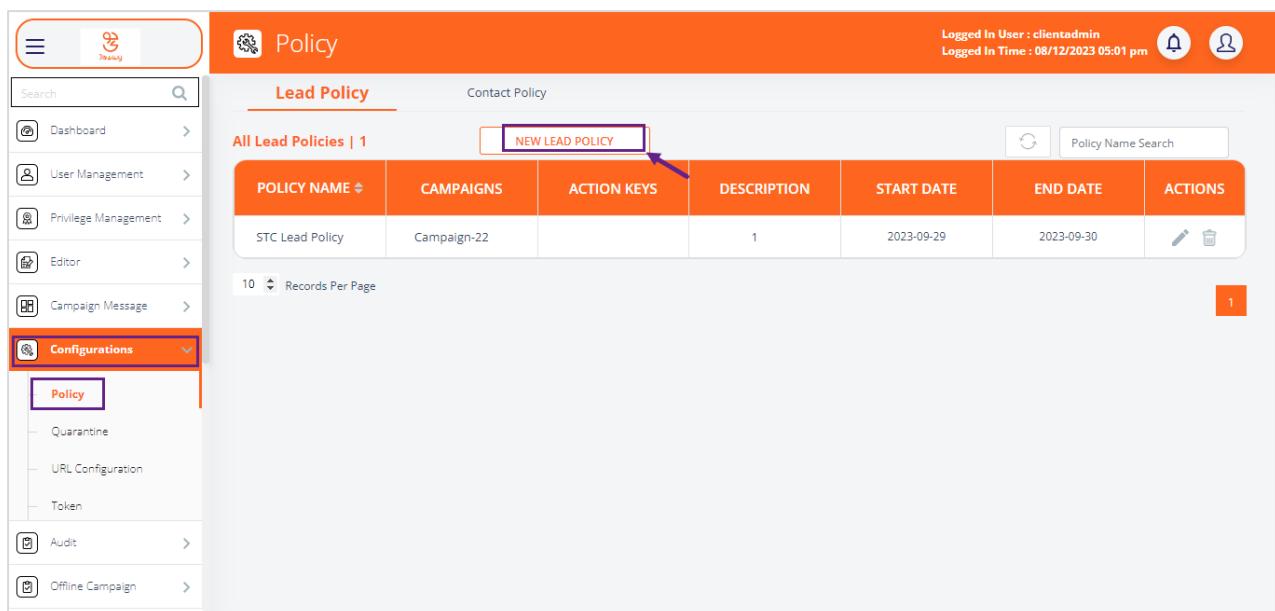
Note: By default, the **Lead Policy** tab is selected.

11.3.1.1 Add Lead Policy

Using this add option, you can add a new lead policy.

To add a lead policy,

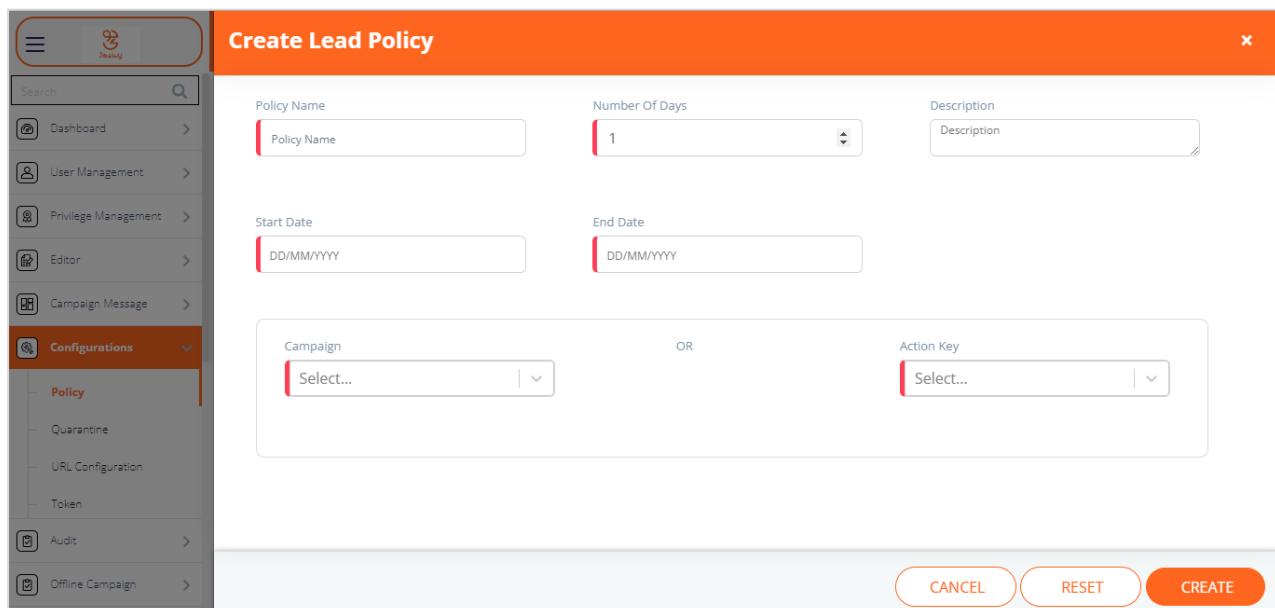
1. On the **Policy** screen, click the **NEW LEAD POLICY** button to create a new lead policy. Refer to the following screen.



The screenshot shows the 'Policy' module under the 'Configurations' section. The left sidebar includes options like Dashboard, User Management, Privilege Management, Editor, Campaign Message, Configurations (selected), Policy (highlighted), Quarantine, URL Configuration, Token, Audit, and Offline Campaign. The main area displays a table titled 'Lead Policy' with one row: 'STC Lead Policy' (Policy Name), 'Campaign-22' (Campaigns), '1' (Action Keys), '2023-09-29' (Start Date), '2023-09-30' (End Date). A blue arrow points to the 'NEW LEAD POLICY' button at the top right of the table.

Figure 302 Policy - NEW Lead Policy

2. After clicking the **NEW LEAD POLICY** button, the following pop-up window is displayed.

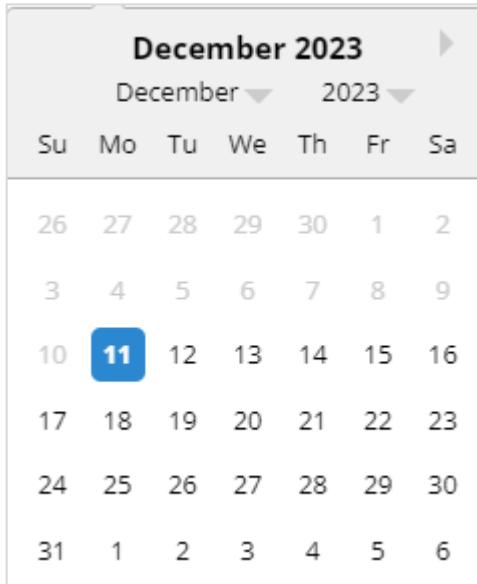
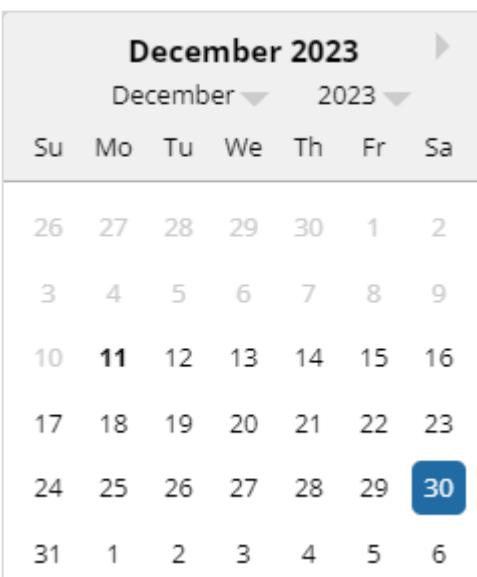


The screenshot shows the 'Create Lead Policy' dialog box. It has fields for Policy Name (with placeholder 'Policy Name'), Number Of Days (set to 1), Description (empty), Start Date (DD/MM/YYYY) and End Date (DD/MM/YYYY) both empty, and a section for Campaign and Action Key, both with 'Select...' dropdowns. At the bottom are 'CANCEL', 'RESET', and 'CREATE' buttons.

Figure 303 Create Lead Policy Input Screen

3. Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Lead Policy Name	Enter the policy name of the lead in the corresponding field.
Number of Days	Enter the number of days the lead policy should be applicable in the corresponding field. <ul style="list-style-type: none"> • Click  to increase the lead policy days. • Click  to decrease the lead policy days.

Field	Description																																																	
Description	Enter the description of the policy.																																																	
Start Date	Select the start date of the lead policy. Refer to the following screen. <div style="text-align: center;">  <p>The calendar shows December 2023. The 11th is highlighted in blue. The days of the week are labeled Su, Mo, Tu, We, Th, Fr, Sa. The dates range from 26 to 31.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>10</td><td style="background-color: #0070C0; color: white;">11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </tbody> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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24	25	26	27	28	29	30																																												
31	1	2	3	4	5	6																																												
End Date	Select the end date of the lead policy. Refer to the following screen. <div style="text-align: center;">  <p>The calendar shows December 2023. The 30th is highlighted in blue. The days of the week are labeled Su, Mo, Tu, We, Th, Fr, Sa. The dates range from 26 to 31.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td style="background-color: #0070C0; color: white;">30</td></tr> <tr><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </tbody> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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10	11	12	13	14	15	16																																												
17	18	19	20	21	22	23																																												
24	25	26	27	28	29	30																																												
31	1	2	3	4	5	6																																												
Campaigns	Select the campaigns in the drop-down list. For example, "All". <p style="background-color: #FFFF00; padding: 5px;">Note: You must select either campaign or action key to create a new lead policy. One parameter is mandatory.</p>																																																	
Action Keys	Select the action keys in the drop-down list. For example, "Bonus".																																																	

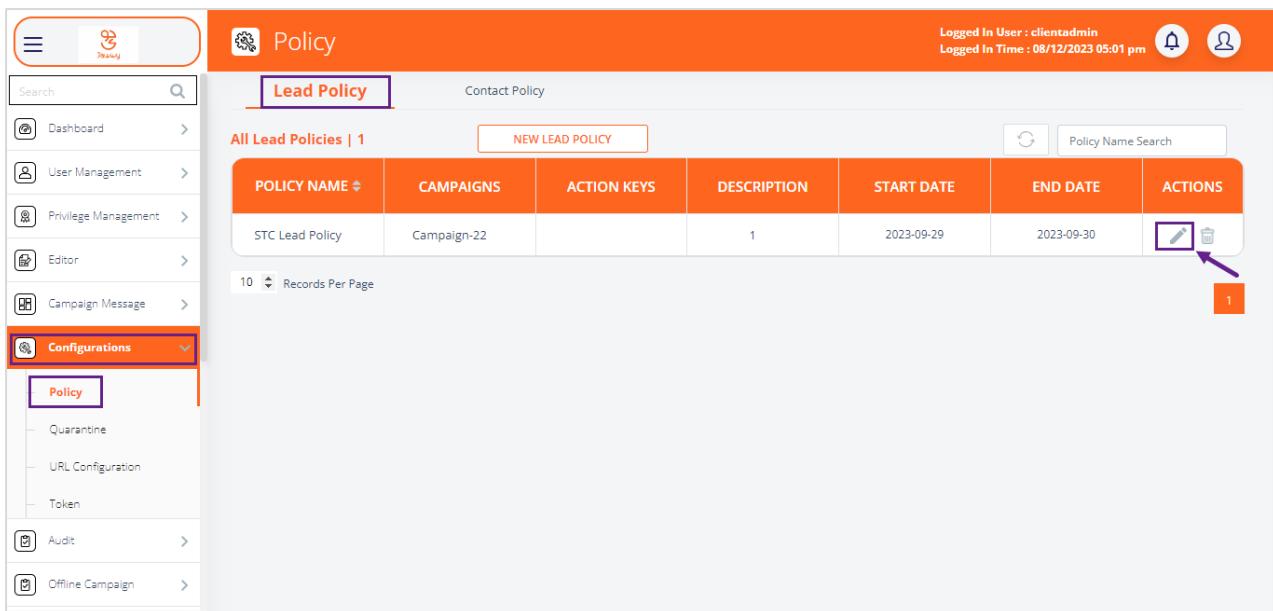
4. After providing the required details, click **CREATE**.

A confirmation message is displayed, indicating that the lead policy is added successfully.

11.3.1.2 Modify Lead Policy

Using this modify option, you can modify the existing lead policy.
To modify lead policy,

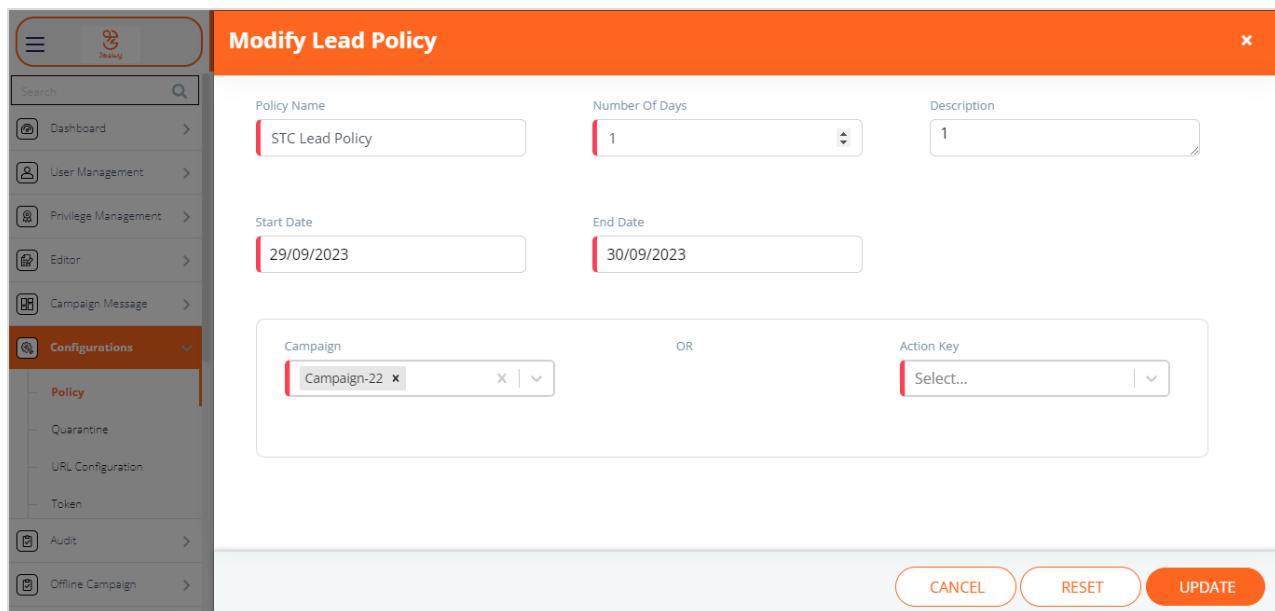
- On the **Policy** screen, click the **Modify** button  to modify the lead policy details. Refer to the following screen.



POLICY NAME	CAMPAIGNS	ACTION KEYS	DESCRIPTION	START DATE	END DATE	ACTIONS
STC Lead Policy	Campaign-22		1	2023-09-29	2023-09-30	 

Figure 304 Configuration – Lead Policy (Modify Button)

- After clicking the **Modify** button, the following screen is displayed.



The screenshot shows the 'Modify Lead Policy' interface. On the left is a sidebar with navigation links: Dashboard, User Management, Privilege Management, Editor, Campaign Message, Configurations (selected), Policy, Quarantine, URL Configuration, Token, Audit, and Offline Campaign. The main area has a header 'Modify Lead Policy' with a close button. It contains fields for 'Policy Name' (STC Lead Policy), 'Number Of Days' (1), 'Description' (1), 'Start Date' (29/09/2023), and 'End Date' (30/09/2023). Below these are two search boxes: 'Campaign' (containing 'Campaign-22') and 'Action Key' (with a 'Select...' placeholder). At the bottom are three buttons: 'CANCEL', 'RESET', and 'UPDATE'.

Figure 305 Edit Lead Policy Input Screen

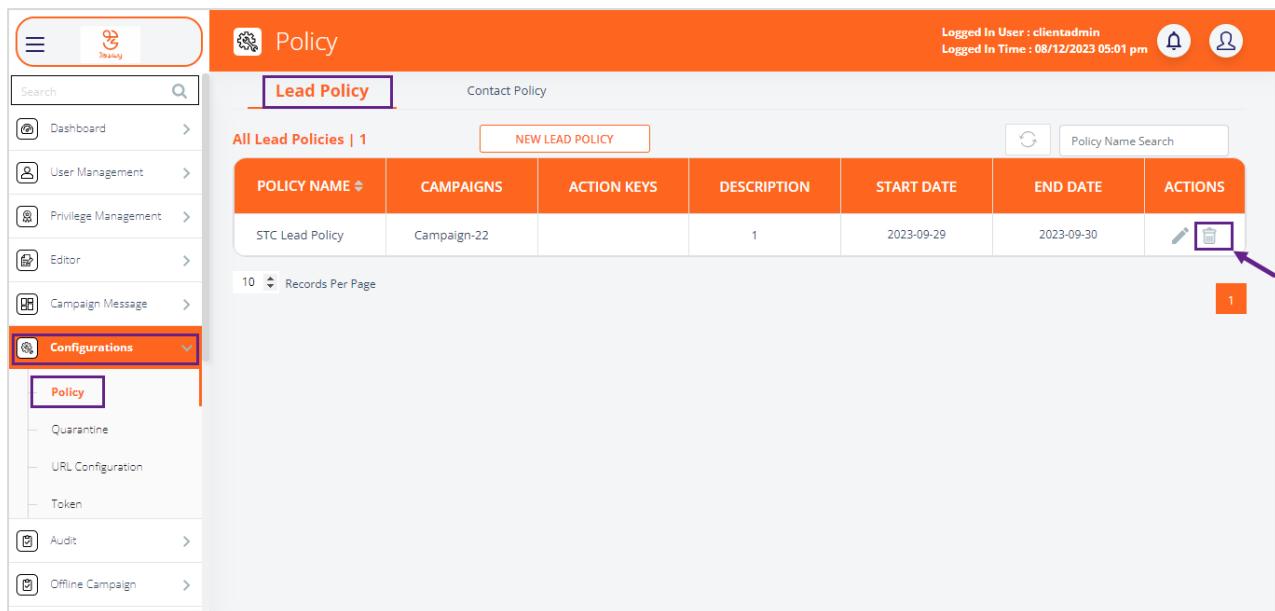
3. Modify the required fields.
4. Click **UPDATE**.

A confirmation message is displayed, indicating that the lead policy is modified successfully.

11.3.1.3 Delete Lead Policy

Using this delete option, you can delete the existing lead policy.
To delete the lead policy,

1. On the **Policy** screen, click the **Delete** button  to delete the lead policy details. Refer to the following screen.

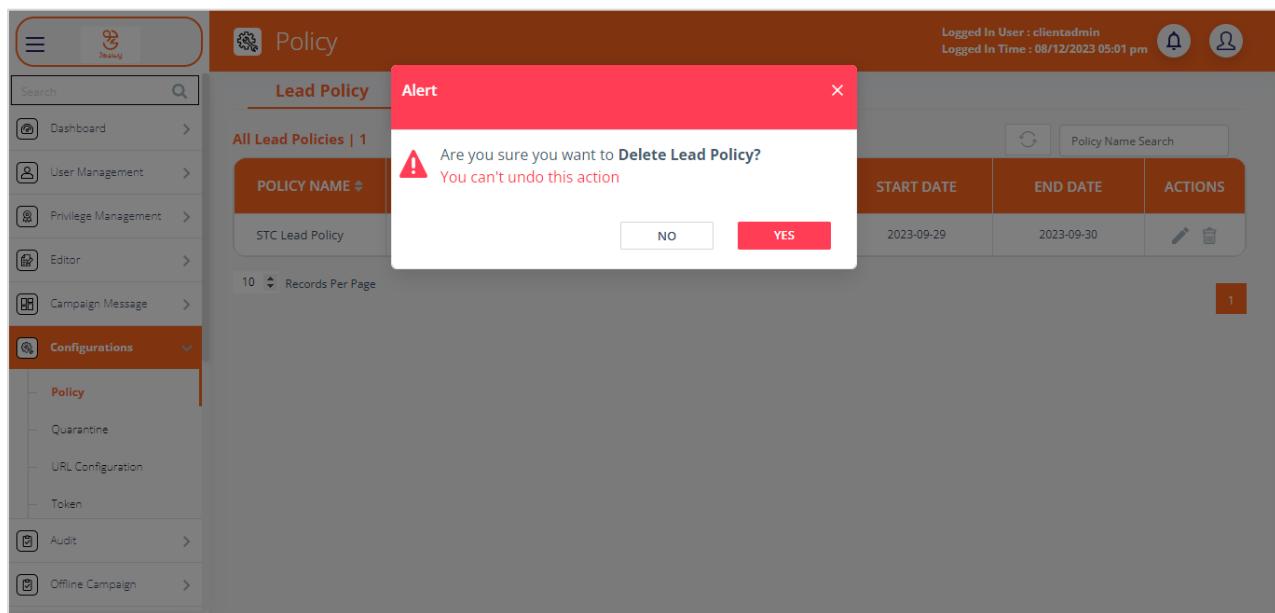


The screenshot shows the 'Policy' module with the 'Lead Policy' tab selected. The main area displays a table with one row for 'STC Lead Policy'. The table columns are: POLICY NAME, CAMPAIGNS, ACTION KEYS, DESCRIPTION, START DATE, END DATE, and ACTIONS. The 'Actions' column contains a delete icon (a trash can) which is highlighted with a purple box and a mouse cursor arrow pointing at it.

POLICY NAME	CAMPAIGNS	ACTION KEYS	DESCRIPTION	START DATE	END DATE	ACTIONS
STC Lead Policy	Campaign-22		1	2023-09-29	2023-09-30	

Figure 306 Configuration – Lead Policy (Delete Button)

2. After clicking the **Delete** button, the following screen is displayed.



The screenshot shows the same 'Policy' module and 'Lead Policy' tab. A modal dialog box titled 'Alert' is displayed in the center. It contains a warning icon and the text: 'Are you sure you want to Delete Lead Policy? You can't undo this action'. At the bottom of the dialog are two buttons: 'NO' and 'YES'. The background of the page is dimmed to indicate the modal is active.

Figure 307 Lead Policy – Delete Confirmation Message

3. If you receive the message, “**Are you sure you want to Delete Lead Policy?? You can't undo this action**”, click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the policy is deleted successfully.

Or

Click “**No**” to cancel the action.

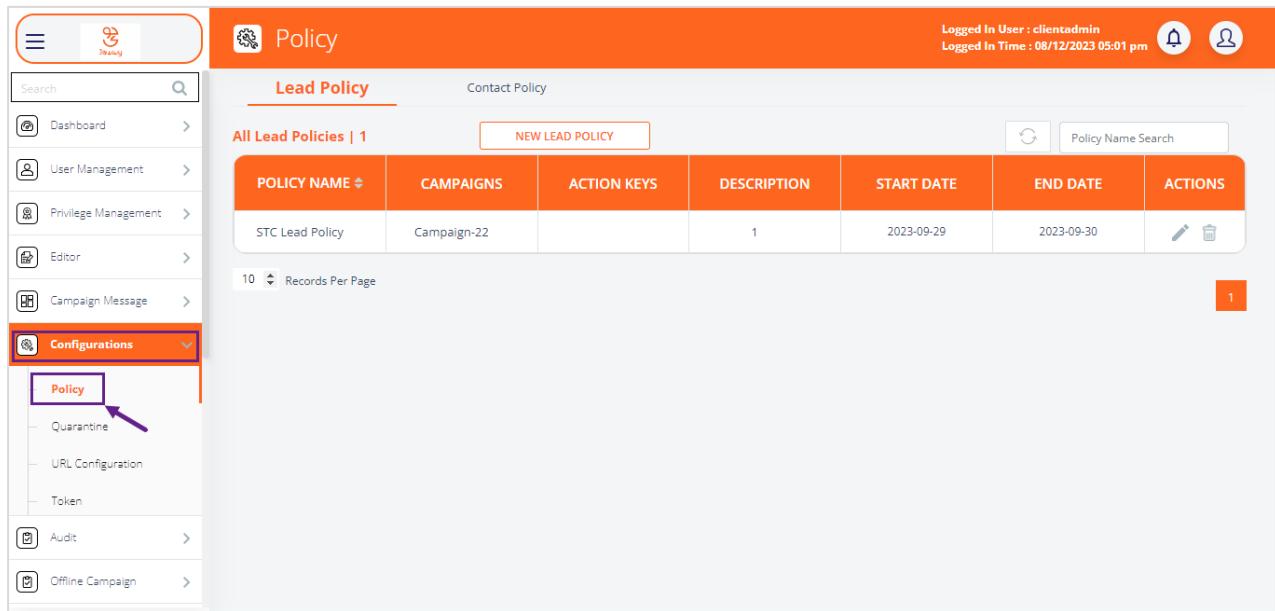
11.3.2 Contact Policy

The contact Policy Management component defines the policies where a customer can be mutually exclusive based on rules and actions.

Using this contact policy option, you can configure the contact policy of the campaign. You can select the number of days the contact policy should be applicable for the campaign. You can also select the corresponding action key for the contact.

To manage the contact policy,

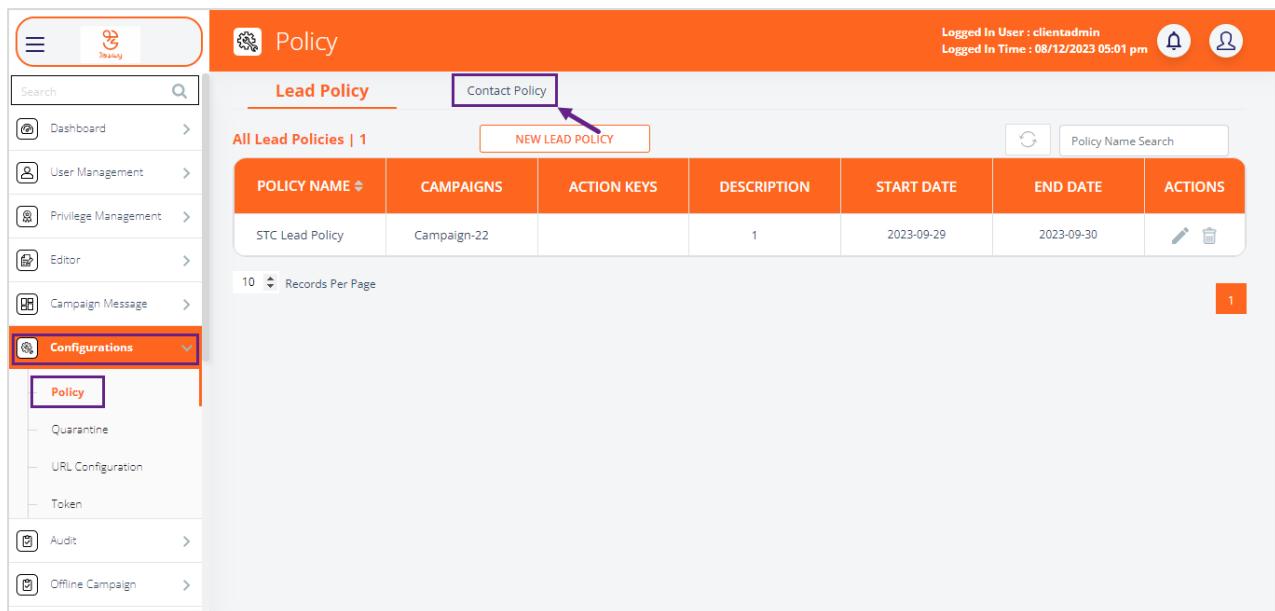
1. On the side menu, click **Configurations>> Policy** to view contact policy details. Refer to the following screen.



POLICY NAME	CAMPAIGNS	ACTION KEYS	DESCRIPTION	START DATE	END DATE	ACTIONS
STC Lead Policy	Campaign-22		1	2023-09-29	2023-09-30	 

Figure 308 Configurations – Policy

2. On the **Policy** screen, click the **Contact Policy** tab to view the contact policy details. Refer to the following screen.



Policy

Lead Policy Contact Policy

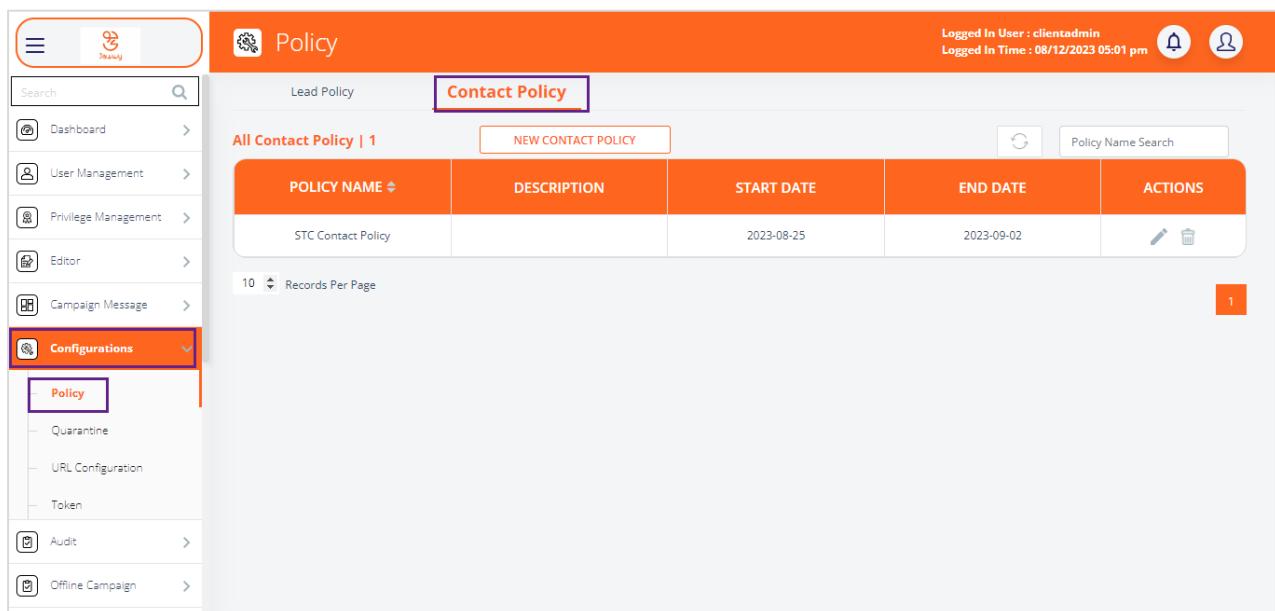
All Lead Policies | 1 NEW LEAD POLICY

POLICY NAME	CAMPAIGNS	ACTION KEYS	DESCRIPTION	START DATE	END DATE	ACTIONS
STC Lead Policy	Campaign-22		1	2023-09-29	2023-09-30	

10 Records Per Page

Figure 309 Policy – Contact Policy Tab

3. After clicking the **Contact Policy** tab, the following screen is displayed.



Policy

Lead Policy Contact Policy

All Contact Policy | 1 NEW CONTACT POLICY

POLICY NAME	DESCRIPTION	START DATE	END DATE	ACTIONS
STC Contact Policy		2023-08-25	2023-09-02	

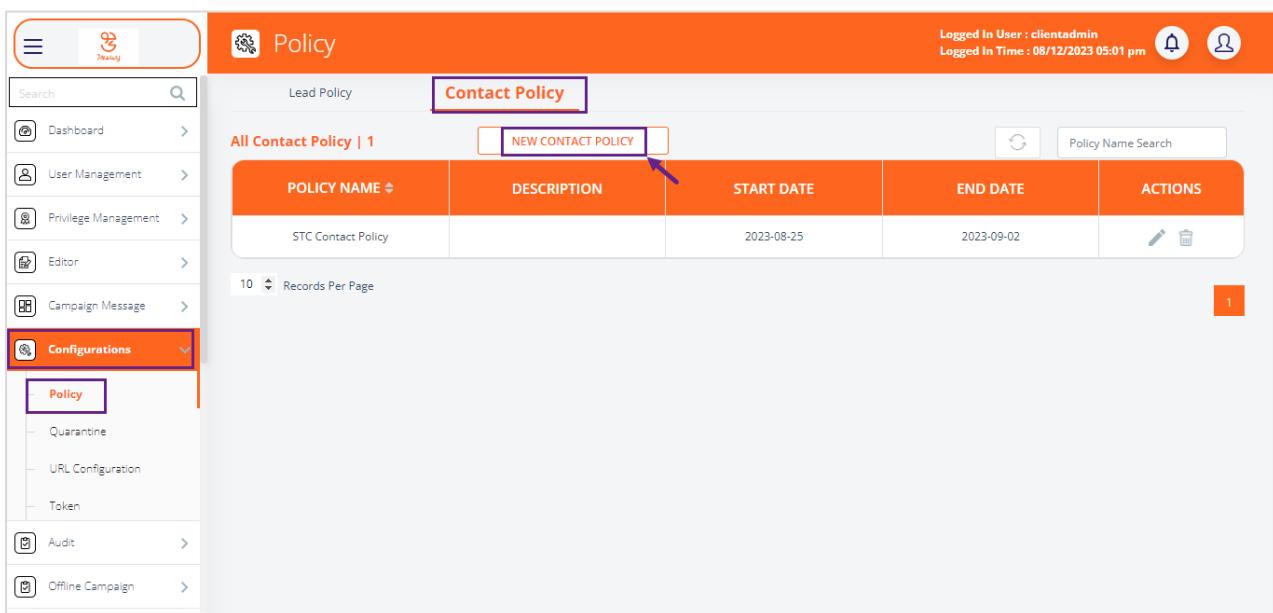
10 Records Per Page

Figure 310 Contact Policy Input Screen

11.3.2.1 Add Contact Policy

Using this add option, you can add a new contact policy.
To add a contact policy,

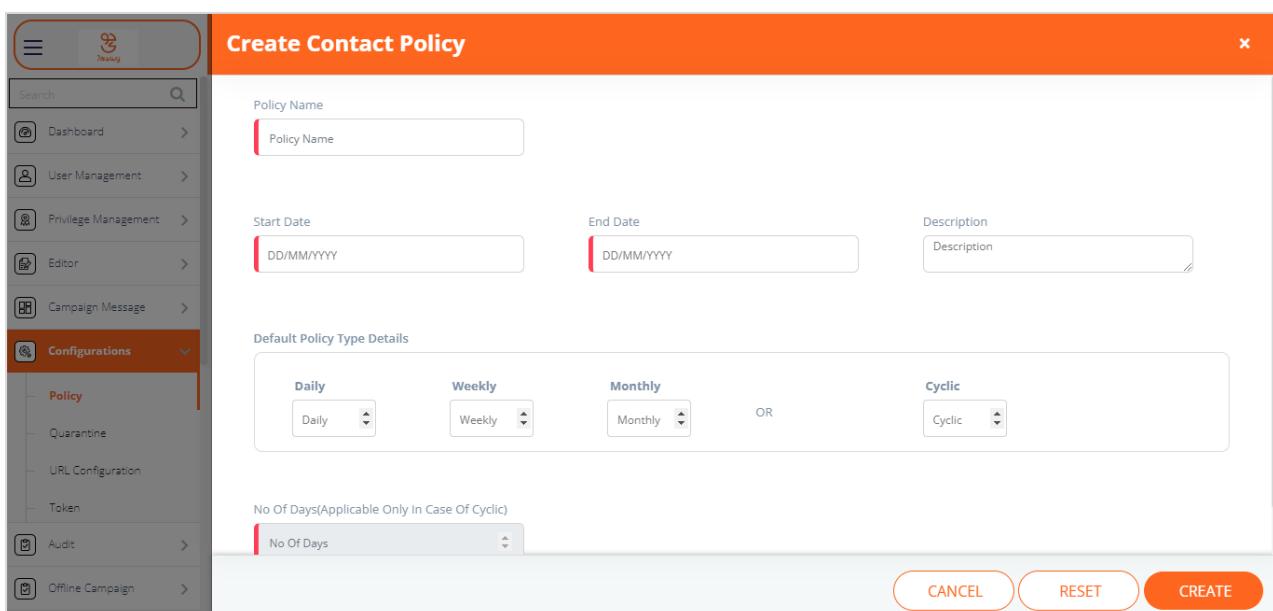
- On the **Policy** screen, click the **CREATE CONTACT POLICY** button to create a new contact policy. Refer to the following screen.



The screenshot shows the 'Policy' module interface. On the left, there's a sidebar with 'Configurations' expanded, showing 'Policy' selected. The main area has tabs for 'Lead Policy' and 'Contact Policy', with 'Contact Policy' being active. Below the tabs is a table with columns: POLICY NAME, DESCRIPTION, START DATE, END DATE, and ACTIONS. A single row is visible: 'STC Contact Policy' with an empty description, start date '2023-08-25', end date '2023-09-02', and edit/delete icons. At the top right, status bars show 'Logged In User : clientadmin' and 'Logged In Time : 08/12/2023 05:01 pm'. A blue arrow points to the 'NEW CONTACT POLICY' button in the top right of the table header.

Figure 311 Policy - Create Contact Policy

- After clicking the **CREATE CONTACT POLICY** button, the following pop-up window is displayed.

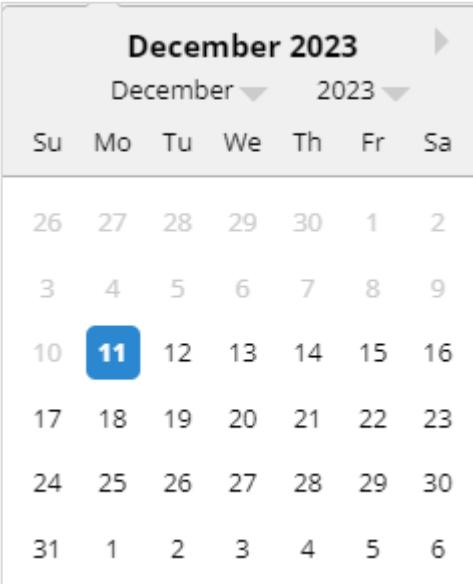
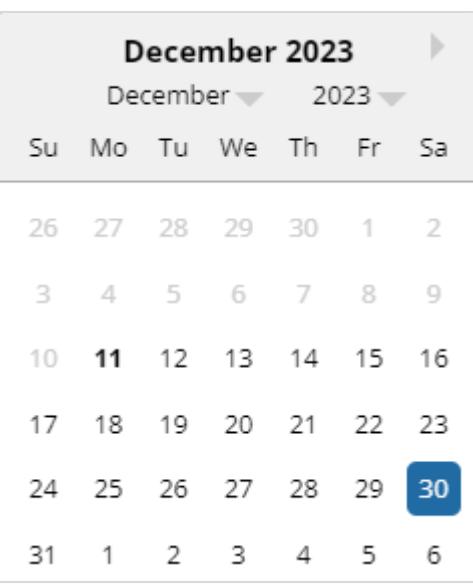


The screenshot shows a modal dialog titled 'Create Contact Policy'. The left sidebar is identical to Figure 311. The modal contains fields for 'Policy Name' (with a red border), 'Start Date' and 'End Date' (both with red borders), and a 'Description' field. Below these is a section for 'Default Policy Type Details' with four dropdowns: 'Daily' (set to 'Daily'), 'Weekly' (set to 'Weekly'), 'Monthly' (set to 'Monthly'), and 'Cyclic' (set to 'Cyclic'). A note below says 'No Of Days(Applicable Only In Case Of Cyclic)' with a dropdown set to 'No Of Days'. At the bottom are 'CANCEL', 'RESET', and 'CREATE' buttons.

Figure 312 Create Contact Policy Input Screen

- Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Policy Name	Enter the policy name of the contact in the corresponding field.

Field	Description
Start Date	Select the start date of the contact policy. Refer to the following screen. 
End Date	Select the end date of the contact policy. Refer to the following screen. 
Description	Enter the description of the policy in the corresponding field.
Default Policy Type Details	
Daily	Enter the number of messages sends to the contact daily. <ul style="list-style-type: none"> • Click  to increase the message counts. • Click  to decrease the message counts.
Weekly	Enter the number of messages sends to the contact Weekly. <ul style="list-style-type: none"> • Click  to increase the message counts. • Click  to decrease the message counts.
Monthly	Enter the number of messages sent to the contact Monthly.

Field	Description
	<ul style="list-style-type: none"> Click  to increase the message counts. Click  to decrease the message counts.
Cyclic	Enter the number of messages sent to the contact in a cycle. <ul style="list-style-type: none"> Click  to increase the message counts. Click  to decrease the message counts.
No Of Days (Applicable Only In Case Cyclic)	Enter the number of days the contact policy should be applicable in the corresponding field. <ul style="list-style-type: none"> Click  to increase the contact policy days. Click  to decrease the contact policy days. <p>Note: This field is displayed if Cyclic is selected in the default type.</p>

4. After providing the required details, click **CREATE**.

A confirmation message is displayed, indicating that the contact policy is added successfully.

11.3.2.2 Modify Contact Policy

Using this modify option, you can modify the existing contact policy.
To modify the contact policy,

1. On the **Policy** screen, click the **Modify** button  to modify the contact policy details. Refer to the following screen.

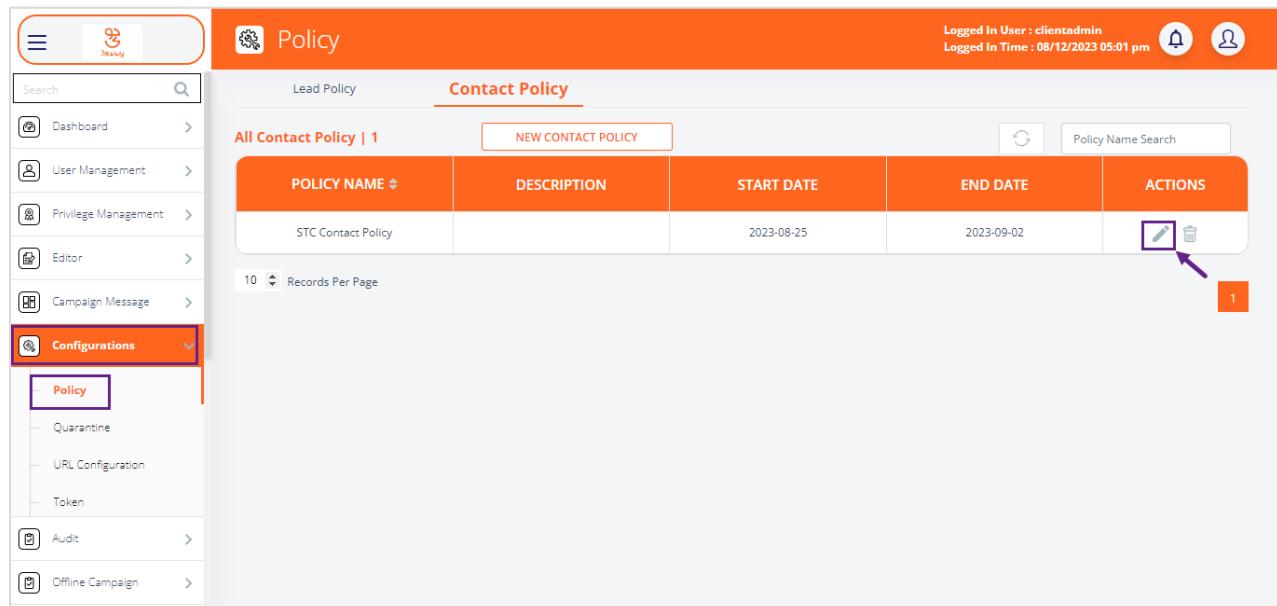


Figure 313 Configuration – Contact Policy (Modify Button)

2. After clicking the **Modify** button, the following screen is displayed.

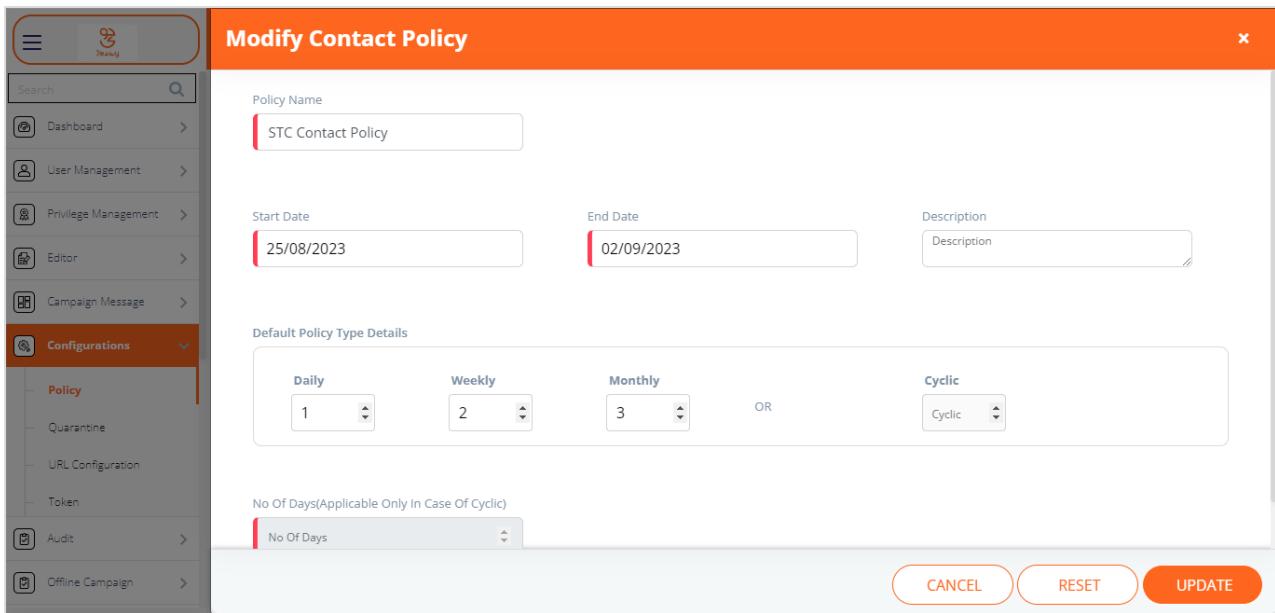


Figure 314 Modify Contact Policy Input Screen

3. Modify the required fields.
4. Click **UPDATE**.

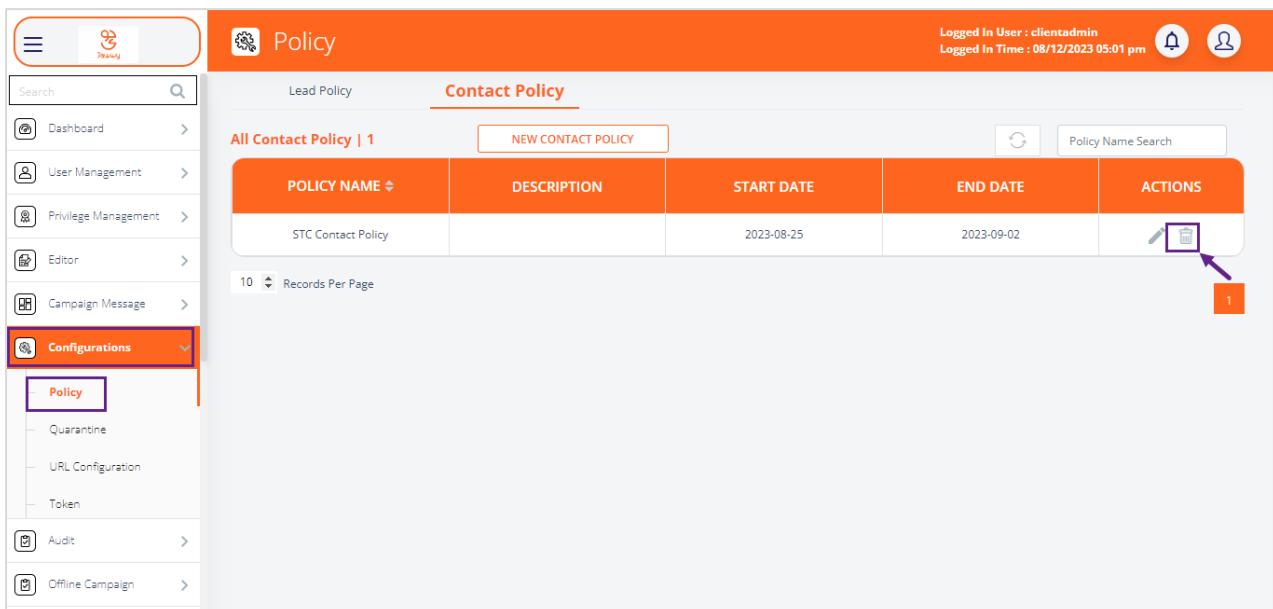
A confirmation message is displayed, indicating that the contact policy is modified successfully.

11.3.2.3 Delete Contact Policy

Using this delete option, you can delete the existing contact policy.

To delete the contact policy,

1. On the **Policy** screen, click the **Delete** button  to delete the contact policy details. Refer to the following screen.



POLICY NAME	DESCRIPTION	START DATE	END DATE	ACTIONS
STC Contact Policy		2023-08-25	2023-09-02	

Figure 315 Configuration – Contact Policy (Delete Button)

2. After clicking the **Delete** button, the following screen is displayed.

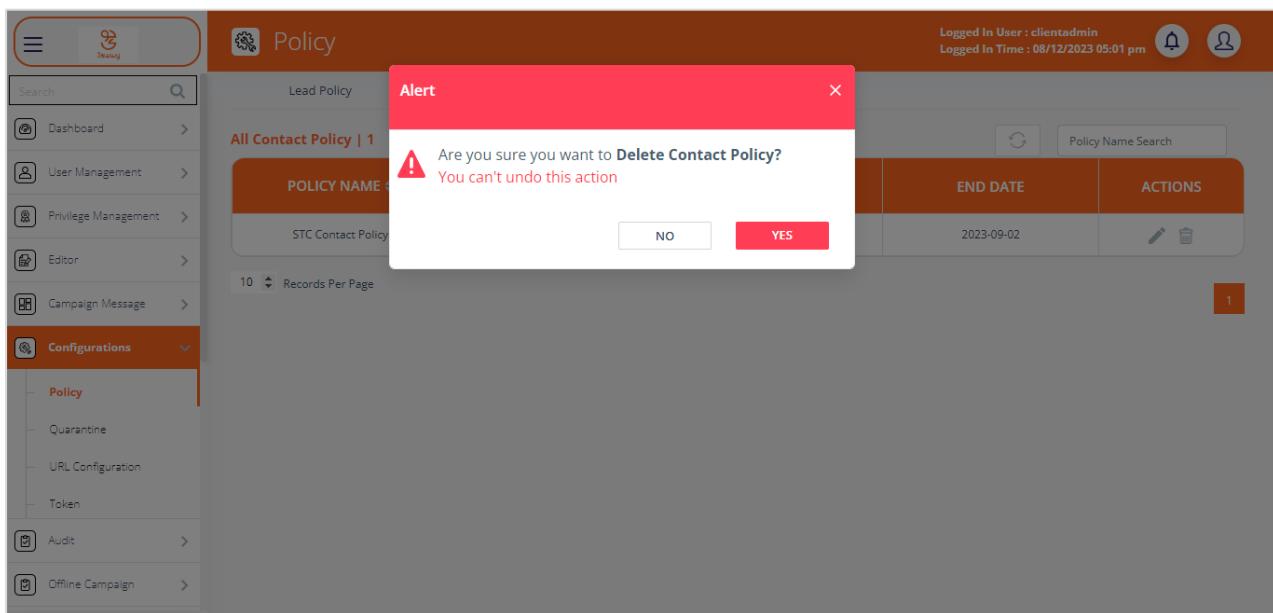


Figure 316 Contact Policy – Delete Confirmation Message

3. If you receive the message, **“Are you sure you want to Delete Contact Policy?? You can't undo this action”**, click **“Yes”** to confirm the action.

A confirmation message is displayed, indicating that the contact policy is deleted successfully.

Or

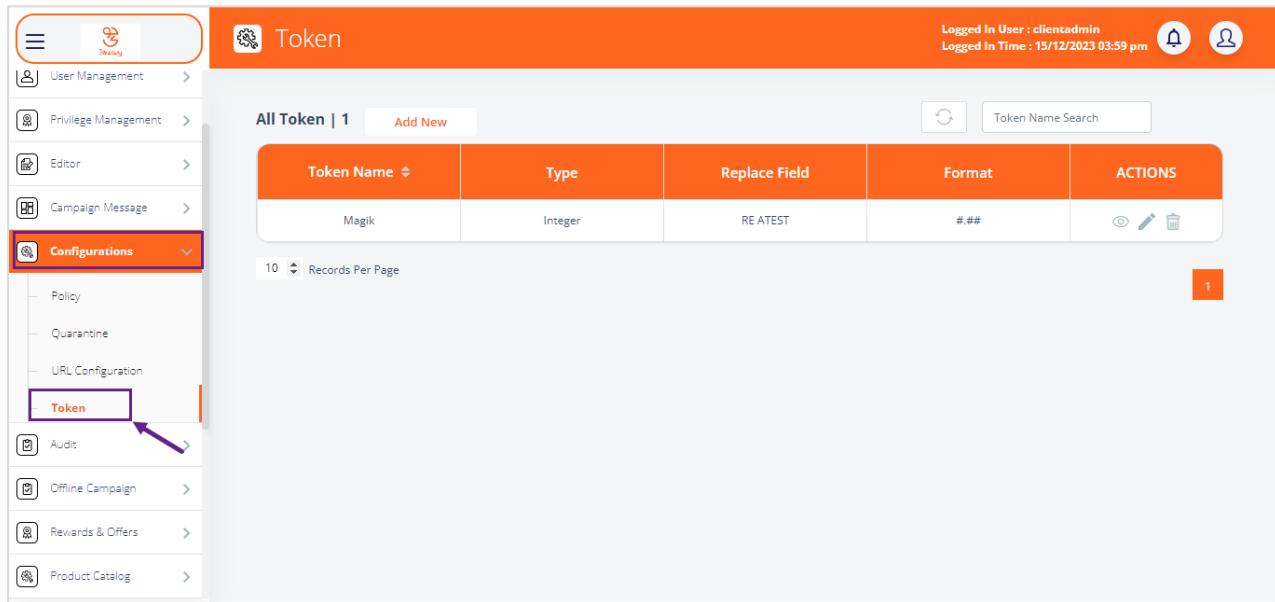
Click **“No”** to cancel the action.

11.4 Token

Tokens can represent specific parameters that control the behaviour of the system. These tokens are specifically replaced with concrete values during the configuration process, customizing the system's operation for specific environments.

To manage the token,

1. On the side menu, click **Configurations>> Token** to view token details. Refer to the following screen.



The screenshot shows the 'Token' configuration screen. The left sidebar has a 'Configurations' dropdown expanded, with 'Token' selected and highlighted by a purple box and a blue arrow pointing to it. The main area displays a table titled 'All Token | 1'. The table has columns: Token Name, Type, Replace Field, Format, and ACTIONS. One row is present with the data: Magik, Integer, RE ATEST, #.##, and icons for edit and delete. At the top right, there are user status indicators: 'Logged In User : clientadmin' and 'Logged In Time : 15/12/2023 03:59 pm'. Below the table, there are buttons for 'Add New' and 'Token Name Search', and a dropdown for 'Records Per Page' set to 10.

Token Name	Type	Replace Field	Format	ACTIONS
Magik	Integer	RE ATEST	#.##	

Figure 317 Configurations – Token

11.4.1 Add Token

Using this add option, you can add a new token.

To add a new token,

1. On the **Token** screen, click **Add New** button to add a new token. Refer to the following screen.

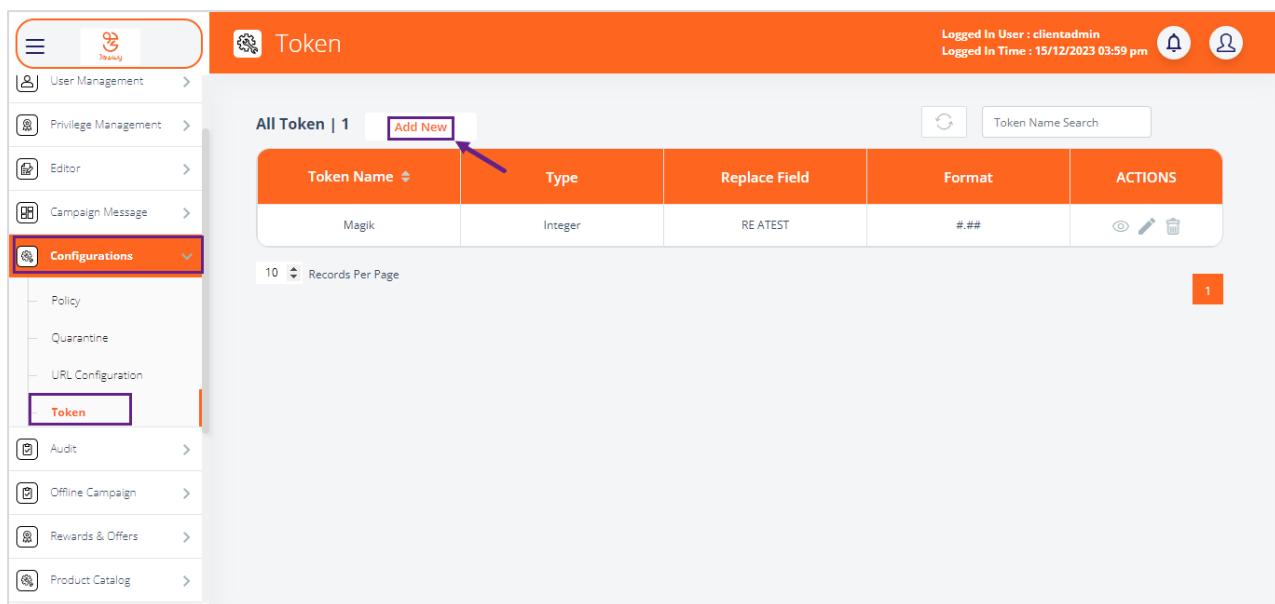


Figure 318 Token – Add New Button

2. After clicking the **Add New** button, the following pop-up window is displayed.

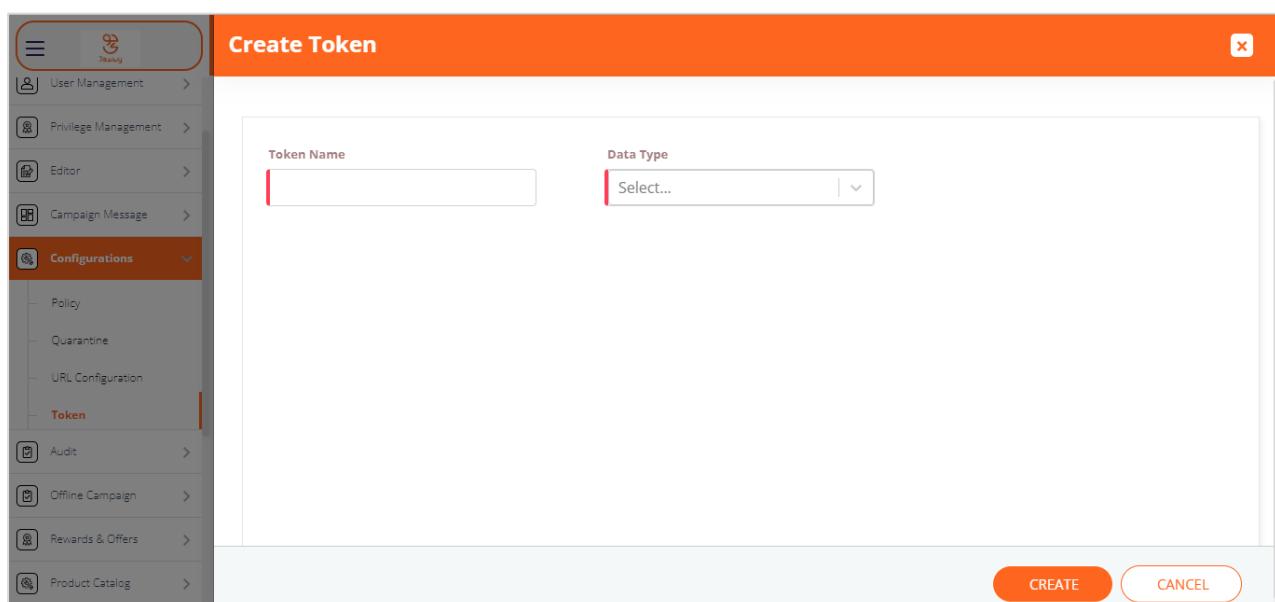


Figure 319 Create Token Input Screen

3. Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Token Name	Enter the name of the token in the corresponding field.
Data Type	Select the data type in the drop-down list. The following are the available data types: <ul style="list-style-type: none"> • Integer

Field	Description
	<ul style="list-style-type: none"> • String • Date • Custom
Note: The following field displays if Data Type is selected in the drop-down list Data Type.	
Replace Token	Select the replace token in the drop-down list. For example, “Recharge Amount”.
Output Format	Select the output format in the drop-down list.
Date	Select the Date in the drop-down list. Note: This field displays if Date is selected in the drop-down list of Data Type.

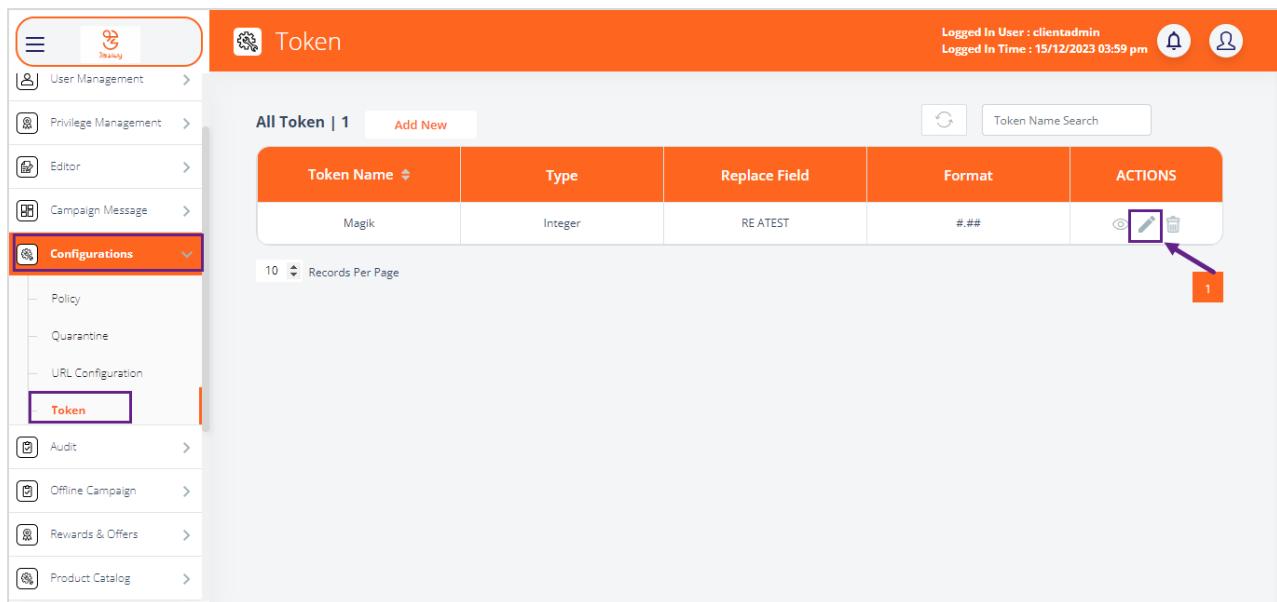
4. After providing the required details, click **CREATE**.

A confirmation message is displayed, indicating that the token is added successfully.

11.4.2 Modify Token

Using this modify option, you can modify an existing token detail.
To modify the token detail,

1. On the **Token** screen, click the **Modify** button  to modify the token details. Refer to the following screen.



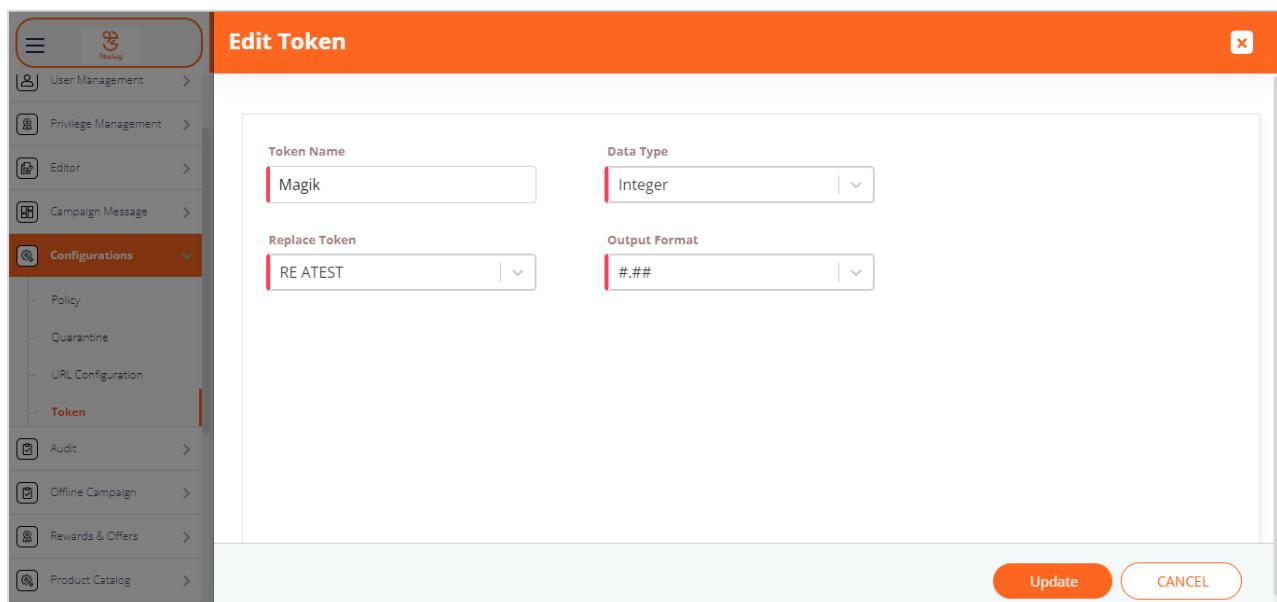
The screenshot shows the 'Token' screen in a web-based application. The left sidebar has a 'Configurations' section with a 'Token' item selected. The main area shows a table with one record:

Token Name	Type	Replace Field	Format	ACTIONS
Magik	Integer	RE ATEST	#.##	 

Records Per Page: 10

Figure 320 Token– Modify Button

- After clicking the **Modify** button, the following screen is displayed.



The screenshot shows the 'Edit Token' screen. The left sidebar has a 'Configurations' section with a 'Token' item selected. The main area has the following form fields:

- Token Name: Magik
- Data Type: Integer
- Replace Token: RE ATEST
- Output Format: #.##

At the bottom right are 'Update' and 'CANCEL' buttons.

Figure 321 Edit Token Input Screen

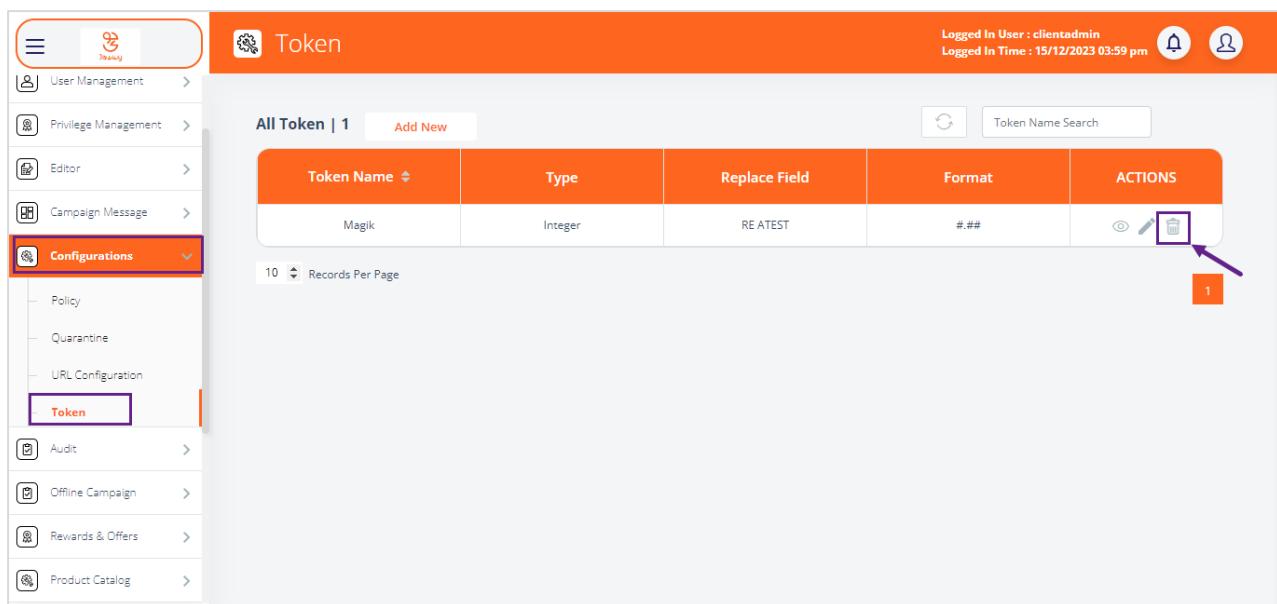
- Modify the required fields.
- Click **Update**.

A confirmation message is displayed, indicating that the token is modified successfully.

11.4.3 Delete Token

Using this delete option, you can delete an existing token detail.
To delete the token,

- On the **Token** screen, click the **Delete** button  to delete the token details. Refer to the following screen.



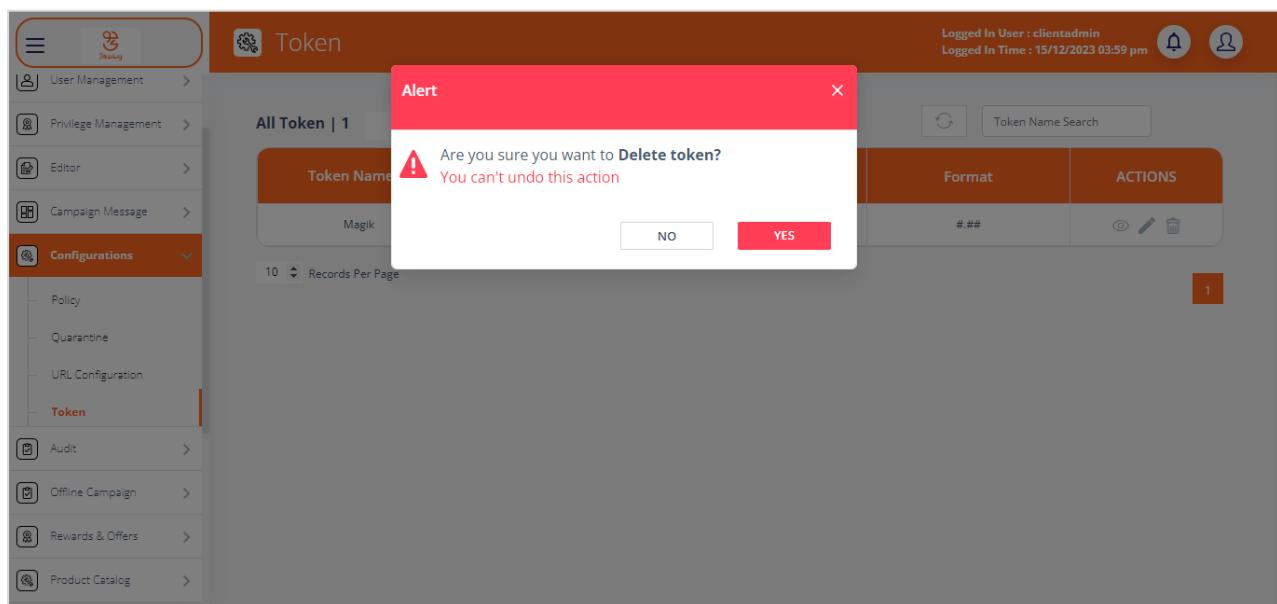
The screenshot shows the 'Token' management screen. On the left, there's a sidebar with 'Configurations' expanded, showing 'Token' selected. The main area displays a table with one row:

Token Name	Type	Replace Field	Format	ACTIONS
Magik	Integer	RE ATEST	#.##	

Below the table, it says '10 Records Per Page'.

Figure 322 Token – Delete Button

2. After clicking the **Delete** button, the following screen is displayed.



The screenshot shows the same 'Token' management screen as Figure 322, but with an 'Alert' dialog box overlaid. The dialog contains the message: 'Are you sure you want to Delete token? You can't undo this action.' with 'NO' and 'YES' buttons.

Figure 323 Token– Delete Confirmation Message

3. If you receive the message, “**Are you sure you want to Delete URL? You can't undo this action**”, click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the token is deleted successfully.

Or

Click “**No**” to cancel the action.

12 Offline Campaign

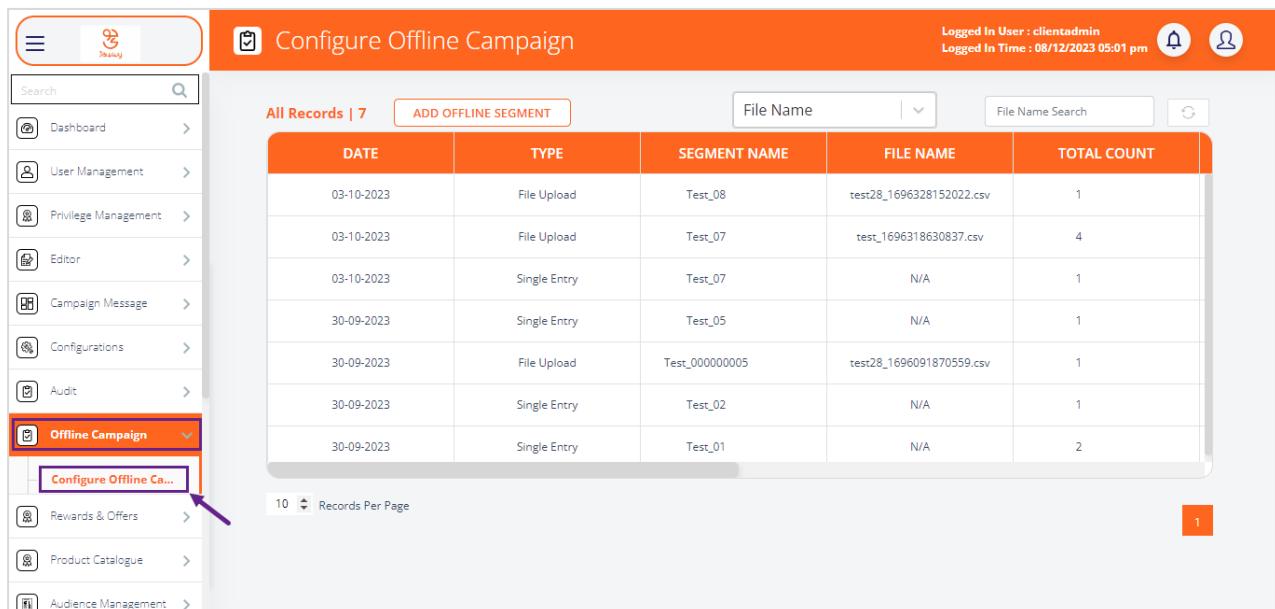
Using this offline campaign option, you can configure the campaign in the offline section. You can manage the following operation,

- Offline Segment

12.1 Offline Segment

Using this offline segment option, you can configure a new offline segment. To manage the offline segment,

1. On the side menu, click **Offline Campaign >> Offline Segment** to view offline segment details. Refer to the following screen.



The screenshot shows the 'Configure Offline Campaign' interface. On the left, there's a sidebar with various menu items like Dashboard, User Management, Privilege Management, Editor, Campaign Message, Configurations, Audit, Offline Campaign (which is highlighted and has a dropdown), Rewards & Offers, Product Catalogue, and Audience Management. A purple arrow points from the 'Configure Offline Ca...' button in the Offline Campaign dropdown to the 'Configure Offline Campaign' link in the main content area. The main content area has a header 'Configure Offline Campaign' with sub-links 'All Records | 7' and 'ADD OFFLINE SEGMENT'. It includes filters for 'File Name' and 'File Name Search', and a search icon. Below is a table with columns: DATE, TYPE, SEGMENT NAME, FILE NAME, and TOTAL COUNT. The table data is as follows:

DATE	TYPE	SEGMENT NAME	FILE NAME	TOTAL COUNT
03-10-2023	File Upload	Test_08	test28_1696328152022.csv	1
03-10-2023	File Upload	Test_07	test_1696318630837.csv	4
03-10-2023	Single Entry	Test_07	N/A	1
30-09-2023	Single Entry	Test_05	N/A	1
30-09-2023	File Upload	Test_000000005	test28_1696091870559.csv	1
30-09-2023	Single Entry	Test_02	N/A	1
30-09-2023	Single Entry	Test_01	N/A	2

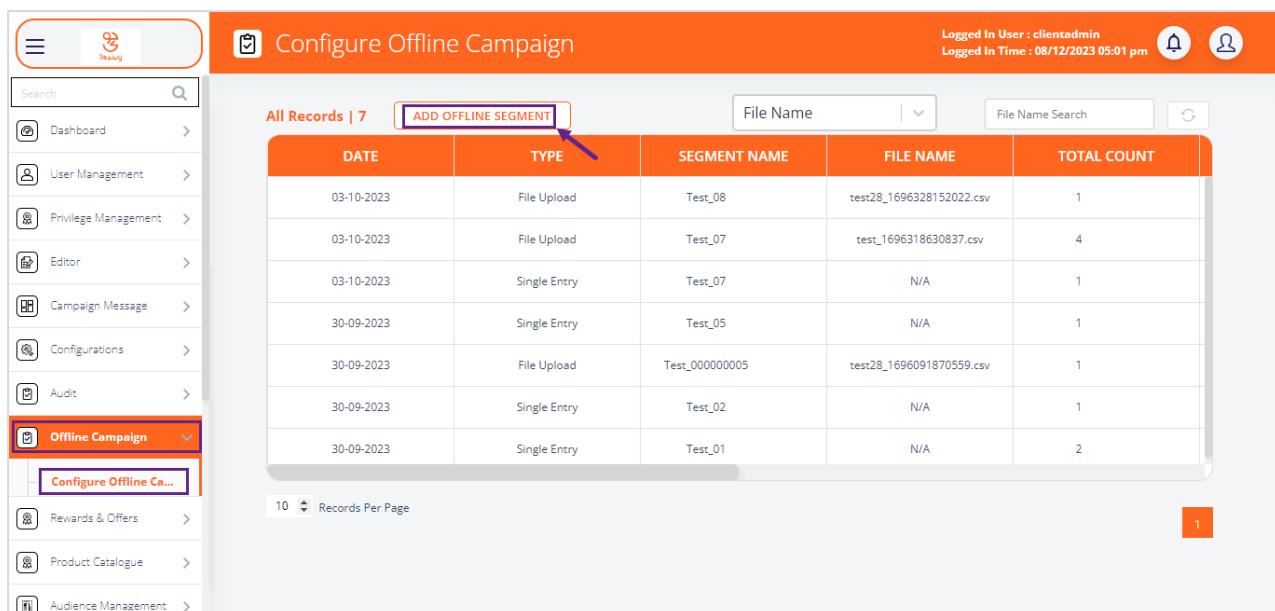
At the bottom, there's a 'Records Per Page' dropdown set to 10, and a page number '1'.

Figure 324 Offline Campaign – Offline Segment

12.1.1 Add Offline Segment

Using this add option, you can add a new offline segment. To add an offline segment,

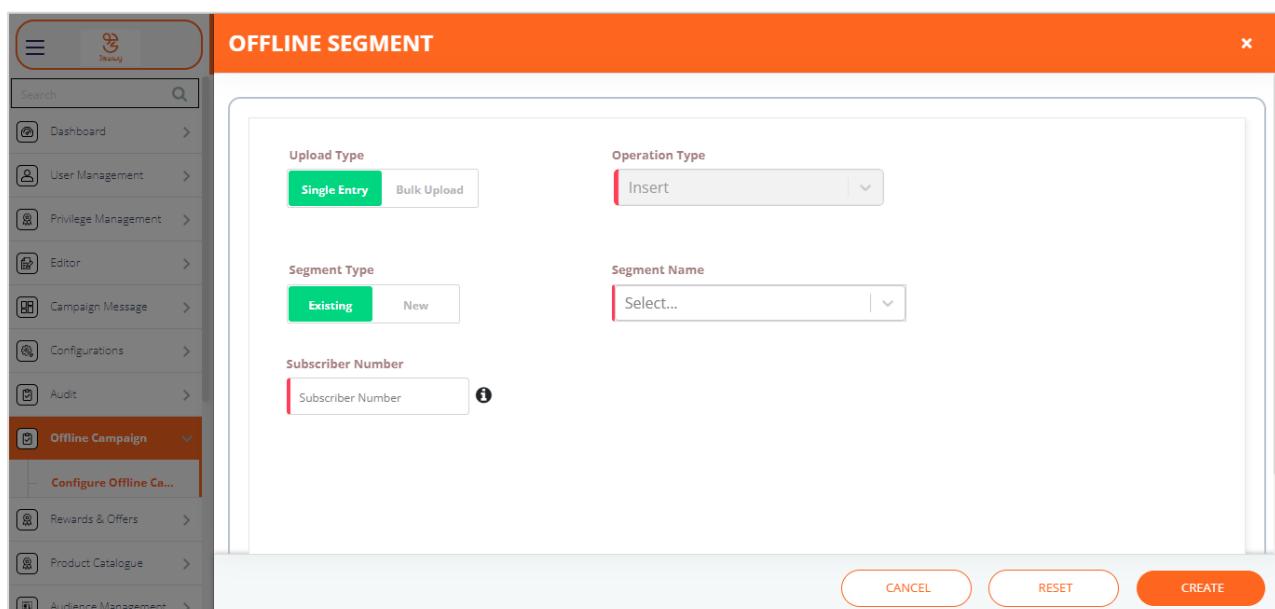
1. On the **Offline Campaign** screen, click the **ADD OFFLINE SEGMENT** button to add a new offline segment. Refer to the following screen.



The screenshot shows the 'Configure Offline Campaign' interface. On the left is a navigation sidebar with various options like Dashboard, User Management, Privilege Management, Editor, Campaign Message, Configurations, Audit, Offline Campaign (which is selected), Configure Offline Ca..., Rewards & Offers, Product Catalogue, and Audience Management. The main area has a title 'Configure Offline Campaign' and a sub-header 'All Records | 7'. A prominent blue-bordered button labeled 'ADD OFFLINE SEGMENT' is located above a table. The table has columns: DATE, TYPE, SEGMENT NAME, FILE NAME, and TOTAL COUNT. The data in the table includes several entries for different types of segments (File Upload, Single Entry) and their corresponding file names and counts. At the bottom, there's a 'Records Per Page' dropdown set to 10 and a page number indicator '1'.

Figure 325 Offline Campaign – Add Offline Segment

2. After clicking the **ADD OFFLINE SEGMENT** button, the following screen will be displayed.



The screenshot shows the 'OFFLINE SEGMENT' input screen. It features a sidebar with the same navigation options as the previous page. The main form has sections for 'Upload Type' (with 'Single Entry' and 'Bulk Upload' buttons, where 'Single Entry' is highlighted in green), 'Operation Type' (with a dropdown menu showing 'Insert'), 'Segment Type' (with 'Existing' and 'New' buttons, where 'Existing' is highlighted in green), 'Segment Name' (with a dropdown menu showing 'Select...'), and 'Subscriber Number' (with a text input field and an info icon). At the bottom are three buttons: 'CANCEL', 'RESET', and 'CREATE'.

Figure 326 Offline Segment Input Screen

3. Enter the following information in the corresponding fields. If fields marked with “**I**” are mandatory.

Field	Description
Upload Type	
Single Entry	Click the Single Entry option button to upload the single-entry segment.
Bulk Upload	Click the Bulk Upload option button to bulk upload the segments.

Field	Description
Operation Type	This field is auto-filled and non-editable.
Segment Type	
Existing	Click the Existing option button to select the existing segment.
New	Click the New option button to enter the new segment.
Segment Name	Select the Segment Name in the drop-down list. Note: The Segment drop-down list will be displayed if “ Existing ” is selected as Segment Type. Or Enter the name of the segment in the corresponding field. Note: The Segment name field will be displayed if “ New ” is selected as the Segment Type.
Subscriber Number	Enter the unique number of the subscriber in the corresponding field. Note: This field will be displayed if “ Single Entry ” is selected as Upload Type.
Bulk Upload	Select the Choose File button to upload the file. Note: File format should be either .txt or .csv & file content should be a mobile number or micro-segment. This field will be displayed if “ Bulk Upload ” is selected as the Upload Type
Download Sample File	Click the Download button to download the sample offline segment file. The following is the sample offline segment file:  OfflineSegment.csv
Validation Required	To turn the validate required “on” or “off”, click the Validation Required under the Offline Segment menu.

4. After providing the required details, click **CREATE**.

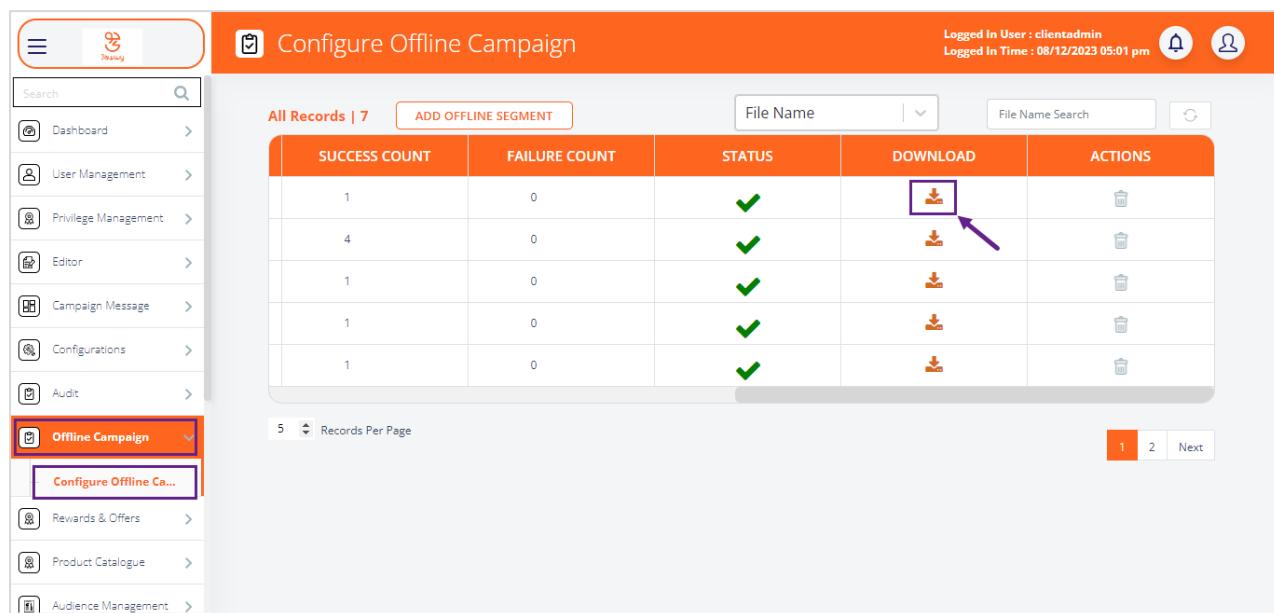
Note: Click the **Upload** button to save the campaign if Bulk Upload is selected as the Upload Type.

A confirmation message is displayed, indicating that the process is added successfully.

12.1.2 Download Subscriber Number

Using this download option, you can download the subscriber number configured for the segment. To download the subscriber number,

1. On the **Offline Campaign** screen, click the **Download** button to download the subscriber number. Refer to the following screen.



The screenshot shows the 'Configure Offline Campaign' page. On the left is a sidebar with various menu items. The 'Offline Campaign' item is selected and highlighted in orange. Below it, the 'Configure Offline Ca...' option is also highlighted. The main content area has a title 'Configure Offline Campaign' with a back arrow icon. Below the title is a search bar and a file name search bar. A button labeled 'ADD OFFLINE SEGMENT' is visible. The main area contains a table with columns: SUCCESS COUNT, FAILURE COUNT, STATUS, DOWNLOAD, and ACTIONS. There are five rows in the table, each with a green checkmark in the STATUS column and a download icon in the DOWNLOAD column. A purple box highlights the first download icon, and a purple arrow points to the second download icon. At the bottom of the table are buttons for 'Records Per Page' (set to 5) and page navigation (1, 2, Next).

Figure 327 Offline Campaign – Download Button

- After clicking the **Download** button, the file will be downloaded.

The following is the sample file:

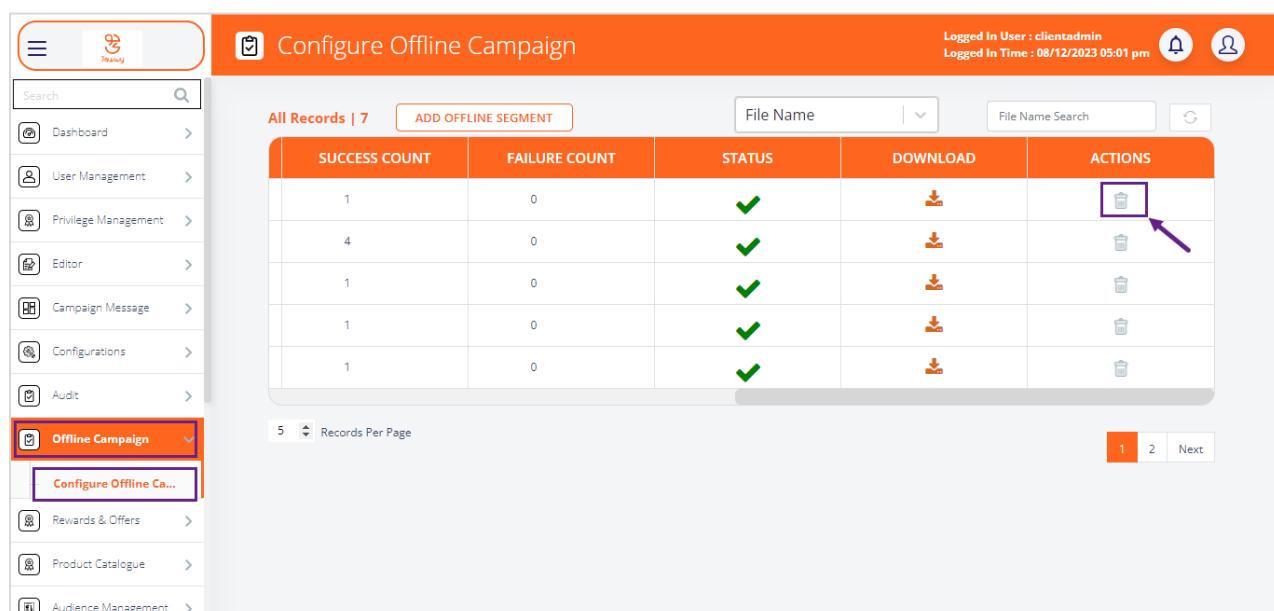


Subscriber
Number.csv

12.1.3 Delete Offline Segment

Using this delete option, you can delete the existing offline segment. To delete the offline segment,

- On the **Offline Segment** screen, click the **Delete** button  to delete the offline segment details. Refer to the following screen.



This screenshot is identical to Figure 327, showing the 'Configure Offline Campaign' page. The sidebar, table structure, and overall layout are the same. A purple box highlights the delete icon (a trash bin symbol) in the 'ACTIONS' column of the first row of the table, and a purple arrow points to the delete icon in the second row.

Figure 328 Offline Campaign –Delete Button

2. After clicking the **Delete** button, the following screen is displayed.

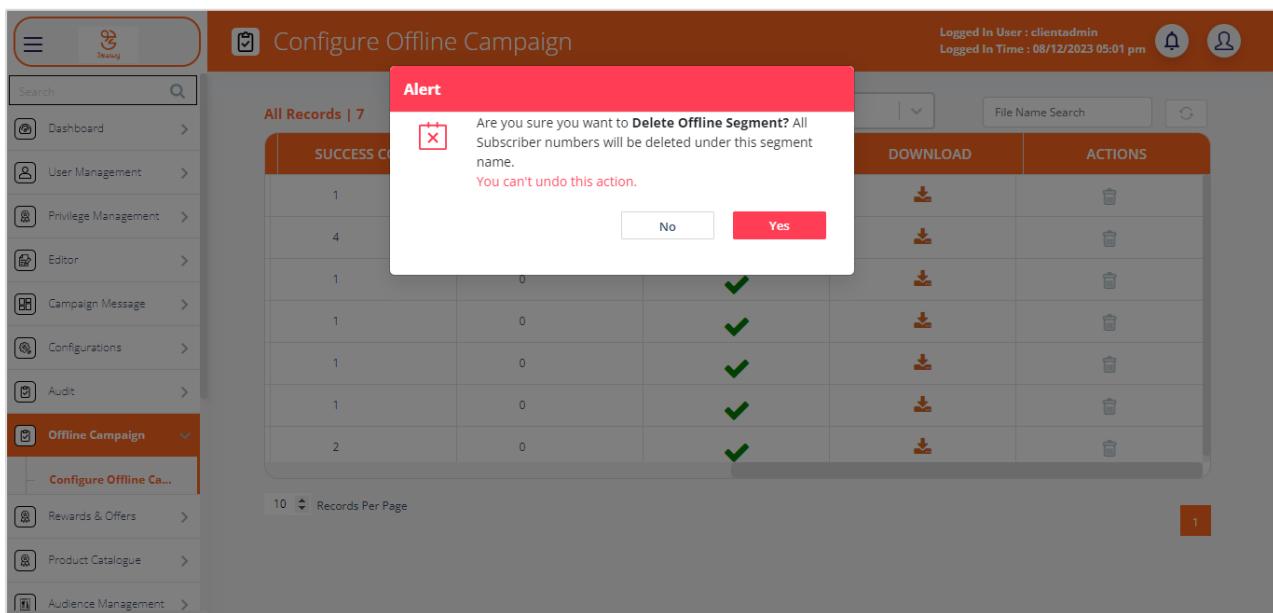


Figure 329 Offline Segment – Delete Confirmation Message

3. If you receive the message, "**Are you sure you want to Delete Offline Segment?? All Subscriber numbers will be deleted under this segment name**", click "**Yes**" to confirm the action.

A confirmation message is displayed, indicating that the segment is deleted successfully.

Or

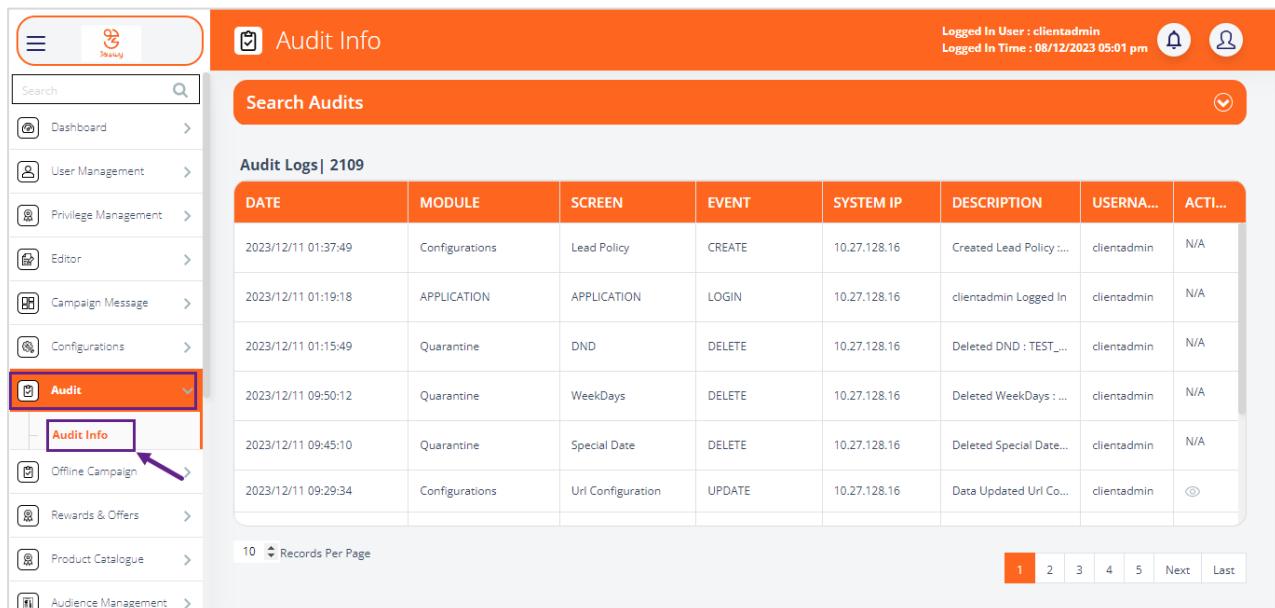
Click "**No**" to cancel the action.

13 Audit Details

Using this audit details option, you can view the activity details of the user, feature, action type, and file name.

To view the activity details:

1. On the side menu, click **Audit >> Audit Details** to view offline audit details. Refer to the following screen.



The screenshot shows the 'Audit Info' page. The left sidebar has a tree structure with 'Audit' selected. Under 'Audit', 'Audit Info' is highlighted with a purple box and an arrow pointing to it. Other options like 'Offline Campaign', 'Rewards & Offers', 'Product Catalogue', and 'Audience Management' are also listed. The main area is titled 'Audit Logs | 2109' and contains a table with columns: DATE, MODULE, SCREEN, EVENT, SYSTEM IP, DESCRIPTION, USERNAME, and ACTI... (partially visible). The table lists several log entries. At the bottom, there's a pagination bar with pages 1-5 and 'Next' and 'Last' buttons.

DATE	MODULE	SCREEN	EVENT	SYSTEM IP	DESCRIPTION	USERNAME	ACTI...
2023/12/11 01:37:49	Configurations	Lead Policy	CREATE	10.27.128.16	Created Lead Policy....	clientadmin	N/A
2023/12/11 01:19:18	APPLICATION	APPLICATION	LOGIN	10.27.128.16	clientadmin Logged In	clientadmin	N/A
2023/12/11 01:15:49	Quarantine	DND	DELETE	10.27.128.16	Deleted DND : TEST_...	clientadmin	N/A
2023/12/11 09:50:12	Quarantine	WeekDays	DELETE	10.27.128.16	Deleted WeekDays : ...	clientadmin	N/A
2023/12/11 09:45:10	Quarantine	Special Date	DELETE	10.27.128.16	Deleted Special Date...	clientadmin	N/A
2023/12/11 09:29:34	Configurations	Url Configuration	UPDATE	10.27.128.16	Data Updated Url Co...	clientadmin	(edit)

Figure 330 Audit – Audit Details

The following detail of the audit is displayed.

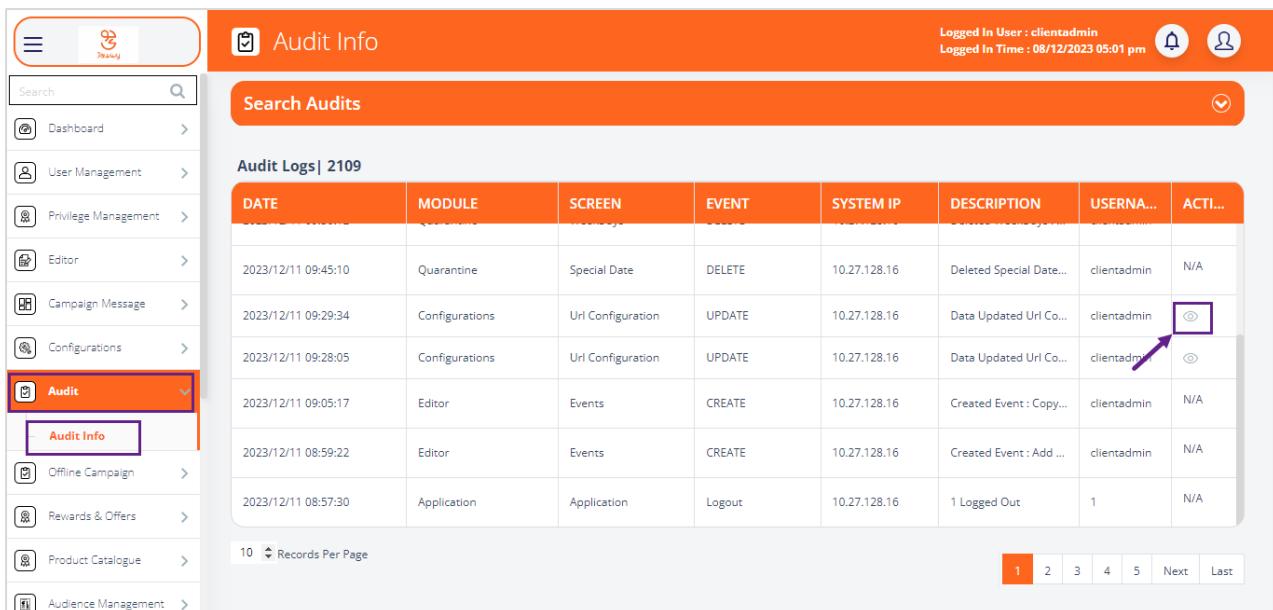
Field	Description
Date	Indicates the entity creation date
Module	Indicates the name of the module for performed action. For example, “ Configurations ”.
Screen	Indicates the name of the screen in which the action is performed.
Event	Indicates the name of the event. For example, “ CREATE ”.
System IP	Indicates the system IP details.
Description	Indicates the description of the action
User Name	Indicates the user who updated the action.
Action	Indicates the type of the action

13.1 View Action Details

Using this view option, you can view the action details.

To view action details,

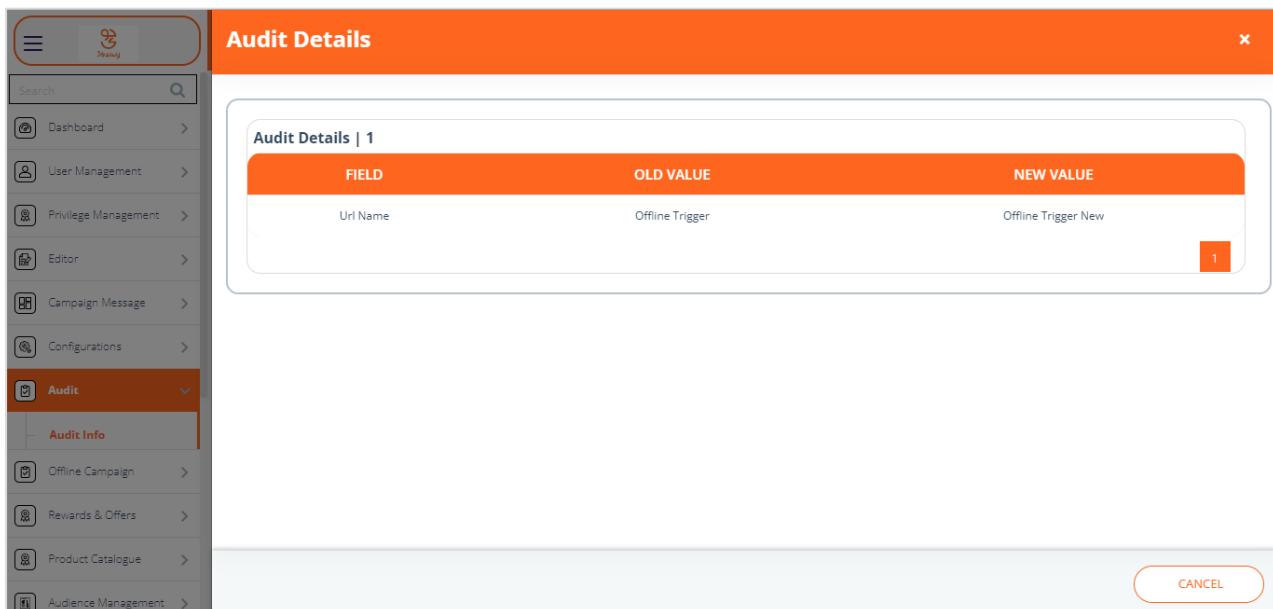
- On the **Audit Info** screen, click the **View** button  to view audit details. Refer to the following screen.



The screenshot shows the 'Audit Info' screen. On the left, there's a sidebar with various menu items like Dashboard, User Management, Privilege Management, Editor, Campaign Message, Configurations, Audit (which is selected and highlighted in orange), Audit Info (which is also highlighted in orange and has a purple box around it), Offline Campaign, Rewards & Offers, Product Catalogue, and Audience Management. The main content area has a header 'Audit Info' with a search bar and a dropdown. Below that is a section titled 'Search Audits'. Underneath is a table titled 'Audit Logs | 2109' with columns: DATE, MODULE, SCREEN, EVENT, SYSTEM IP, DESCRIPTION, USERNAME, and ACTI... (partially visible). The table contains several rows of audit log entries. At the bottom, there's a pagination bar showing '10 Records Per Page' and a page number '1' with a purple arrow pointing to it.

Figure 331 Audit Info – View Button

- After clicking the **View** button, the following screen will be displayed.



The screenshot shows the 'Audit Details' screen. On the left, there's a sidebar with the same menu items as the previous screen. The main content area has a header 'Audit Details' with a close button. Below that is a section titled 'Audit Details | 1'. Underneath is a table with columns: FIELD, OLD VALUE, and NEW VALUE. The table has one row showing 'Url Name' with 'Offline Trigger' in the OLD VALUE column and 'Offline Trigger New' in the NEW VALUE column. In the bottom right corner of the main content area, there's a 'CANCEL' button.

Figure 332 Audit Details – Action Details

- You can view audit details such as the entity's Field, Old Value and New Value.

14 Product Catalog

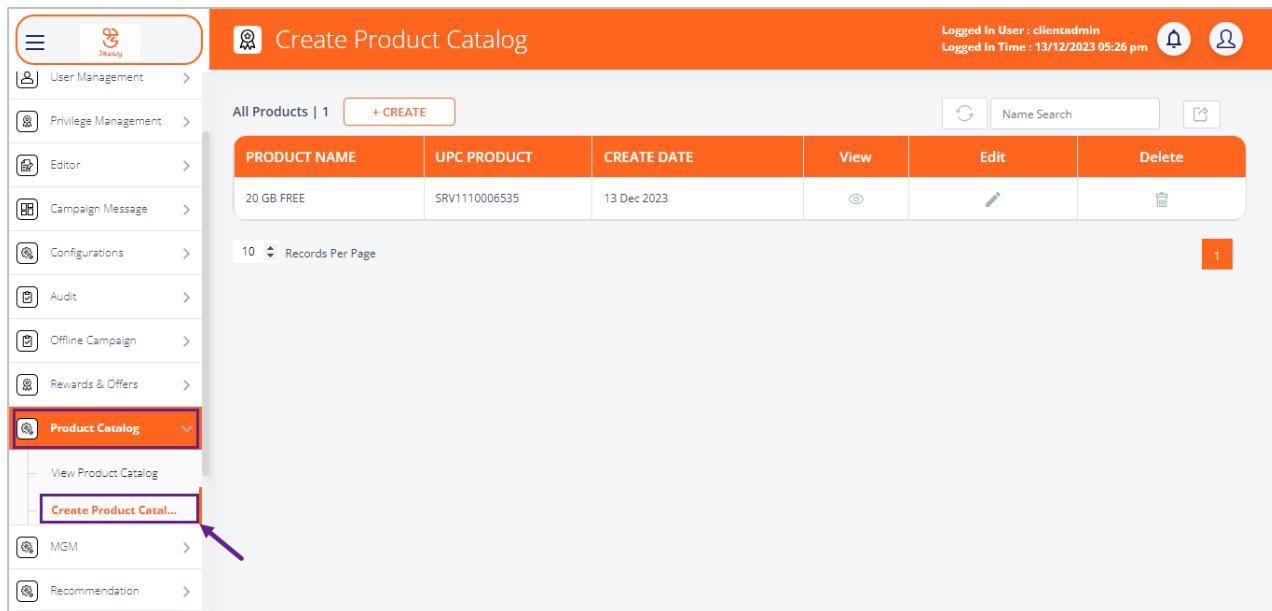
14.1 Product Catalog

This option allows you to create a product offer, and it is a priced item that is presented on sales channels and selectable by CSR/end-customer. You can select the required available product type and add price and validity to the product offer.

You can also view, modify, and delete the existing product offers.

To manage the product catalog:

1. On the side menu, click the **Product Catalog>> Product Catalog** to view the product offer details. Refer to the following screen.



The screenshot shows the 'Create Product Catalog' interface. At the top right, it displays 'Logged In User : clientadmin' and 'Logged In Time : 13/12/2023 05:26 pm'. The main area shows a table with one row of data:

PRODUCT NAME	UPC PRODUCT	CREATE DATE	View	Edit	Delete
20 GB FREE	SRV1110006535	13 Dec 2023			

Below the table, there is a dropdown for 'Records Per Page' set to 10, and a page number indicator '1'. On the left, a sidebar menu is open under 'Product Catalog', showing options like 'View Product Catalog' and 'Create Product Catalog...', with the 'Create Product Catalog...' option highlighted by a red box and a purple arrow pointing to it.

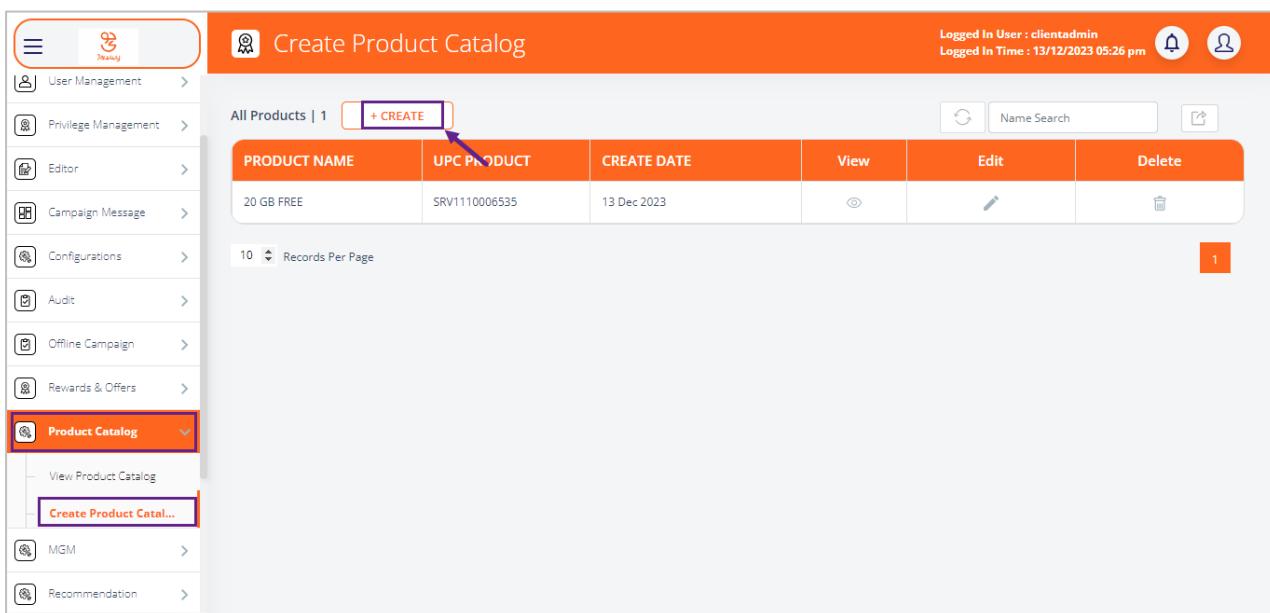
Figure 333 Product Catalog Details Screen

14.1.1 Create Product Offer

Using this create option, you can create a new product offer.

To create a new product offer:

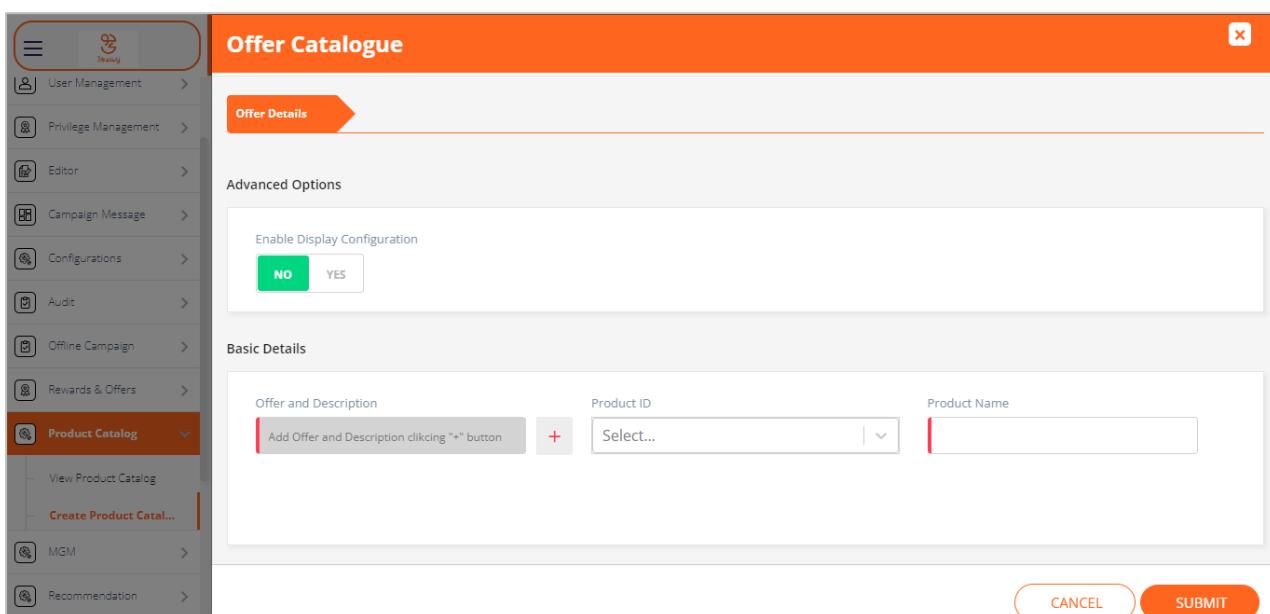
- On the **Product Catalog** screen, click the **+CREATE** button to create a new product offer. Refer to the following screen.



The screenshot shows the 'Create Product Catalog' interface. On the left is a sidebar with various menu items like User Management, Privilege Management, Editor, Campaign Message, Configurations, Audit, Offline Campaign, Rewards & Offers, and Product Catalog. Under Product Catalog, 'View Product Catalog' and 'Create Product Catalog...' are listed. The main area has a header 'Create Product Catalog' with a user info bar. Below is a table with columns: PRODUCT NAME, UPC PRODUCT, CREATE DATE, View, Edit, and Delete. A single row is shown: '20 GB FREE' with UPC 'SRV1110006535' and date '13 Dec 2023'. At the top of the table is a '+CREATE' button, which is highlighted with a purple box and a blue arrow pointing to it from the left.

Figure 334 Product Catalog - Create Button

- After clicking the **+CREATE** button, the following screen is displayed.

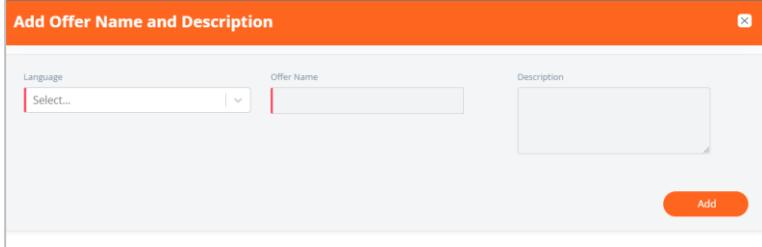
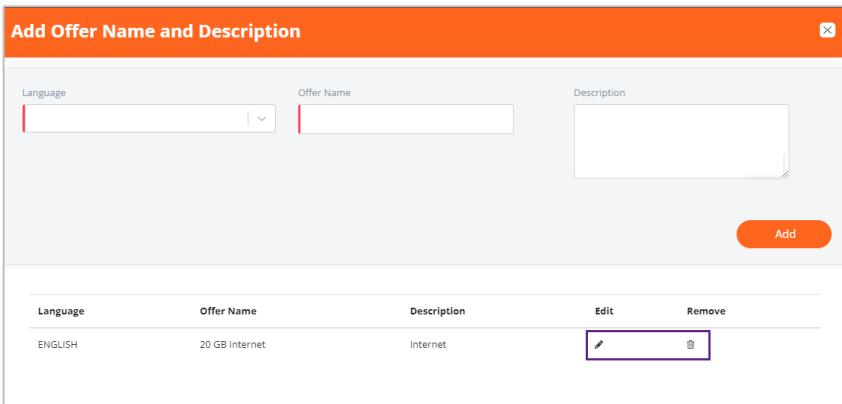


The screenshot shows the 'Offer Catalogue' details screen. The sidebar includes 'View Product Catalog' and 'Create Product Catalog...' under Product Catalog. The main area has a header 'Offer Catalogue' with tabs for 'Offer Details' (selected) and 'Advanced Options'. Under 'Advanced Options', there's a section for 'Enable Display Configuration' with 'NO' and 'YES' buttons. Under 'Basic Details', there are fields for 'Offer and Description' (with a note to add offers by clicking '+') and 'Product ID' (with a 'Select...' dropdown). There are also 'Product Name' and 'Offer Description' fields. At the bottom are 'CANCEL' and 'SUBMIT' buttons.

Figure 335 Offer Catalogue Details Screen

- Enter>Select the following details in the corresponding fields. If the fields are marked with “|” is mandatory.

Field	Description
Enable Display Configuration	To turn the Enable Display Configuration on or off, click the Enable Display Configuration under the Offer Catalogue menu

Field	Description
Basic Details	
Offer and Description	<p>Click the Add button  to add the offer and description details.</p> <p>After clicking the Add button, the following screen is displayed.</p> <div style="text-align: center;">  </div> <ul style="list-style-type: none"> • Language: Select the language in the drop-down list. For example, English, Spanish, and so on. • Offer Name: Enter the offer name in the selected language. • Description: Enter the description of the offer. • After entering all the required details, click the Add button. • After clicking the Add button, the following screen is displayed. <div style="text-align: center;">  </div> <ul style="list-style-type: none"> • Click the Modify button  to modify the offer details. • Click the Delete button  to delete the offer.
Product ID	Select the product ID in the drop-down list. For example, "1GB Local Data".

4. After entering all the required details, click the Next button, the following **Display Configuration** tab is displayed.

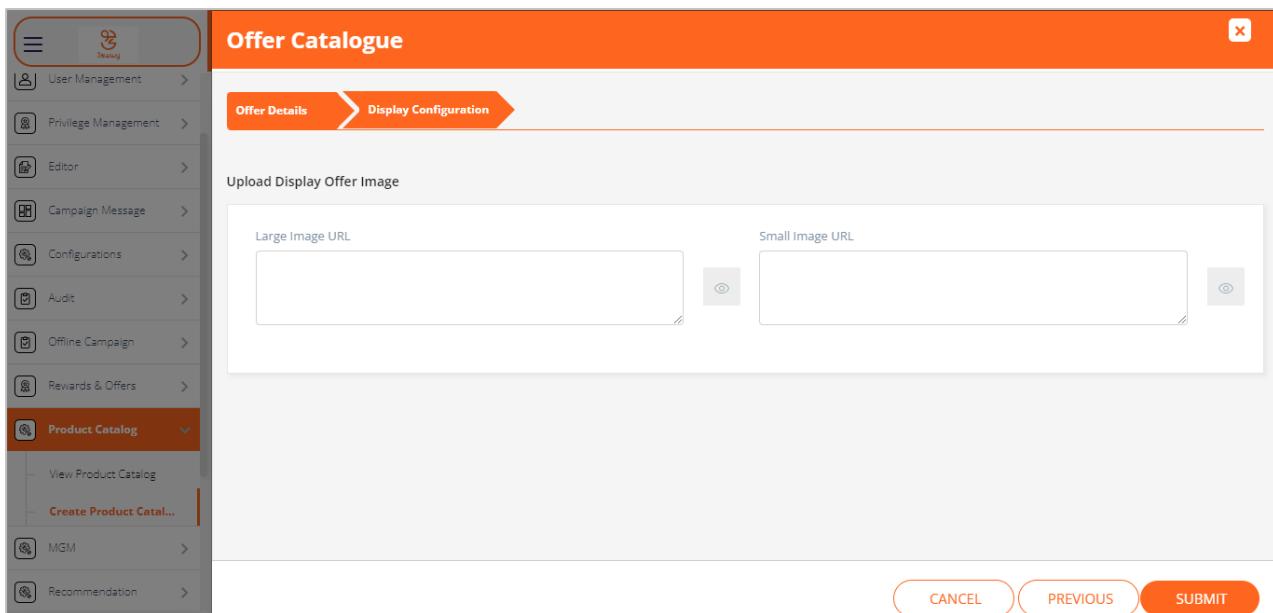


Figure 336 Display Configuration Input Screen

- Enter/Select the following details in the corresponding fields. If the fields are marked with “|” is mandatory.

Field	Description
Upload Display Offer Image	
Large Image URL	<p>Enter the URL of the large image.</p> <ul style="list-style-type: none"> Click the View button  to view the uploaded large image.
Small Image URL	<p>Enter the URL of the small image.</p> <ul style="list-style-type: none"> Click the View button  to view the uploaded small image.

- After entering the required details, click **Submit**.

A success message is displayed, indicating that the product offer is created successfully.

14.1.2 View Product Offer

Using this view option, you can view the existing product offer details.

To view the product offer:

- On the **Product Catalog** screen, click the **View** button  to view existing product offer details. Refer to the following screen.

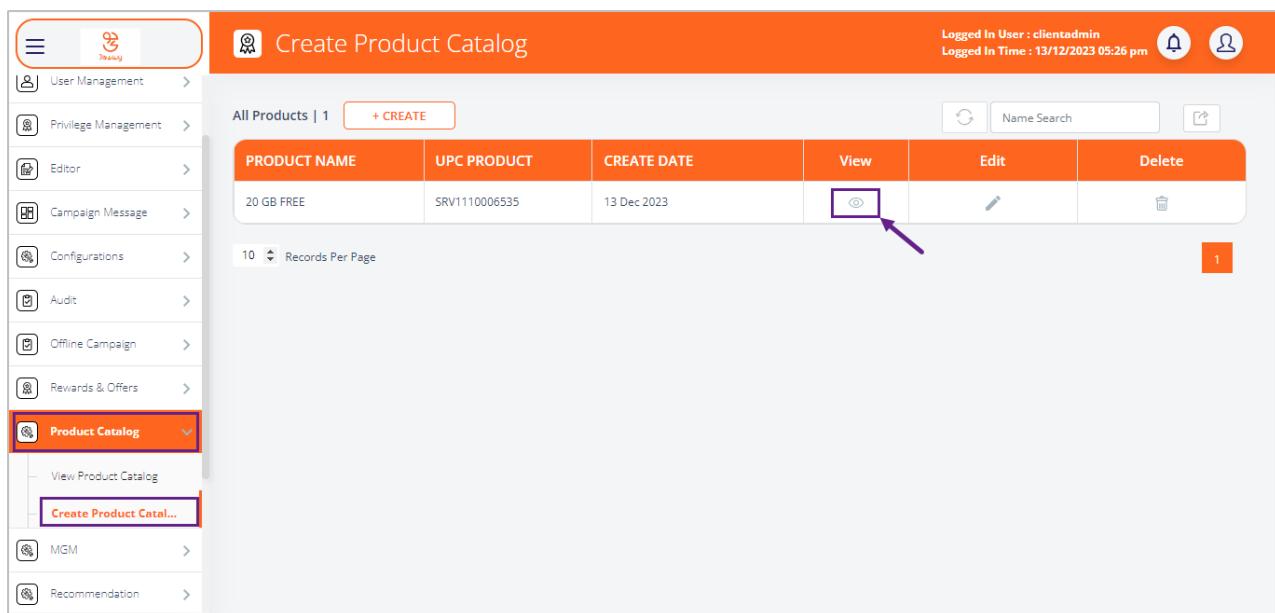


Figure 337 Product Catalog - View Button

2. After clicking the **View** button, the following screen is displayed.

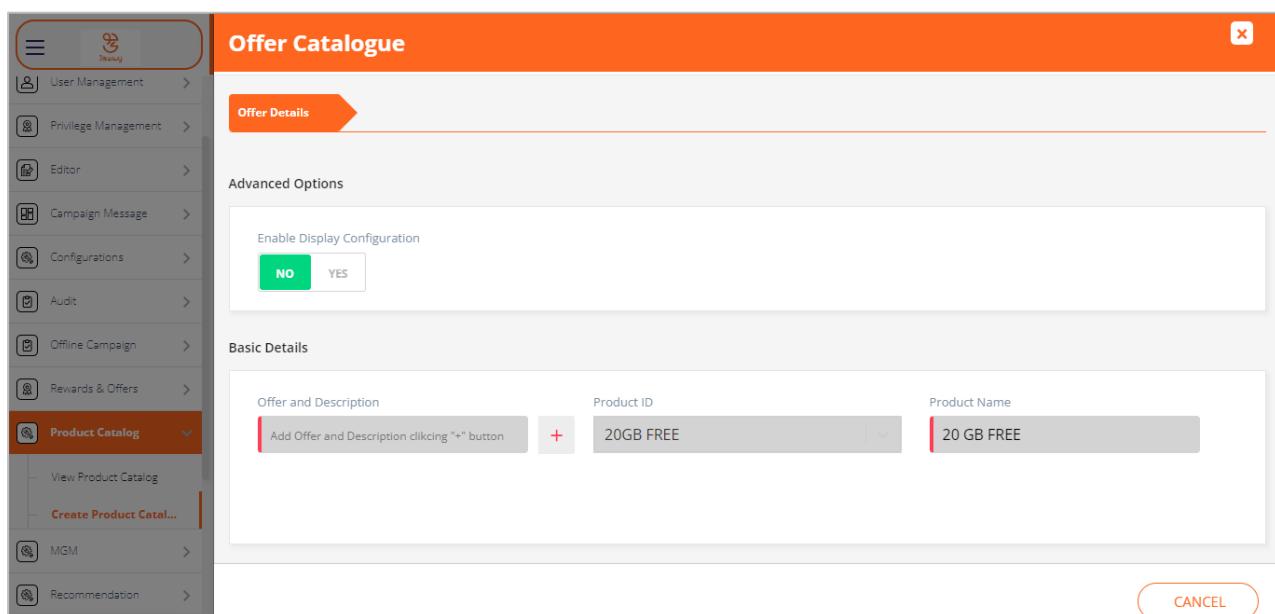


Figure 338 View Offer Catalog Details Screen

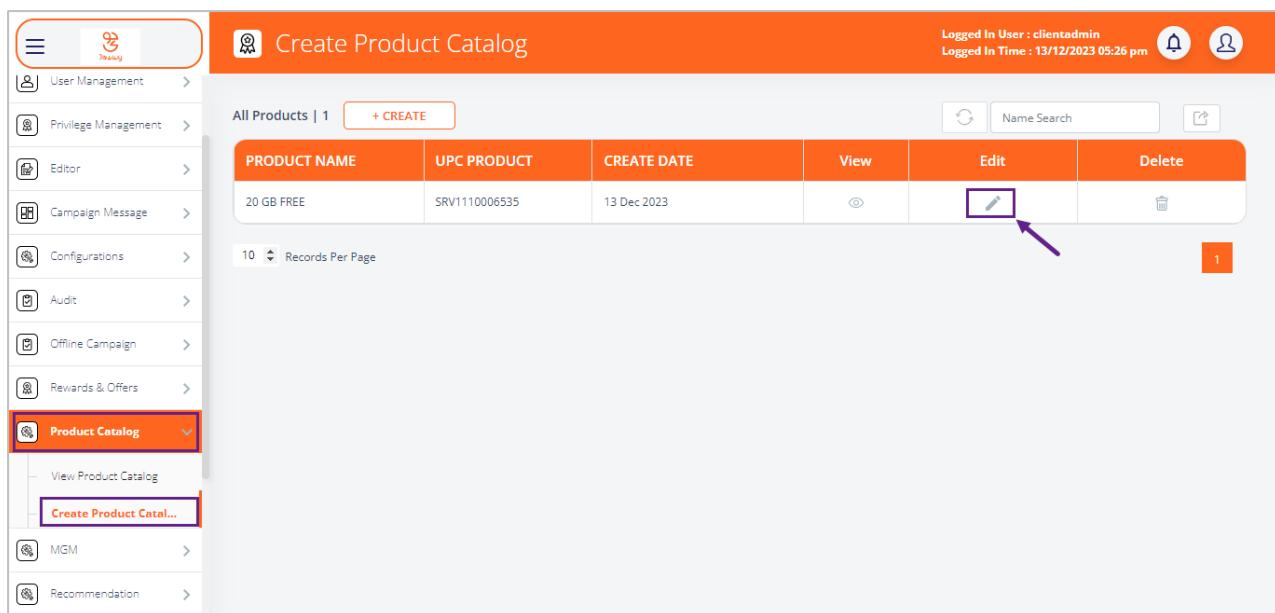
- You can view details such as Offer and Description, Product ID, and Product Name.

14.1.3 Modify Product Offer

Using this modify option, you can modify the existing product offer details.

To modify the product offer:

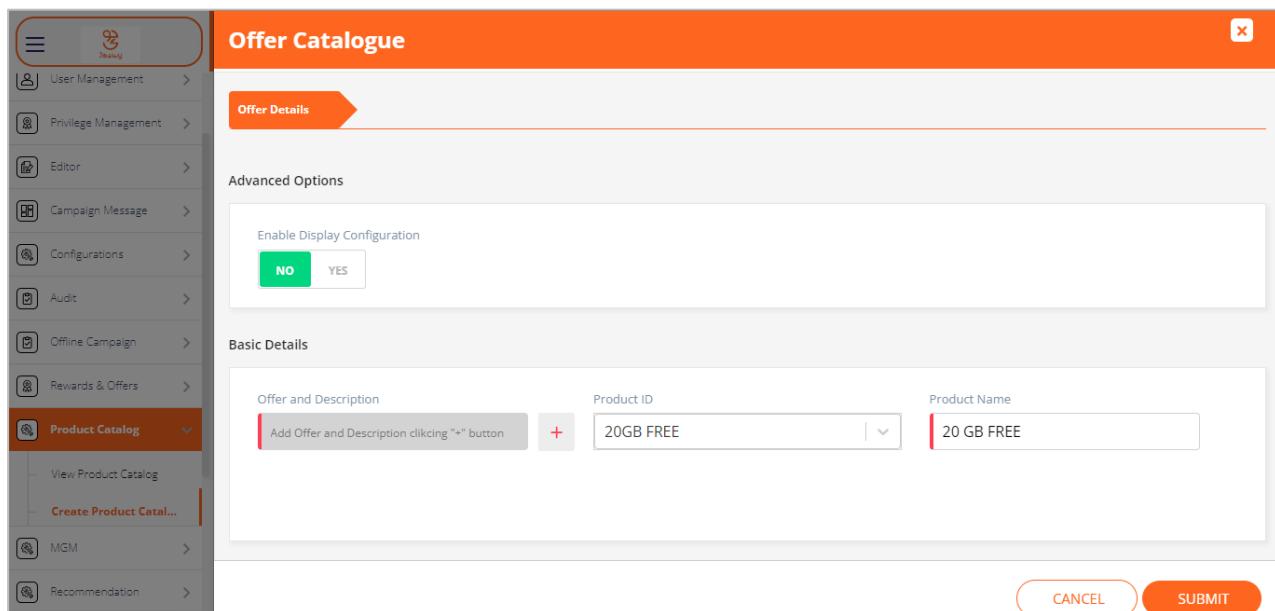
1. On the **Product Catalog** screen, click the **Modify** button  to modify existing product offer details. Refer to the following screen.



The screenshot shows the 'Create Product Catalog' interface. On the left is a sidebar with various menu items like User Management, Privilege Management, Editor, Campaign Message, Configurations, Audit, Offline Campaign, Rewards & Offers, and Product Catalog. 'Product Catalog' is selected and has a dropdown with 'View Product Catalog' and 'Create Product Catalog...' options, both of which are highlighted with a purple box. The main area displays a table with one row of data: PRODUCT NAME (20 GB FREE), UPC PRODUCT (SRV1110006535), CREATE DATE (13 Dec 2023), View (eye icon), Edit (pencil icon), and Delete (trash icon). A purple box and arrow point to the 'Edit' button in the last column.

Figure 339 Product Catalog - Modify Button

2. After clicking the **Modify** button, the following screen is displayed.



The screenshot shows the 'Offer Catalogue' screen. The sidebar has the same structure as Figure 339. The main area is titled 'Offer Details'. It contains sections for 'Advanced Options' (with 'Enable Display Configuration' and 'NO/YES' buttons) and 'Basic Details' (with 'Offer and Description' (text area with placeholder 'Add Offer and Description clicking "+" button'), 'Product ID' (dropdown with value '20GB FREE'), 'Product Name' (input field with value '20 GB FREE'), and 'CANCEL/SUBMIT' buttons at the bottom).

Figure 340 Modify Product Offer Details Screen

3. Modify the required details.

4. Click **Submit**.

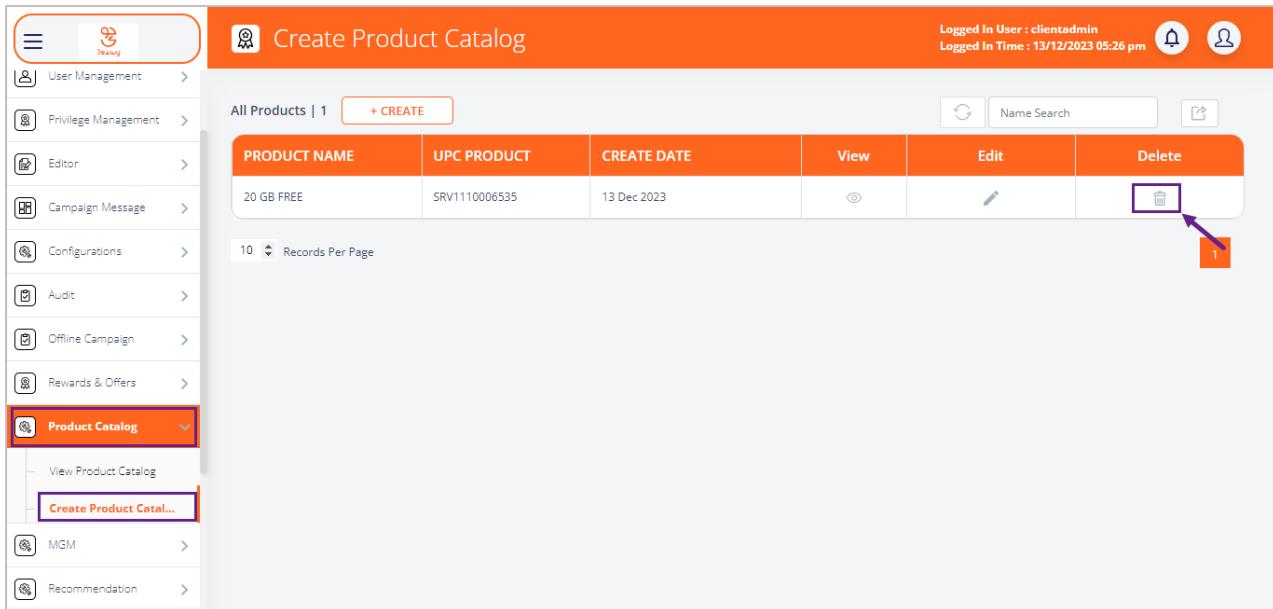
A success message is displayed, indicating that the product offer is updated successfully.

14.1.4 Delete Product Offer

Using this delete option, you can delete the existing product offer.

To delete the product offer:

- On the **Product Catalog** screen, click the **Delete** button  to delete existing product offer details. Refer to the following screen.



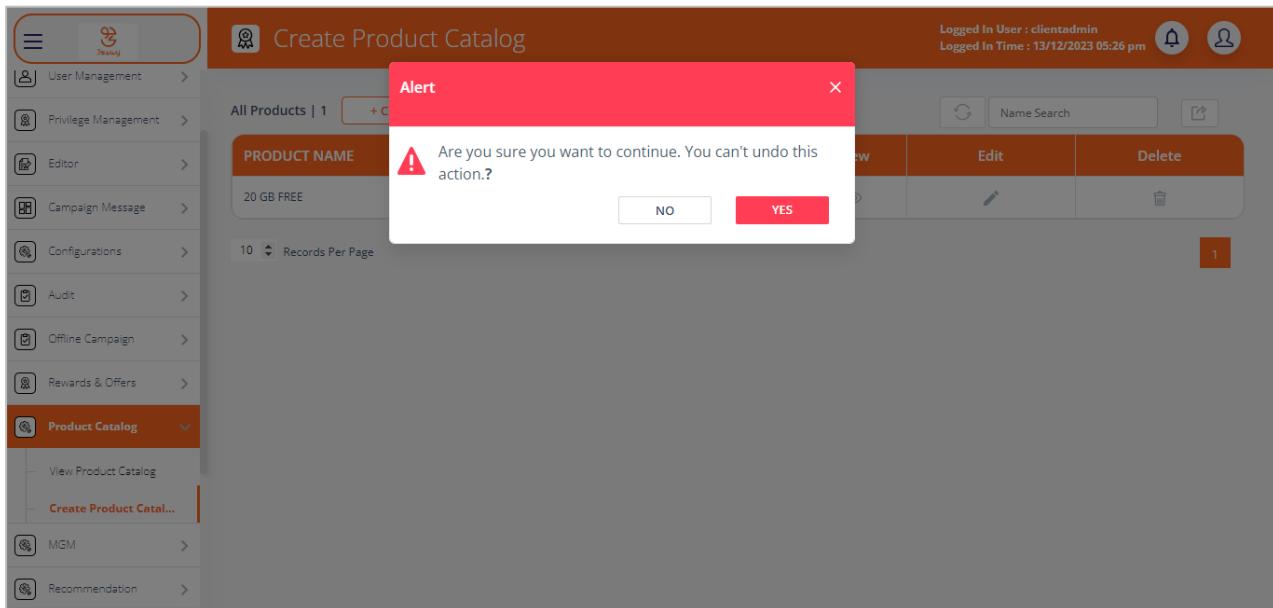
The screenshot shows the 'Create Product Catalog' interface. On the left is a sidebar with various menu items like User Management, Privilege Management, Editor, Campaign Message, Configurations, Audit, Offline Campaign, Rewards & Offers, and Product Catalog. 'Product Catalog' is selected and expanded, showing 'View Product Catalog' and 'Create Product Catalog...' options. The main area displays a table with one row of data:

PRODUCT NAME	UPC PRODUCT	CREATE DATE	View	Edit	Delete
20 GB FREE	SRV1110006535	13 Dec 2023			

A blue box highlights the 'Delete' button. A red arrow points to the 'Delete' button in the bottom right corner of the table row. A small orange box with the number '1' is located at the bottom right of the table.

Figure 341 Product Catalog - Delete Button

- After clicking the **Delete** button, the following confirmation pop-up window is displayed.



The screenshot shows the same 'Create Product Catalog' interface as before, but with a red 'Alert' dialog box overlaid. The dialog contains the message: 'Are you sure you want to continue. You can't undo this action?' with 'NO' and 'YES' buttons. The background table and sidebar are dimmed.

Figure 342 Delete Product Offer - Confirmation Pop-Up Window

- If you receive this message, "**Are you sure you want to continue. You can't undo this action?**", click the **Yes** button to confirm the action.

A success message is displayed, indicating that the product offer is deleted successfully.

Or

Click the **No** button to discard the action.

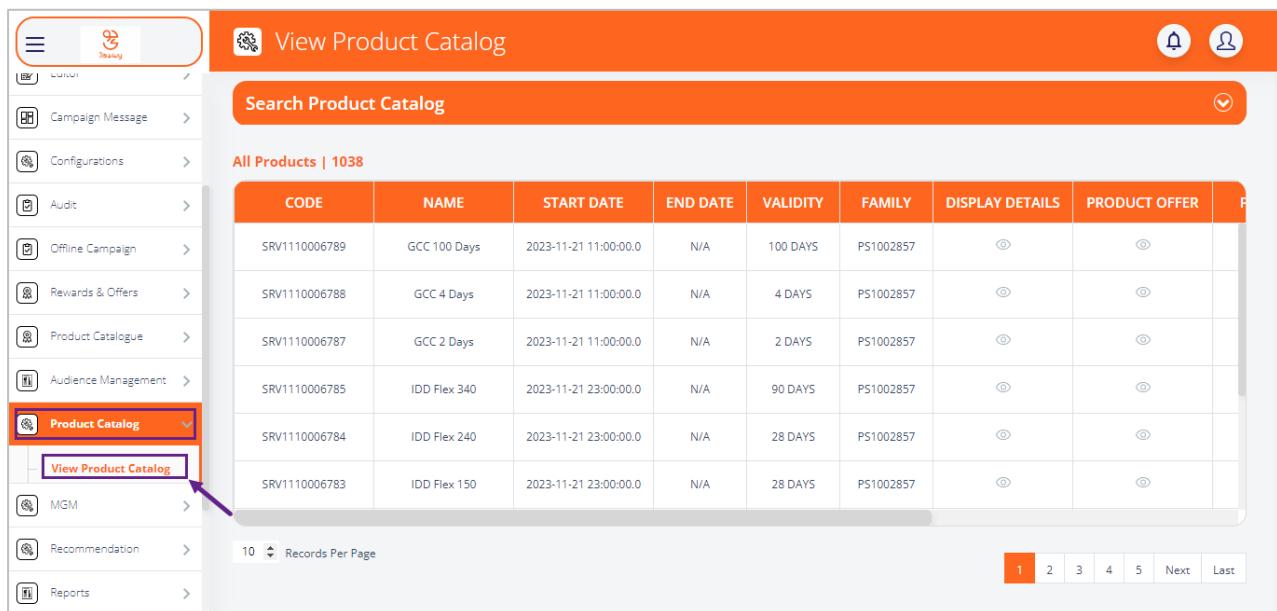
14.2 View Product Catalog

Using this option, you can view the following product details:

- Product Offer
- Display Details
- Price
- Specification

To manage the product catalog:

1. On the side menu, click the **Product Catalog>> View Product Catalog** to view the product offer details. Refer to the following screen.



CODE	NAME	START DATE	END DATE	VALIDITY	FAMILY	DISPLAY DETAILS	PRODUCT OFFER	P
SRV1110006789	GCC 100 Days	2023-11-21 11:00:00.0	N/A	100 DAYS	PS1002857			
SRV1110006788	GCC 4 Days	2023-11-21 11:00:00.0	N/A	4 DAYS	PS1002857			
SRV1110006787	GCC 2 Days	2023-11-21 11:00:00.0	N/A	2 DAYS	PS1002857			
SRV1110006785	IDD Flex 340	2023-11-21 23:00:00.0	N/A	90 DAYS	PS1002857			
SRV1110006784	IDD Flex 240	2023-11-21 23:00:00.0	N/A	28 DAYS	PS1002857			
SRV1110006783	IDD Flex 150	2023-11-21 23:00:00.0	N/A	28 DAYS	PS1002857			

10 Records Per Page 1 2 3 4 5 Next Last

Figure 343 Product Catalog – View Product Catalog

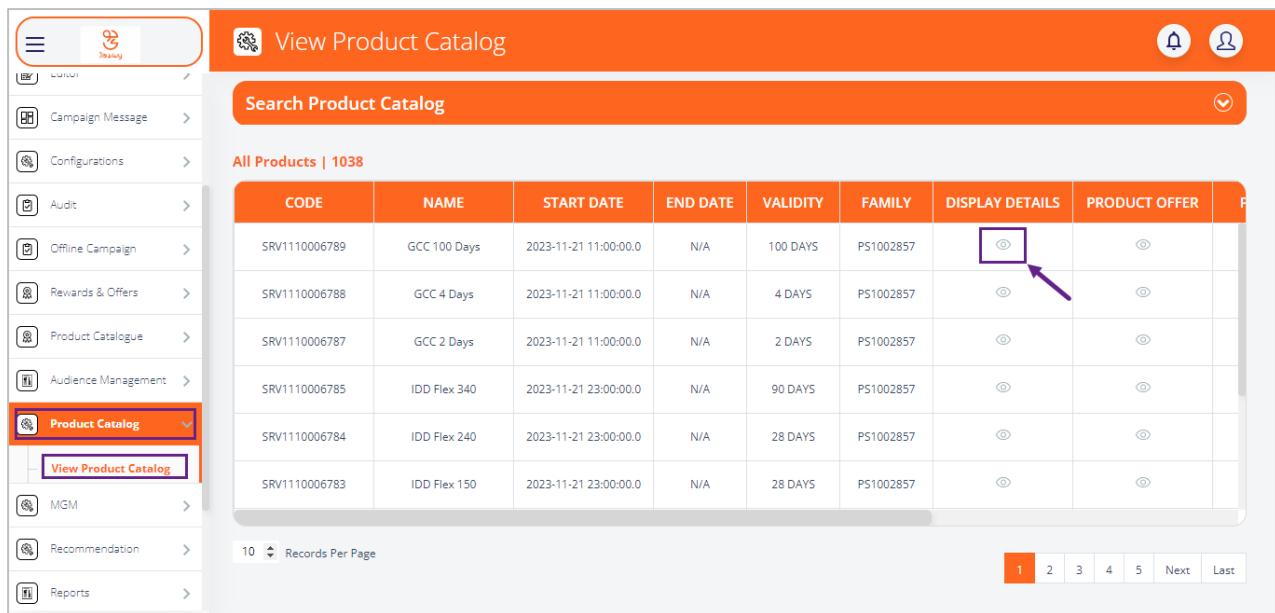
- You can view details such as Code, Name, Start Date, End Date, Validity, Family, Bundle Info, and Version.

14.2.1 View Product Display Details

Using this option, you can view the product display details.

To view product display details,

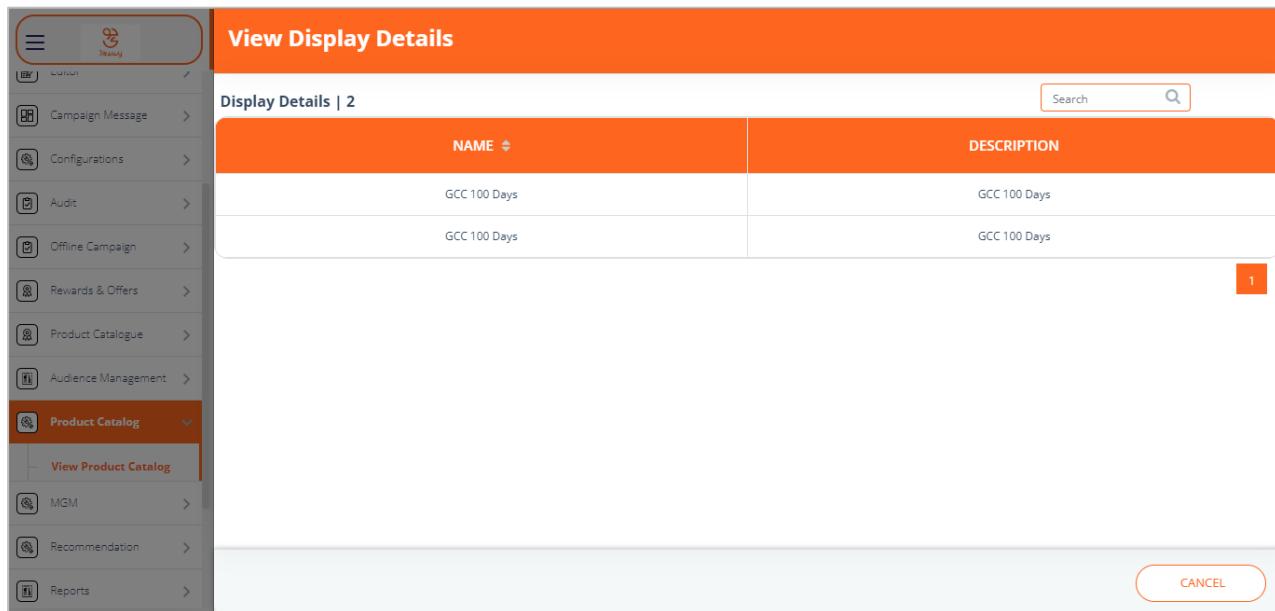
1. On the **View Product Catalog** screen, click the **View** button  to view existing product display details. Refer to the following screen.



The screenshot shows the 'View Product Catalog' screen. On the left is a sidebar with various menu items like 'Campaign Message', 'Configurations', 'Audit', etc., and a 'Product Catalog' section which is currently selected. Under 'Product Catalog', there is a 'View Product Catalog' option. The main area is titled 'View Product Catalog' and shows a table of 'All Products | 1038'. The table has columns for CODE, NAME, START DATE, END DATE, VALIDITY, FAMILY, DISPLAY DETAILS, PRODUCT OFFER, and F. A purple box highlights the 'DISPLAY DETAILS' column, and a purple arrow points to the eye icon in the first row's details column. At the bottom, there is a 'Records Per Page' dropdown set to 10, and a navigation bar with pages 1 through 5, 'Next', and 'Last'.

Figure 344 Product Catalog - View Button

- After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'View Display Details' screen. The sidebar on the left is identical to Figure 344. The main area is titled 'View Display Details' and shows a table titled 'Display Details | 2'. The table has columns for 'NAME' and 'DESCRIPTION'. There are two rows, both labeled 'GCC 100 Days'. At the bottom right of the table area is a small orange box containing the number '1'. In the bottom right corner of the main area is a red rounded rectangle button with the word 'CANCEL'.

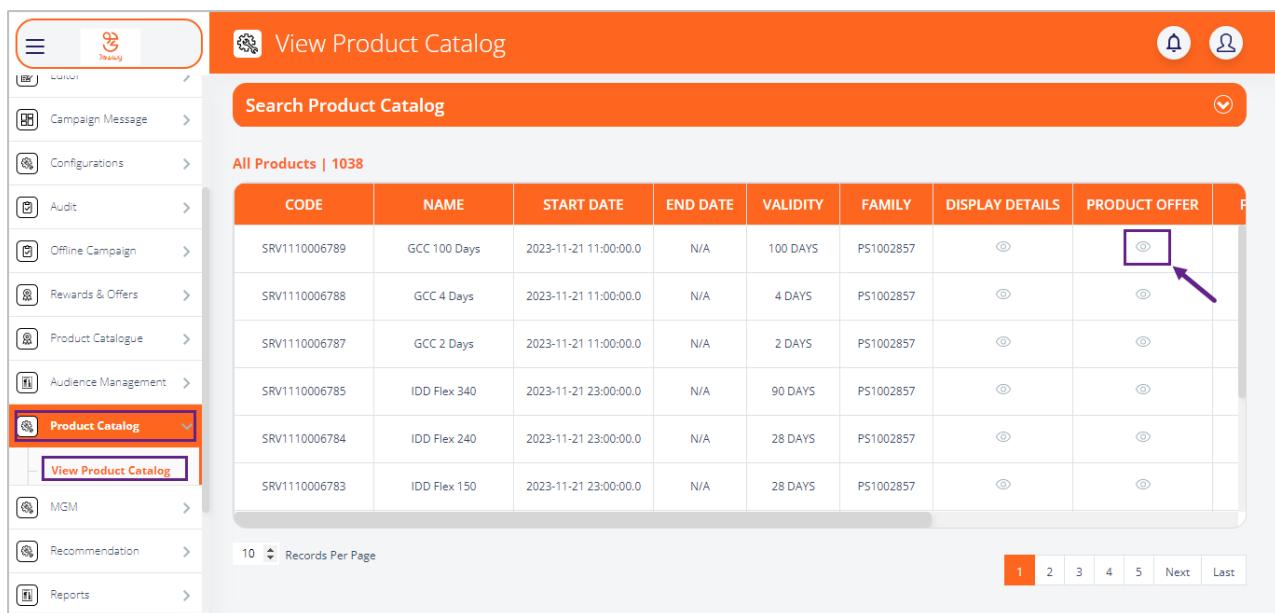
Figure 345 View Display Details

- You can view product details such as Name and Description.

14.2.2 View Product Offer Details

Using this option, you can view the product offer details.
To view product offer details,

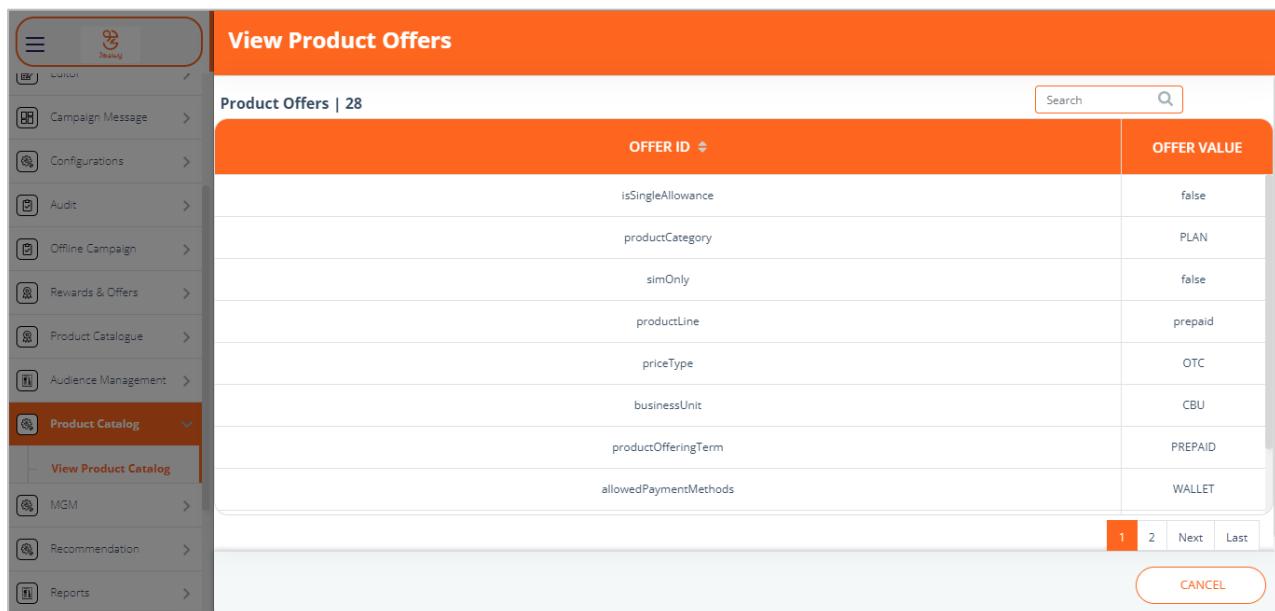
- On the **View Product Catalog** screen, click the **View** button  to view existing product offer details. Refer to the following screen.



The screenshot shows the 'View Product Catalog' screen. On the left is a sidebar with various menu items like 'Campaign Message', 'Configurations', 'Audit', etc., and 'Product Catalog' is selected. The main area has a header 'View Product Catalog' and a search bar. Below is a table titled 'All Products | 1038' with columns for CODE, NAME, START DATE, END DATE, VALIDITY, FAMILY, DISPLAY DETAILS, PRODUCT OFFER, and F. The 'PRODUCT OFFER' column contains a small eye icon with a purple box around it. A purple arrow points from the caption below to this icon. At the bottom, there's a pagination bar with '10 Records Per Page' and a '1 2 3 4 5 Next Last' button.

Figure 346 Product Catalog - View Product Offer Button

- After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'View Product Offers' screen. The sidebar includes 'Product Catalog' under 'View Product Catalog'. The main area has a header 'View Product Offers' and a search bar. Below is a table titled 'Product Offers | 28' with columns for 'OFFER ID' and 'OFFER VALUE'. The table lists several offer parameters: isSingleAllowance (false), productCategory (PLAN), simOnly (false), productLine (prepaid), priceType (OTC), businessUnit (CBU), productOfferingTerm (PREPAID), and allowedPaymentMethods (WALLET). At the bottom, there's a '1 2 Next Last' button and a 'CANCEL' button.

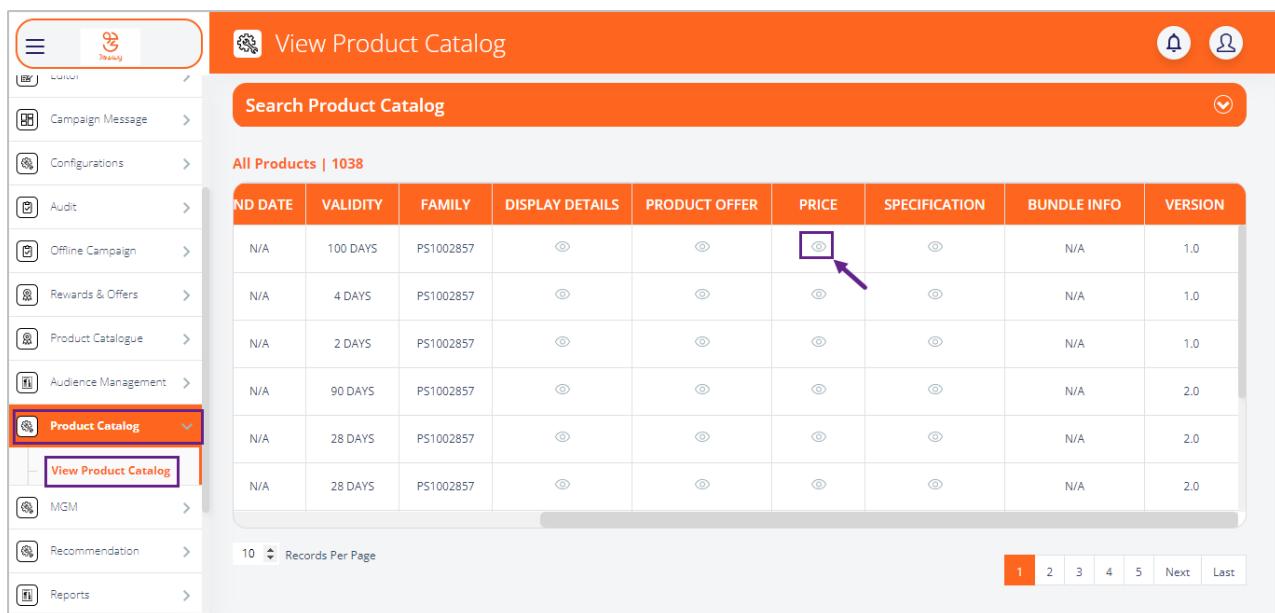
Figure 347 View Product Offers Details

- You can view product details such as Offer ID and Offer Value.

14.2.3 View Product Price Details

Using this option, you can view the product offer details.
To view product price details,

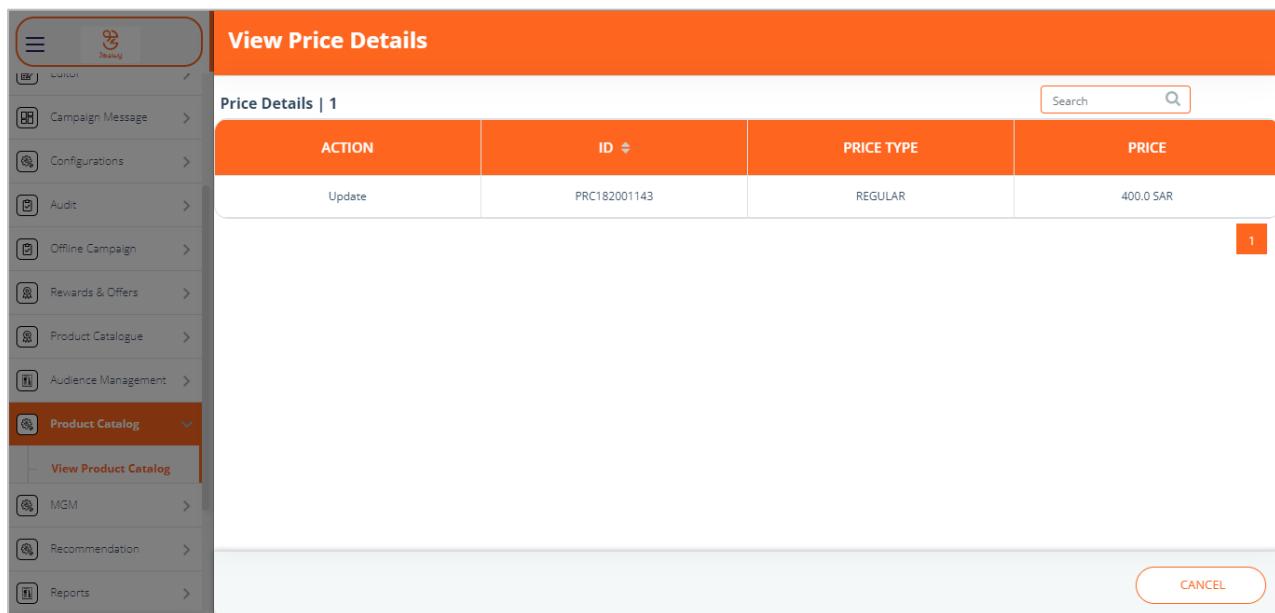
- On the **View Product Catalog** screen, click the **View** button  to view existing product price details. Refer to the following screen.



The screenshot shows the 'View Product Catalog' screen. On the left is a sidebar with various menu items like 'Campaign Message', 'Configurations', 'Audit', etc., and a 'Product Catalog' section which is expanded, showing 'View Product Catalog' as the selected item. The main area is titled 'Search Product Catalog' and shows a table with 1038 products. One row in the table has its 'PRICE' column highlighted with a purple box and a cursor arrow pointing to it. At the bottom of the table, there's a 'Records Per Page' dropdown set to 10, and a navigation bar with buttons for 1, 2, 3, 4, 5, Next, and Last.

Figure 348 Product Catalog - View Product Price Button

- After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'View Price Details' screen. The sidebar on the left is identical to Figure 348. The main area shows a table titled 'Price Details | 1'. It has four columns: ACTION, ID, PRICE TYPE, and PRICE. The first row contains the values 'Update', 'PRC182001143', 'REGULAR', and '400.0 SAR'. There is a small orange box with the number '1' in the top right corner of the table area. At the bottom right of the screen is a 'CANCEL' button.

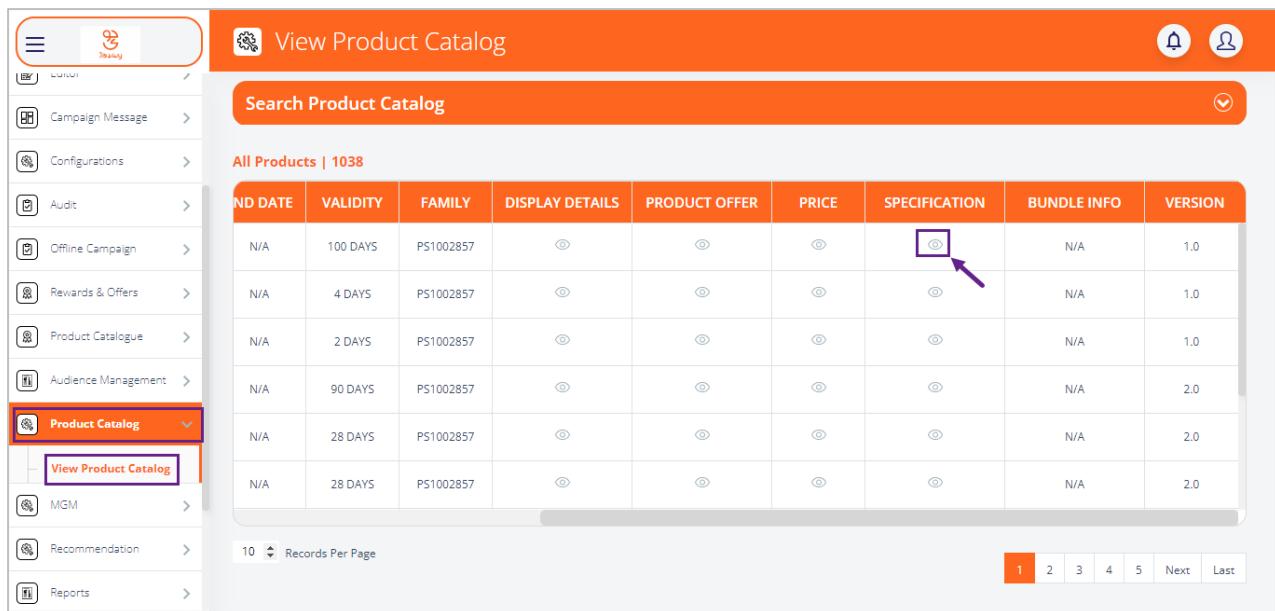
Figure 349 View Price Details

- You can view product details such as Action, ID, Price Type and Price.

14.2.4 View Product Specification Details

Using this option, you can view the product specification details. To view product specification details,

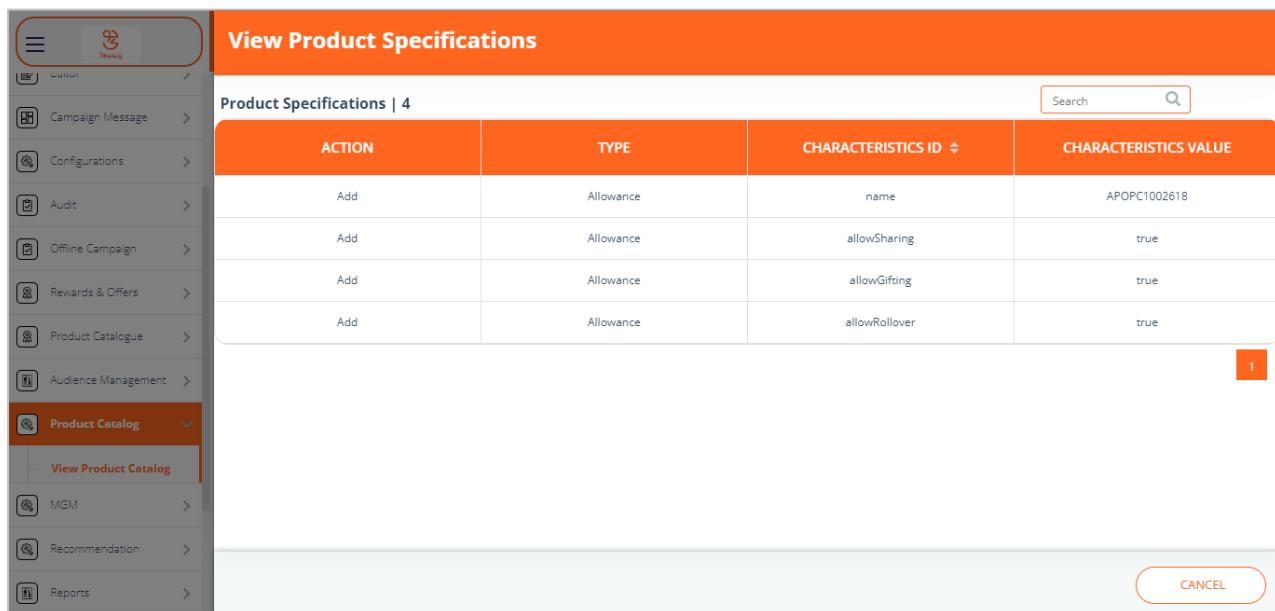
- On the **View Product Catalog** screen, click the **View** button  to view existing product specification details. Refer to the following screen.



The screenshot shows the 'View Product Catalog' page. On the left is a sidebar with various menu items like 'Campaign Message', 'Configurations', 'Audit', etc., and a 'Product Catalog' section which is currently selected. Under 'Product Catalog', there's a 'View Product Catalog' link. The main area is titled 'Search Product Catalog' and shows a table with 1038 products. One specific row in the table has its 'SPECIFICATION' column highlighted with a purple box and a purple arrow pointing to it. The table columns are: ND DATE, VALIDITY, FAMILY, DISPLAY DETAILS, PRODUCT OFFER, PRICE, SPECIFICATION, BUNDLE INFO, and VERSION.

Figure 350 Product Catalog - View Product Specification Button

2. After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'View Product Specifications' page. The left sidebar is identical to Figure 350. The main area is titled 'View Product Specifications' and shows a table with 4 specifications. The table columns are: ACTION, TYPE, CHARACTERISTICS ID, and CHARACTERISTICS VALUE. Each row contains an 'Add' button under ACTION and an 'Allowance' entry under TYPE. The CHARACTERISTICS ID and VALUE columns show entries like 'name', 'allowSharing', 'allowGifting', and 'allowRollover'. A small orange box with the number '1' is located at the bottom right of the table. At the bottom right of the main area is a 'CANCEL' button.

Figure 351 View Product Specification Details

- You can view product details such as Action, Type, Characteristics ID, and Characteristics Value.

15 Transaction History

15.1 Campaign Transaction History

Campaign Transaction History refers to a log of financial transactions related to a specific advertising campaign. It can include details such as Event Date, Campaign ID, Product, and so on. It helps to track the financial performance and effectiveness of the campaign.

To manage the campaign transaction history,

1. On the side menu, click the **Transaction History>> Campaign Transaction History** to view the transaction history of the campaign. Refer to the following screen.

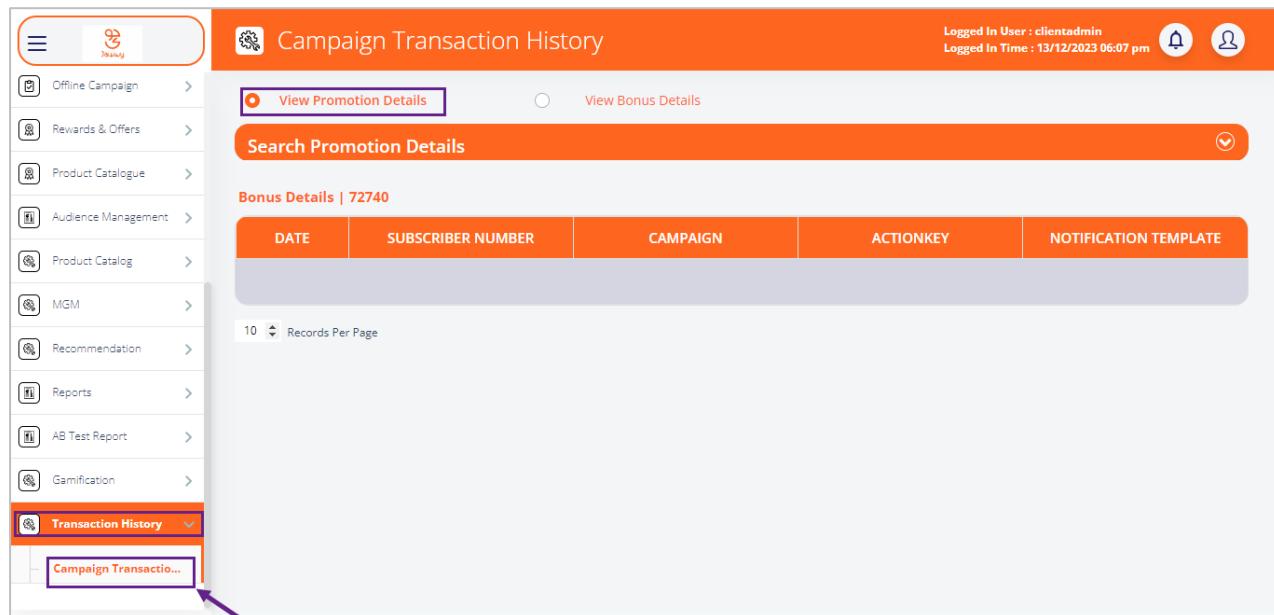


Figure 352 Transaction History – Campaign Transaction History

Note: By default, the **View Promotion Details** option is selected.

The following detail of the promotion is displayed.

Field	Description
Date	Indicates the
Subscriber Number	Indicates the
Campaign	Indicates the
Action Key	Indicates the
Notification Number	Indicates the

2. Click the **View Bonus Details** option button to view the bonus details of the campaign. Refer to the following screen.

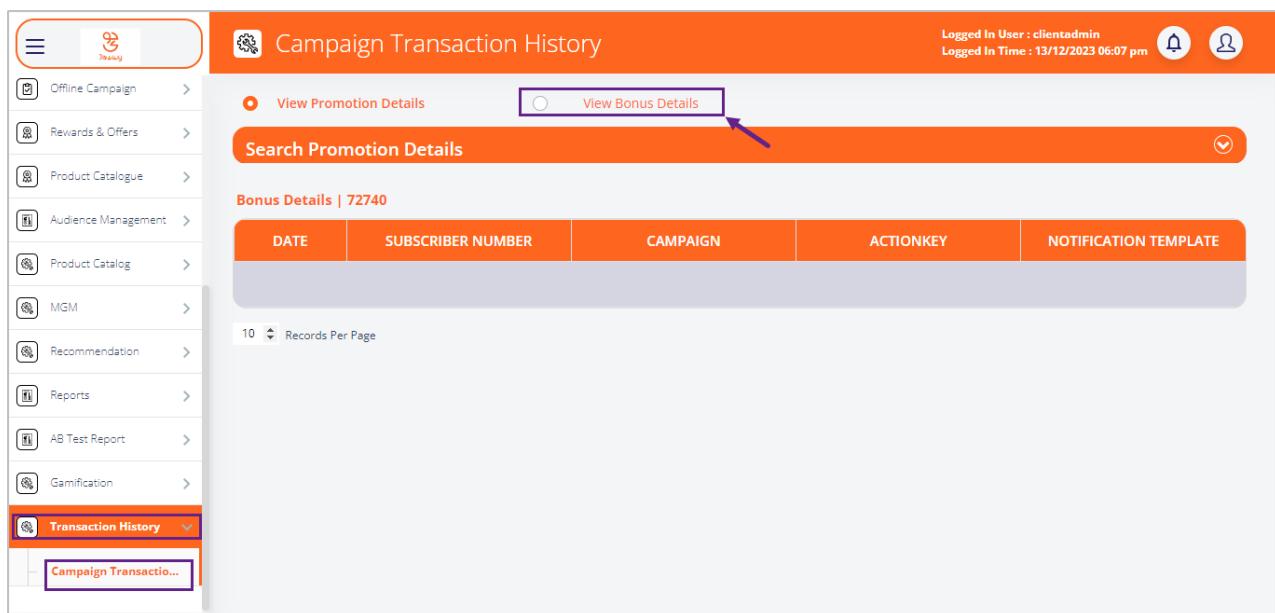


Figure 353 Campaign Transaction History – View Bonus Details

3. After clicking the **View Bonus Details**, the following screen will be displayed.

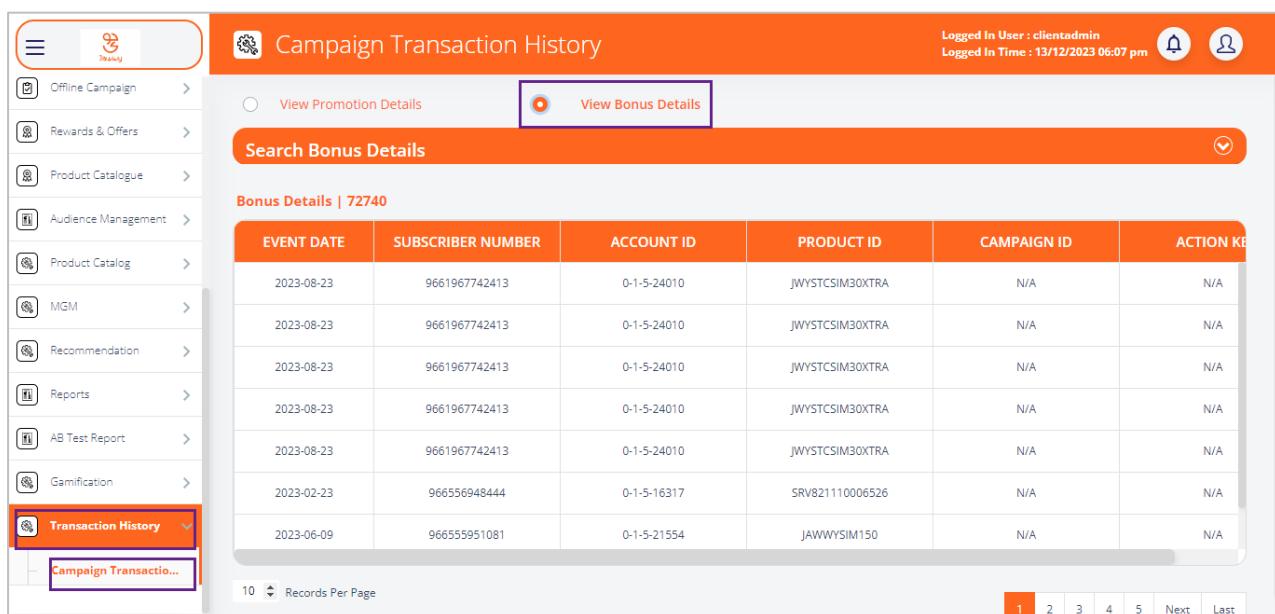


Figure 354 View Bonus Details Input Screen

The following detail of the bonus is displayed.

Field	Description
Event Date	Indicates the
Subscriber Number	Indicates the
Account ID	Indicates the
Product ID	Indicates the
Campaign ID	Indicates the
Action Key	Indicates the

16 Rewards & Offers

Using these rewards and offers the option, you can configure the following operations:

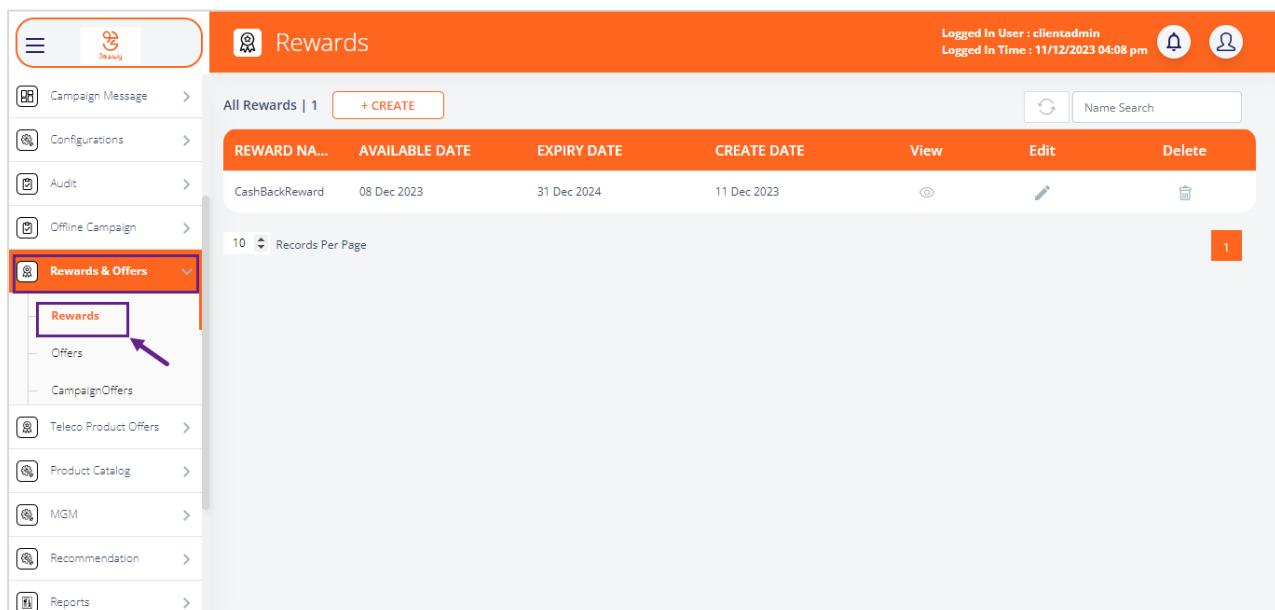
- Rewards
- Offers
- Campaign Offers

16.1 Rewards

A reward can be a discount code or cash back from a previously created campaign. Using this rewards option, you can configure the reward for the partner with the start date and end date. You can also configure the reward points for the minimum and maximum transactions of the subscriber. The rewarding sharing percentage of the client and merchant can also be configured under the discounts.

To manage the Rewards:

1. On the side menu, click **Rewards & Offers>> Rewards** to view the details of the rewards. Refer to the following screen.



REWARD NA...	AVAILABLE DATE	EXPIRY DATE	CREATE DATE	View	Edit	Delete
CashBackReward	08 Dec 2023	31 Dec 2024	11 Dec 2023			

10 Records Per Page

Figure 355 Rewards & Offers – Rewards

16.1.1 Create Reward

Using this create reward option, you can create a new reward.

1. On the **Rewards** screen, click the **+CREATE** button to create a new reward. Refer to the following screen.

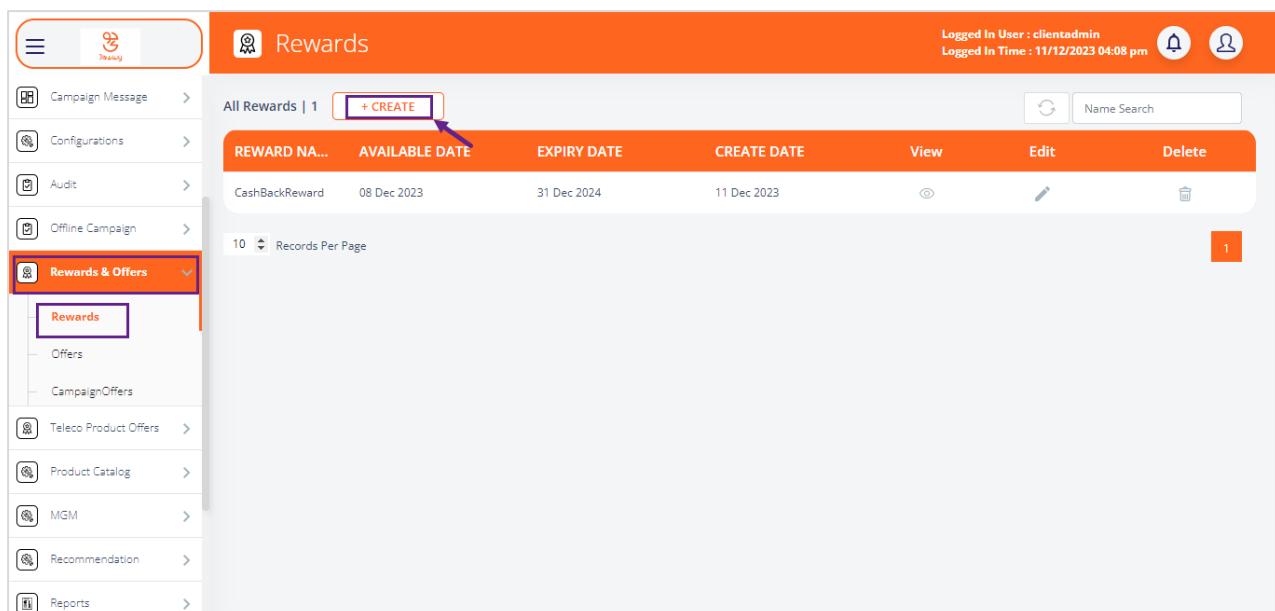


Figure 356 Rewards – Create Button

- After clicking the **+CREATE** button, the following pop-up window will be displayed.

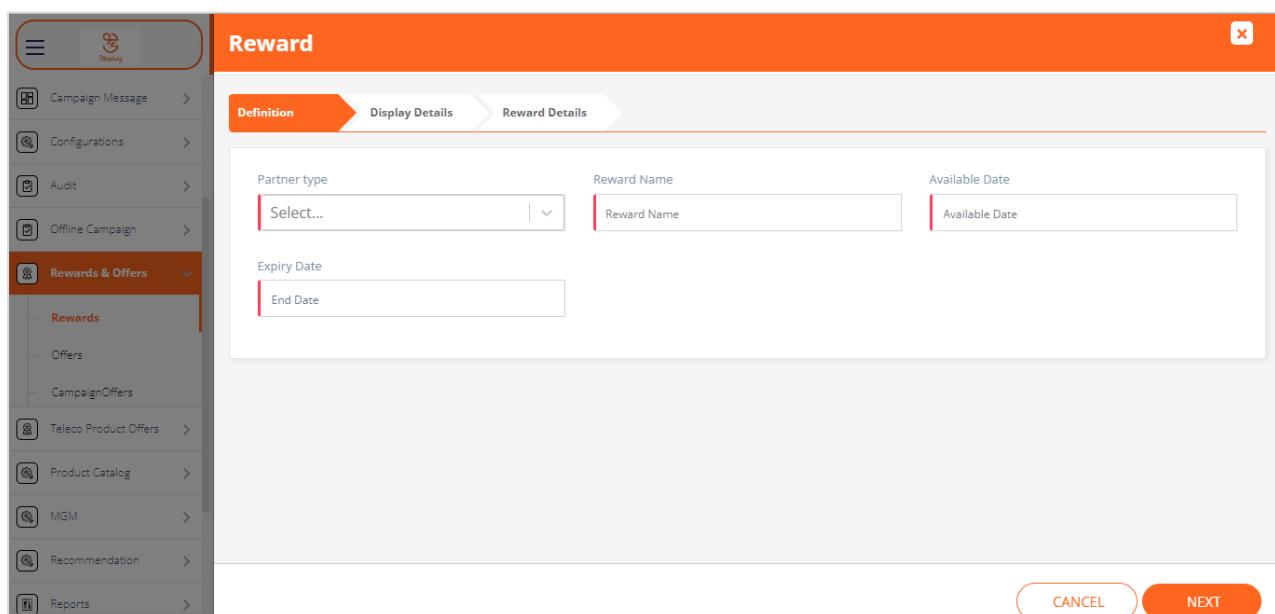


Figure 357 Reward – Definition Input Screen

- Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Partner Type	Select The Partner Name in the drop-down list. For example, “Jawwy”.
Reward Name	Enter the name of the reward in this field.
Available Date	Select the start date of the reward. Refer to the following screen.

Field	Description																																																	
	<div style="text-align: center;"> <p>December 2023 ▶</p> <p>December 2023</p> <table border="1" style="margin: auto; border-collapse: collapse; text-align: center;"> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> <tr> <td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr> <td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr> <td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr> <td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr> <td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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Expiry Date	<p>Select the expiry date of the reward. Refer to the following screen.</p> <div style="text-align: center;"> <p>December 2023 ▶</p> <p>December 2023</p> <table border="1" style="margin: auto; border-collapse: collapse; text-align: center;"> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> <tr> <td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr> <td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr> <td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr> <td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr> <td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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31	1	2	3	4	5	6																																												

- After providing the required details, click the **Next** button to go to the **Display Details** tab. Refer to the following screen.

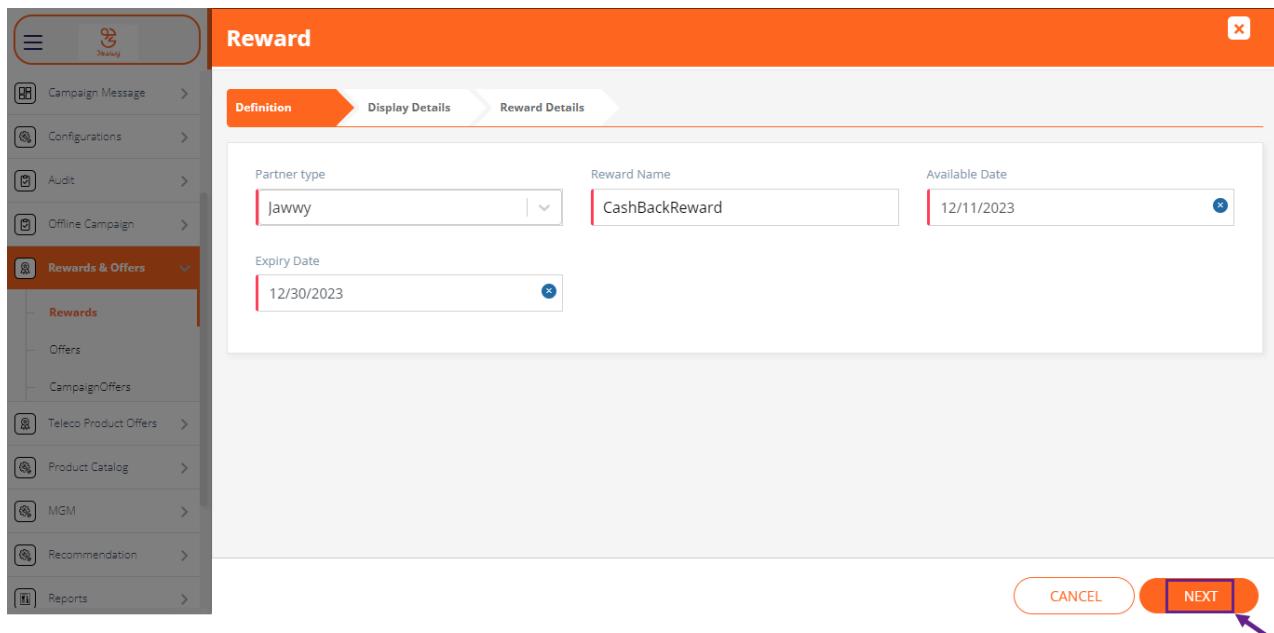


Figure 358 Reward- Next Button

- After clicking the **Next** button, the following Display Details tab is displayed.

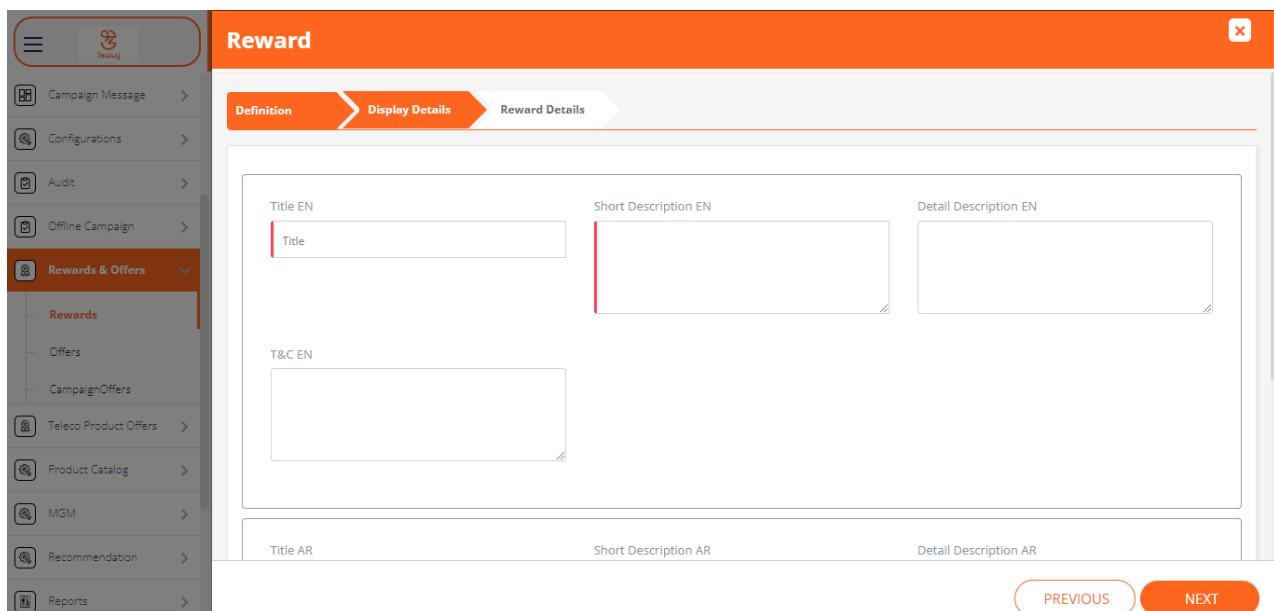


Figure 359 Rewards-Display Details_1

Note: For better viewing, the image is split into two halves.

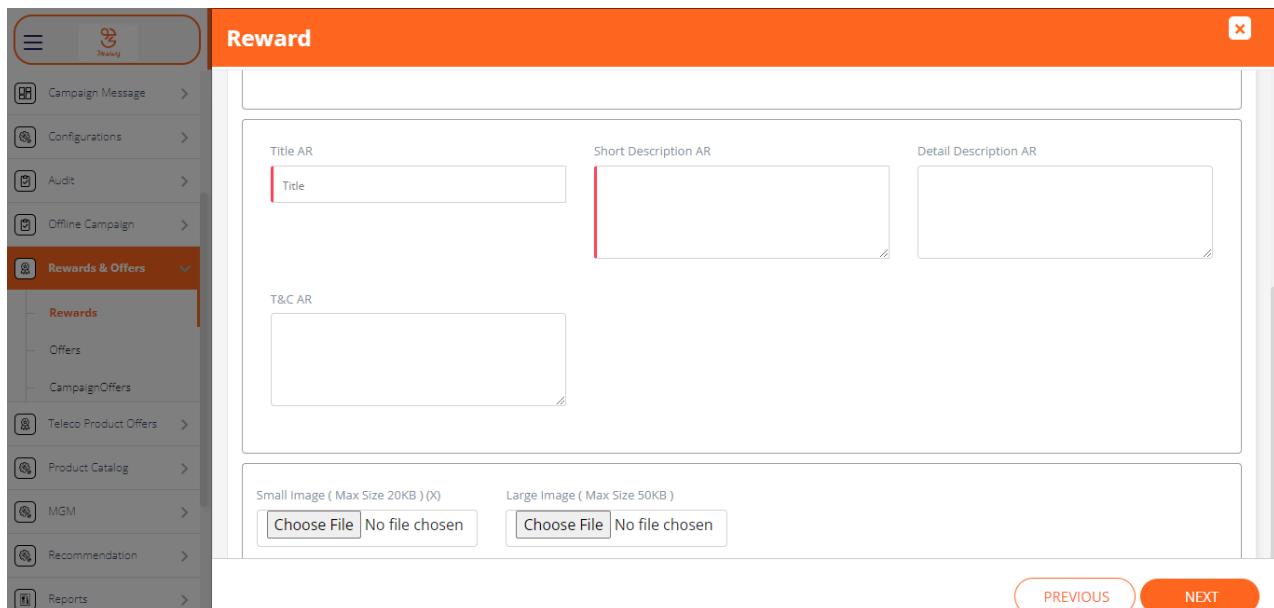


Figure 360 Reward – Next Button

6. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Title EN	Enter the reward title in English
Short Description EN	Enter a short description of the reward in English
Detail Description EN	Enter the detail description of the reward in English
T&C EN	Enter the terms and condition of the rewards in English.
Title AR	Enter the reward title in Arabic
Short Description AR	Enter a short description of the reward in Arabic
Detail Description AR	Enter the detail description of the reward in Arabic
T&C AR	Enter the terms and condition of the rewards in Arabic.
Small Image (Max Size 20KB) (X)	Click the Choose File button to upload the small image.
Large Image (Max Size 50KB)	Click the Choose File button to upload the large image.

7. After providing the required details, click the **Next** button, the following pop-up window will be displayed.

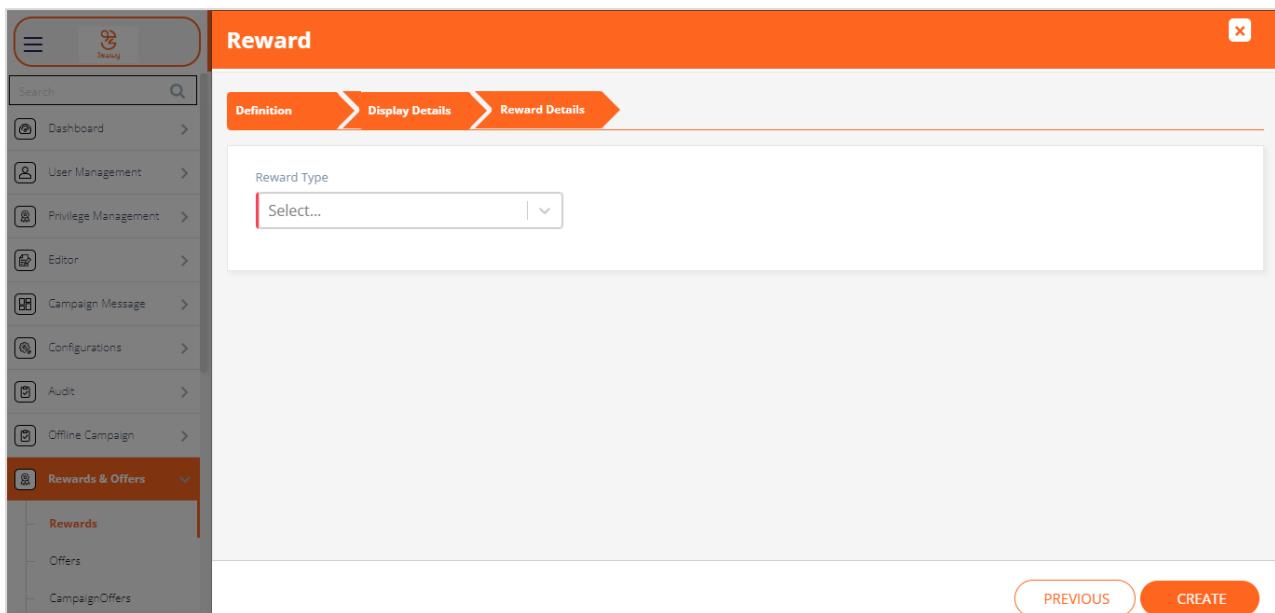


Figure 361 Reward Details –Input Screen

8. Select the **Reward Type** in the drop-down list. Refer to the following screen.

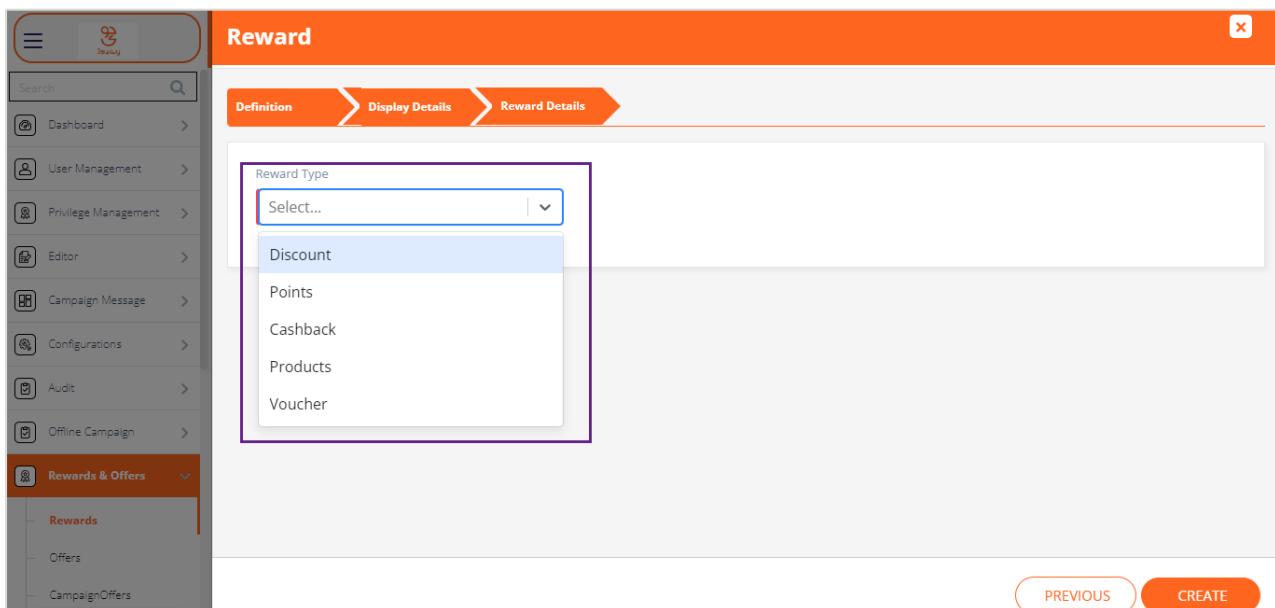
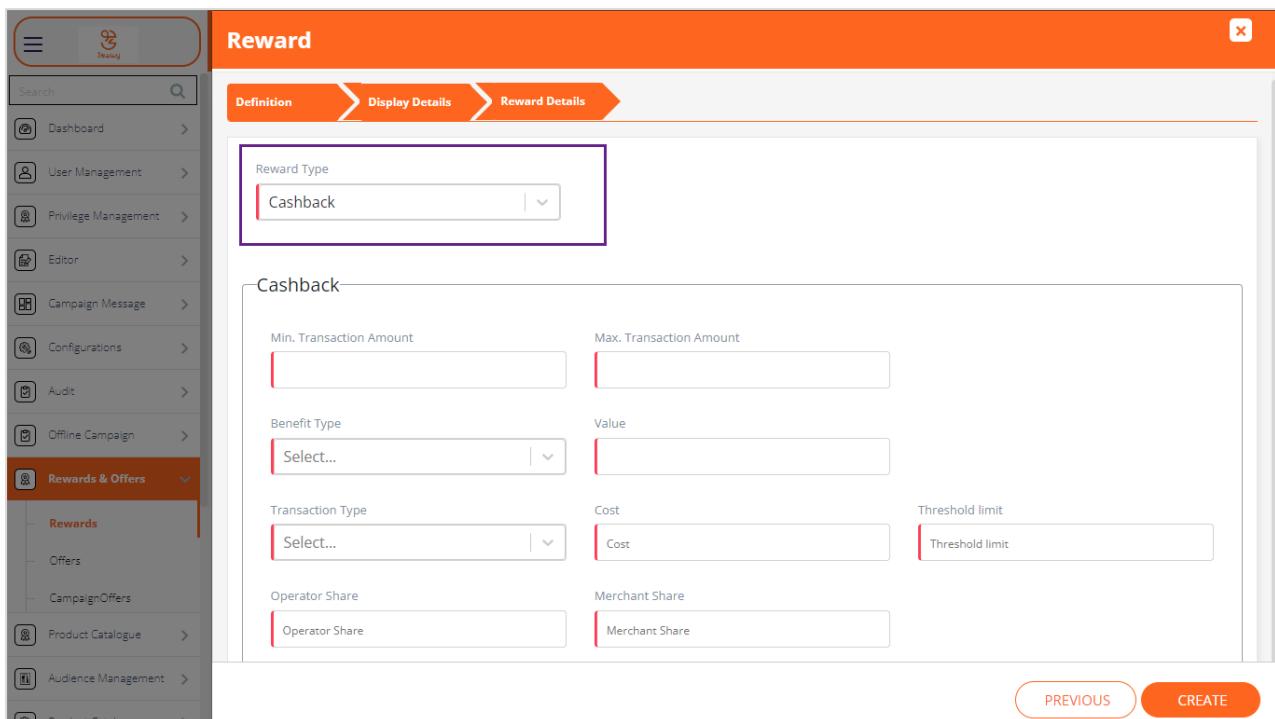


Figure 362 Reward Details – Drop-down Lists

The following are the available Reward Type:

- Discounts
- Cashback
- Points
- Products
- Voucher

Note: The following screen is displayed when “**Cashback**” or “**Discounts**” is selected in the drop-down list.



Reward Type: Cashback

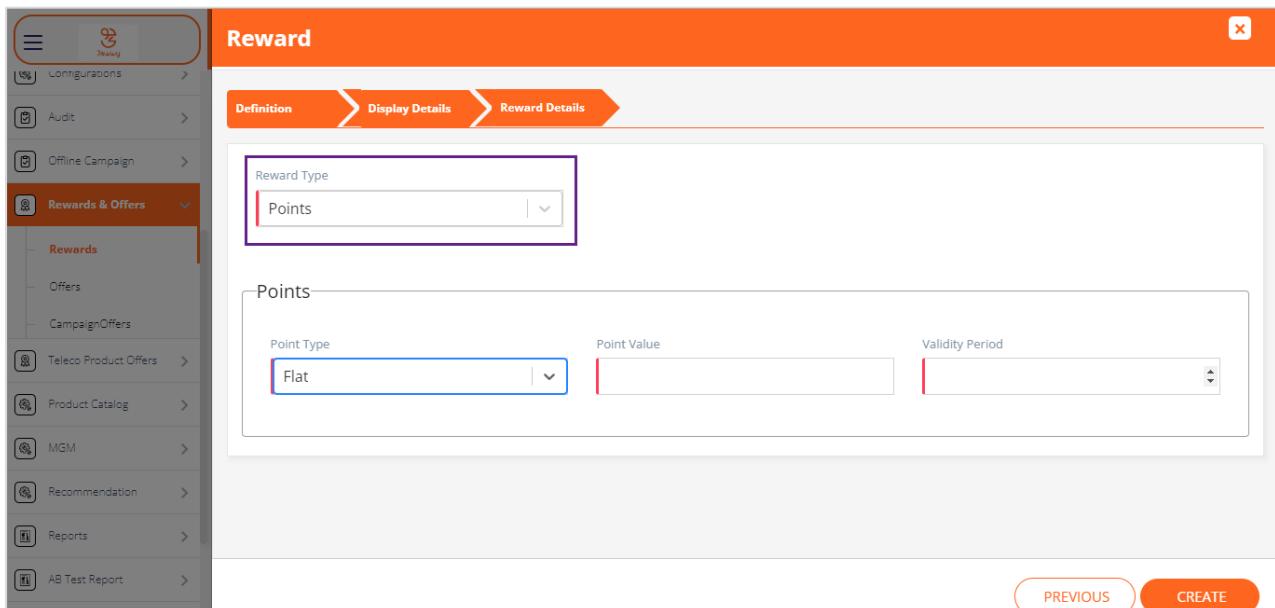
Cashback

- Min. Transaction Amount
- Max. Transaction Amount
- Benefit Type: Select...
- Value
- Transaction Type: Select...
- Cost
- Threshold limit
- Operator Share
- Merchant Share

PREVIOUS **CREATE**

Figure 363 Reward Type – Cashback or Discounts

Note: The following screen is displayed when “**Points**” is selected in the drop-down list.



Reward Type: Points

Points

- Point Type: Flat
- Point Value
- Validity Period

PREVIOUS **CREATE**

Figure 364 Reward Type – Points

- Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Cashback or Discount	
Min. Transaction Amount	Enter the minimum transaction amount to avail of the reward in this field.
Max. Transaction Amount	Enter the maximum transaction amount to avail of the reward in this field.
Benefit Type	Select the Benefit Type in the drop-down list. For example, “Flat” or “Percentage”.
Value	Enter the value of the reward in this field.
Max Cashback	Enter the maximum cashback from the reward in this field. Note: This field is displayed if “Percentage” is selected in the drop-down list of Benefit Type.
Transaction Type	Select the Transaction Type in the drop-down list. For example, “Points”.
Cost	Enter the cost of the reward in this field
Threshold limit	Enter the threshold limit of the reward point in this field
Operator Share	Enter the operator share percentage from the reward.
Merchant Share	Based on the ADCB share percentage, merchant shares will be auto filled. Note: The maximum allowed percentage is 100.
Points	
Point Type	Select the Point Type in the drop-down list. For example, “Flat”.
Point Value	Enter the point's value in this field.
Validity Period	Enter the validity period of the point. <ul style="list-style-type: none"> • Click  to increase the points. • Click  to decrease the points.

10. After providing the required details, click **Create**. The following screen pop-up window will be displayed.

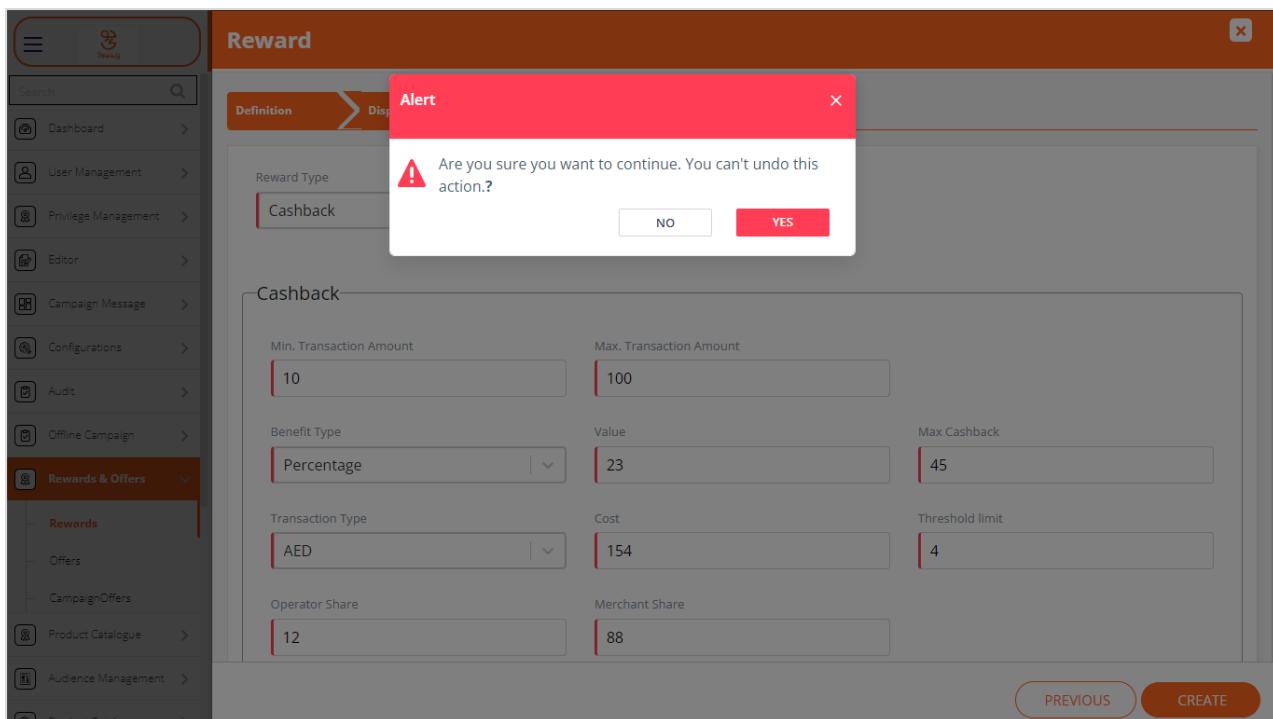


Figure 365 Reward- Creation Confirmation Dialog

11. If you receive the message, “**Are you sure you want to continue. You can't undo this action.?**,” click “**Yes**” to confirm the action.

A confirmation message will be displayed, indicating that the reward is created successfully.

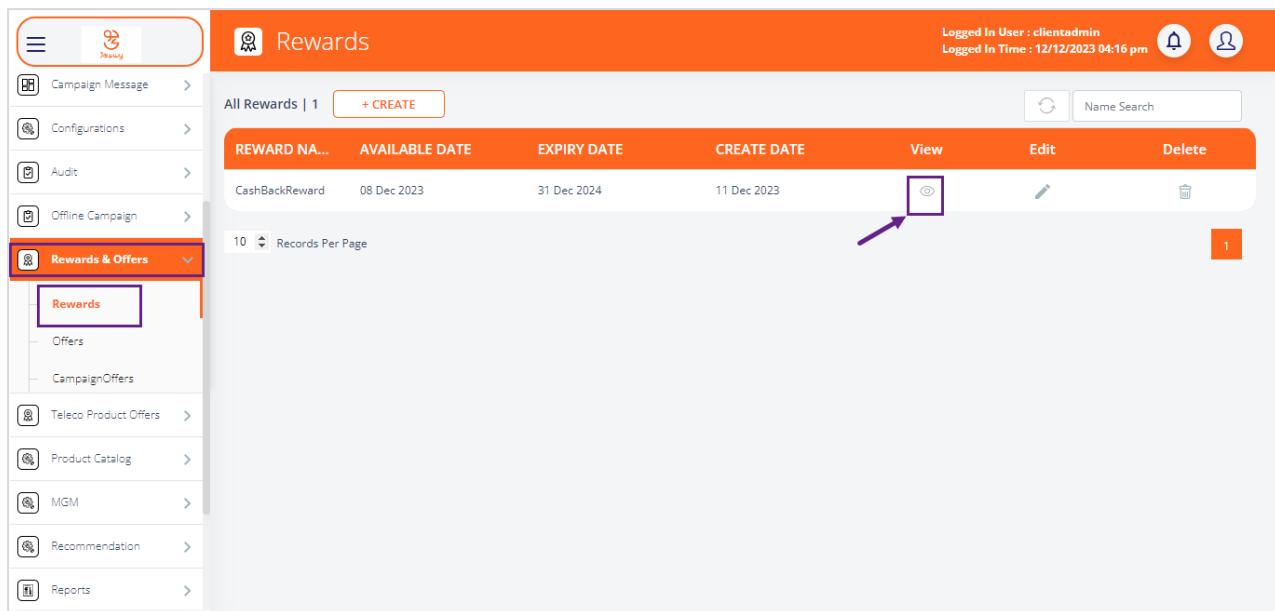
Or

Click “**No**” to cancel the action.

16.1.2 View Reward

Using this view reward option, you can view the reward details.
To view the reward:

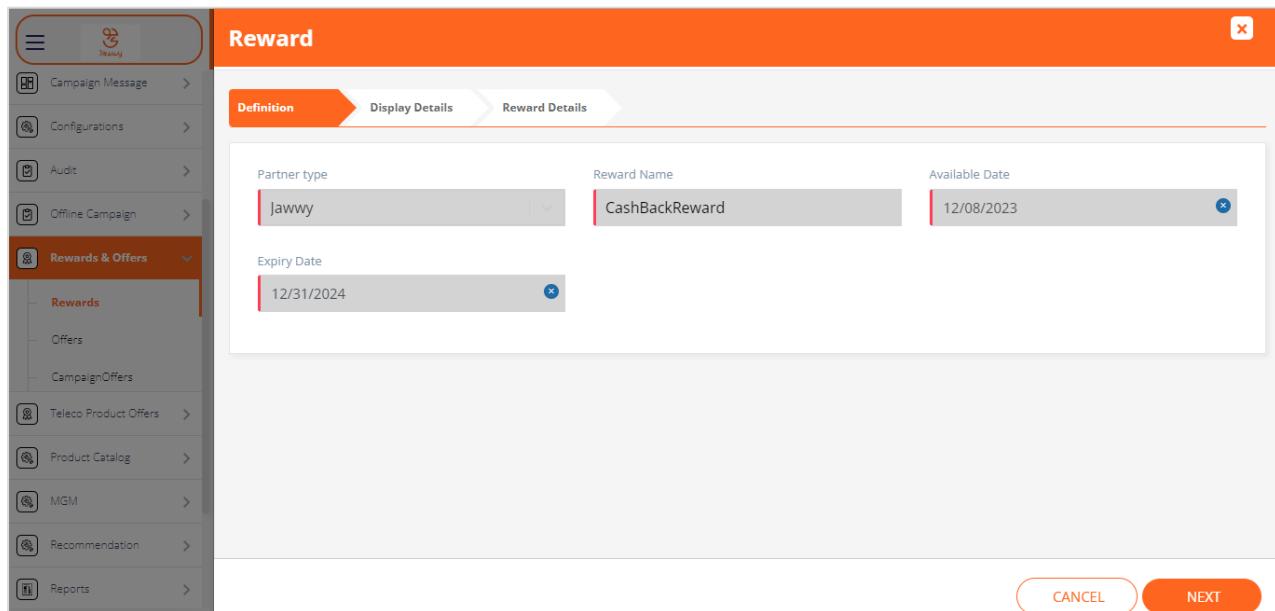
1. On the **Reward** screen, click the **View** button  to view the reward details. Refer to the following screen.



The screenshot shows the 'Rewards' section of the 6D Technologies platform. The left sidebar has a tree view with 'Rewards & Offers' expanded, and 'Rewards' is selected. The main area shows a table of rewards with columns: REWARD NAME, AVAILABLE DATE, EXPIRY DATE, CREATE DATE, View, Edit, and Delete. A single row is selected for 'CashBackReward'. The 'View' button in the last column is highlighted with a purple box and an arrow pointing to it.

Figure 366 Rewards – View Button

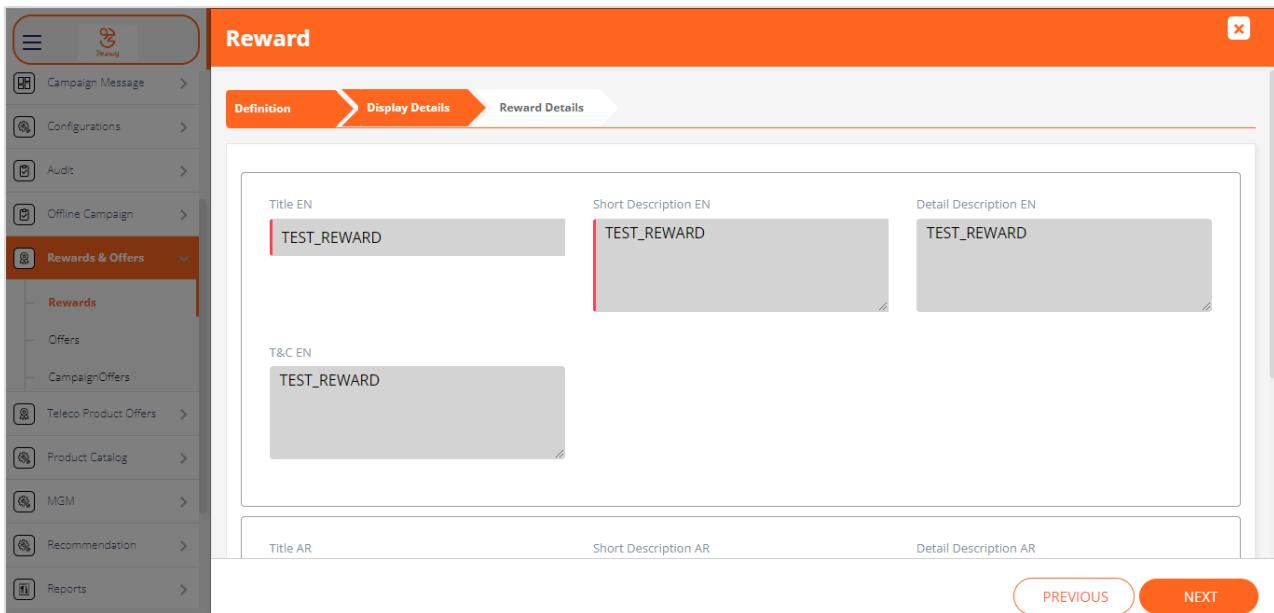
2. After clicking the **View** button, the following pop-up window will be displayed.



The screenshot shows a 'Reward' pop-up window. The left sidebar is identical to Figure 366. The main window has three tabs: 'Definition' (which is active and highlighted in orange), 'Display Details', and 'Reward Details'. Under the 'Definition' tab, there are four input fields: 'Partner type' (set to 'Jawwy'), 'Reward Name' (set to 'CashBackReward'), 'Available Date' (set to '12/08/2023'), and 'Expiry Date' (set to '12/31/2024'). At the bottom right are 'CANCEL' and 'NEXT' buttons.

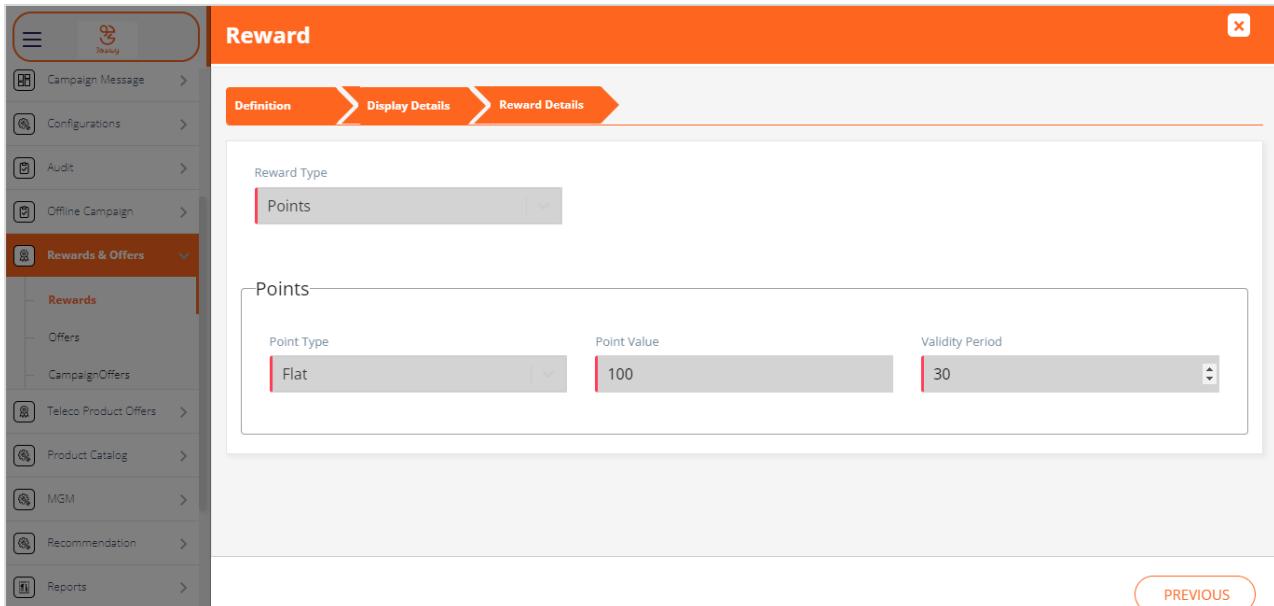
Figure 367 Reward – Definition Input Screen

- You can view the **Definition Details** such as Partner Name, Reward Name, Available Date, and so on. You can also click the **Display Details** and **Reward Details** tab to view the corresponding details.



The screenshot shows the 'Reward' interface in a software application. On the left is a navigation sidebar with sections like 'Campaign Message', 'Configurations', 'Audit', 'Offline Campaign', 'Rewards & Offers' (selected), 'Rewards', 'Offers', 'Campaign Offers', 'Teleco Product Offers', 'Product Catalog', 'MGM', 'Recommendation', and 'Reports'. The main area has a header 'Reward' with tabs 'Definition', 'Display Details' (selected), and 'Reward Details'. Below are two large boxes for 'Title EN' (TEST_REWARD), 'Short Description EN' (TEST_REWARD), and 'Detail Description EN' (TEST_REWARD). A smaller box below contains 'T&C EN' (TEST_REWARD). At the bottom are tabs for 'Title AR', 'Short Description AR', and 'Detail Description AR', followed by 'PREVIOUS' and 'NEXT' buttons.

Figure 368 Reward- Display Details



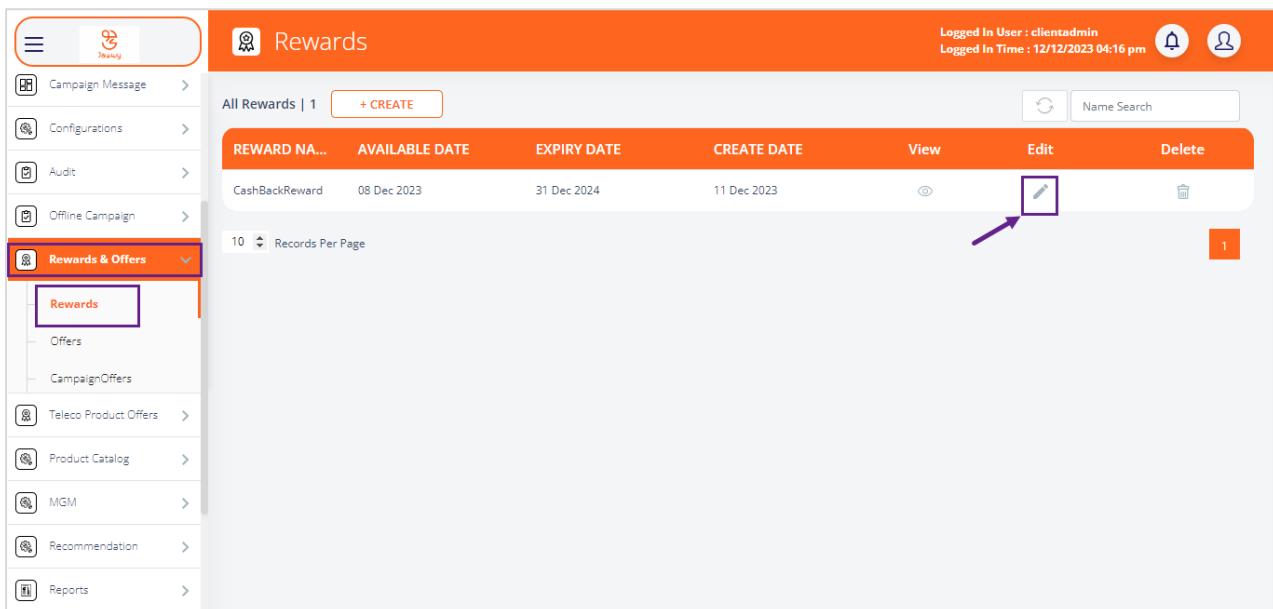
The screenshot shows the 'Reward' interface. The navigation sidebar is identical to Figure 368. The main area has tabs 'Definition', 'Display Details', and 'Reward Details' (selected). A large box shows 'Reward Type' set to 'Points'. Below it is a section for 'Points' with 'Point Type' set to 'Flat', 'Point Value' set to '100', and 'Validity Period' set to '30'. At the bottom are 'PREVIOUS' and 'NEXT' buttons.

Figure 369 Reward- Reward Details

16.1.3 Modify Reward

Using this modify reward option, you can modify the reward details.
To modify the reward:

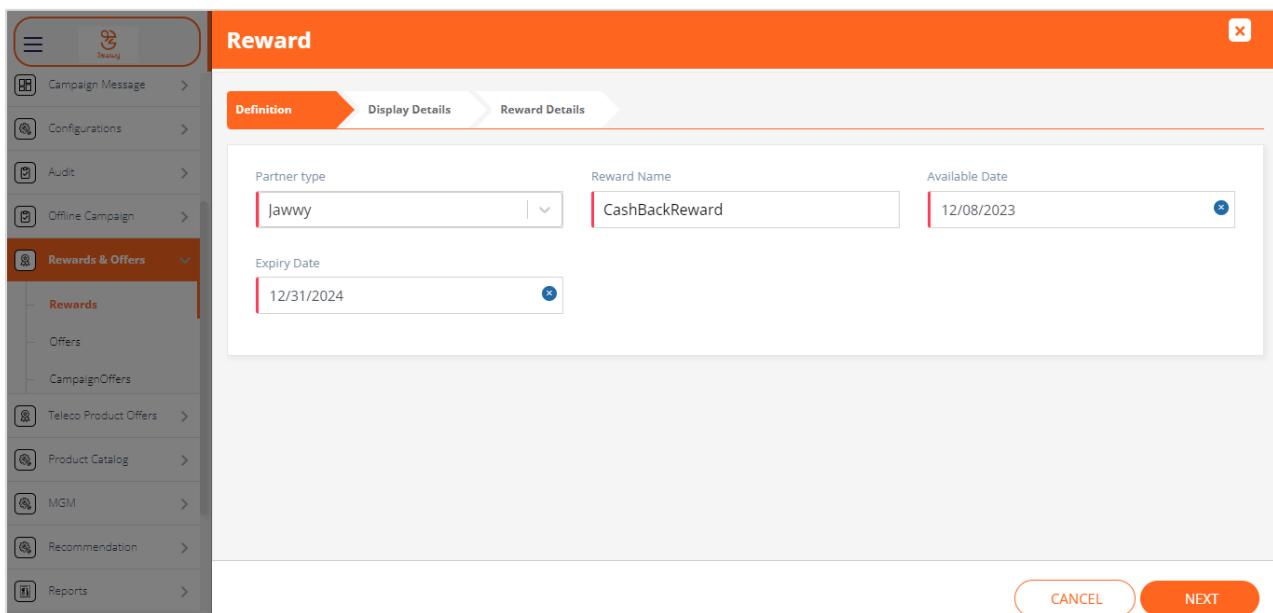
1. On the **Reward** screen, click the **Modify** button  to modify the reward details. Refer to the following screen.



The screenshot shows the 'Rewards' screen with a table of rewards. A purple box highlights the 'Edit' button for the first row, which has a purple arrow pointing to it. The table columns are REWARD NAME, AVAILABLE DATE, EXPIRY DATE, CREATE DATE, View, Edit, and Delete. The first row contains 'CashBackReward', '08 Dec 2023', '31 Dec 2024', '11 Dec 2023', a view icon, the edit icon (highlighted), and a delete icon.

Figure 370 Rewards – Modify Button

2. After clicking the **Modify** button, the following pop-up window will be displayed.



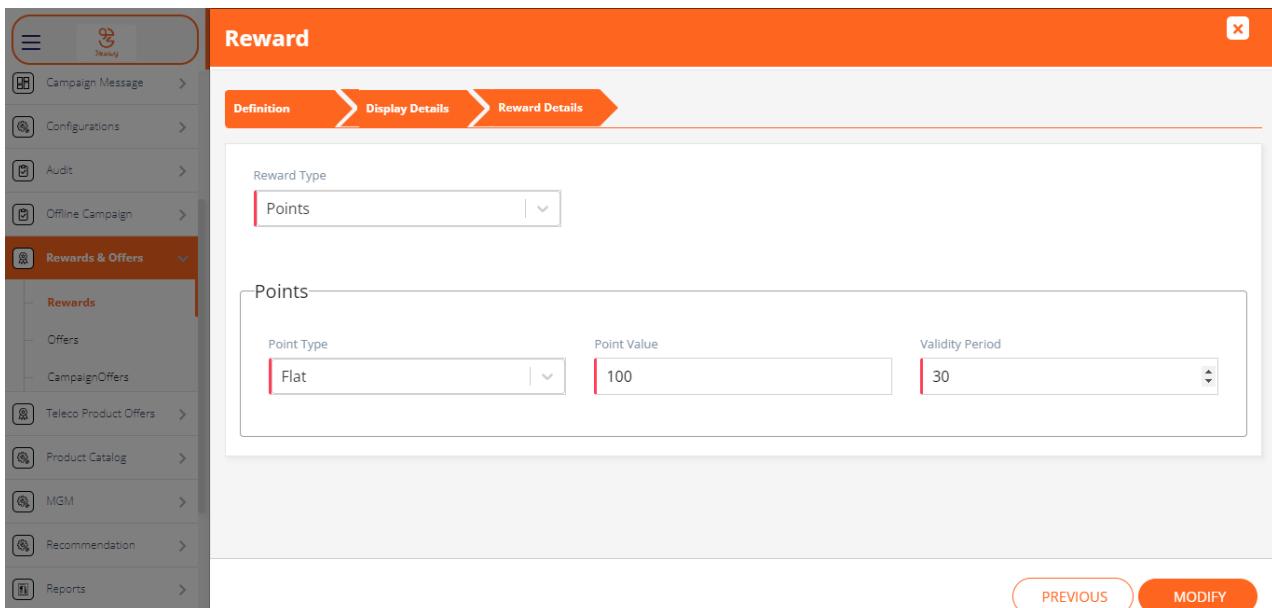
The screenshot shows a modal window titled 'Reward'. The 'Definition' tab is selected. Inside, there are fields for Partner type ('Jawwy'), Reward Name ('CashBackReward'), Available Date ('12/08/2023'), and Expiry Date ('12/31/2024'). At the bottom are 'CANCEL' and 'NEXT' buttons.

Figure 371 Reward – Definition Input Screen

3. Modify the necessary fields on the screen.

Note: You can Navigate to the **Display Details** and **Reward Details** tab to modify corresponding details.

4. On the **Reward** screen, click **Modify** button to save the details. Refer to the following screen.



The screenshot shows the 'Reward' screen with the 'Definition' tab selected. Under 'Reward Type', 'Points' is chosen. In the 'Points' section, 'Point Type' is set to 'Flat' with a value of '100', and the 'Validity Period' is set to '30'. At the bottom right are 'PREVIOUS' and 'MODIFY' buttons.

Figure 372 Reward- Reward Details

5. After clicking the **Modify** button, the following message is displayed.

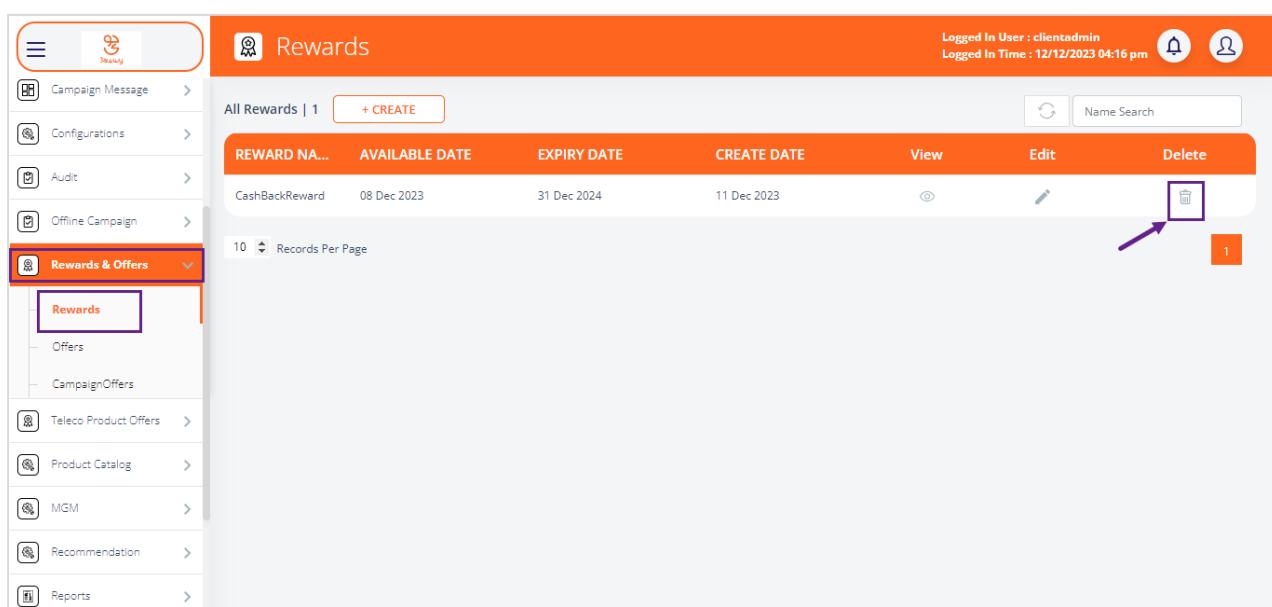
A confirmation message will be displayed, indicating that the reward is modified successfully.

16.1.4 Delete Reward

Using this delete reward option, you can delete the reward details.

To delete the reward:

1. On the **Reward** screen, click the **Delete** button  to delete the reward details. Refer to the following screen.



The screenshot shows the 'Rewards' screen with the 'Rewards & Offers' tab selected. A table lists rewards, including 'CashBackReward' with details: Available Date 08 Dec 2023, Expiry Date 31 Dec 2024, Create Date 11 Dec 2023. The 'Delete' button for this row is highlighted with a purple box and an arrow pointing to it.

Figure 373 Rewards – Delete Button

2. After clicking the **Delete** button, the following pop-up window will be displayed.

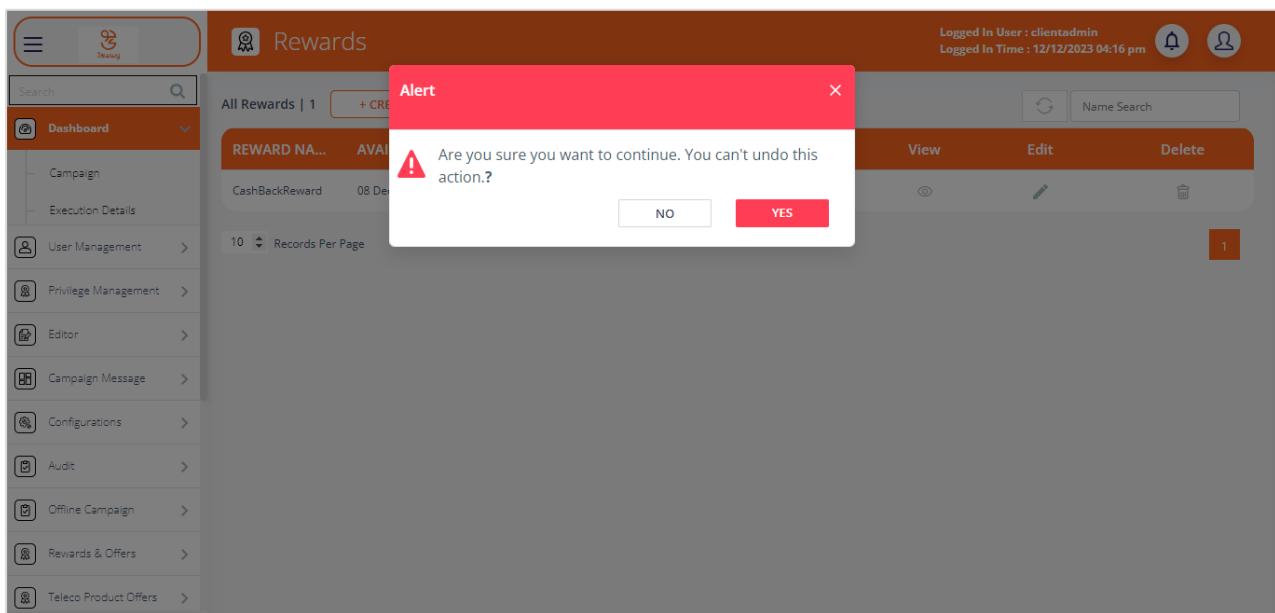


Figure 374 Reward – Delete Confirmation Dialog

3. If you receive the message, “**Are you sure you want to continue. You can't undo this action.?**,” click “**Yes**” to confirm the action.

A confirmation message will be displayed, indicating that the reward is deleted successfully.

Or

Click “**No**” to cancel the action.

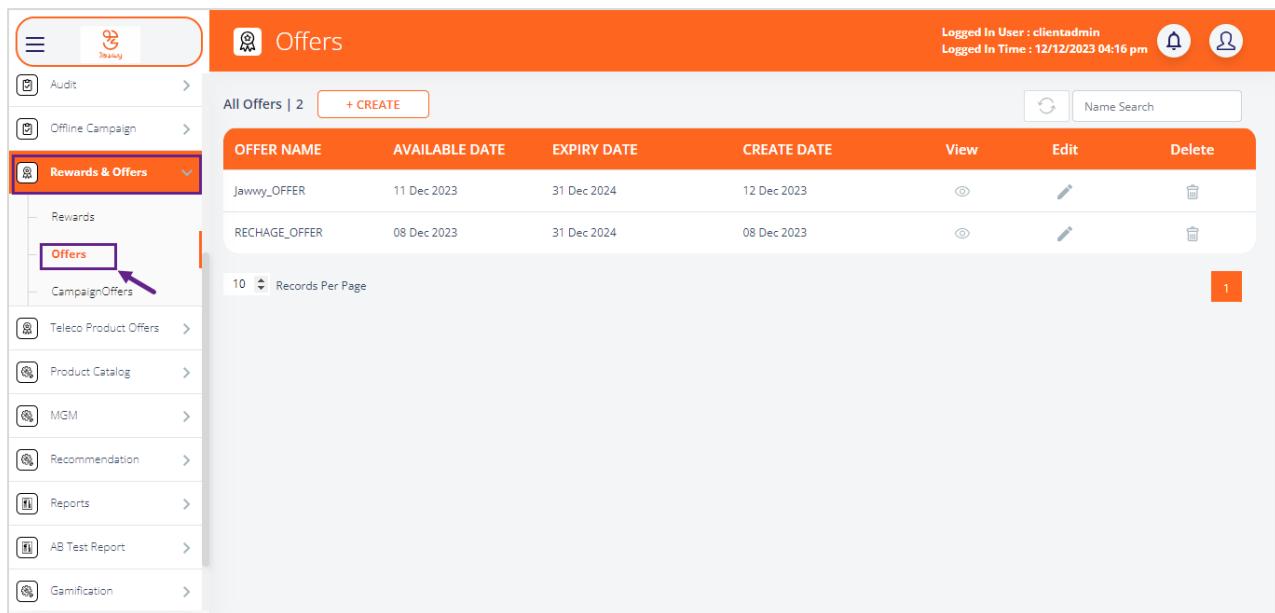
16.2 Offers

Every product is presented to the subscriber in multiple ways, which are referred to as offers. Offers could be simple or complex. The simple offers are Data Pack Subscription, SMS Subscription, and so on. The complex offer is the combination of multiple single offers clubbed together, also called a package.

You can schedule the offer as Daily, Weekly, and Monthly. Using this offer option, you can configure the offer for the partner with the start date and end date. You can also configure the offer points for the minimum and maximum transactions of the subscriber.

To manage the offers:

1. On the side menu, click **Rewards & Offers>> Offers** to view the offer details. Refer to the following screen.



OFFER NAME	AVAILABLE DATE	EXPIRY DATE	CREATE DATE	View	Edit	Delete
Jawwy_OFFER	11 Dec 2023	31 Dec 2024	12 Dec 2023			
RECHARGE_OFFER	08 Dec 2023	31 Dec 2024	08 Dec 2023			

10 Records Per Page 1

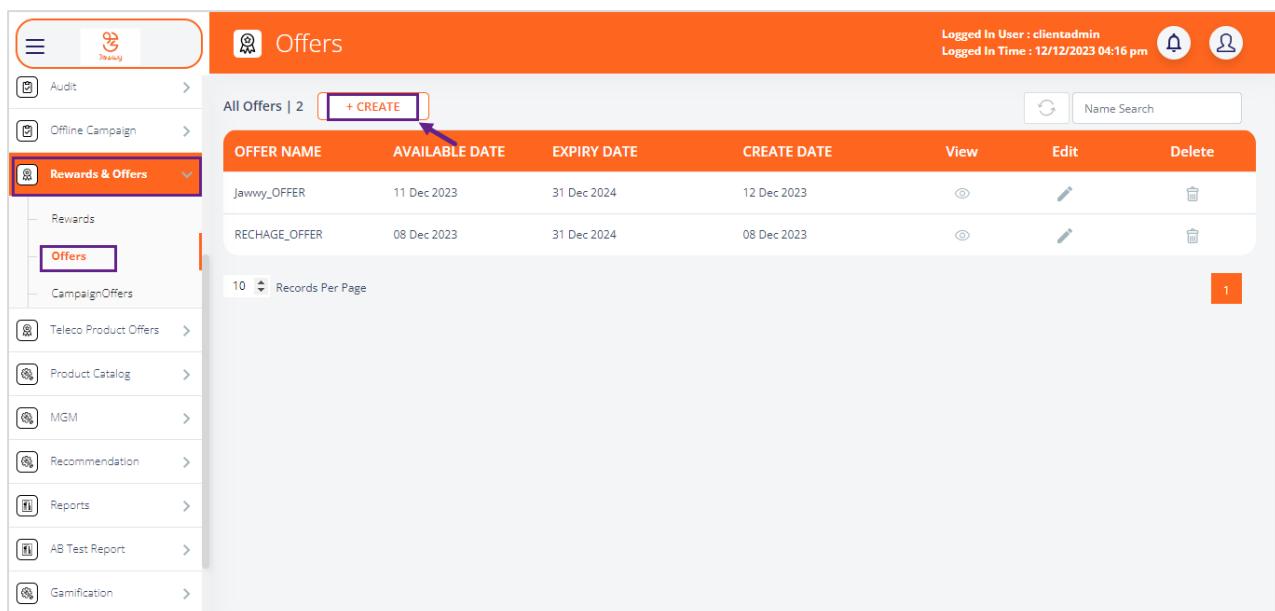
Figure 375 Rewards & Offers – Offers

16.2.1 Create Offer

Using this create offer option, you can create a new offer.

To create the offer:

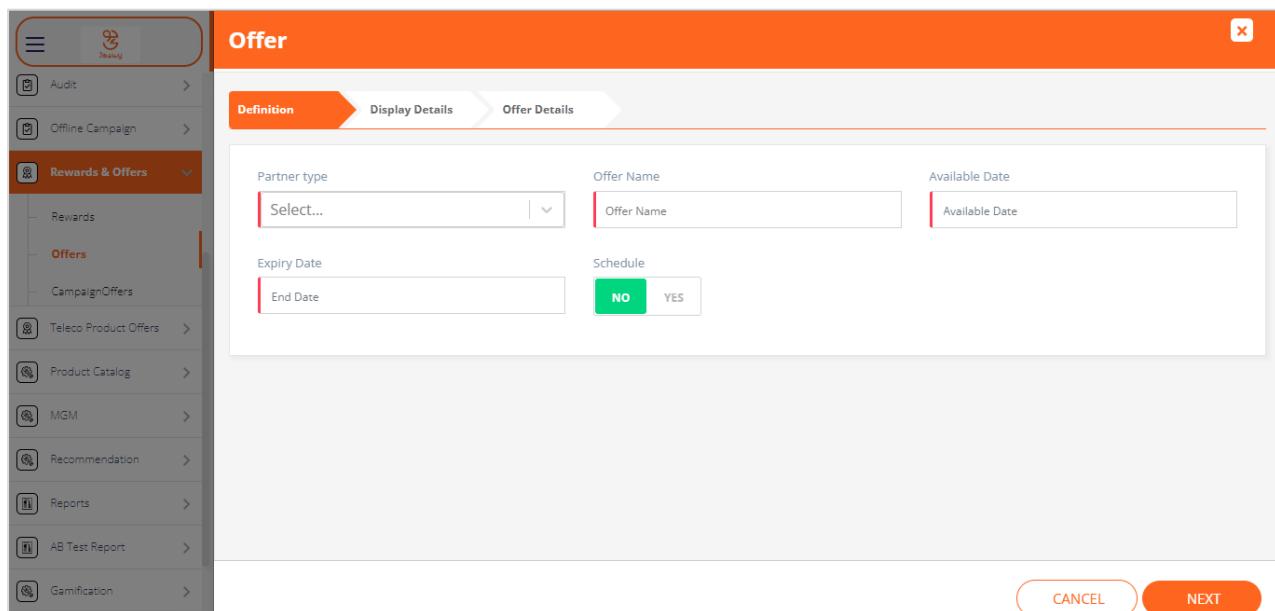
1. On the **Offers** screen, click the **+CREATE** button to create a new offer. Refer to the following screen.



The screenshot shows the 'Offers' section of the application. On the left, there's a sidebar with various menu items like Audit, Offline Campaign, Rewards & Offers (which is selected and highlighted in purple), Teleco Product Offers, Product Catalog, MGM, Recommendation, Reports, AB Test Report, and Gamification. The main content area has a header 'Offers' with a search bar and a user info bar ('Logged In User : clientadmin' and 'Logged In Time : 12/12/2023 04:16 pm'). Below the header is a table with columns: OFFER NAME, AVAILABLE DATE, EXPIRY DATE, CREATE DATE, View, Edit, and Delete. Two rows are listed: 'Jawwy_OFFER' and 'RECHARGE_OFFER'. At the bottom, there's a dropdown for 'Records Per Page' set to 10, and a small orange box with the number '1'.

Figure 376 Offers – Create Button

- After clicking the **+CREATE** button, the following pop-up window will be displayed.

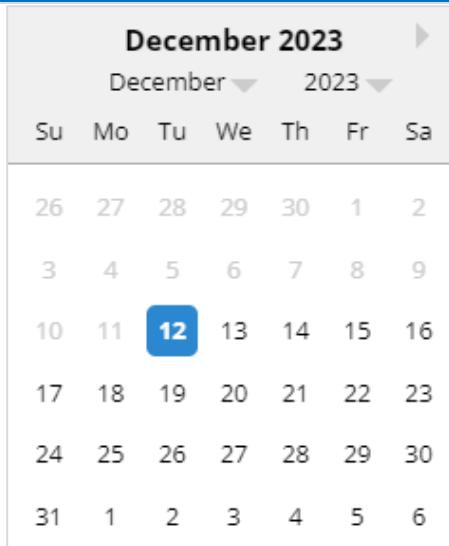
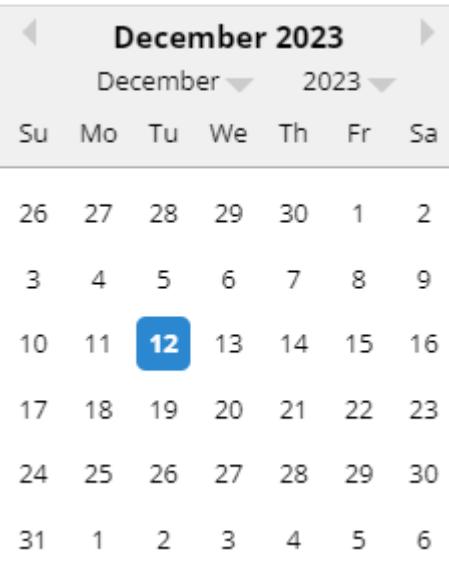


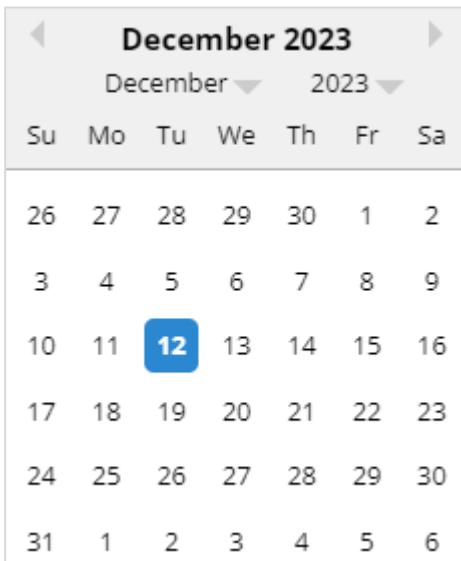
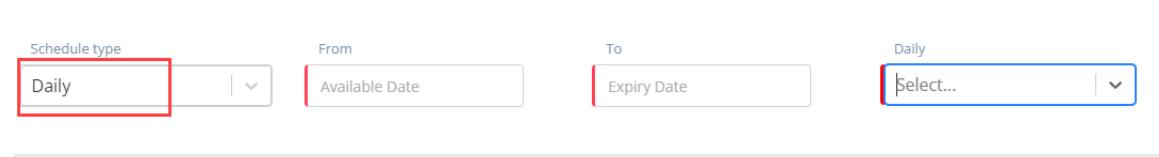
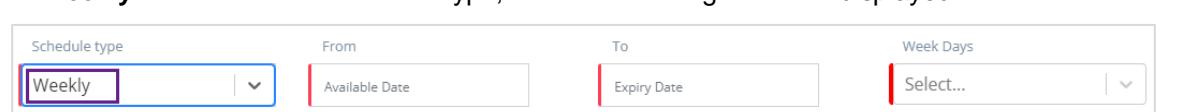
The screenshot shows a modal window titled 'Offer' with three tabs: 'Definition' (selected), 'Display Details', and 'Offer Details'. The 'Definition' tab contains the following fields:
Partner type: A dropdown menu with 'Select...' option.
Offer Name: An input field labeled 'Offer Name'.
Available Date: An input field labeled 'Available Date'.
Expiry Date: An input field labeled 'End Date'.
Schedule: A radio button group with 'NO' (green) and 'YES' (grey) options.
At the bottom right of the modal are 'CANCEL' and 'NEXT' buttons.

Figure 377 Offer – Definition Input Screen

- Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Partner Type	Select The Partner Name in the drop-down list. For example, “ADCB”.
Offer Name	Enter the name of the offer in this field.
Available Date	Select the start date of the offer. Refer to the following screen.

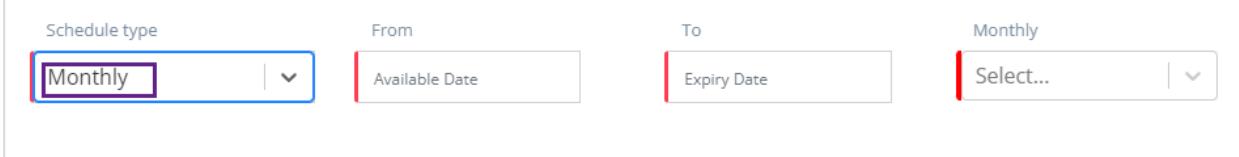
Field	Description																																																	
	 <p>The calendar shows December 2023. The date 12 is highlighted in blue, indicating it is the selected date.</p> <table border="1"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr> <td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr> <td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr> <td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr> <td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr> <td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </tbody> </table>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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Expiry Date	Select the expiry date of the offer. Refer to the following screen.																																																	
	 <p>The calendar shows December 2023. The date 12 is highlighted in blue, indicating it is the selected date.</p> <table border="1"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr> <td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr> <td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr> <td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr> <td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr> <td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </tbody> </table>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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24	25	26	27	28	29	30																																												
31	1	2	3	4	5	6																																												
Schedule	Click the Schedule option button “Yes” to schedule the offer. The following screen is displayed.																																																	
	<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Schedule type</td> <td style="width: 30%;">From</td> <td style="width: 30%;">To</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 5px;">Select...</td> <td style="border: 1px solid #ccc; padding: 5px;">Available Date</td> <td style="border: 1px solid #ccc; padding: 5px;">Expiry Date</td> </tr> </table> </div>	Schedule type	From	To	Select...	Available Date	Expiry Date																																											
Schedule type	From	To																																																
Select...	Available Date	Expiry Date																																																
Schedule Type	Select the Schedule Type in the drop-down list. For example, “Daily”.																																																	
From Date	Select the start date of the offer. Refer to the following screen.																																																	

Field	Description																																																	
	<div style="text-align: center;"> <p>December 2023</p> <p>December 2023</p> <table border="1" style="margin: auto; border-collapse: collapse; text-align: center;"> <tr> <td>Su</td><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td></tr> <tr> <td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr> <td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr> <td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr> <td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr> <td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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24	25	26	27	28	29	30																																												
31	1	2	3	4	5	6																																												
Expiry Date	Select the expiry date of the offer. Refer to the following screen.																																																	
																																																		
Schedule Type- Daily If “Daily” is selected as Schedule Type, then the following screen is displayed.																																																		
																																																		
Daily	Select the time for which the offer will be available for the subscriber in the drop-down list. For example, “01:00”.																																																	
Schedule Type- Weekly If “Weekly” is selected as Schedule Type, then the following screen is displayed.																																																		
																																																		
Week Days	Select the day for which the offer is scheduled. For example, “Monday”.																																																	

Field	Description
	<p>Note: Based on the selection of the weekdays, the corresponding day field will be displayed. For example, if “Monday” is selected as a weekday, then the time at which the offer is scheduled should be updated.</p> <ul style="list-style-type: none"> Enter the time at which the offer is scheduled in the drop-down list. For example, “03:00”. <p>Note: You can select multiple Week Days.</p>

Schedule Type- Monthly

If “**Monthly**” is selected as Schedule Type, then the following screen is displayed.



Monthly	Select the day and time for which the offer is scheduled. For example, “1”. Note: Based on the selection of the weekdays, the corresponding day field will be displayed. For example, if “1” is selected as a weekday, then the time at which the offer is scheduled should be updated. Enter the time at which the offer is scheduled in the drop-down list. For example, “ 03:00 ”. Note: You can select multiple days in a week.
---------	---

- After providing the required details, click the **Next** button to go to the **Display Details** tab. Refer to the following screen.

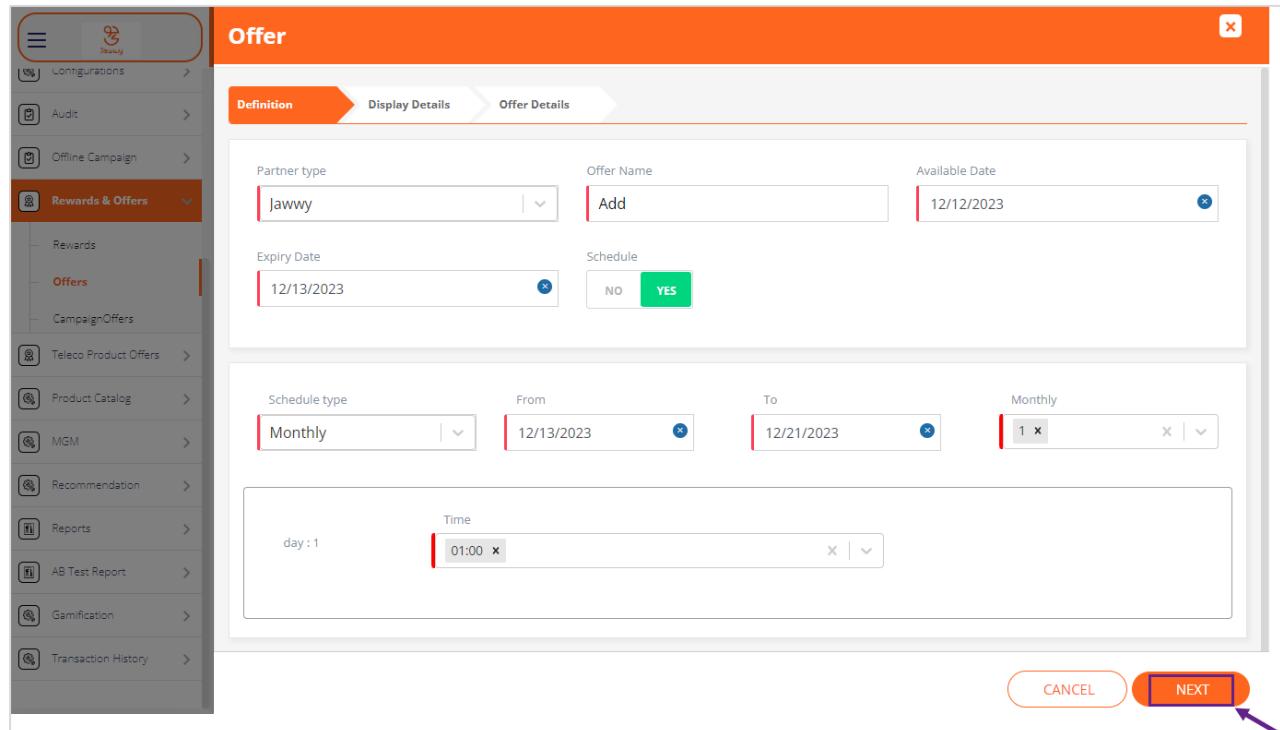
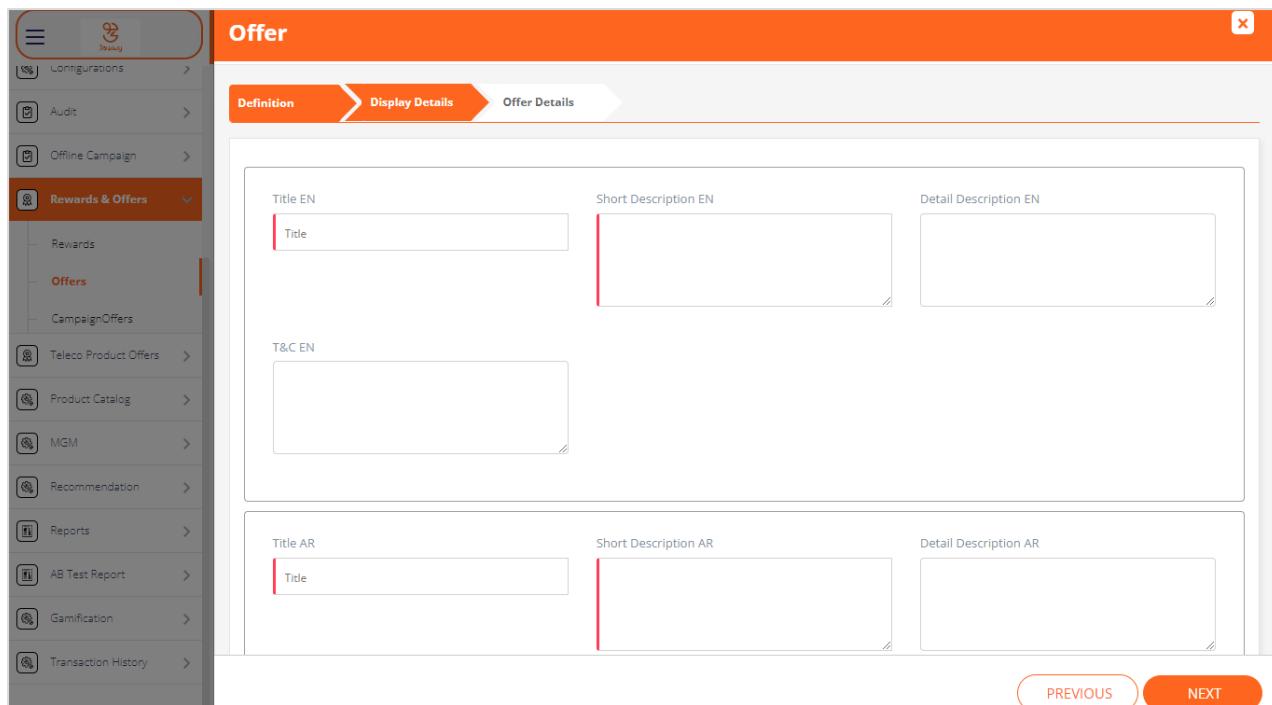


Figure 378 Offer – Next Button

- After clicking the **Next** button, the following pop-up window will be displayed.



The screenshot shows the 'Offer - Display Details' input screen. On the left is a navigation sidebar with various options like Configurations, Audit, Offline Campaign, Rewards & Offers (selected), Rewards, Offers, Campaign Offers, Teleco Product Offers, Product Catalog, MGM, Recommendation, Reports, AB Test Report, Gamification, and Transaction History. The main area is titled 'Offer' and has tabs for 'Definition' (selected), 'Display Details' (highlighted in orange), and 'Offer Details'. The 'Display Details' tab contains two sections: 'Title EN' with a title input field, 'Short Description EN', 'Detail Description EN', and 'T&C EN' (with a large text area). Below that is another section for 'Title AR', 'Short Description AR', 'Detail Description AR', and 'T&C AR'. At the bottom are 'PREVIOUS' and 'NEXT' buttons.

Figure 379 Offer – Display Details Input Screen

6. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Title EN	Enter the offer title in English
Short Description EN	Enter a short description of the offer in English
Detail Description EN	Enter the detail description of the offer in English
T&C EN	Enter the terms and conditions of the offer in English
Title AR	Enter the offer title in Arabic
Short Description AR	Enter a short description of the offer in Arabic
Detail Description AR	Enter the detail description of the offer in Arabic
T&C AR	Enter the terms and conditions of the offer in Arabic
Small Image (Max Size 20KB) (X)	Click Choose File button to upload the small image of the offer.
Large Image (Max Size 50KB)	Click Choose File button to upload the large image of the offer.

7. After providing the required details, click the **Next** button to go to the **Offer Details** tab. Refer to the following screen.

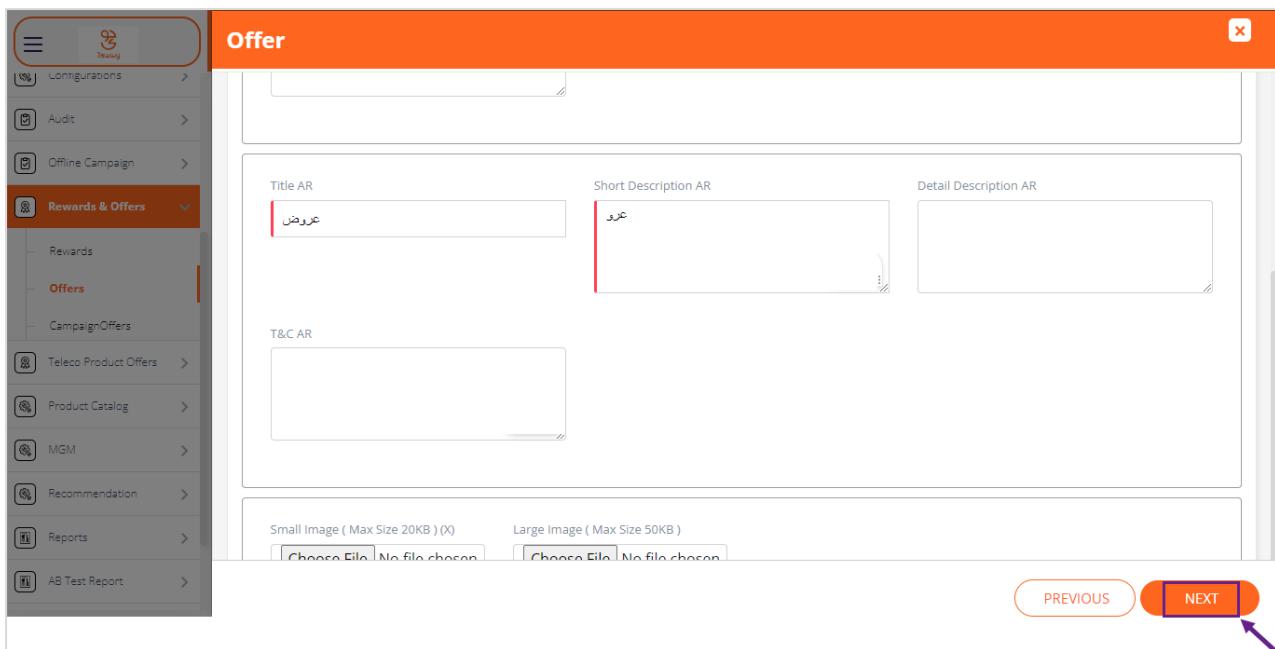


Figure 380 Offer (Display Details) – Next Button

8. After clicking the **Next** button, the following pop-up window will be displayed.

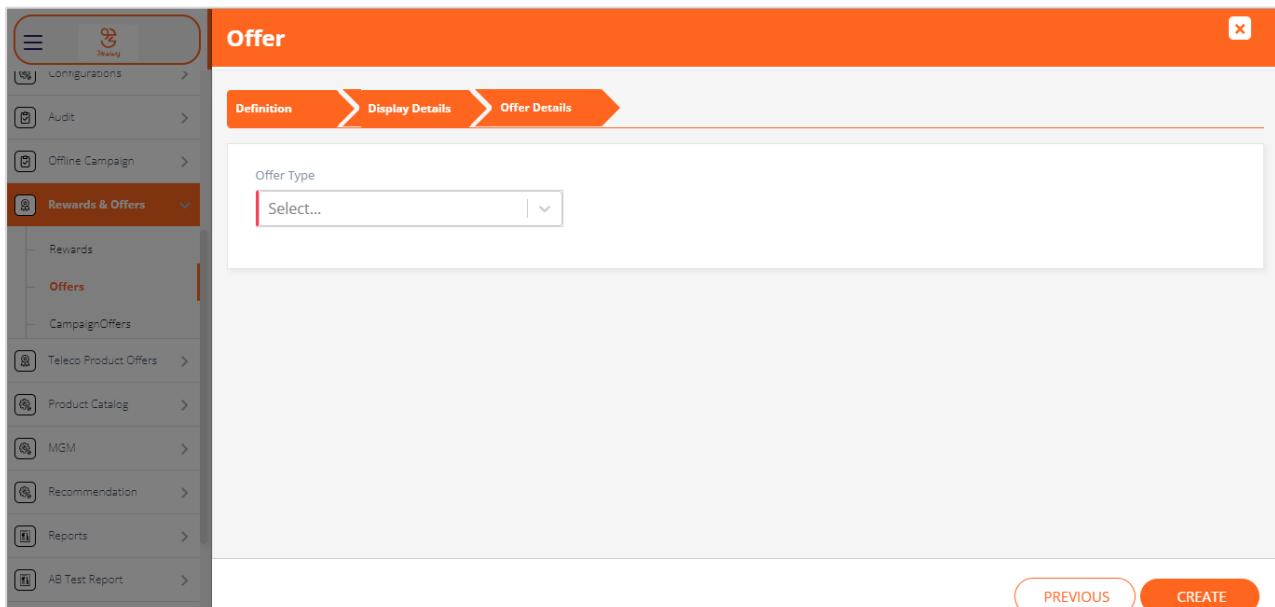


Figure 381 Offer- Details Input Screen

9. Select the **Offer Type** in the drop-down list. Refer to the following screen.

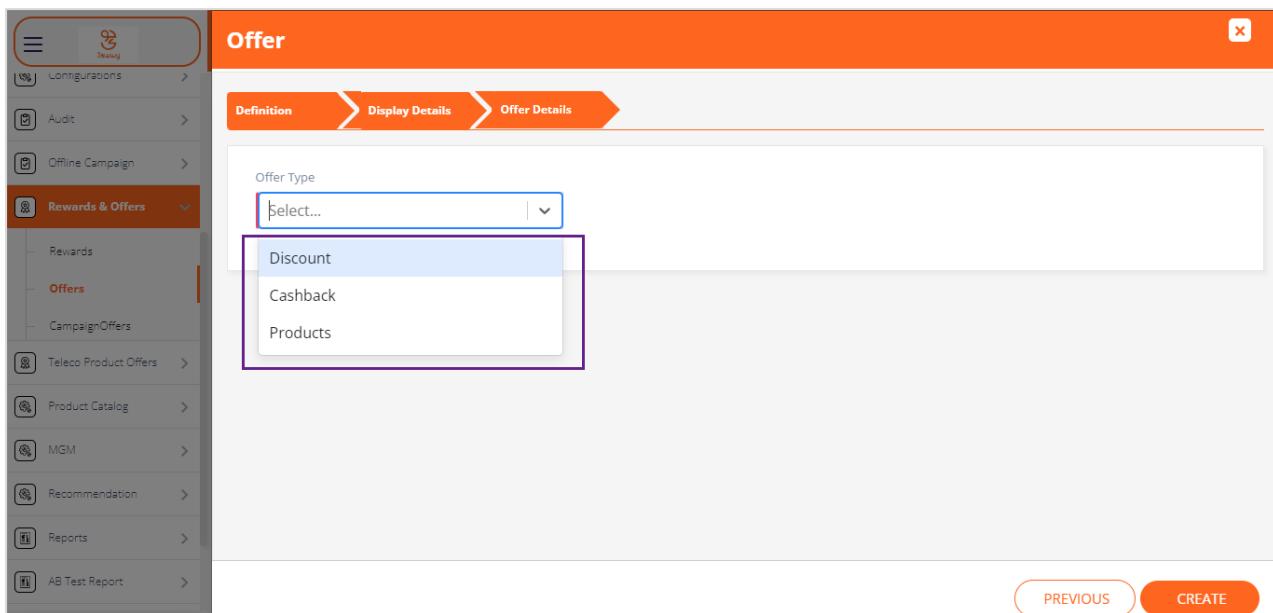


Figure 382 Offer Details – Drop-down Lists

The following are the available Offer Type:

- Discounts
- Cashback
- Products

Note: The following screen is displayed when “Cashback” or “Discounts” is selected in the drop-down list.

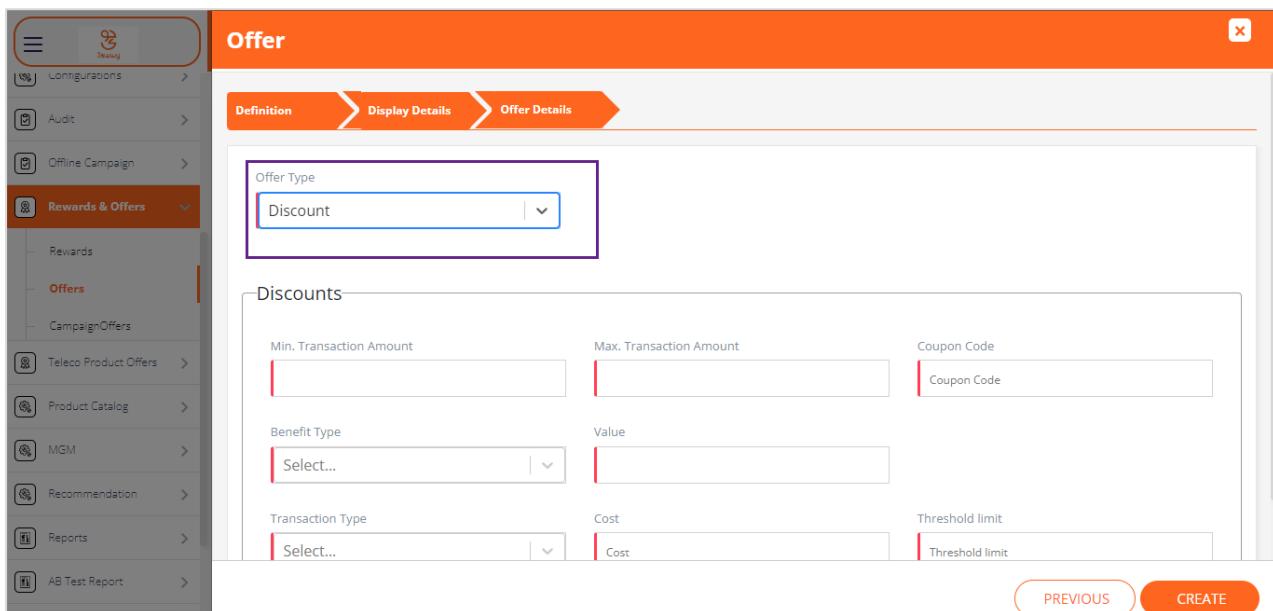
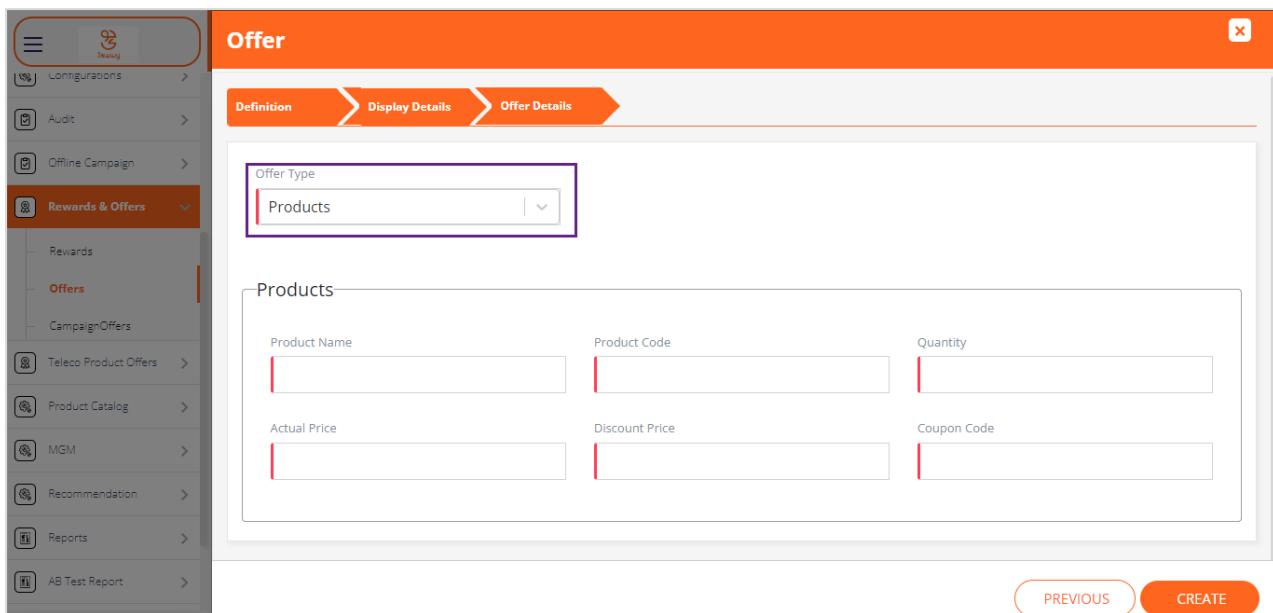


Figure 383 Offer Type – Discounts or Cashback

Note: The following screen is displayed when “Products” is selected in the drop-down list.



The screenshot shows the 'Offer' configuration interface. On the left, a sidebar lists various options like Configurations, Audit, Offline Campaign, Rewards & Offers (selected), Rewards, Offers, Campaign Offers, Teleco Product Offers, Product Catalog, MGM, Recommendation, Reports, and AB Test Report. The main area is titled 'Offer' and has tabs for Definition, Display Details, and Offer Details. Under 'Offer Type', 'Products' is selected. Below this, there's a section for 'Products' with fields for Product Name, Product Code, and Quantity. There are also fields for Actual Price, Discount Price, and Coupon Code. At the bottom right are 'PREVIOUS' and 'CREATE' buttons.

Figure 384 Offer Type – Products

10. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Offer Type- Discounts or Cashback	
Min. Transaction Amount	Enter the minimum transaction amount to avail of the offer in this field.
Max. Transaction Amount	Enter the maximum transaction amount to avail of the offer in this field.
Coupon Code	Enter the unique code of the coupon in this field
Benefit Type	Select the Benefit Type in the drop-down list. For example, “Flat” or “Percentage”.
Value	Enter the value of the offer in this field.
Max Discount	Enter the maximum discount of the offer in this field. Note: This field is displayed if “Percentage” is selected in the drop-down list of Benefit Type and “Discounts” is selected in the drop-down list of the offer type.
Max Cashback	Enter the maximum cashback of the offer in this field. Note: This field is displayed if “Percentage” is selected in the drop-down list of Benefit Type and “Cashback” is selected in the drop-down list of the offer type.
Transaction Type	Select the Transaction Type in the drop-down list. For example, “Points”.
Cost	Enter the cost of the offer in this field
Threshold limit	Enter the threshold limit of the offer point in this field
Operator Share	Enter the operator share percentage from the offer.
Merchant Share	Based on the operator share percentage, merchant shares will be auto filled. Note: The maximum allowed percentage is 100.

Field	Description
Products	
Product Name	Enter the name of the product in this field.
Product Code	Enter the unique code of the product in this field.
Quantity	Enter the quantity of the product in this field.
Actual Price	Enter the actual price of the product in this field.
Discount Price	Enter the discount price of the product in this field.
Coupon Code	Enter the coupon code of the product in this field.

11. After providing the required details, click **Create**.

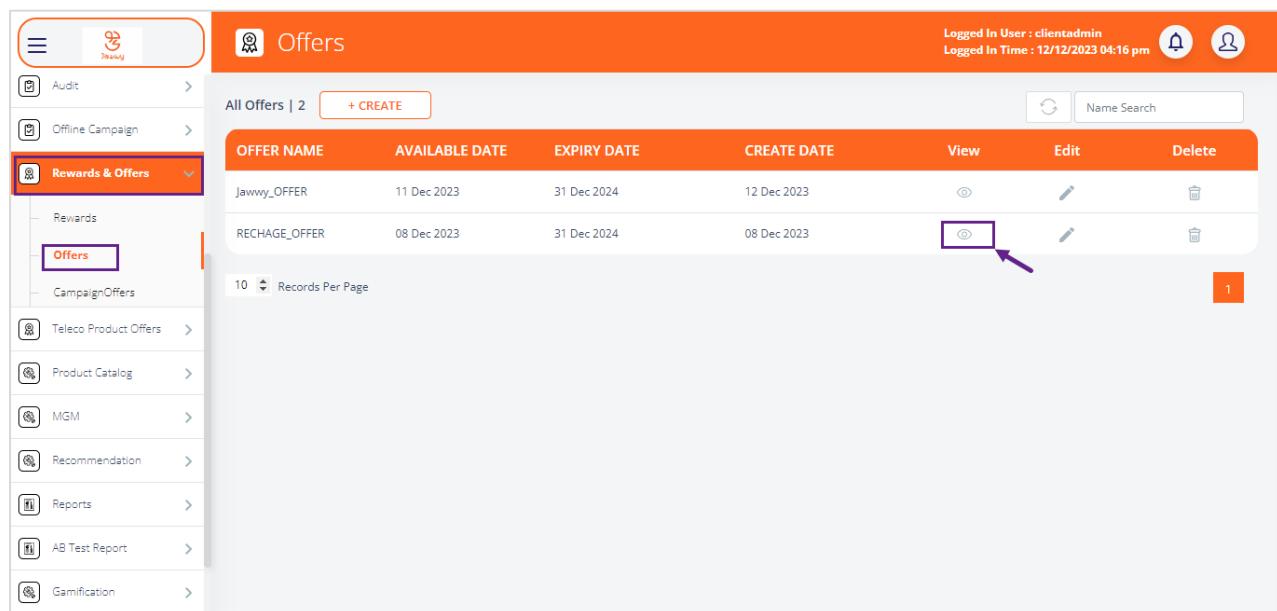
A confirmation message will be displayed, indicating that the offer is created successfully.

16.2.2 View Offer

Using this view offer option, you can view the offer details.

To view the offer:

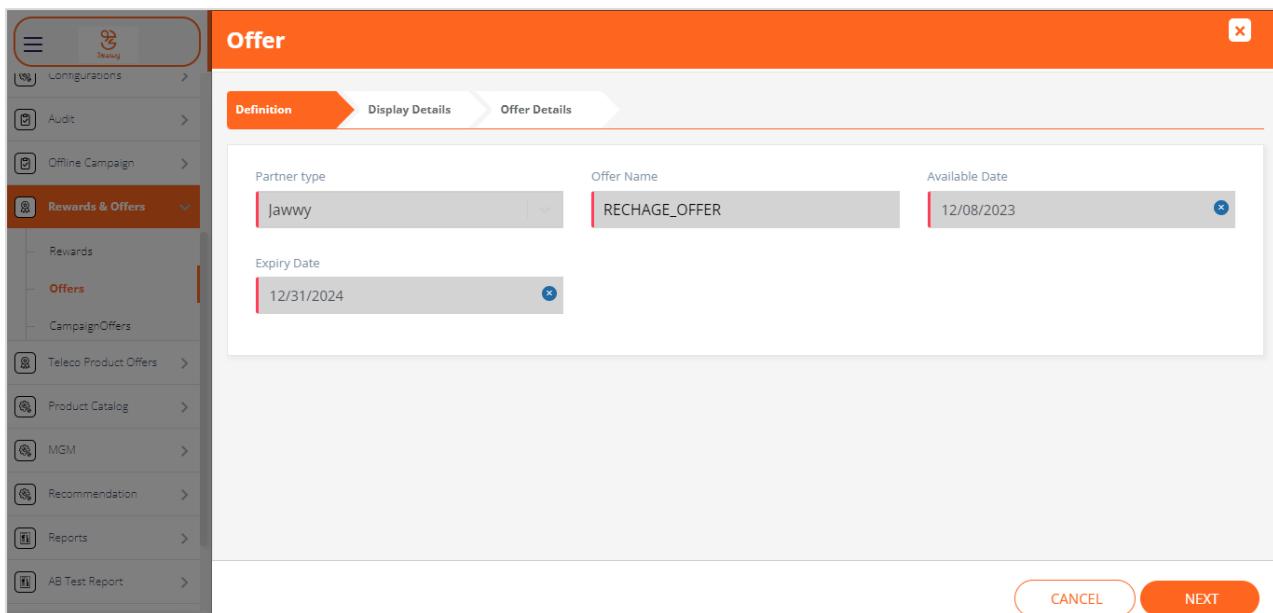
1. On the **Offers** screen, click the **View** button  to view the offer details. Refer to the following screen.



The screenshot shows the 'Offers' module interface. On the left, there's a sidebar with navigation links like Audit, Offline Campaign, Rewards & Offers (which is selected and highlighted in orange), Teleco Product Offers, Product Catalog, MGM, Recommendation, Reports, AB Test Report, and Gamification. The main area has a header 'Offers' with sub-links 'All Offers | 2' and '+ CREATE'. Below is a table with columns: OFFER NAME, AVAILABLE DATE, EXPIRY DATE, CREATE DATE, View, Edit, and Delete. Two rows are listed: 'Jawwy_OFFER' and 'RECHARGE_OFFER'. The 'View' button for the first row is highlighted with a purple rectangle and a blue arrow pointing to it. At the bottom, there's a 'Records Per Page' dropdown set to '10' and a page number '1'.

Figure 385 Offers – View Button

2. After clicking the **View** button, the following pop-up window will be displayed.



The screenshot shows the 'Offer' configuration interface. On the left is a sidebar with navigation options like Configurations, Audit, Offline Campaign, Rewards & Offers (selected), Rewards, Offers (selected), CampaignOffers, Teleco Product Offers, Product Catalog, MGM, Recommendation, Reports, and AB Test Report. The main area has tabs for 'Definition' (selected), 'Display Details', and 'Offer Details'. Under 'Definition', fields include 'Partner type' (Jawwy), 'Offer Name' (RECHARGE_OFFER), 'Available Date' (12/08/2023), and 'Expiry Date' (12/31/2024). At the bottom are 'CANCEL' and 'NEXT' buttons.

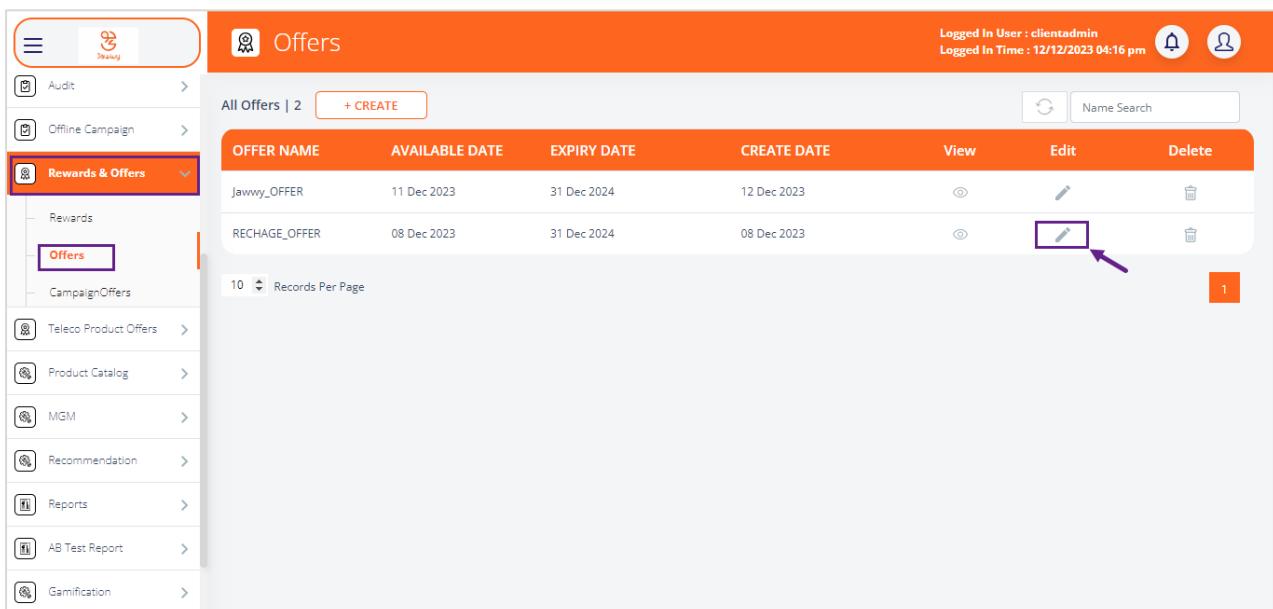
Figure 386 Offer – Definition Input Screen

- You can view the **Definition** such as Partner Name, Offer Name, Available Date, and so on. You can also click the **Display Details** and **Offer Details** tab to view the corresponding details.

16.2.3 Modify Offer

Using this modify offer option, you can modify the offer details.
To modify the offer:

1. On the **Offers** screen, click the **Modify** button  to modify the offer details. Refer to the following screen.



The screenshot shows the 'Offers' list screen. The sidebar is identical to Figure 386. The main area shows a table of offers with columns: OFFER NAME, AVAILABLE DATE, EXPIRY DATE, CREATE DATE, View, Edit, and Delete. Two rows are listed: 'Jawwy_OFFER' and 'RECHARGE_OFFER'. The 'Edit' button for 'RECHARGE_OFFER' is highlighted with a purple rectangle and a purple arrow pointing to it from the bottom right.

OFFER NAME	AVAILABLE DATE	EXPIRY DATE	CREATE DATE	View	Edit	Delete
Jawwy_OFFER	11 Dec 2023	31 Dec 2024	12 Dec 2023			
RECHARGE_OFFER	08 Dec 2023	31 Dec 2024	08 Dec 2023			

Figure 387 Offers – Modify Button

2. After clicking the **Modify** button, the following pop-up window will be displayed.

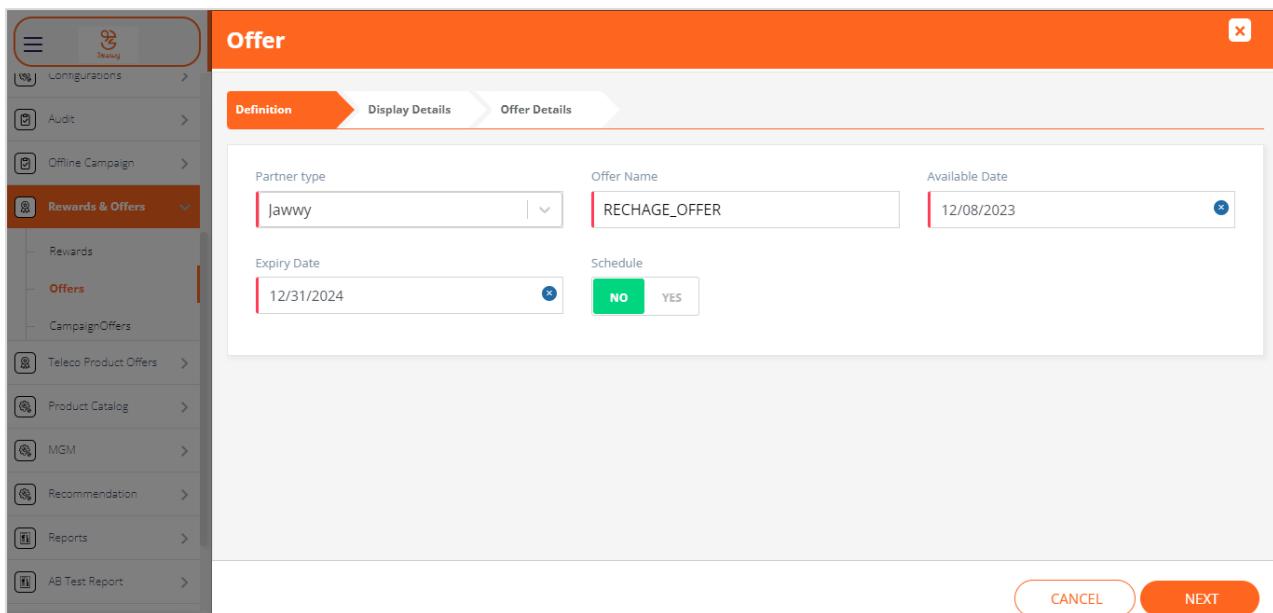


Figure 388 Offer – Definition Input Screen

3. Modify the necessary fields on the screen.

Note: You can Navigate to the **Display Details** and **Offer Details** tab to modify corresponding details.

4. Click **Modify**.

A confirmation message will be displayed, indicating that the offer is modified successfully.

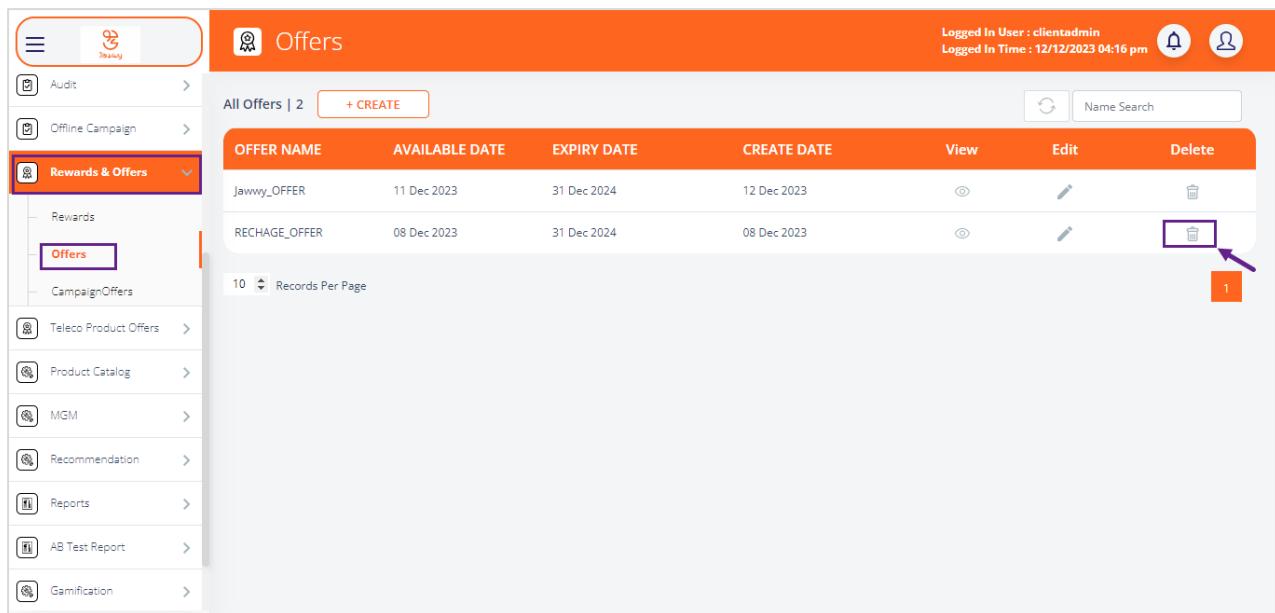
16.2.4 Delete Offer

Using this delete offer option, you can delete the offer details.

To delete the reward:

1. On the **Offers** screen, click the **Delete** button  to delete the offer details. Refer to the following screen.

Note: You cannot delete the Offer Name with “Pending” status.



The screenshot shows the 'Offers' module interface. On the left is a sidebar with a navigation tree. The 'Rewards & Offers' section is expanded, and 'Offers' is selected, highlighted with a purple border. The main area displays a table of offers with columns: OFFER NAME, AVAILABLE DATE, EXPIRY DATE, CREATE DATE, View, Edit, and Delete. Two offers are listed: 'Jawwy_OFFER' and 'RECHARGE_OFFER'. The 'Delete' button for 'RECHARGE_OFFER' is highlighted with a red box and has a purple arrow pointing to it from the right. A small orange box in the bottom right corner of the table area contains the number '1'.

OFFER NAME	AVAILABLE DATE	EXPIRY DATE	CREATE DATE	View	Edit	Delete
Jawwy_OFFER	11 Dec 2023	31 Dec 2024	12 Dec 2023			
RECHARGE_OFFER	08 Dec 2023	31 Dec 2024	08 Dec 2023			

10 Records Per Page

Figure 389 Offers – Delete Button

2. After clicking the **Delete** button, the following pop-up window will be displayed.

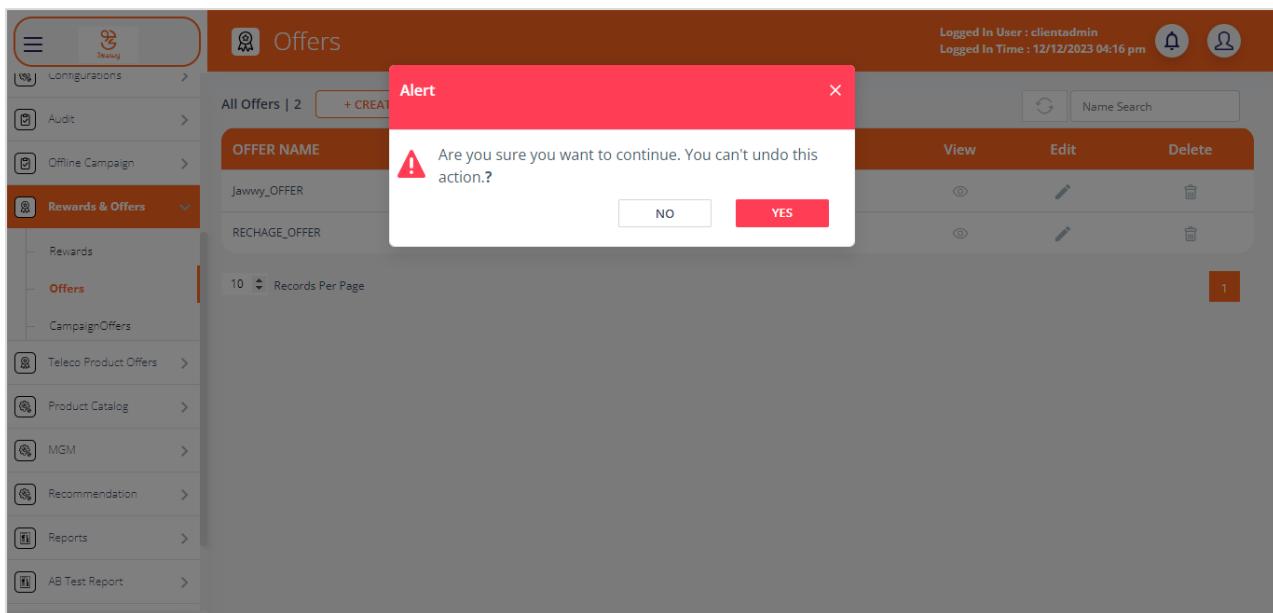


Figure 390 Offers – Delete Confirmation Dialog

3. If you receive the message, "**Are you sure you want to continue. You can't undo this action.?**", click "**Yes**" to confirm the action.

A confirmation message will be displayed, indicating that the offer is deleted successfully.

Or

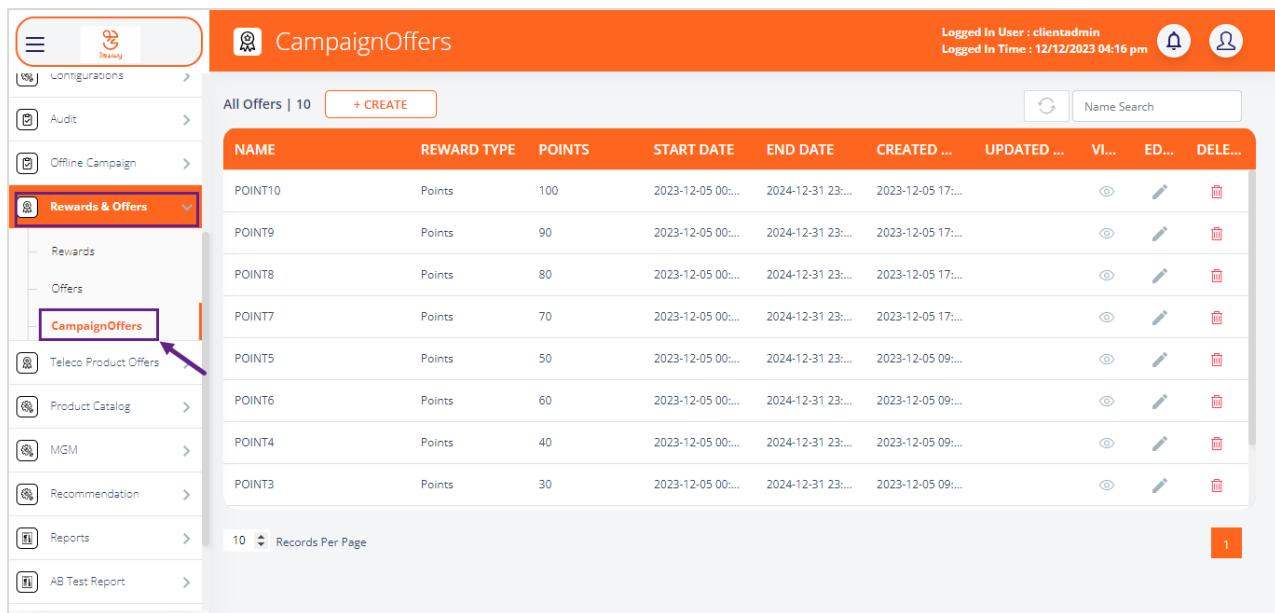
Click "**No**" to cancel the action.

16.3 Campaign Offers

Using this campaign offers the option, you can configure the campaign offers with the corresponding reward types. You can also set the start date and end date of the offers. You can also add the points for the rewards type of the entered offer name.

To manage the campaign offer:

1. On the side menu, click **Rewards & Offers>> Campaign Offers** to view the campaign offer details. Refer to the following screen.



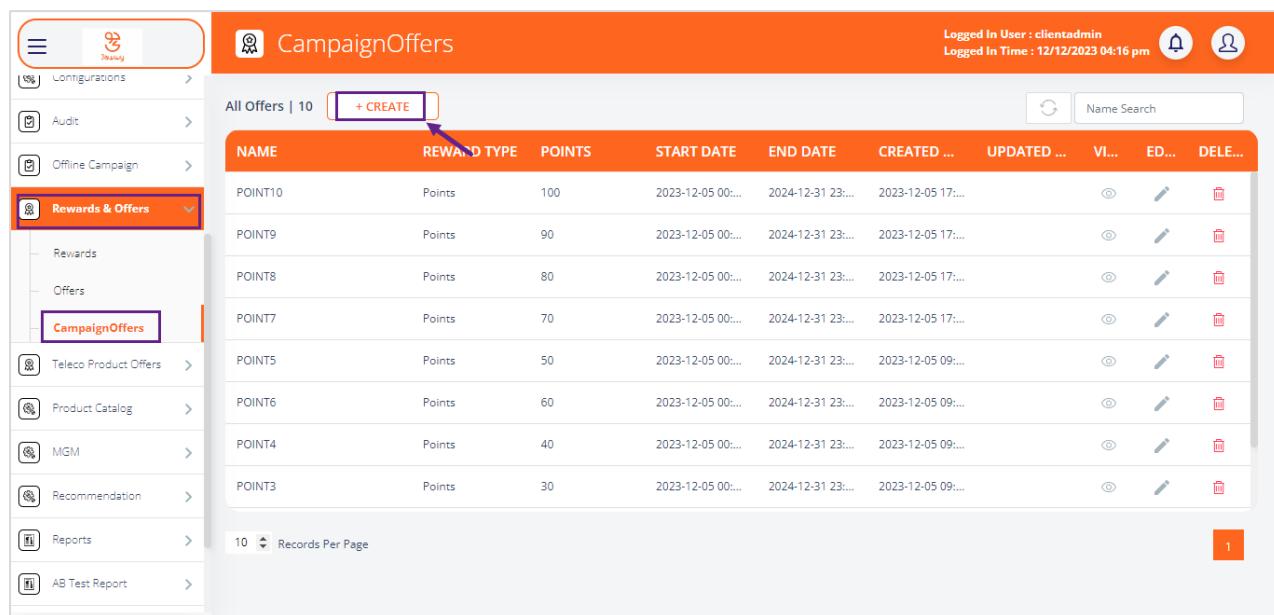
NAME	REWARD TYPE	POINTS	START DATE	END DATE	CREATED ...	UPDATED ...	VI...	ED...	DELE...
POINT10	Points	100	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT9	Points	90	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT8	Points	80	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT7	Points	70	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT5	Points	50	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				
POINT6	Points	60	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				
POINT4	Points	40	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				
POINT3	Points	30	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				

Figure 391 Rewards & Offers – Campaign Offers

16.3.1 Create Campaign Offer

Using this create campaign offer option, you can create a new campaign offer. To create the campaign offer:

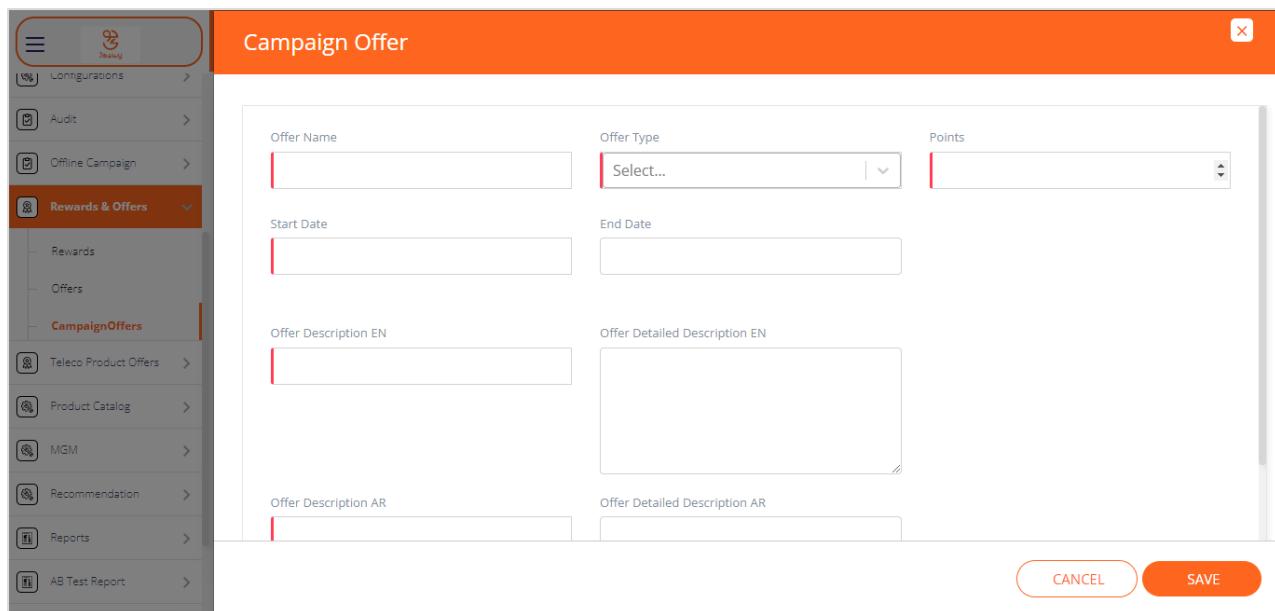
1. On the **Campaign Offers** screen, click the **+CREATE** button to create a new campaign offer. Refer to the following screen.



The screenshot shows the 'CampaignOffers' page within a software application. On the left, there's a sidebar with various menu items like 'Configurations', 'Audit', 'Offline Campaign', 'Rewards & Offers' (which is currently selected), 'Teleco Product Offers', 'Product Catalog', 'MGM', 'Recommendation', 'Reports', and 'AB Test Report'. Under 'Rewards & Offers', there are sub-options: 'Rewards', 'Offers', and 'CampaignOffers'. The main area is titled 'CampaignOffers' and displays a table of existing campaign offers. The table has columns: NAME, REWARD TYPE, POINTS, START DATE, END DATE, CREATED ..., UPDATED ..., VI..., ED..., and DELE...'. Below the table, there's a dropdown for 'Records Per Page' set to 10, and a page number '1'. At the top right, it says 'Logged In User : clientadmin' and 'Logged In Time : 12/12/2023 04:16 pm'. A red arrow points to the '+CREATE' button at the top center of the table header.

Figure 392 Campaign Offers – Create Button

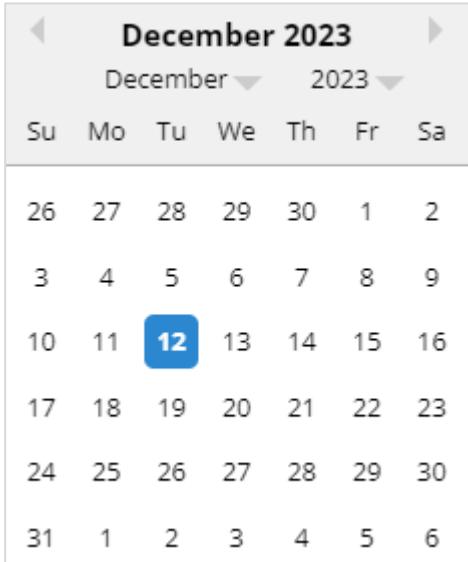
2. After clicking the **+CREATE** button, the following pop-up window will be displayed.

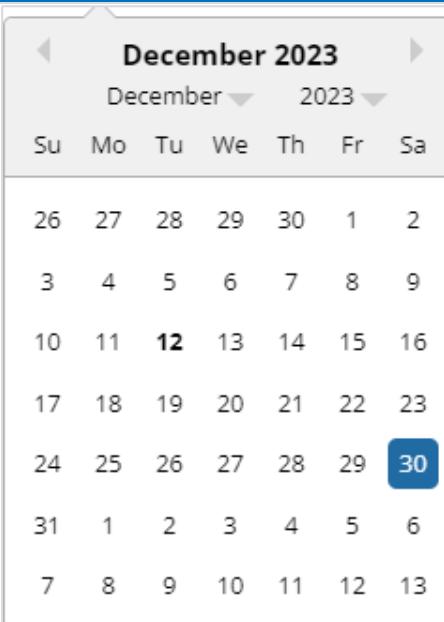


The screenshot shows the 'Campaign Offer' input screen. On the left is a sidebar with navigation links: Configurations, Audit, Offline Campaign, Rewards & Offers (selected), Rewards, Offers, CampaignOffers (selected), Teleco Product Offers, Product Catalog, MGM, Recommendation, Reports, and AB Test Report. The main area has tabs for 'Offer Name', 'Offer Type', 'Points', 'Start Date', 'End Date', 'Offer Description EN', 'Offer Detailed Description EN', 'Offer Description AR', and 'Offer Detailed Description AR'. At the bottom are 'CANCEL' and 'SAVE' buttons.

Figure 393 Campaign Offer –Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Offer Name	Enter the name of the offer in this field.
Reward Type	Select the Reward Type in the drop-down list. For example, “ Points ”.
Points	Enter the number of points for the offer in this field. <ul style="list-style-type: none"> • Click  to increase the points. • Click  to decrease the points.
Start Date	Select the start date of the offer. Refer to the following screen. 
Expiry Date	Select the expiry date of the offer. Refer to the following screen.

Field	Description																																																								
	 <p>A calendar for December 2023 is displayed. The days of the week are labeled at the top: Su, Mo, Tu, We, Th, Fr, Sa. The dates are arranged in a grid. The 12th is highlighted in red. The 30th and 31st are highlighted in blue. The 30th is also enclosed in a blue rounded rectangle.</p> <table border="1"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr> <td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr> <td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr> <td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr> <td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr> <td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr> <td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td></tr> </tbody> </table>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13
Su	Mo	Tu	We	Th	Fr	Sa																																																			
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7	8	9	10	11	12	13																																																			
Offer Description English	Enter the offer description in English in this field.																																																								
Offer Detailed Description English	Enter the offer detailed description in English in this field.																																																								
Offer Description Arabic	Enter the offer description in Arabic in this field.																																																								
Offer Detailed Description Arabic	Enter the offer detailed description in Arabic in this field.																																																								

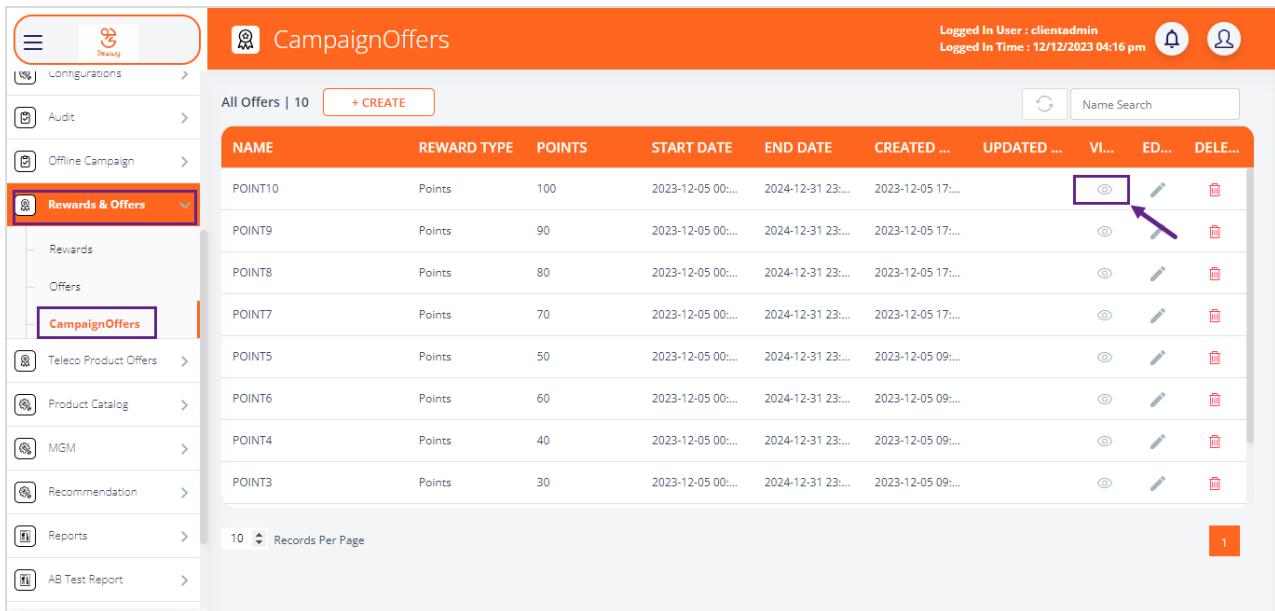
4. After providing the required details, click **Save**.

A confirmation message will be displayed, indicating that the campaign offer is created successfully.

16.3.2 View Campaign Offer

Using this view campaign offer option, you can view the campaign offer details.
To view the offer:

- On the **Campaign Offers** screen, click the **View** button  to view the campaign offer details. Refer to the following screen.



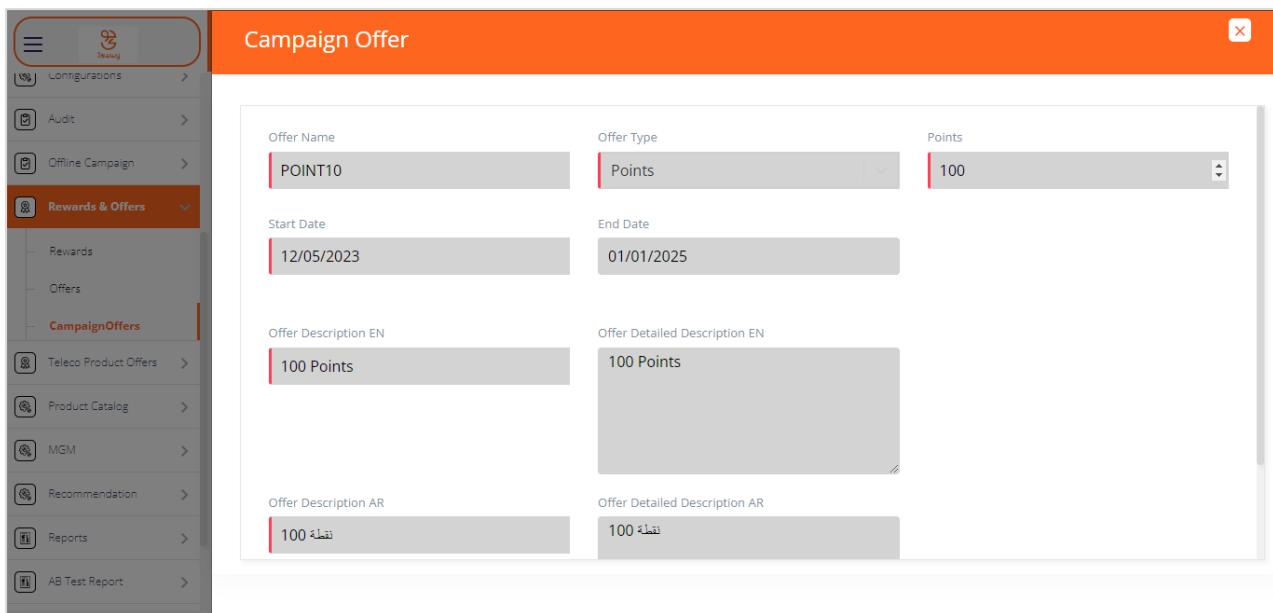
The screenshot shows the 'CampaignOffers' screen with a list of campaign offers. The left sidebar has a tree structure with 'Rewards & Offers' expanded, and 'CampaignOffers' is selected. The main area shows a table with columns: NAME, REWARD TYPE, POINTS, START DATE, END DATE, CREATED ..., UPDATED ..., VI..., ED..., and DELE... . The first offer, 'POINT10', has its 'View' button highlighted with a purple box and an arrow pointing to it. The table contains ten rows of offer data.

NAME	REWARD TYPE	POINTS	START DATE	END DATE	CREATED ...	UPDATED ...	VI...	ED...	DELE...
POINT10	Points	100	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT9	Points	90	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT8	Points	80	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT7	Points	70	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT5	Points	50	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				
POINT6	Points	60	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				
POINT4	Points	40	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				
POINT3	Points	30	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				

Records Per Page: 10  1 

Figure 394 Campaign Offers – View Button

- After clicking the **View** button, the following pop-up window will be displayed.



The screenshot shows the 'Campaign Offer' configuration screen. On the left, a sidebar menu includes 'Configurations', 'Audit', 'Offline Campaign', 'Rewards & Offers' (selected), 'Rewards', 'Offers', 'CampaignOffers' (selected), 'Teleco Product Offers', 'Product Catalog', 'MGM', 'Recommendation', 'Reports', and 'AB Test Report'. The main area is titled 'Campaign Offer' and contains fields for 'Offer Name' (POINT10), 'Offer Type' (Points), 'Points' (100), 'Start Date' (12/05/2023), 'End Date' (01/01/2025), 'Offer Description EN' (100 Points), 'Offer Detailed Description EN' (100 Points), 'Offer Description AR' (100 نقاط), and 'Offer Detailed Description AR' (100 نقاط).

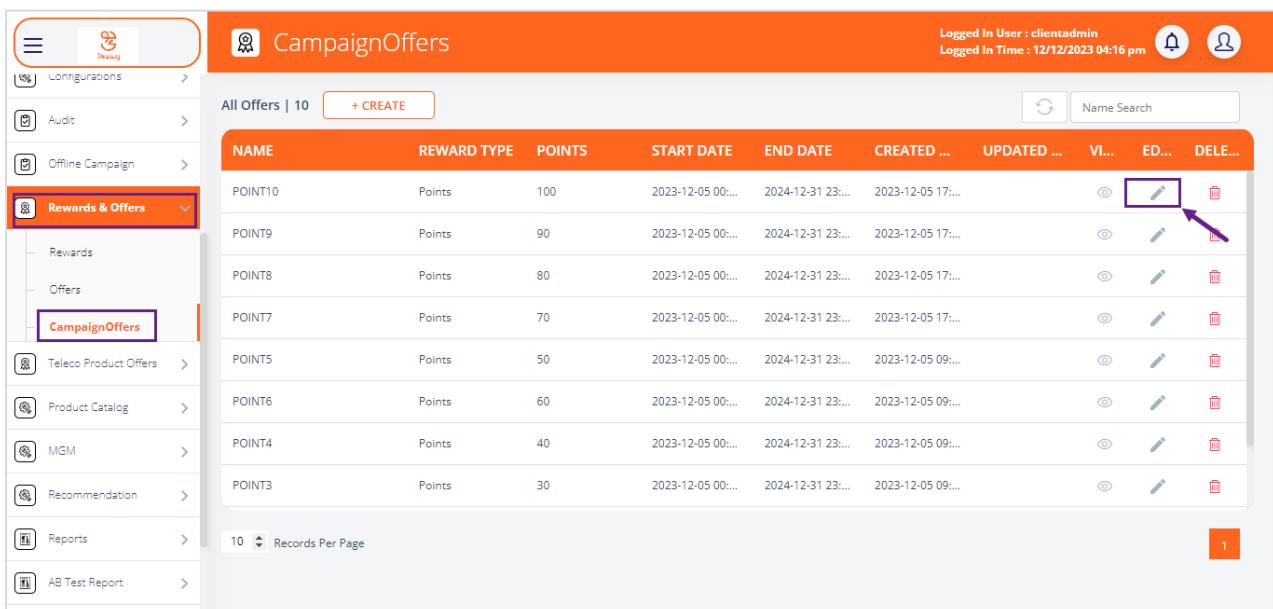
Figure 395 Campaign Offer – Definition Input Screen

- You can view the **Campaign Offer** details such as Offer Name, Reward Type, Start Date, and so on.

16.3.3 Modify Campaign Offer

Using this modify campaign offer option, you can modify the campaign offer details. To modify the campaign offer:

1. On the **Campaign Offers** screen, click the **Modify** button  to modify the campaign offer details. Refer to the following screen.

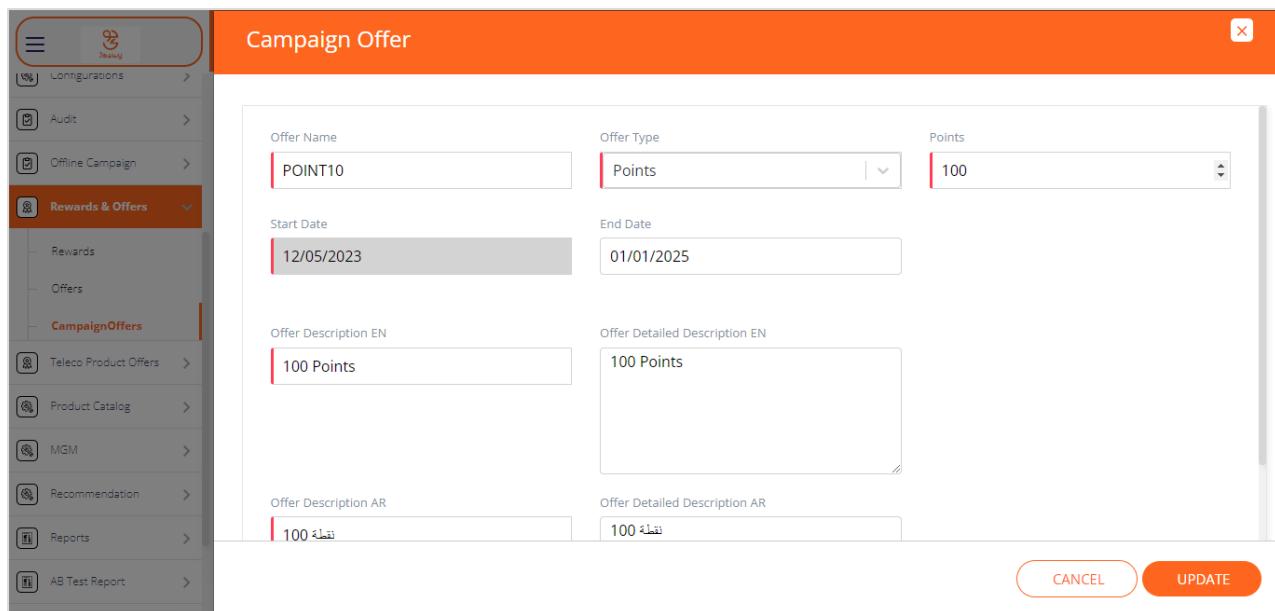


The screenshot shows the 'Campaign Offers' screen. The sidebar menu is identical to Figure 395. The main area is titled 'CampaignOffers' and displays a table of offers. The table has columns: NAME, REWARD TYPE, POINTS, START DATE, END DATE, CREATED..., UPDATED..., VI..., ED..., and DELETE... (with a red arrow pointing to it). The data in the table is as follows:

NAME	REWARD TYPE	POINTS	START DATE	END DATE	CREATED...	UPDATED...	VI...	ED...	DELETE...
POINT10	Points	100	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT9	Points	90	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT8	Points	80	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT7	Points	70	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00				
POINT5	Points	50	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				
POINT6	Points	60	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				
POINT4	Points	40	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				
POINT3	Points	30	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00				

Figure 396 Campaign Offers – Modify Button

2. After clicking the **Modify** button, the following pop-up window will be displayed.



The screenshot shows the 'Campaign Offer' configuration screen. On the left, a sidebar menu includes 'Configurations', 'Audit', 'Offline Campaign', 'Rewards & Offers' (selected), 'Rewards', 'Offers', 'CampaignOffers' (selected), 'Teleco Product Offers', 'Product Catalog', 'MGM', 'Recommendation', 'Reports', and 'AB Test Report'. The main area is titled 'Campaign Offer' and contains fields for 'Offer Name' (POINT10), 'Offer Type' (Points), 'Points' (100), 'Start Date' (12/05/2023), 'End Date' (01/01/2025), 'Offer Description EN' (100 Points), 'Offer Detailed Description EN' (100 Points), 'Offer Description AR' (100 نقاط), and 'Offer Detailed Description AR' (100 نقاط). At the bottom are 'CANCEL' and 'UPDATE' buttons.

Figure 397 Campaign Offer – Definition Input Screen

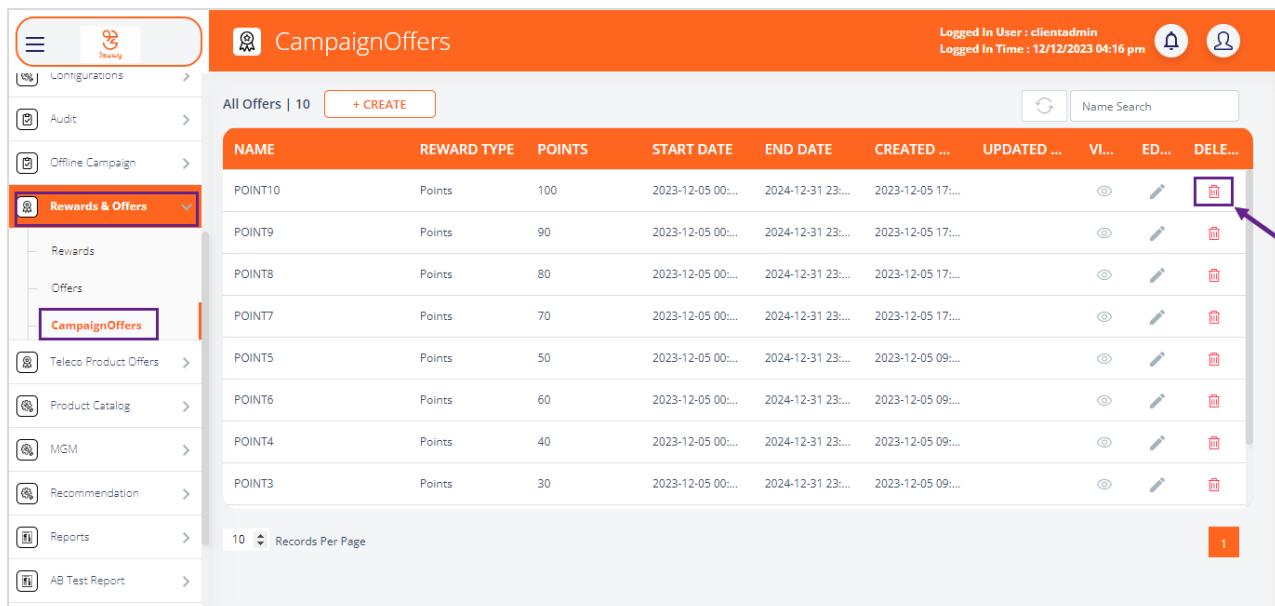
3. Modify the necessary fields on the screen.
4. Click **UPDATE**.

A confirmation message will be displayed, indicating that the campaign offer is modified successfully.

16.3.4 Delete Campaign Offer

Using this delete Campaign offer option, you can delete the campaign offer details.
To delete the campaign offer:

1. On the **Campaign Offers** screen, click the **Delete** button  to delete the campaign offer details. Refer to the following screen.



The screenshot shows the 'Campaign Offers' screen. The sidebar menu is identical to Figure 397. The main area displays a table of offers with columns: NAME, REWARD TYPE, POINTS, START DATE, END DATE, CREATED ..., UPDATED ..., VI..., ED..., and DELETE... (with a red box around it). The table data is as follows:

NAME	REWARD TYPE	POINTS	START DATE	END DATE	CREATED ...	UPDATED ...	VI...	ED...	DELETE...
POINT10	Points	100	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00	2023-12-05 17:00:00			
POINT9	Points	90	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00	2023-12-05 17:00:00			
POINT8	Points	80	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00	2023-12-05 17:00:00			
POINT7	Points	70	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 17:00:00	2023-12-05 17:00:00			
POINT5	Points	50	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00	2023-12-05 09:00:00			
POINT6	Points	60	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00	2023-12-05 09:00:00			
POINT4	Points	40	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00	2023-12-05 09:00:00			
POINT3	Points	30	2023-12-05 00:00:00	2024-12-31 23:59:59	2023-12-05 09:00:00	2023-12-05 09:00:00			

Figure 398 Campaign Offers – Delete Button

2. After clicking the **Delete** button, the following pop-up window will be displayed.

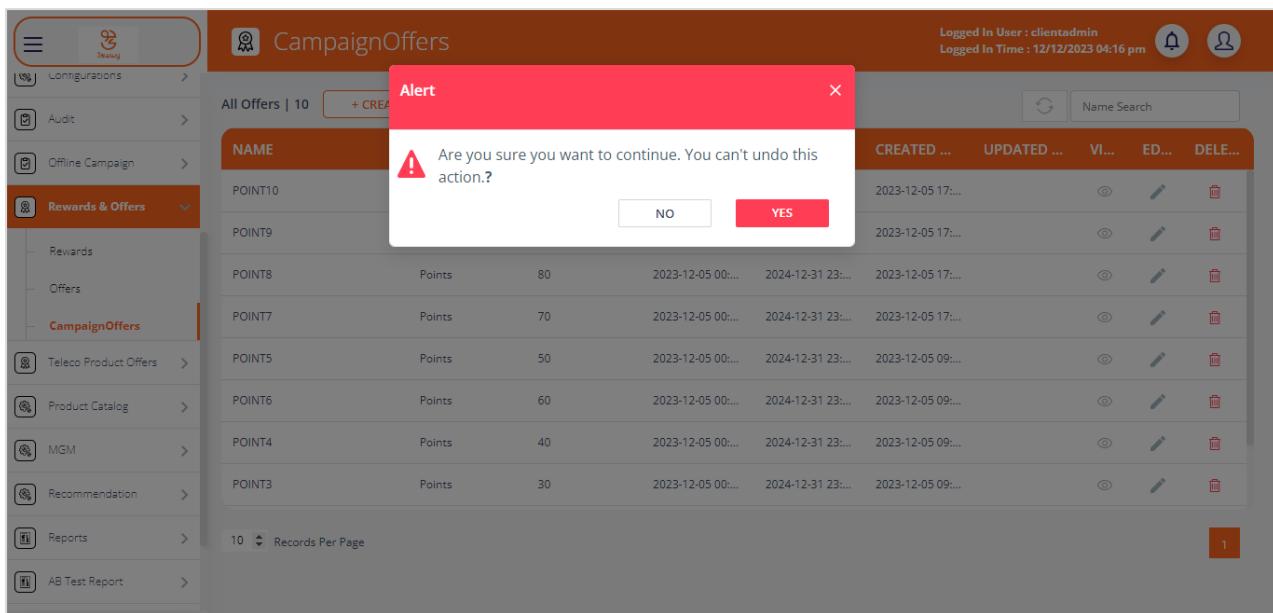


Figure 399 Campaign Offers – Delete Confirmation Dialog

3. If you receive the message, “**Are you sure you want to continue. You can't undo this action.?**,” click “**Yes**” to confirm the action.

A confirmation message will be displayed, indicating that the campaign offer is deleted successfully.

Or

Click “**No**” to cancel the action.

17 MGM

Man Get Man is a dynamic referral program, where the STC user acts as a catalyst by introducing a new user to the platform. In recognition of their role as a referral source, the existing user receives rewarding incentives, while the newly onboarded user is welcomed with a generous allocation of reward points upon joining the platform.

17.1 Manage Referee Award

A referrer is a user who invites others to join a STC- Jawwy platform or participate in an activity. They typically share a unique referral link or code with their friends and network, and if someone uses that link to sign up or complete a desired action, the referrer receives a reward. This reward can be in the form of points, and discounts.

To manage the referee award,

1. On the side menu, click **MGM >> Manage Referee Award** to view the referee details.
Refer to the following screen.

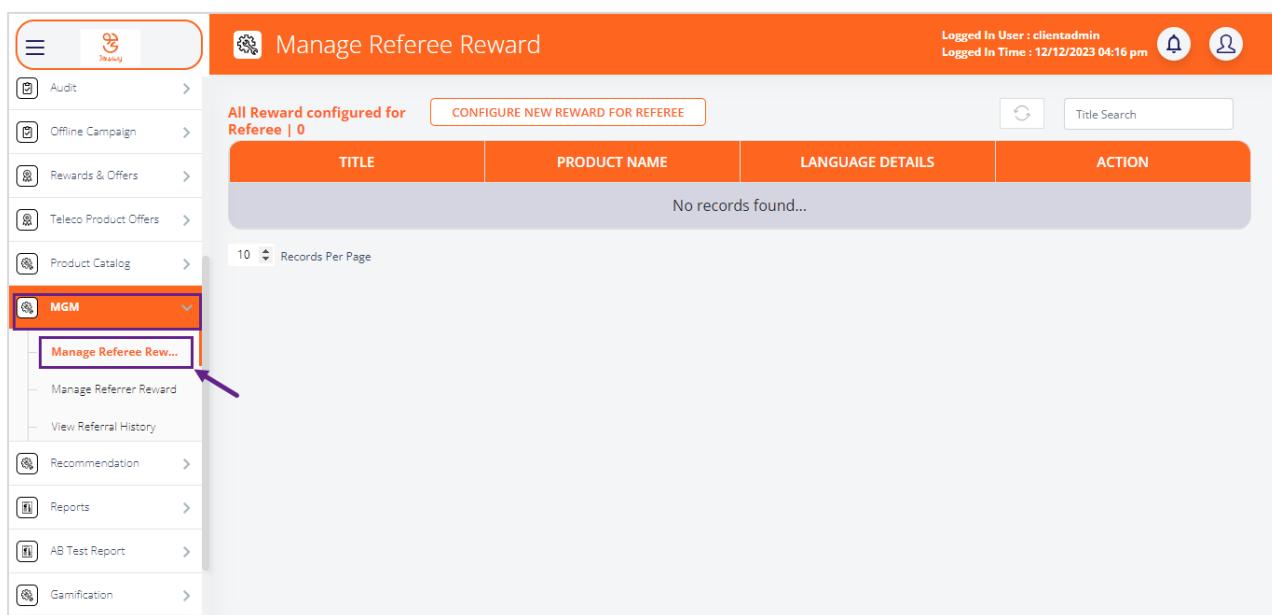


Figure 400 MGM – Manage Referee Award

17.1.1 Add New Reward for Referee

Using this add option, you can add a new reward for referee.
To add a new reward for referee,

1. On the **Manage Referee Reward** screen, click **Configure Manage Referee Reward** button to add a new reward for referee. Refer to the following screen.

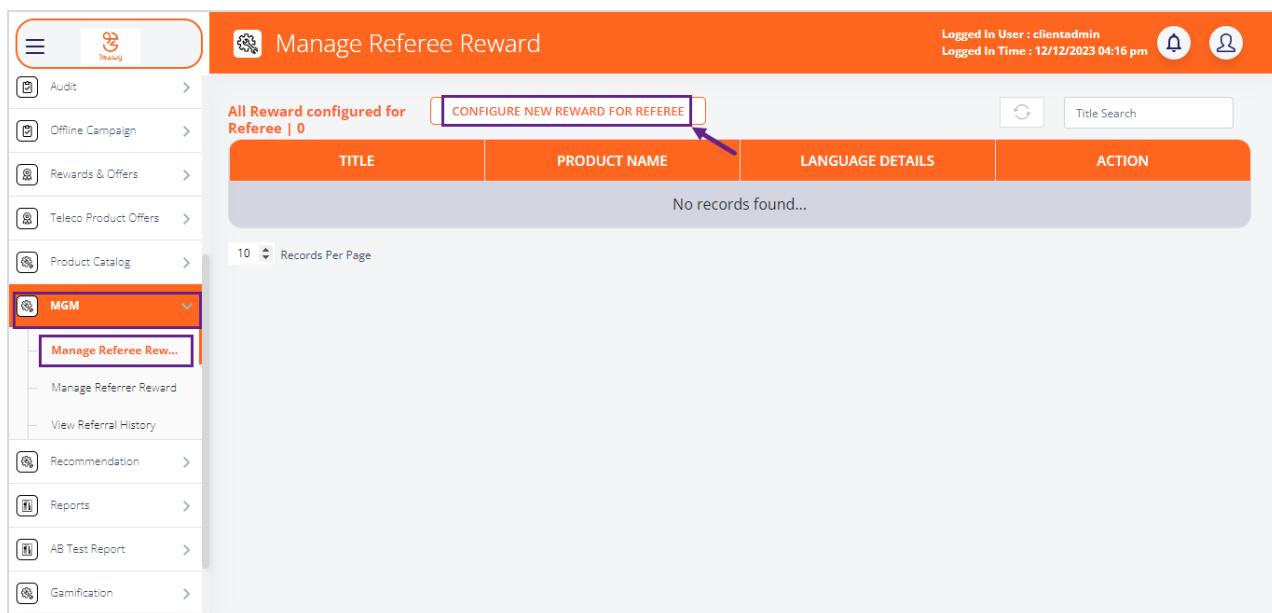


Figure 401 MGM – Configure New Reward For Referee

2. After clicking the **Configure Manage Referee Reward** button, the following pop-up window is displayed.

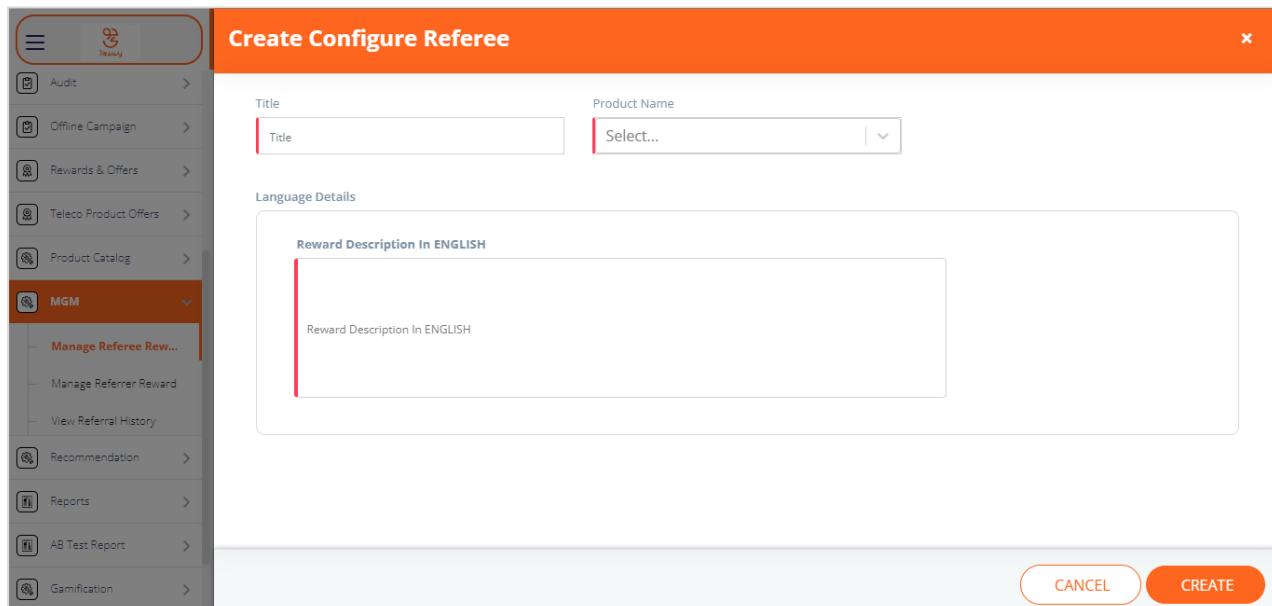


Figure 402 Create Configure Referee Input Screen

3. Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Title	Enter the title of the referee in the corresponding field.
Product Name	Select the product in the drop-down list. For example, “ SRV110005169 ”.

Field	Description
Language Details	
Reward Description in English	Enter the description of the reward in English.
Reward Description in Arabic	Enter the description of the reward in Arabic.

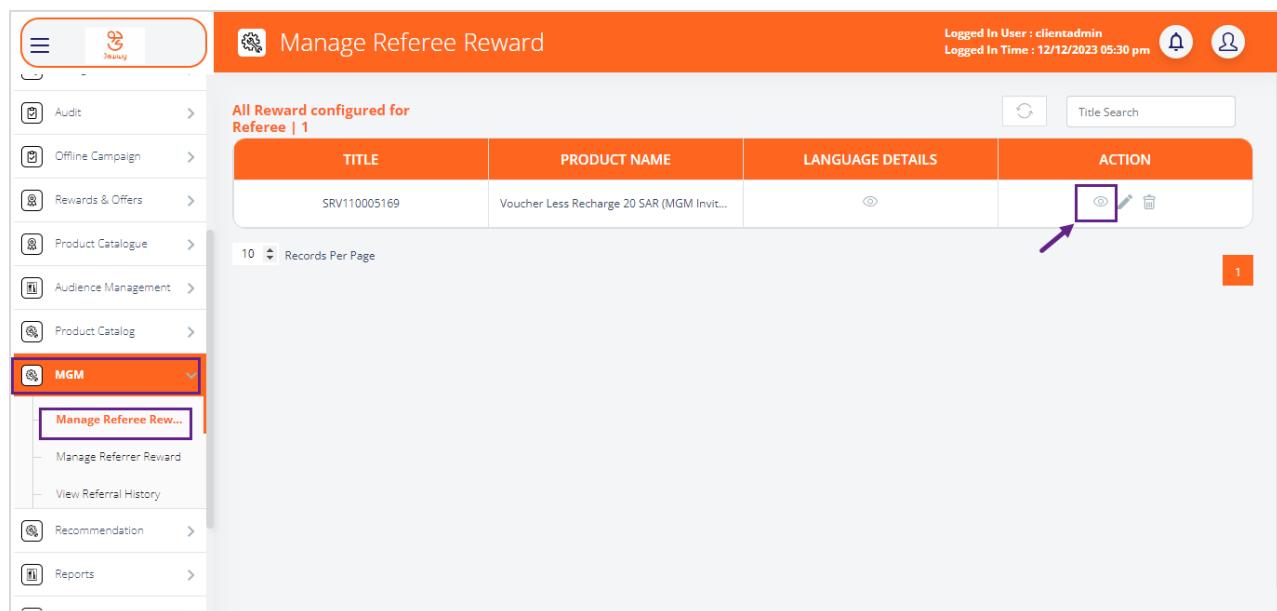
4. After providing the required details, click **Create**.

A confirmation message is displayed, indicating that the referee is added successfully.

17.1.2 View Configure Referee

Using this view option, you can view an existing referee detail.
To view the referee detail,

1. On the **Manage Referee Reward** screen, click the **View** button  to view the referee details. Refer to the following screen.



The screenshot shows the 'Manage Referee Reward' screen. The left sidebar has a tree menu with 'MGM' selected, which contains 'Manage Referee Reward'. The main area displays a table with one row:

TITLE	PRODUCT NAME	LANGUAGE DETAILS	ACTION
SRV110005169	Voucher Less Recharge 20 SAR (MGM Invit...		 

Records Per Page: 10

Logged In User : clientadmin
Logged In Time : 12/12/2023 05:30 pm

Figure 403 Manage Referee Reward – View Button

2. After clicking the **View** button, the following screen is displayed.

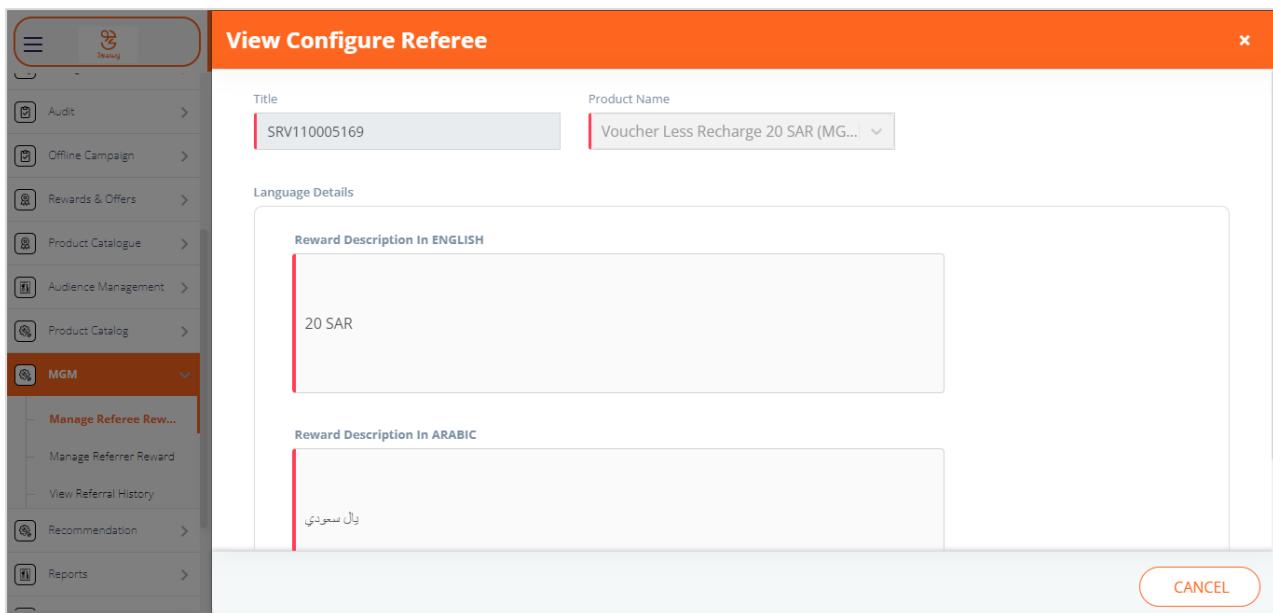


Figure 404 View Configure Referee

- You can view the referee details such as Title, Product Name, and Language Description.

17.1.3 Modify Configure Referee

Using this modify option, you can modify the existing referee detail. To modify the referee detail,

1. On the **Manage Referee Reward** screen, click the **Modify** button  to modify the referee details. Refer to the following screen.

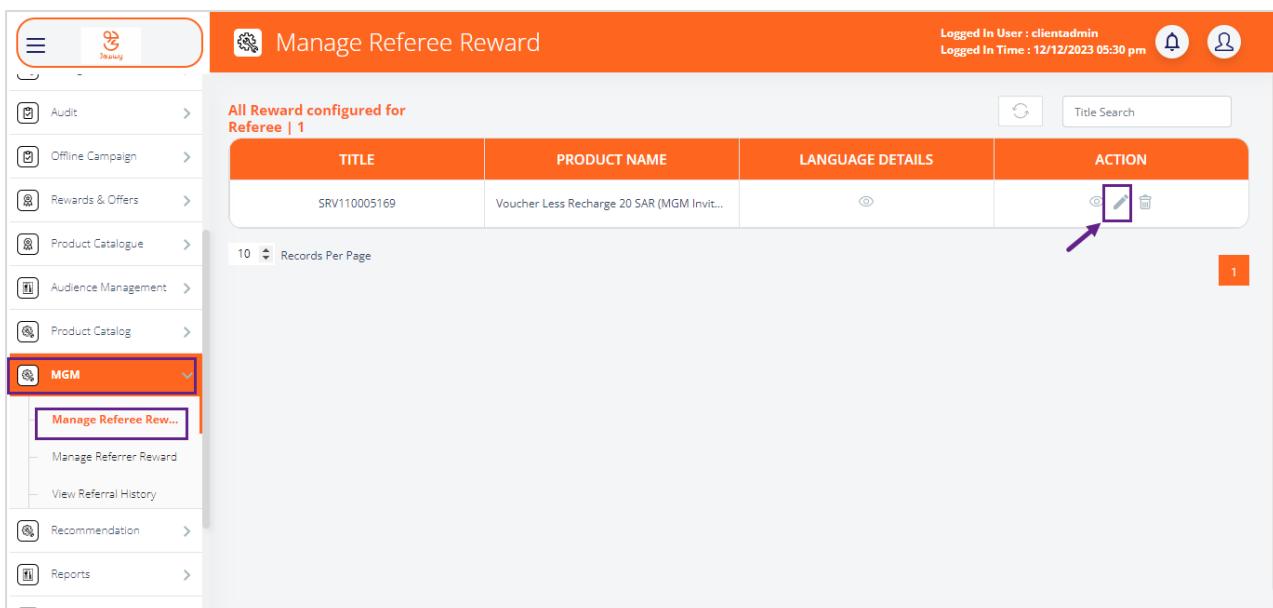


Figure 405 Manage Referee Reward – Modify Button

2. After clicking the **Modify** button, the following screen is displayed.

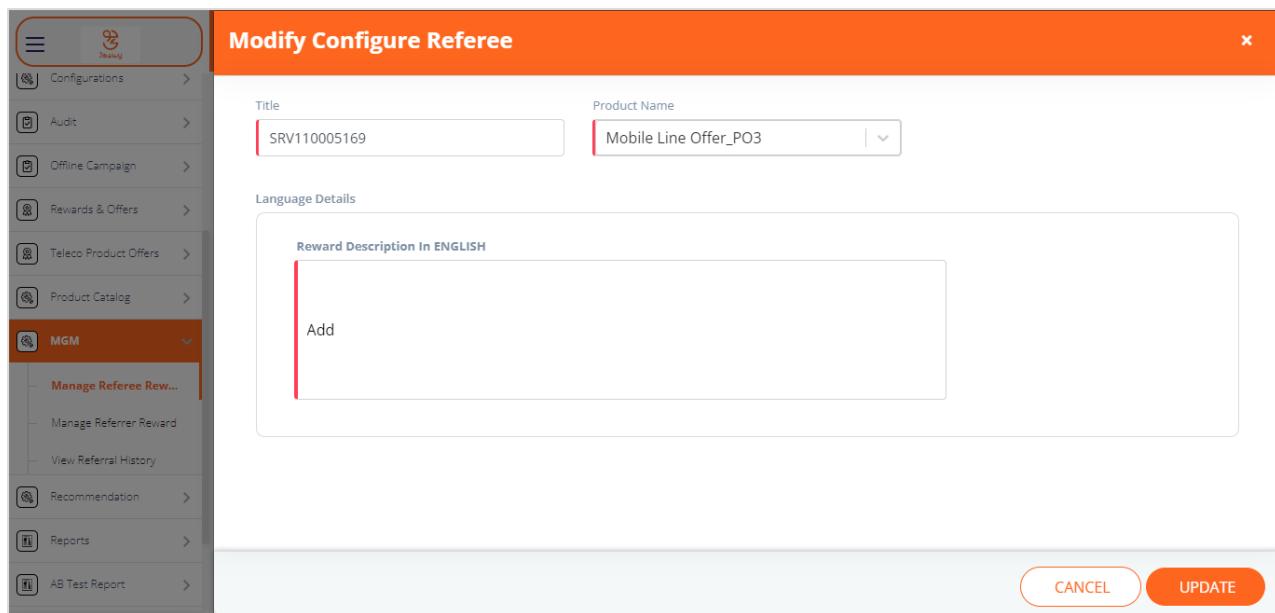


Figure 406 Modify Configure Referee

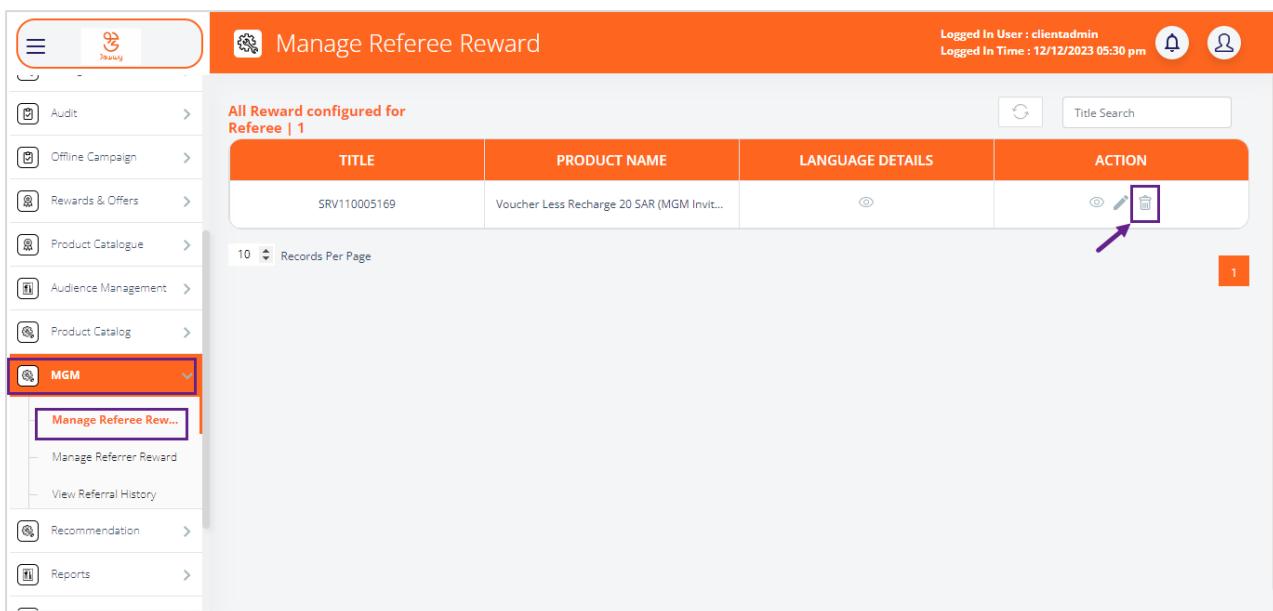
3. Modify the required fields.
4. Click **UPDATE**.

A confirmation message is displayed, indicating that the referee is modified successfully.

17.1.4 Delete Configure Referee

Using this delete option, you can delete the existing referee detail. To delete the referee detail,

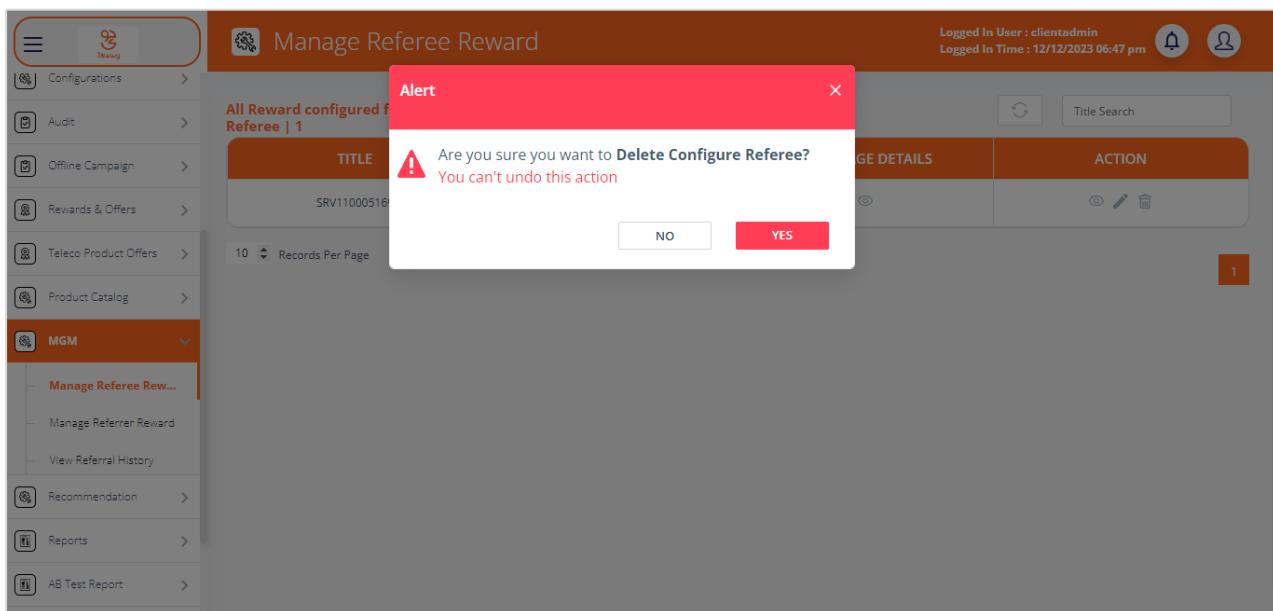
1. On the **Manage Referee Reward** screen, click the **Delete** button  to delete the referee details. Refer to the following screen.



The screenshot shows the 'Manage Referee Reward' page. On the left, there's a sidebar with various options like Audit, Offline Campaign, Rewards & Offers, Product Catalogue, Audience Management, Product Catalog, and MGM. Under MGM, 'Manage Referee Reward' is selected. The main content area displays a table with one row. The table columns are TITLE, PRODUCT NAME, LANGUAGE DETAILS, and ACTION. The ACTION column contains icons for view, edit, and delete. A purple arrow points to the delete icon. The top right corner shows the user is logged in as 'clientadmin' at '12/12/2023 05:30 pm'.

Figure 407 Manage Referee –Delete Button

- After clicking the **Delete** button, the following screen is displayed.



The screenshot shows the same 'Manage Referee Reward' page after a delete action. A modal dialog titled 'Alert' is displayed in the center. It contains the message: 'Are you sure you want to Delete Configure Referee? You can't undo this action'. There are 'NO' and 'YES' buttons. The background of the page is dimmed.

Figure 408 Manage Referee – Delete Confirmation Message

- If you receive the message, “**Are you sure you want to Delete Configure Referee?? You can't undo this action**”, click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the referee is deleted successfully.

Or

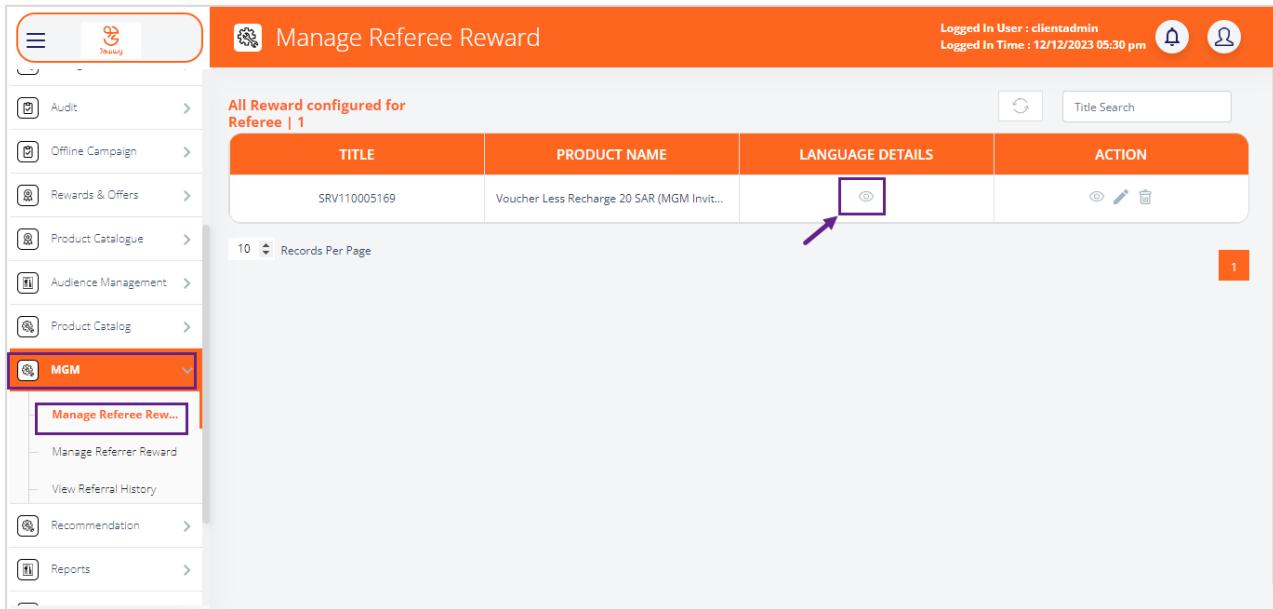
Click “**No**” to cancel the action.

17.1.5 View Language Details

Using this view option, you can view an existing referee language detail.

To view the referee language detail,

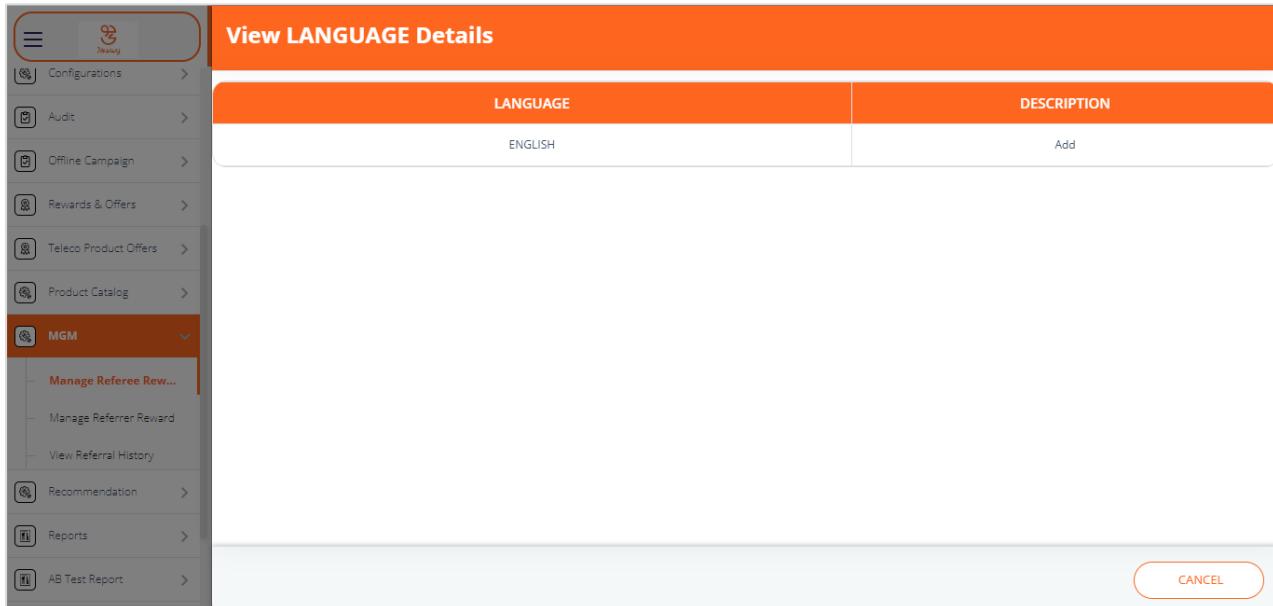
1. On the **Manage Referee Reward** screen, click the **View** button  to view the referee language details. Refer to the following screen.



The screenshot shows the 'Manage Referee Reward' page. On the left is a sidebar with 'MGM' selected, containing 'Manage Referee Reward', 'Manage Referrer Reward', and 'View Referral History'. The main area has a title 'All Reward configured for Referee | 1'. A table lists one reward: Title 'SRV110005169', Product Name 'Voucher Less Recharge 20 SAR (MGM Invit...)', Language Details (with a purple box around the 'View' button), and Action. At the bottom, there's a 'Records Per Page' dropdown set to 10 and a page number '1'.

Figure 409 Manage Referee Reward – Language (View Button)

2. After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'View LANGUAGE Details' screen. The sidebar is identical to Figure 409. The main area has a table with 'LANGUAGE' and 'DESCRIPTION' columns. One row is shown: LANGUAGE 'ENGLISH' and DESCRIPTION 'Add'. At the bottom right are 'CANCEL' and 'OK' buttons.

Figure 410 View Language Details

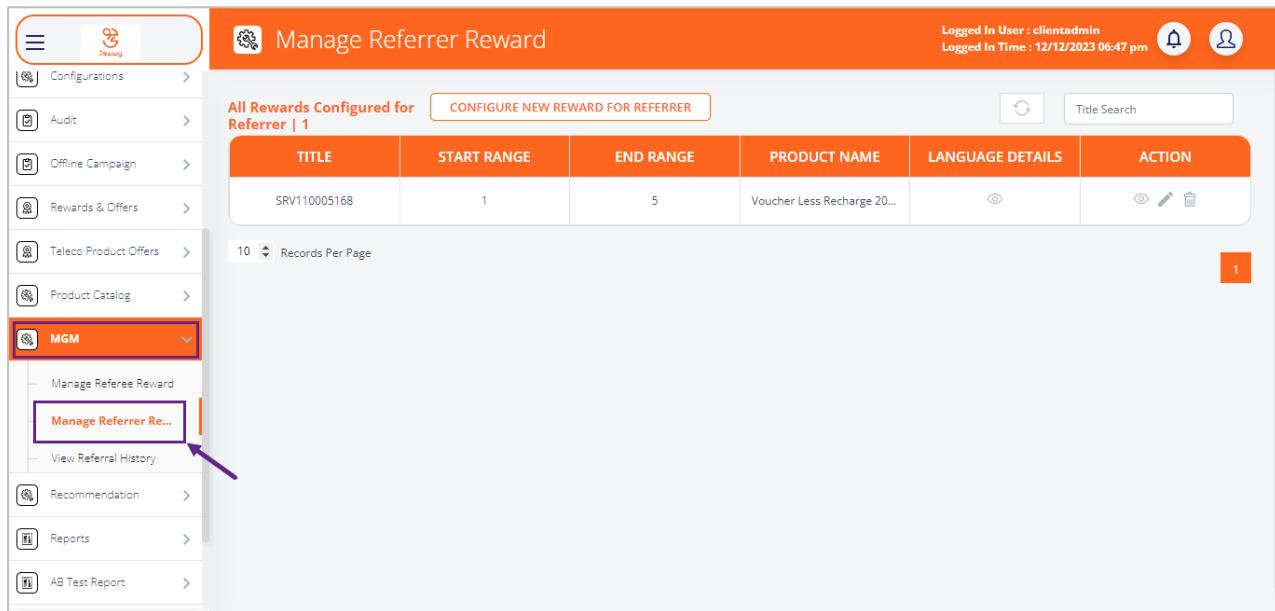
- You can view the details such as Language, and Description.

17.2 Manage Referrer Award

Referral is a process of inviting new users to a STC-Jawwy platform or activity through a unique link or code shared by an existing user. This incentivizes the existing user, called the referrer, who receives a reward for each successful referral. The referrer receives a reward only when the referred users onboard the STC platform. Rewards can range from points to discounts.

To manage the referrer award,

1. On the side menu, click **MGM >> Manage Referrer Award** to view the referrer details. Refer to the following screen.



TITLE	START RANGE	END RANGE	PRODUCT NAME	LANGUAGE DETAILS	ACTION
SRV110005168	1	5	Voucher Less Recharge 20...		

Figure 411 MGM – Manage Referrer Award

17.2.1 Add New Reward for Referrer

Using this add option, you can add a new reward for referrer.

To add a new reward for referrer,

1. On the **Manage Referrer Reward** screen, click **Configure Manage Referrer Reward** button to add a new reward for referrer. Refer to the following screen.

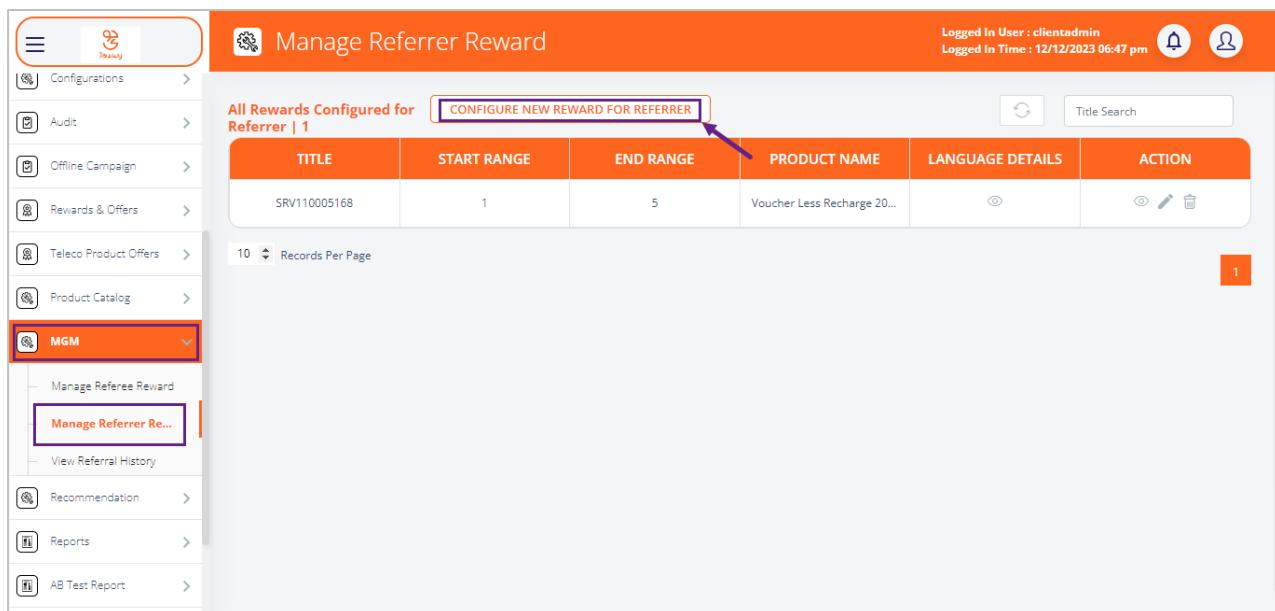
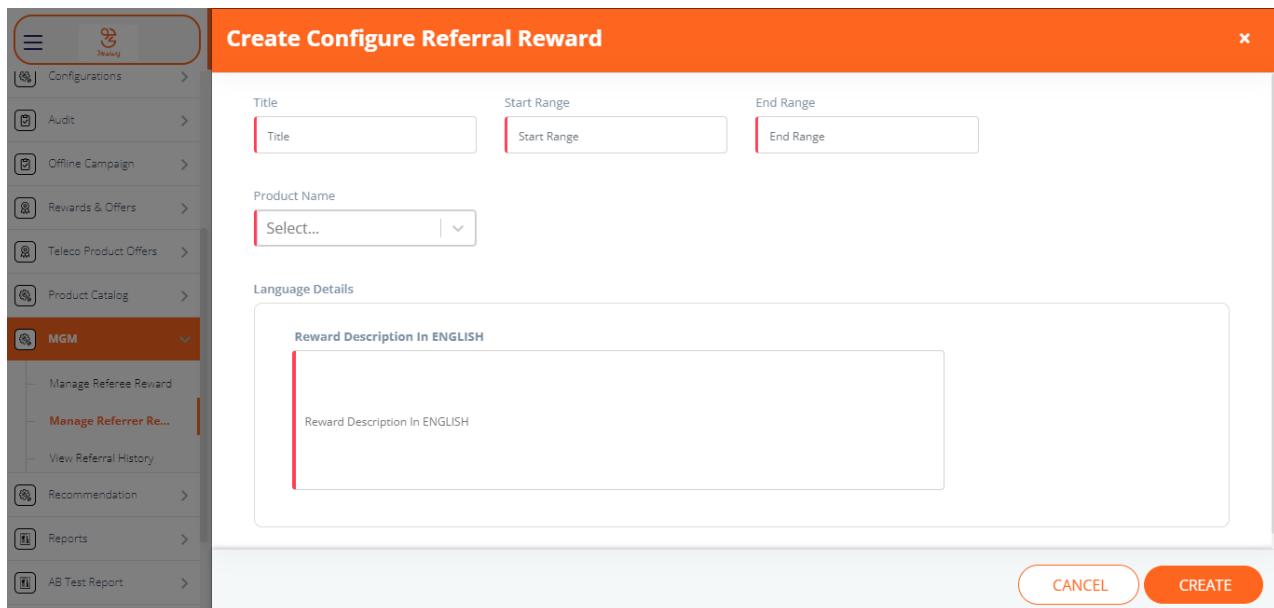


Figure 412 MGM – Configure New Reward for Referrer

2. After clicking the **Configure Manage Referrer Reward** button, the following pop-up window is displayed.



The screenshot shows the 'Create Configure Referral Reward' interface. On the left is a sidebar with various menu items under 'MGM'. The main area has sections for 'Title', 'Start Range', 'End Range', 'Product Name' (a dropdown menu showing 'Select...'), and 'Language Details' (containing a 'Reward Description In ENGLISH' field). At the bottom are 'CANCEL' and 'CREATE' buttons.

Figure 413 Create Configure Referrer Reward Input Screen

- Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Title	Enter the title of the referrer in the corresponding field.
Start Date	Enter the start date of the referrer reward in this field.
End Date	Enter the end date of the referrer reward in this field.
Product Name	Select the product in the drop-down list. For example, “ 5G National Data_7240 ”.
Language Details	
Reward Description in English	Enter the description of the reward in English.
Reward Description in Arabic	Enter the description of the reward in Arabic.

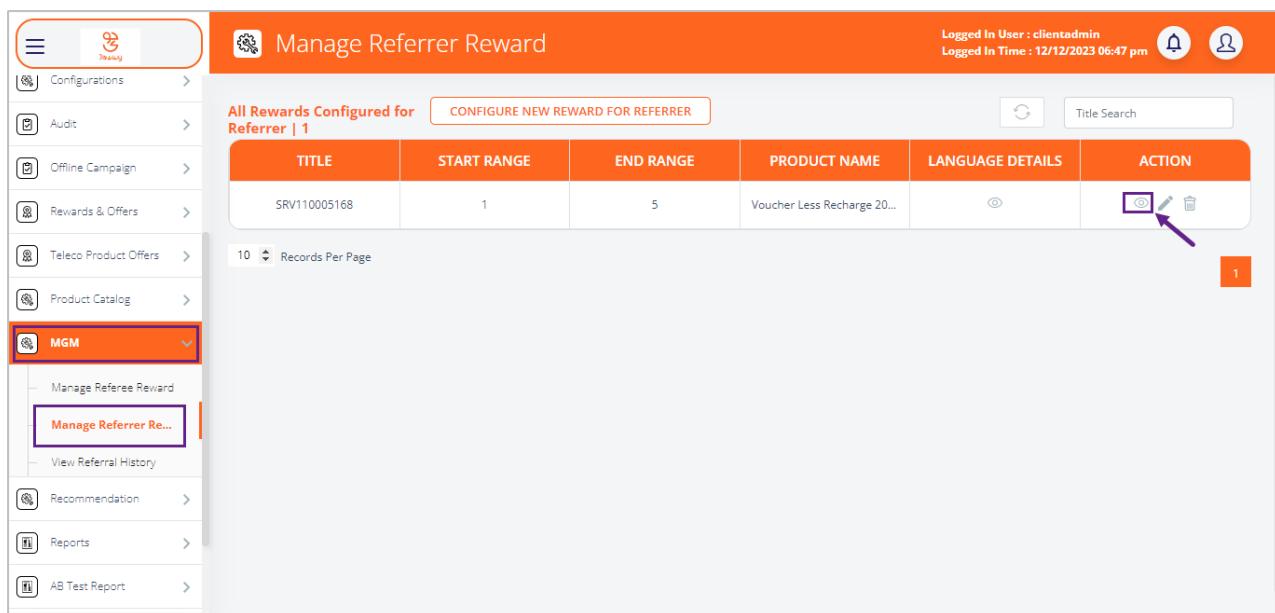
- After providing the required details, click **Create**.

A confirmation message is displayed, indicating that the referrer is added successfully.

17.2.2 View Configure Referrer

Using this view option, you can view an existing referrer detail.
To view the referrer detail,

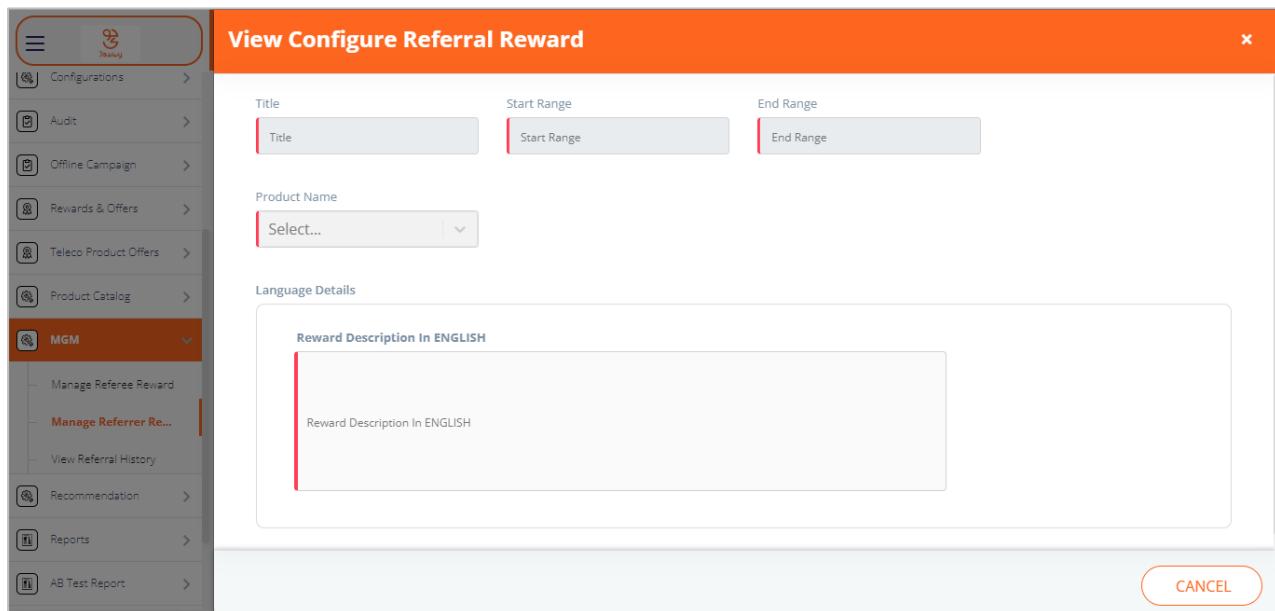
- On the **Manage Referrer Reward** screen, click the **View** button  to view the referrer details. Refer to the following screen.



The screenshot shows the 'Manage Referrer Reward' page. On the left, there's a sidebar with various options like Configurations, Audit, Offline Campaign, Rewards & Offers, Teleco Product Offers, Product Catalog, and MGM. Under MGM, 'Manage Referrer Reward' is selected, and 'Manage Referrer Re...' is highlighted. The main area has a title 'All Rewards Configured for Referrer | 1'. Below it is a table with columns: TITLE, START RANGE, END RANGE, PRODUCT NAME, LANGUAGE DETAILS, and ACTION. The first row in the table has a 'View' button in the ACTION column, which is highlighted with a purple box and a cursor arrow pointing at it.

Figure 414 Manage Referrer Reward – View Button

- After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'View Configure Referral Reward' dialog box. It has fields for Title, Start Range, and End Range. Below that is a 'Product Name' dropdown labeled 'Select...'. Under 'Language Details', there's a section for 'Reward Description In ENGLISH' with a text area containing 'Reward Description In ENGLISH'. At the bottom right is a 'CANCEL' button.

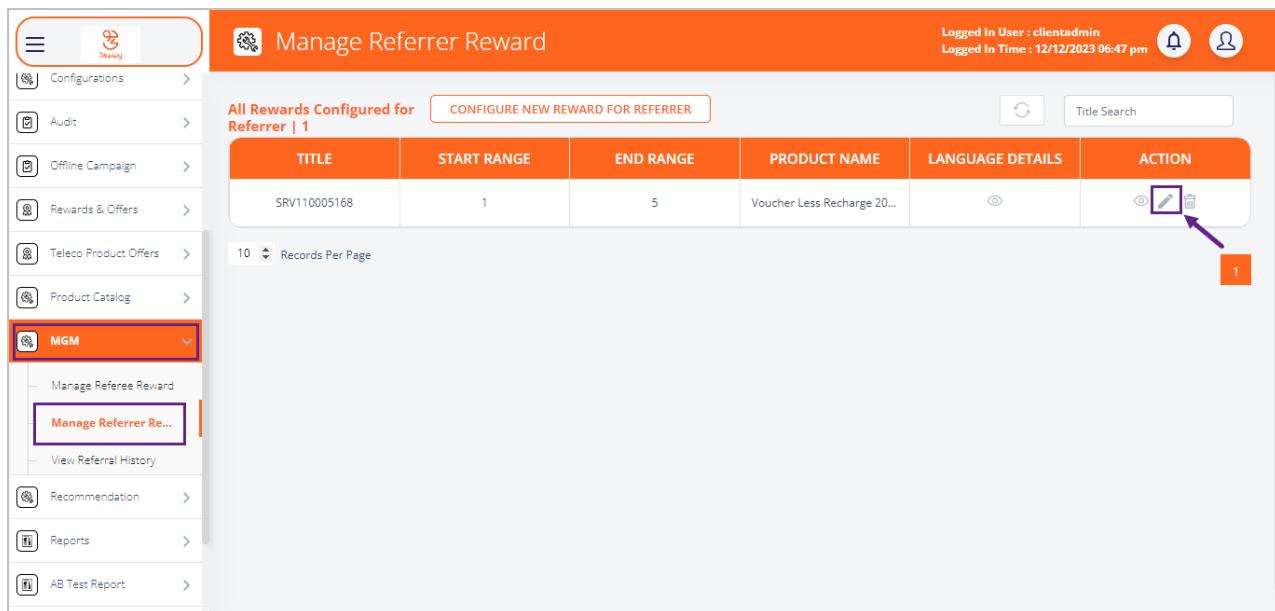
Figure 415 View Configure Referral Reward

- You can view the referrer details such as Title, Start Range, End Range, Product Name, and Language Description.

17.2.3 Modify Configure Referrer

Using this modify option, you can modify the existing referrer detail. To modify the referrer detail,

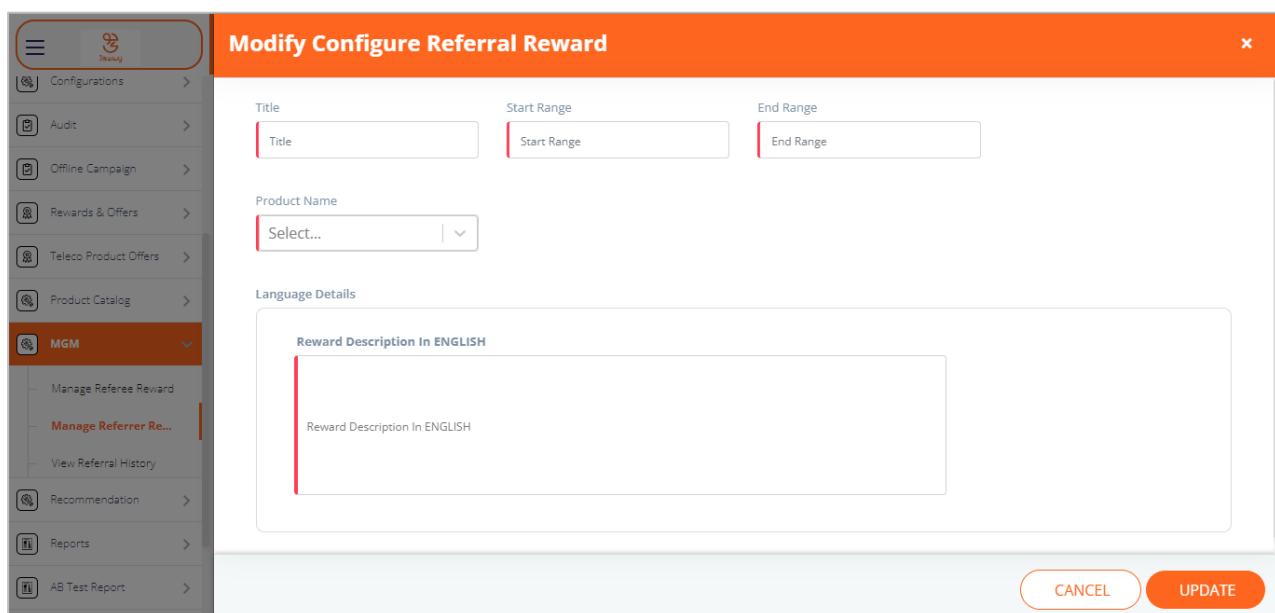
- On the **Manage Referrer Reward** screen, click the **Modify** button  to modify the referrer details. Refer to the following screen.



The screenshot shows the 'Manage Referrer Reward' page. On the left, there's a sidebar with a navigation menu under the 'MGM' section. The main area displays a table titled 'All Rewards Configured for Referrer | 1'. The table has columns: TITLE, START RANGE, END RANGE, PRODUCT NAME, LANGUAGE DETAILS, and ACTION. The first row contains the values: SRV110005168, 1, 5, Voucher Less Recharge 20..., and an empty LANGUAGE DETAILS field. The ACTION column for the first row includes a modify icon (pencil) and a delete icon (trash). A purple arrow points to the modify icon. At the bottom left of the table, it says '10 Records Per Page'. At the top right, it shows 'Logged In User : clientadmin' and 'Logged In Time : 12/12/2023 06:47 pm'.

Figure 416 Manage Referrer Reward – Modify Button

2. After clicking the **Modify** button, the following screen is displayed.



The screenshot shows the 'Modify Configure Referral Reward' dialog box. The left sidebar is identical to Figure 416. The dialog box has several input fields: 'Title' (with a red border), 'Start Range', 'End Range', 'Product Name' (set to 'Select...'), and a 'Language Details' section containing a text area for 'Reward Description In ENGLISH'. At the bottom are 'CANCEL' and 'UPDATE' buttons.

Figure 417 Modify Configure Referral Reward

3. Modify the required fields.

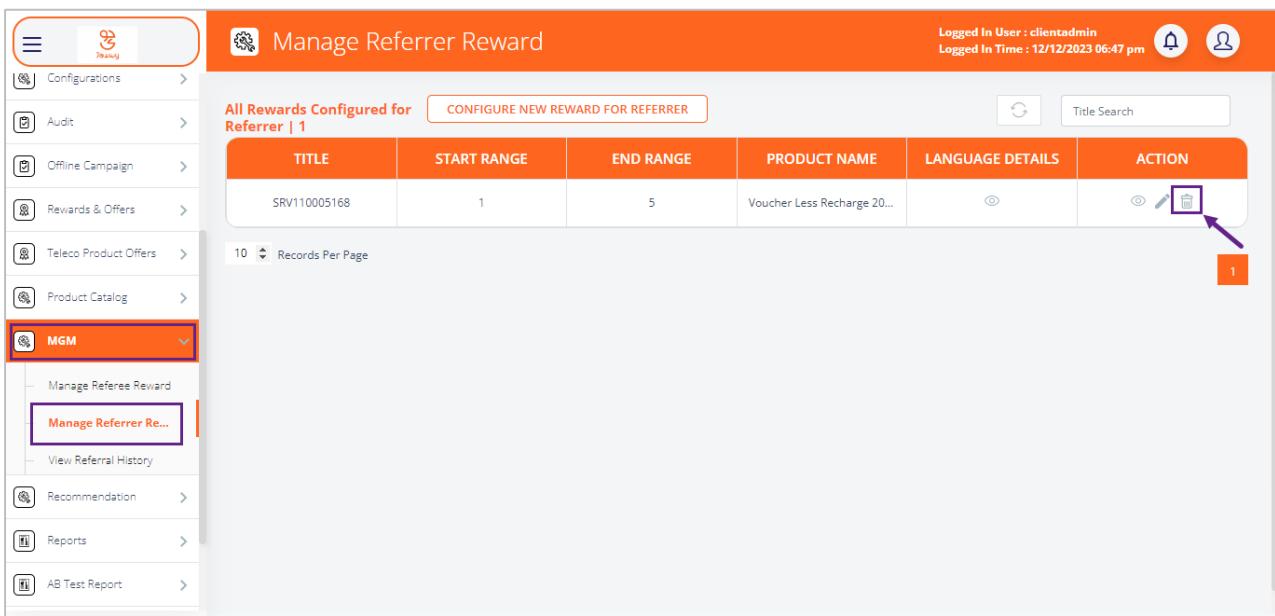
4. Click **UPDATE**.

A confirmation message is displayed, indicating that the record is modified successfully.

17.2.4 Delete Configure Referrer

Using this delete option, you can delete the existing referrer detail.
To delete the referrer detail,

1. On the **Manage Referrer Reward** screen, click the **Delete** button  to delete the referrer details. Refer to the following screen.



The screenshot shows the 'Manage Referrer Reward' screen. On the left, there's a sidebar with various options like Configurations, Audit, Offline Campaign, Rewards & Offers, Teleco Product Offers, Product Catalog, and MGM. Under MGM, 'Manage Referrer Reward' is selected and highlighted with a purple box. The main area displays a table with one row of data:

TITLE	START RANGE	END RANGE	PRODUCT NAME	LANGUAGE DETAILS	ACTION
SRV110005168	1	5	Voucher Less Recharge 20...		

A purple arrow points to the delete icon in the 'ACTION' column. At the bottom right of the table, there's a small orange box containing the number '1'.

Figure 418 Manage Referrer –Delete Button

2. After clicking the **Delete** button, the following screen is displayed.

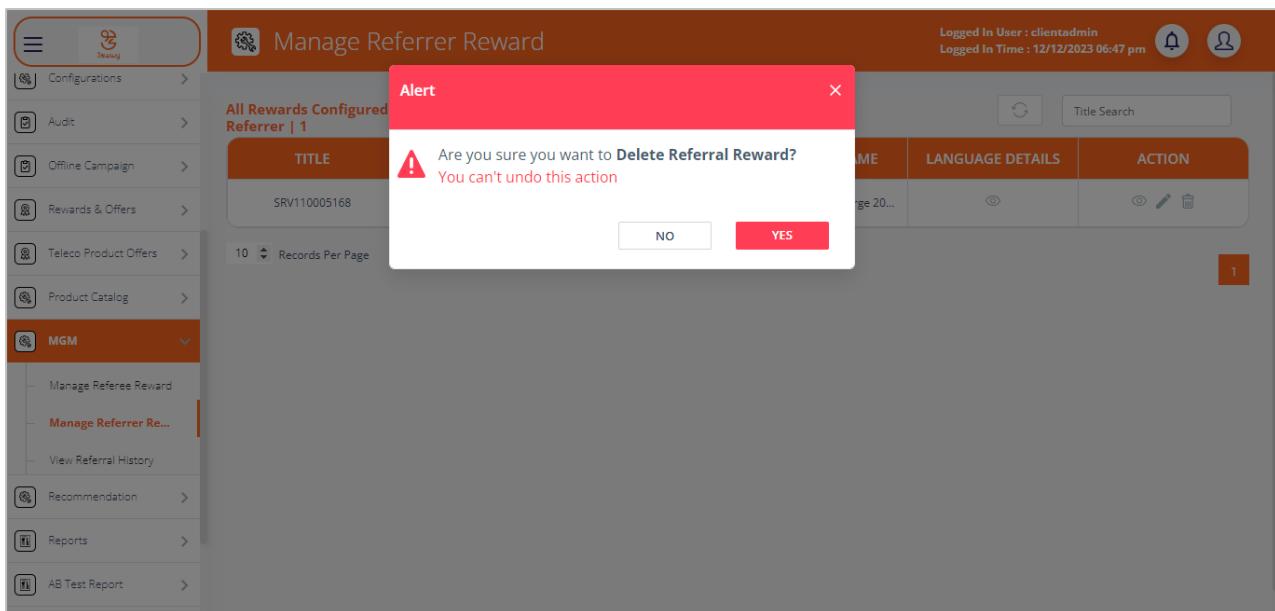


Figure 419 Manage Referrer – Delete Confirmation Message

3. If you receive the message, “**Are you sure you want to Delete Referral Reward?? You can't undo this action**”, click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the record is deleted successfully.

Or

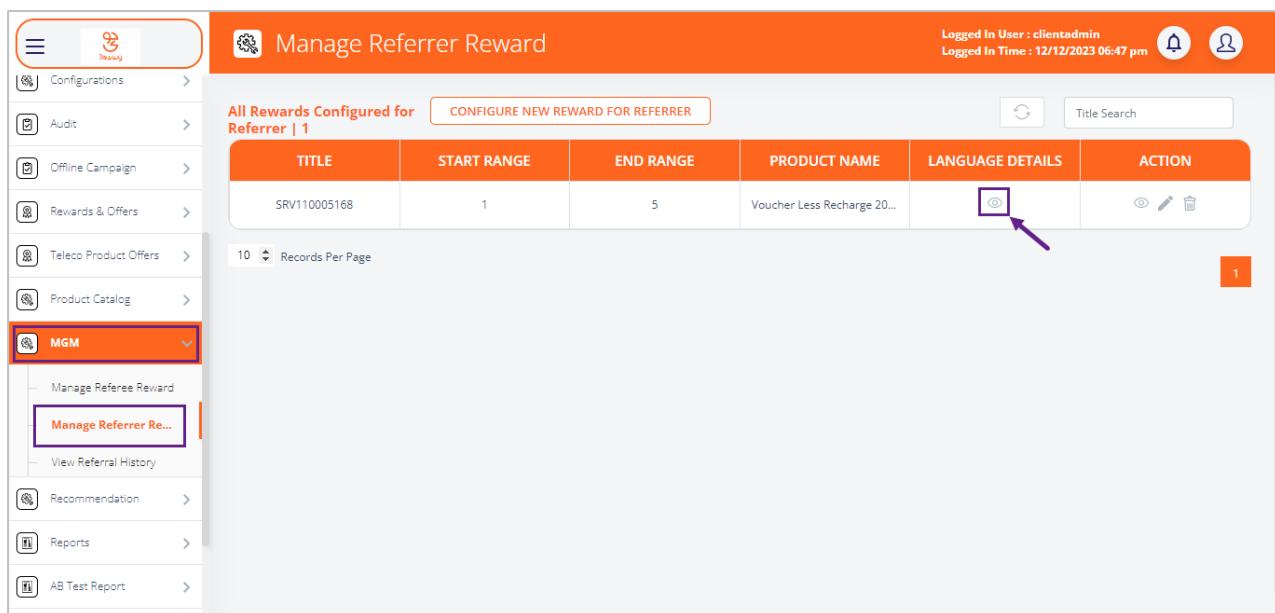
Click “**No**” to cancel the action.

17.2.5 View Language Details

Using this view option, you can view an existing referrer language detail.

To view the referrer language detail,

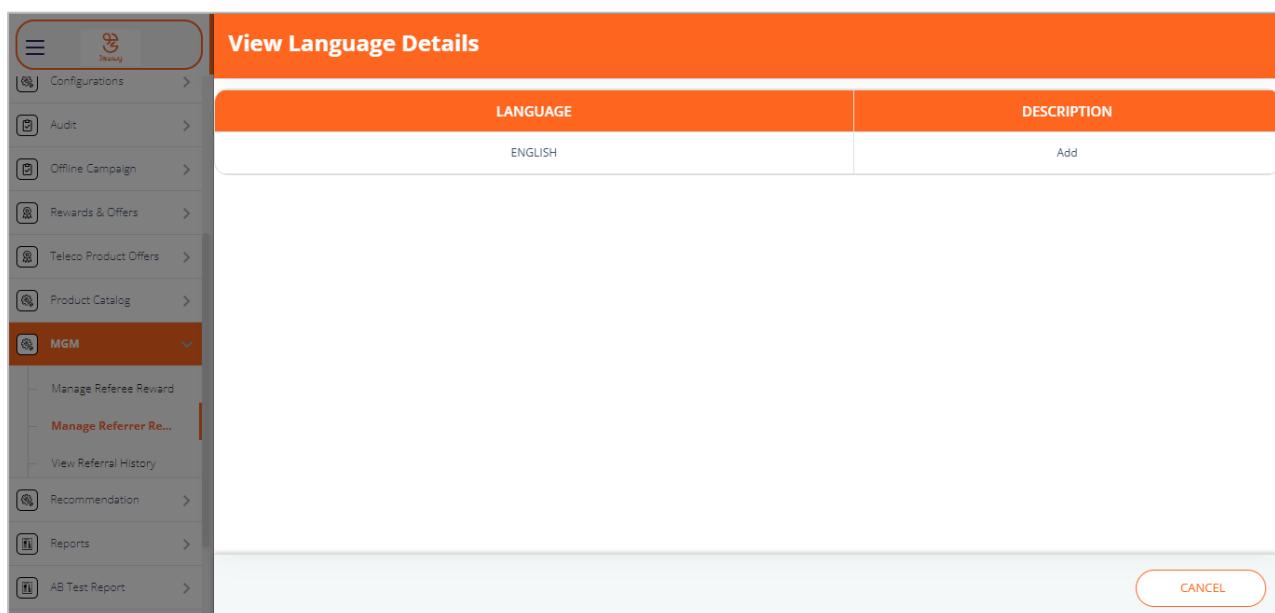
1. On the **Manage Referrer Reward** screen, click the **View** button  to view the referrer language details. Refer to the following screen.



The screenshot shows the 'Manage Referrer Reward' interface. On the left, a sidebar menu under 'MGM' includes 'Manage Referee Reward' and 'Manage Referrer Re...'. The main area displays a table titled 'All Rewards Configured for Referrer | 1'. A single row is shown with columns: TITLE (SRV110005168), START RANGE (1), END RANGE (5), PRODUCT NAME (Voucher Less Recharge 20...), LANGUAGE DETAILS (with a view icon highlighted with a purple box and a blue arrow pointing to it), and ACTION (with edit and delete icons). At the top right, it says 'Logged In User : clientadmin' and 'Logged In Time : 12/12/2023 06:47 pm'.

Figure 420 Manage Referrer Reward – Language (View Button)

- After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'View Language Details' page. The sidebar is identical to Figure 420. The main area has a table with two columns: 'LANGUAGE' (containing 'ENGLISH') and 'DESCRIPTION' (containing 'Add'). A 'CANCEL' button is at the bottom right.

Figure 421 View Language Details

- You can view the details such as Language, and Description.

17.3 View Referral History

This option allows users to view a record of actions taken during referral process. This includes details such as subscriber number, status of the referral, unique ID of referee and referrer, and reward titles.

To view the referral history,

- On the side menu, click **MGM >> View Referral History** to view the referral history details. Refer to the following screen.

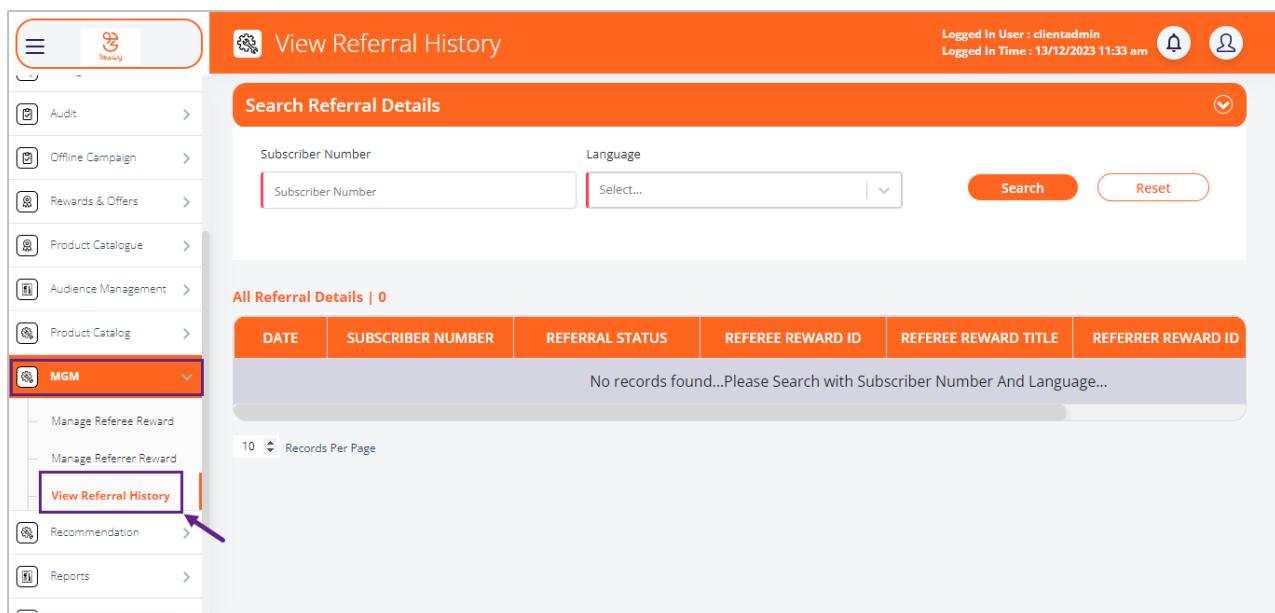


Figure 422 MGM – View Referral History

2. Click the Arrow button  to open the tree structure to search for subscribers' history.
3. Enter/select the **Subscriber Number** or **Language** in the drop-down list and click **Search**. The following screen will be displayed.

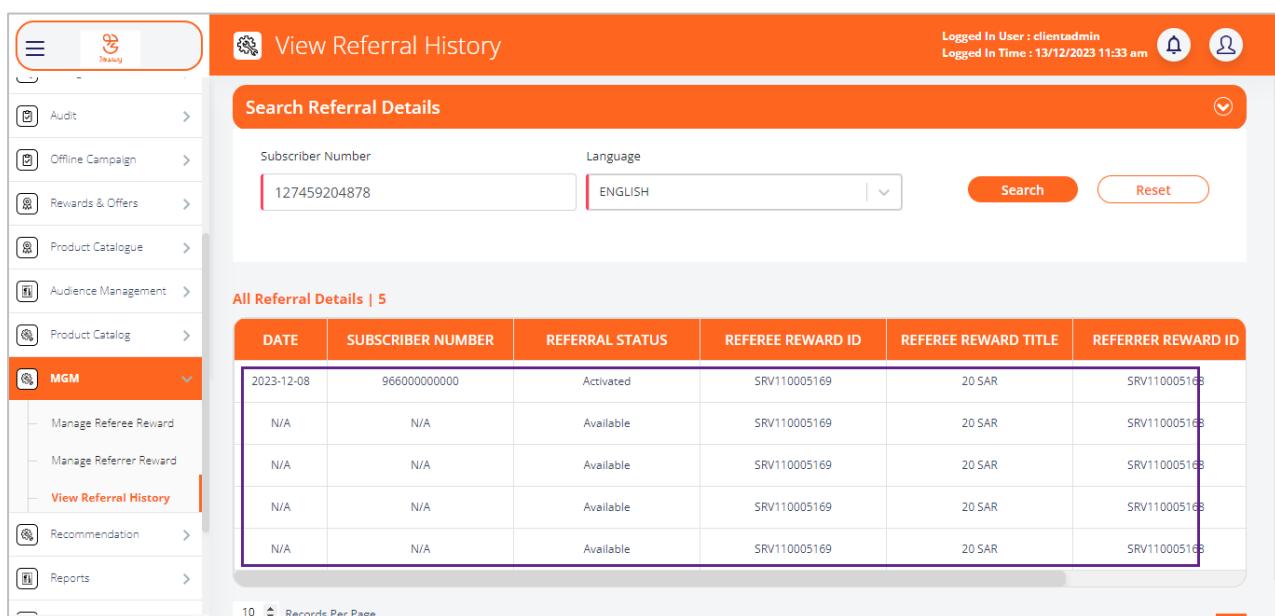


Figure 423 View Referral History – Search Results

Field	Description
Date	Indicates the date at which the referral action is made.
Subscriber Number	Indicates the unique identifier assigned to each user. This number allows the platform to track the subscriber's referral activity
Referral Status	Indicates the current status of a subscriber referral in the program.

Field	Description
Referee Reward ID	Indicates the unique identifier assigned to the referee after successfully onboarding to the STC platform.
Referee Reward Title	Indicates the title assigned to the referee.
Referrer Reward ID	Indicates the unique identifier assigned to the referrer after referred user onboarded the STC platform
Referee Reward Title	Indicates the title assigned to the referrer.

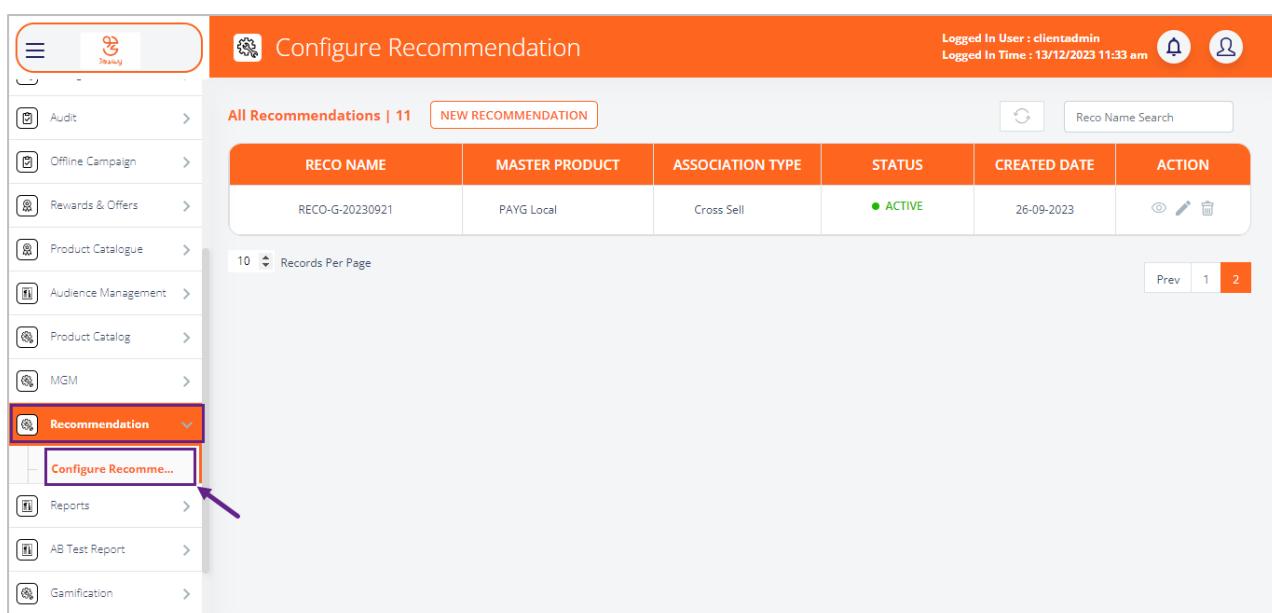
18 Recommendation

Recommendation refers to the process of suggesting products to the users based on their individual progress, preferences, and other relevant data. The system can predict which products are most likely to be of interest to a particular user and present them with targeted recommendations. Recommendation in STC is based on the following association:

- Up Sell
 - It is the process of recommending higher-priced or advance version of the product that a customer is currently considering.
- Cross Sell
 - It is the practice of suggesting complementary or related products to a user based on their current interest or past purchases.
- General
 - It is a practice of displaying current products that have been searched by a user.

To manage the recommendation,

1. On the side menu, click **Recommendation** >> **Configure Recommendation** to view the recommendation details. Refer to the following screen.



RECO NAME	MASTER PRODUCT	ASSOCIATION TYPE	STATUS	CREATED DATE	ACTION
RECO-G-20230921	PAYG Local	Cross Sell	● ACTIVE	26-09-2023	

Figure 424 Recommendation – Configure Recommendation

18.1 Add New Recommendation

Using this add option, you can add a new recommendation.
To add a new recommendation,

1. On the **Configure Recommendation** screen, click the **New Recommendation** button to add a new recommendation. Refer to the following screen.

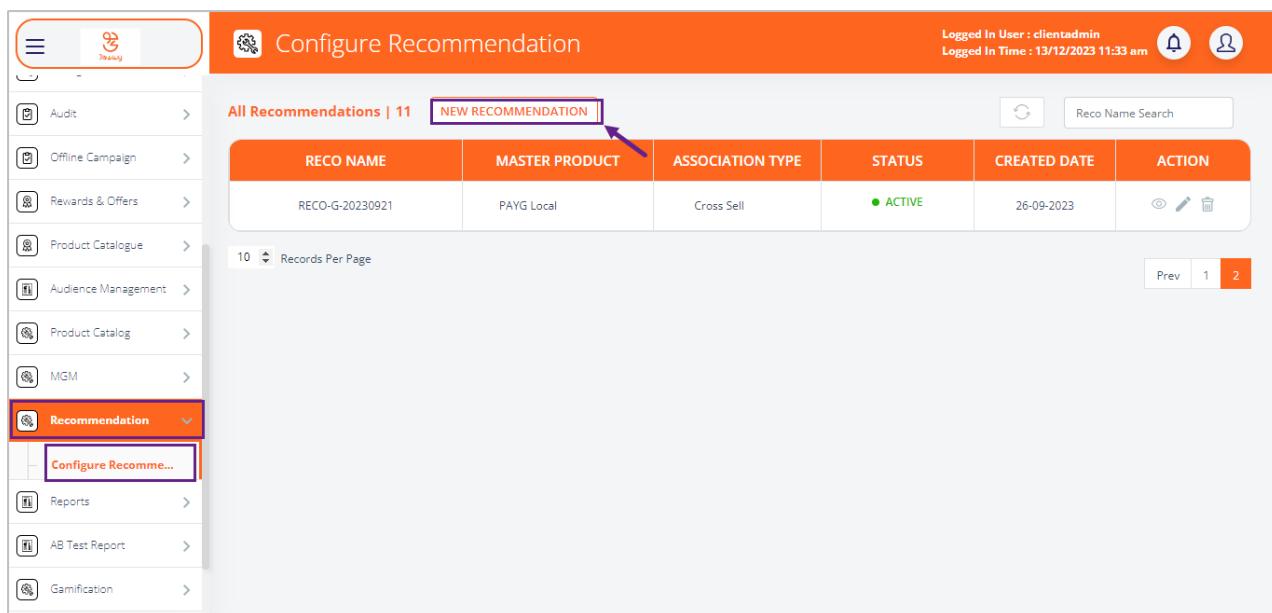


Figure 425 Configure Recommendation – New Recommendation

2. After clicking the **New Recommendation** button, the following pop-up window is displayed.

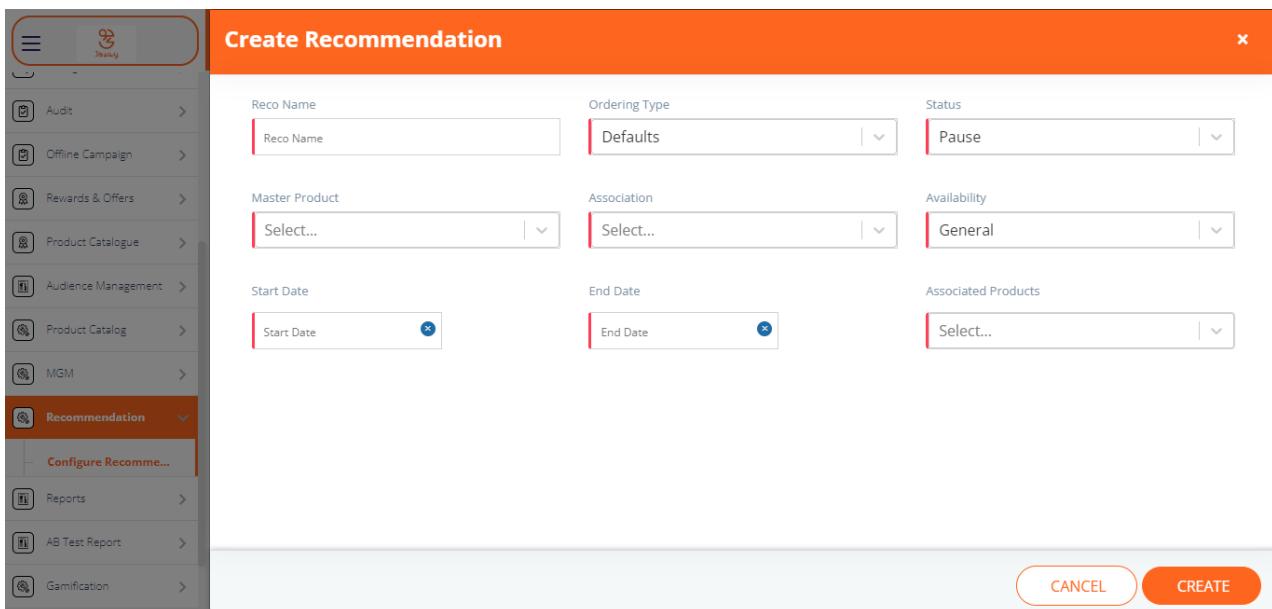
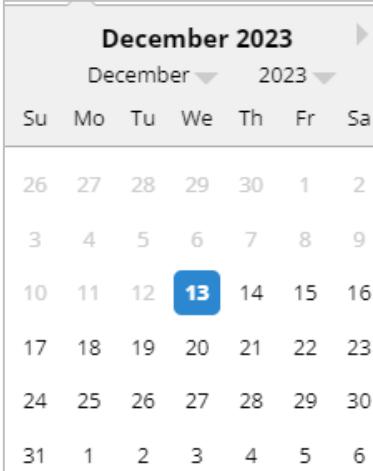
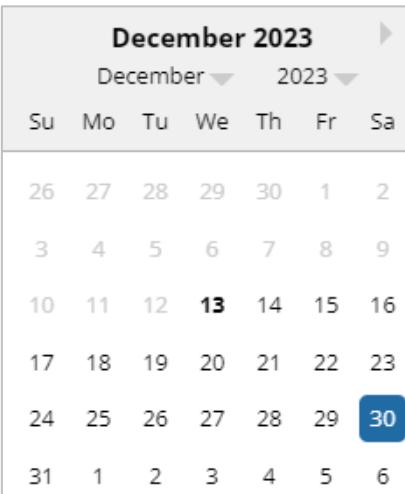


Figure 426 Create Recommendation Input Screen

3. Enter the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Reco Name	Enter the name of the recommendation in this field.
Ordering Type	Select the ordering type in the drop-down list. For example, “Default”.
Status	Select the status in the drop-down list. For “Active”

Field	Description
Master Product	Select the master product in the drop-down list. For “ Mobile Line Offer_NPD_P03 ”
Association	Select the association in the drop-down list. For example, “Up Sell”.
Availability	Select the availability in the drop-down list. For “ General ”
Start Date	Select the start date of the recommendation from the calendar. <div style="text-align: center;">  <p>The calendar shows December 2023. The days of the week are labeled Su, Mo, Tu, We, Th, Fr, Sa. The dates range from 26 to 31. The number 13 is highlighted in a blue box.</p> </div> <p>Note: This field is displayed if “General” is selected in the drop-down list of Availability.</p>
End Date	Select the end date of the recommendation from the calendar. <div style="text-align: center;">  <p>The calendar shows December 2023. The days of the week are labeled Su, Mo, Tu, We, Th, Fr, Sa. The dates range from 26 to 31. The number 30 is highlighted in a blue box.</p> </div> <p>Note: This field is displayed if “General” is selected in the drop-down list of Availability.</p>
Associated Products	Select the associated product in the drop-down list.

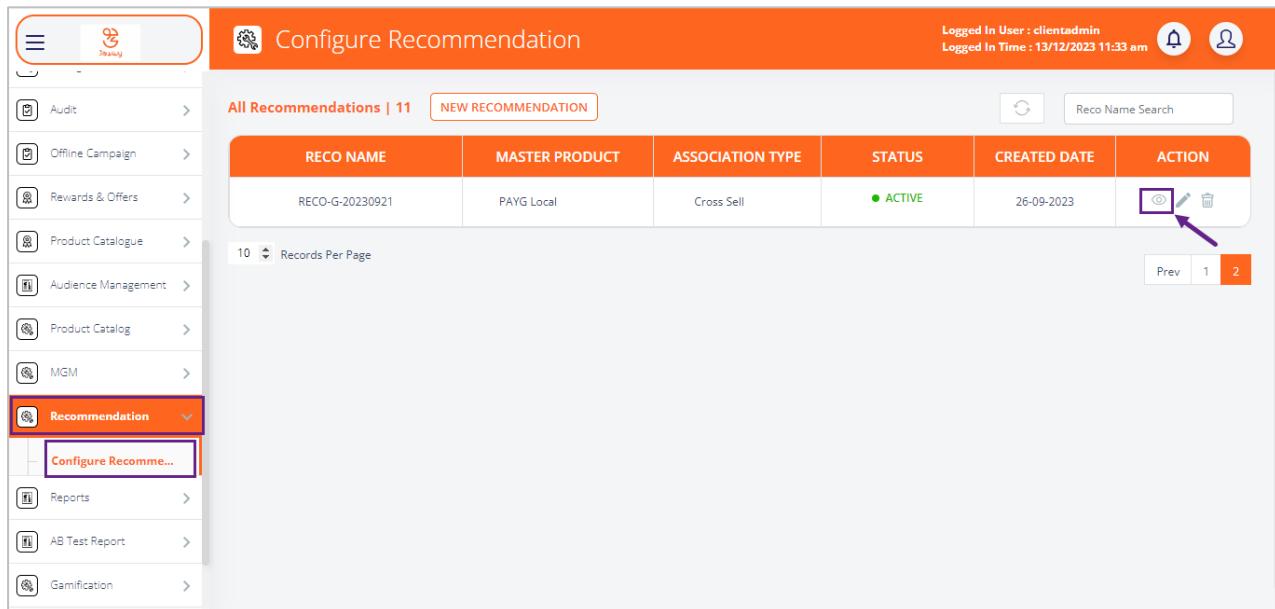
4. After providing the required details, click **CREATE**.

A confirmation message is displayed, indicating that the recommendation is added successfully.

18.2 View Recommendation

Using this view option, you can view an existing recommendation detail. To view the recommendation detail,

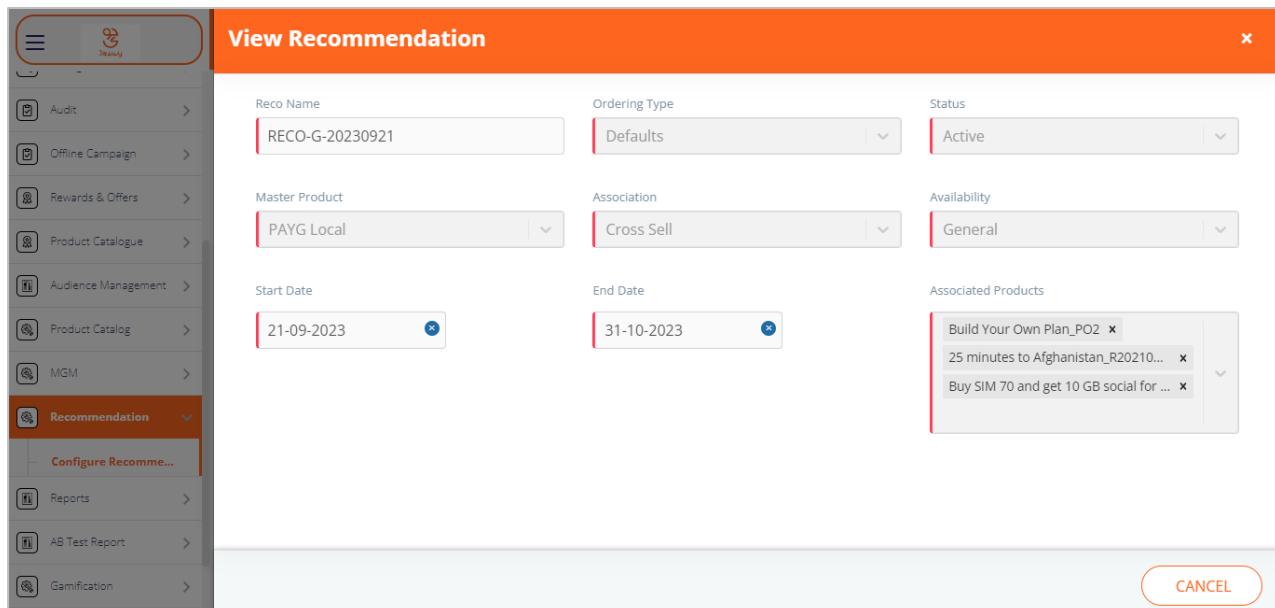
- On the **Configure Recommendation** screen, click the **View** button  to view the recommendation details. Refer to the following screen.



The screenshot shows the 'Configure Recommendation' screen. On the left, there's a sidebar with various options like Audit, Offline Campaign, Rewards & Offers, Product Catalogue, Audience Management, Product Catalog, MGM, and Recommendation. Under 'Recommendation', 'Configure Recomme...' is selected and highlighted with a purple border. The main area has a title 'Configure Recommendation' and a sub-header 'All Recommendations | 11'. It includes a 'NEW RECOMMENDATION' button, a search bar, and a table with columns: RECO NAME, MASTER PRODUCT, ASSOCIATION TYPE, STATUS, CREATED DATE, and ACTION. A row in the table shows 'RECO-G-20230921', 'PAYG Local', 'Cross Sell', 'ACTIVE', '26-09-2023', and an action button. The action button is highlighted with a purple box and an arrow pointing to it from the text above.

Figure 427 Configure Recommendation – View Button

- After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'View Recommendation' screen. It has a similar layout to the previous screen but is focused on a single recommendation. It includes fields for Reco Name (RECO-G-20230921), Ordering Type (Defaults), Status (Active), Master Product (PAYG Local), Association (Cross Sell), Availability (General), Start Date (21-09-2023), End Date (31-10-2023), and Associated Products (a list of items like 'Build Your Own Plan_PO2', '25 minutes to Afghanistan_R20210...', and 'Buy SIM 70 and get 10 GB social for ...'). A 'CANCEL' button is at the bottom right.

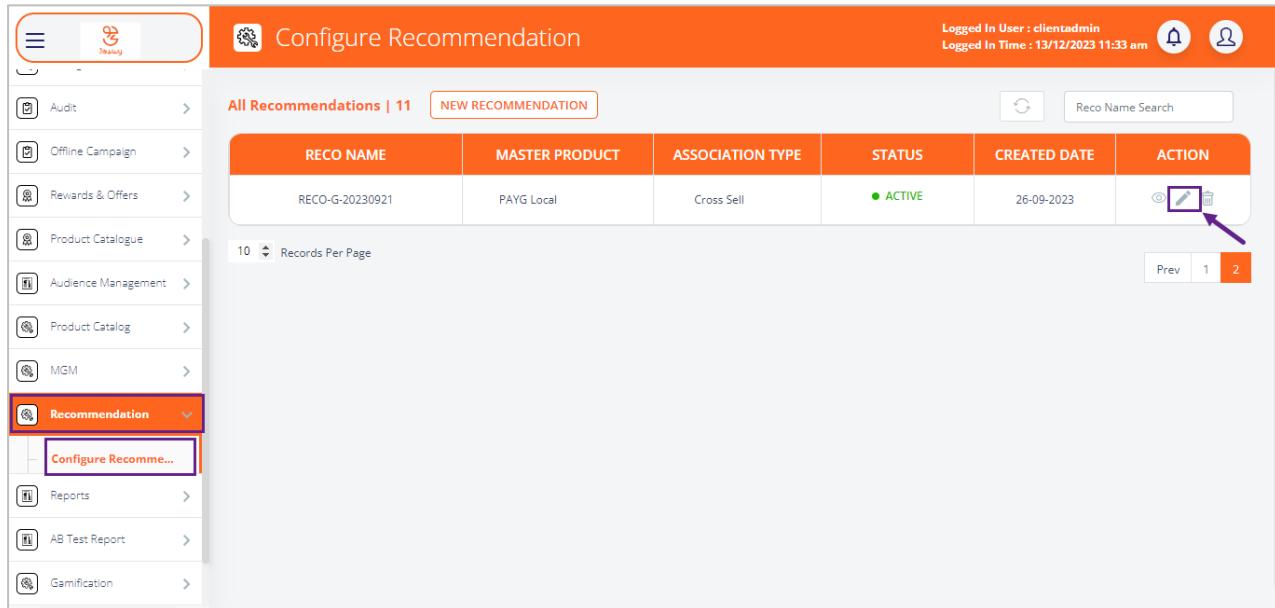
Figure 428 View Recommendation Input Screen

- You can view the recommendation details such as Reco Name, Ordering Type, Status, Master Product, Association, Availability, Start Date, End Date and Associated Products.

18.3 Modify Recommendation

Using this modify option, you can modify the existing recommendation detail. To modify the recommendation detail,

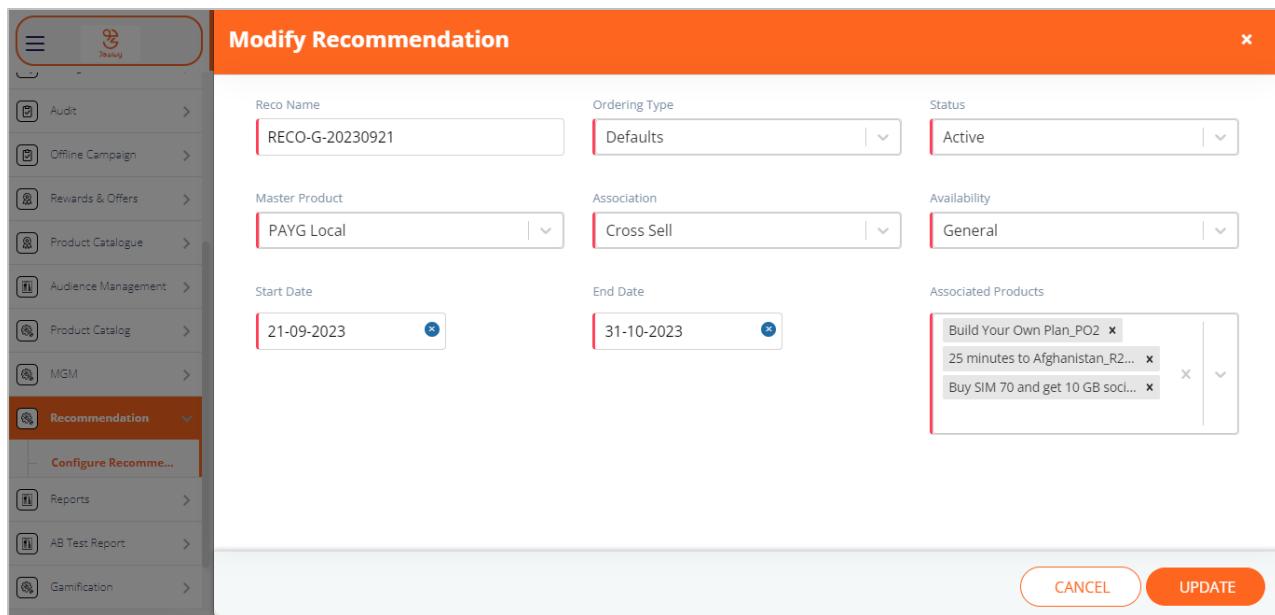
1. On the **Configure Recommendation** screen, click the **Modify** button  to modify the recommendation details. Refer to the following screen.



The screenshot shows the 'Configure Recommendation' screen. On the left is a sidebar with various options like Audit, Offline Campaign, Rewards & Offers, Product Catalogue, Audience Management, Product Catalog, MGM, and Recommendation. 'Recommendation' is selected and expanded, showing 'Configure Recomme...' and other sub-options. The main area has a title 'Configure Recommendation' and a subtitle 'All Recommendations | 11'. It includes a 'NEW RECOMMENDATION' button, a search bar, and a table with columns: RECO NAME, MASTER PRODUCT, ASSOCIATION TYPE, STATUS, CREATED DATE, and ACTION. A purple arrow points to the 'ACTION' column for the first row, which contains 'RECO-G-20230921', 'PAYG Local', 'Cross Sell', 'ACTIVE', '26-09-2023', and a modify icon. Below the table are buttons for 'Records Per Page' (set to 10), 'Prev', '1', and '2'.

Figure 429 Configure Recommendation – Modify Button

2. After clicking the **Modify** button, the following screen is displayed.



The screenshot shows the 'Modify Recommendation' dialog box. It has a header 'Modify Recommendation'. The left sidebar is identical to the one in Figure 429. The main form contains fields for Reco Name (RECO-G-20230921), Ordering Type (Defaults), Status (Active), Master Product (PAYG Local), Association (Cross Sell), Availability (General), Start Date (21-09-2023), End Date (31-10-2023), and Associated Products (a list box containing 'Build Your Own Plan_PO2', '25 minutes to Afghanistan_R2...', and 'Buy SIM 70 and get 10 GB soci...'). At the bottom are 'CANCEL' and 'UPDATE' buttons.

Figure 430 Modify Recommendation Input Screen

3. Modify the required fields.

Note: You can also change the status of recommendation from “Active” to “Pause” and vice-versa.

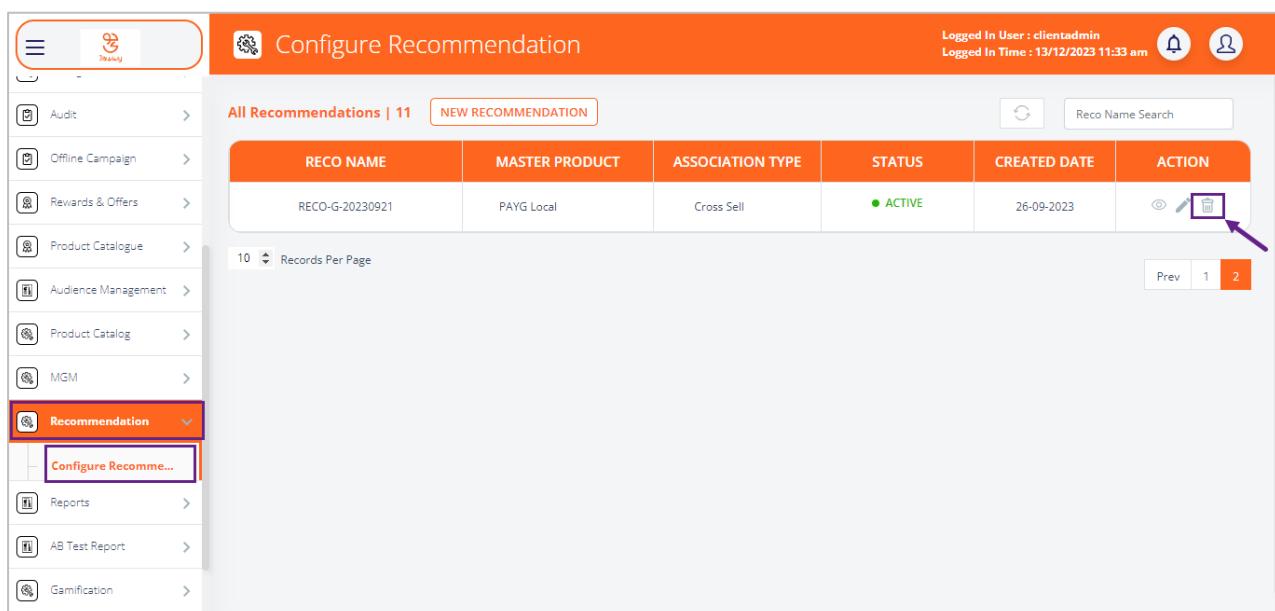
4. Click **UPDATE**.

A confirmation message is displayed, indicating that the recommendation is modified successfully.

18.4 Delete Recommendation

Using this delete option, you can delete the existing recommendation detail. To delete the recommendation detail,

1. On the **Recommendation** screen, click the **Delete** button  to delete the recommendation details. Refer to the following screen.



The screenshot shows the 'Configure Recommendation' interface. On the left, there's a sidebar with various options like Audit, Offline Campaign, Rewards & Offers, Product Catalogue, Audience Management, Product Catalog, MGM, and Recommendation. The 'Recommendation' option is selected and highlighted with a red box. Under 'Recommendation', there's a sub-option 'Configure Recomme...' which is also highlighted with a red box. The main content area is titled 'Configure Recommendation' and shows a table of 'All Recommendations'. The table has columns: RECO NAME, MASTER PRODUCT, ASSOCIATION TYPE, STATUS, CREATED DATE, and ACTION. A single row is visible with the values: RECO-G-20230921, PAYG Local, Cross Sell, ACTIVE, 26-09-2023, and an ACTION column containing a edit icon and a delete icon. The delete icon is highlighted with a purple box and has a black arrow pointing towards it from the right side of the image. At the top right of the screen, there's a status bar showing 'Logged In User : clientadmin' and 'Logged In Time : 13/12/2023 11:33 am'.

Figure 431 Configure Recommendation –Delete Button

2. After clicking the **Delete** button, the following screen is displayed.

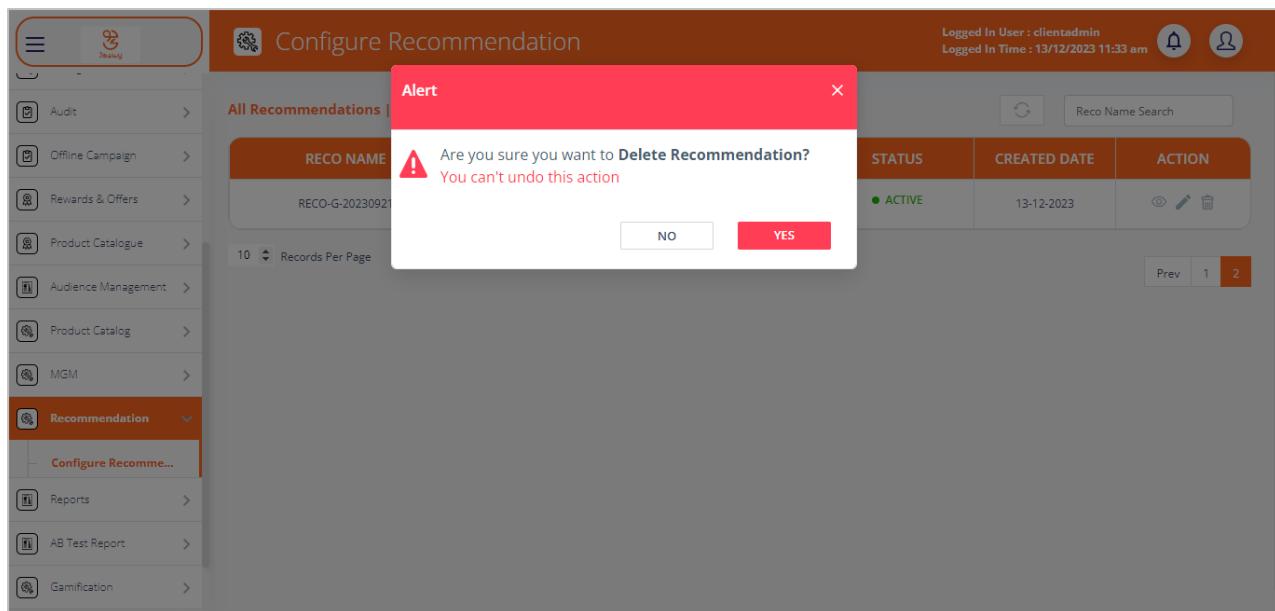


Figure 432 Recommendation – Delete Confirmation Message

3. If you receive the message, “**Are you sure you want to Delete Recommendation?? You can't undo this action**”, click “**Yes**” to confirm the action.

A confirmation message is displayed, indicating that the recommendation is deleted successfully.

Or

Click “**No**” to cancel the action.

19 Gamification

The gamification module is an advanced rule engine-based Customer Engagement tool that comprehensively allows while the standard Loyalty programs have touched upon the aspirational aspect of the customer's life through offering sophisticated and luxury-like experiences in return for loyalty (e.g., A Golf Round, Table for two at a fine dining restaurant), the Gamification aspect is for the gamer inside every individual and triggers certain key behaviors.

Using this gamification option, users can manage the following operations:

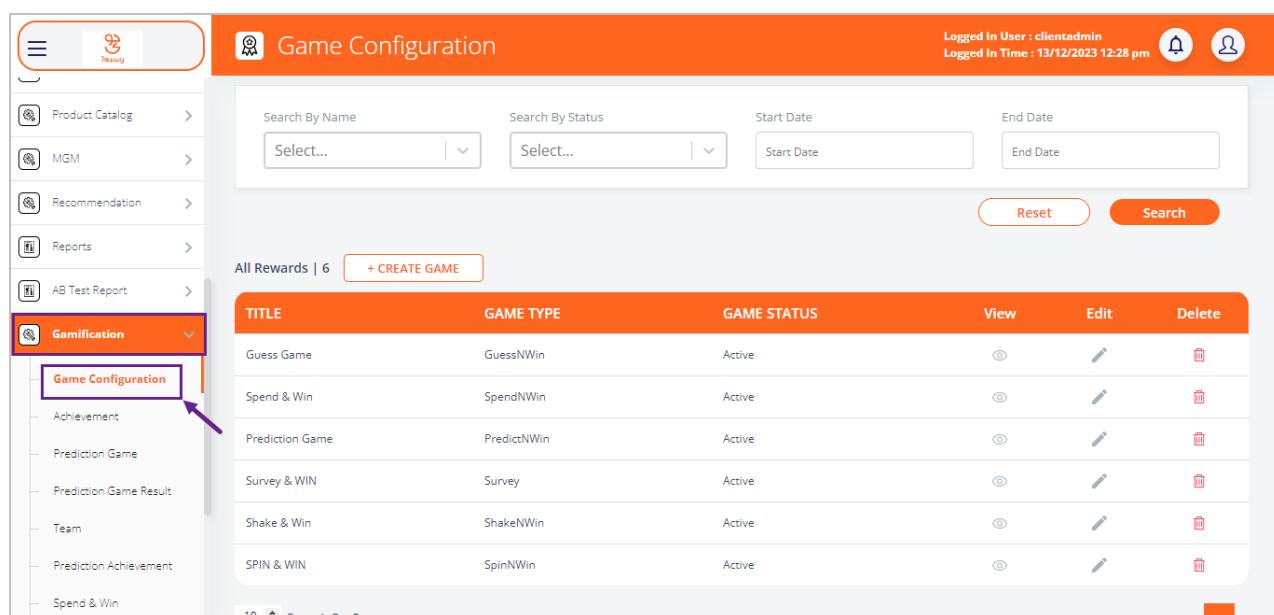
- Game Configuration
- Prediction Game
- Prediction Game Result
- Team
- Achievement
- Guess Game
- Spend & Win
- Terms and Conditions
- Daily Reward
- Survey N Win

19.1 Game Configuration

Using this option, you can configure the game by adding eligibility conditions and game language details. You can configure the game for the partner with the start and end dates. Users can change the status of their game, such as from "Active" to "Inactive" or from "Inactive" to "Active".

To configure the game,

1. On the side menu, click **Gamification>> Game Configurations** to view the details of the game. Refer to the following screen.



The screenshot shows the 'Game Configuration' page. At the top, there is a header bar with the title 'Game Configuration' and user information: 'Logged In User : clientadmin' and 'Logged In Time : 13/12/2023 12:28 pm'. Below the header are search and filter fields for 'Search By Name', 'Search By Status', 'Start Date', and 'End Date'. A 'Reset' button and a 'Search' button are also present. The main area displays a table titled 'All Rewards | 6' with a '+ CREATE GAME' button. The table has columns: TITLE, GAME TYPE, GAME STATUS, View, Edit, and Delete. The data in the table is as follows:

TITLE	GAME TYPE	GAME STATUS	View	Edit	Delete
Guess Game	GuessNWin	Active			
Spend & Win	SpendNWin	Active			
Prediction Game	PredictNWin	Active			
Survey & WIN	Survey	Active			
Shake & Win	ShakeNWin	Active			
SPIN & WIN	SpinNWin	Active			

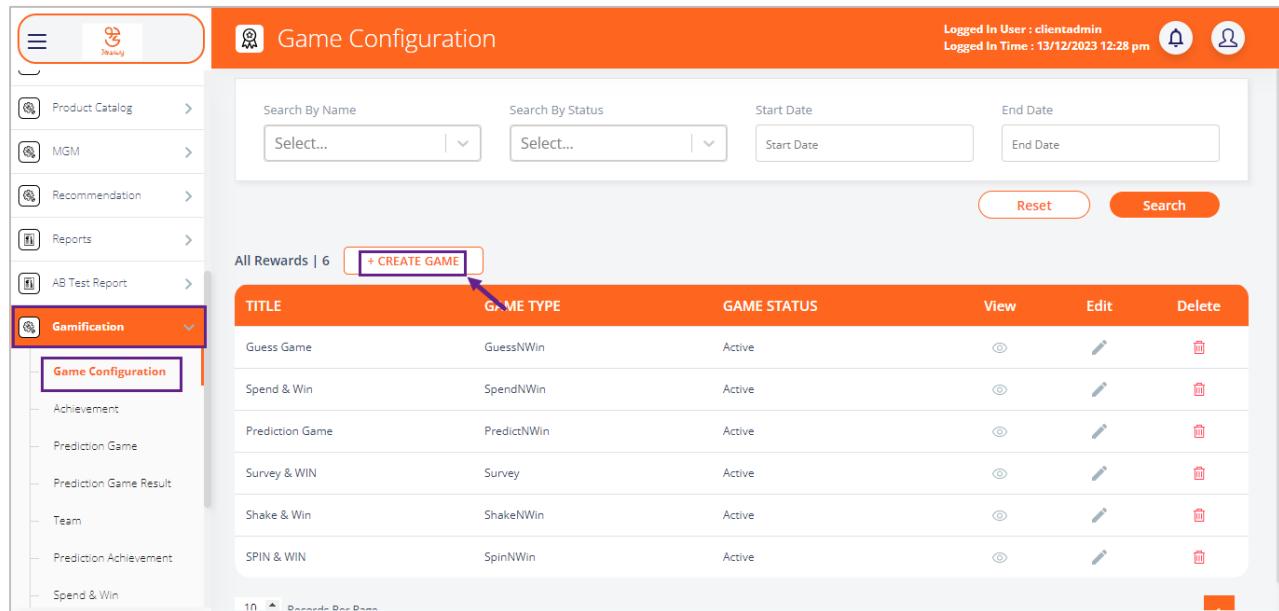
The left sidebar contains a navigation menu with the following items: Product Catalog, MGM, Recommendation, Reports, AB Test Report, Gamification (which is selected and highlighted in orange), Achievement, Prediction Game, Prediction Game Result, Team, Prediction Achievement, and Spend & Win. A purple arrow points to the 'Game Configuration' link under the 'Gamification' section.

Figure 433 Gamification – Game Configuration

19.1.1 Create Game

Using this create game option, you can create a new game.
To create a new game,

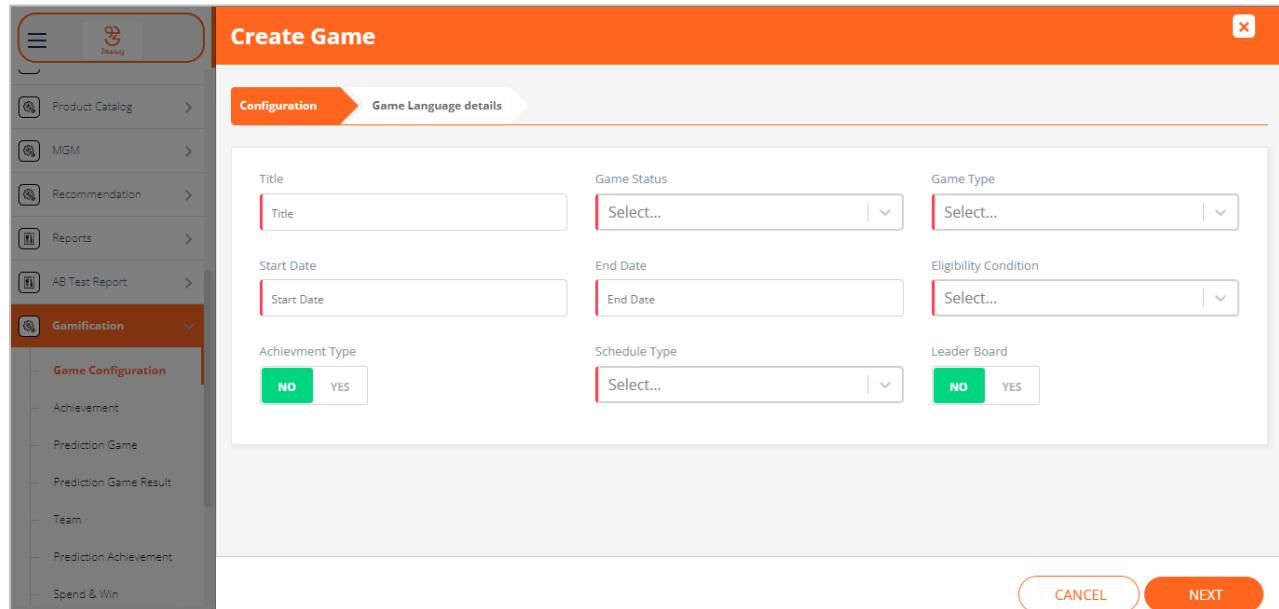
1. On the **Game Configuration** screen, click the **+CREATE** button to create a new game.
Refer to the following screen.



The screenshot shows the 'Game Configuration' screen. On the left, there's a sidebar with 'Gamification' selected, and under it, 'Game Configuration' is also selected. The main area has a search bar at the top with fields for 'Search By Name' (Select...), 'Search By Status' (Select...), 'Start Date', and 'End Date'. Below the search bar is a table titled 'All Rewards | 6'. In the top right corner of this table, there's a blue button labeled '+CREATE GAME' with a white outline. A red arrow points from the text above to this button. The table has columns for 'TITLE', 'GAME TYPE', 'GAME STATUS', 'View', 'Edit', and 'Delete'. The rows list various game types like 'Guess Game', 'Spend & Win', etc., each with its status set to 'Active'.

Figure 434 Game Configuration – Create Button

2. After clicking the **+CREATE GAME** button, the following pop-up window will be displayed.

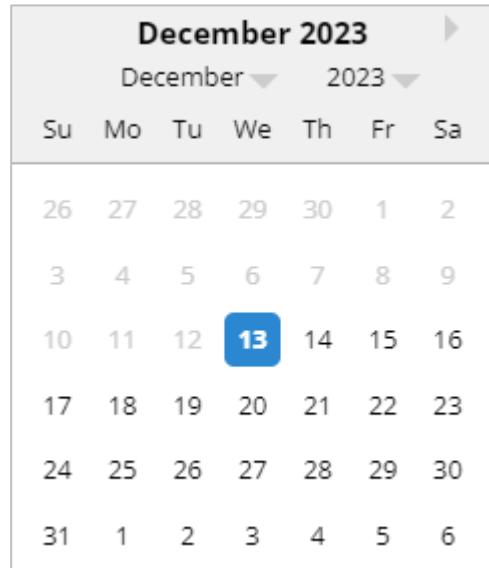
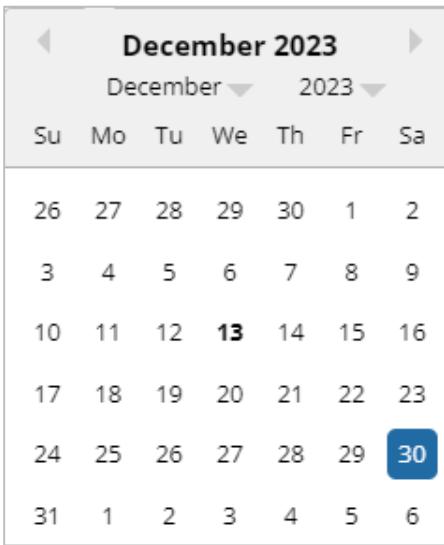


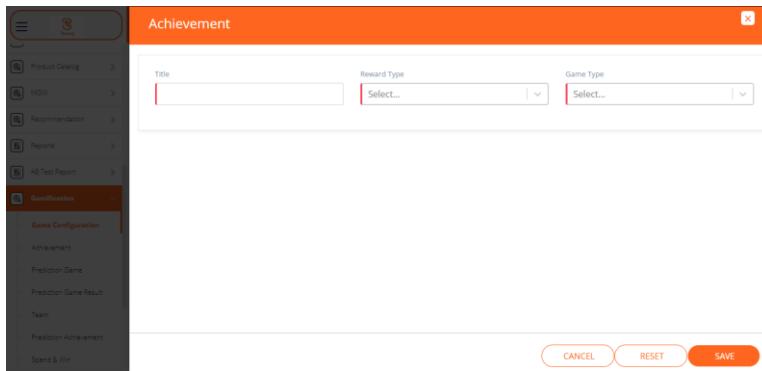
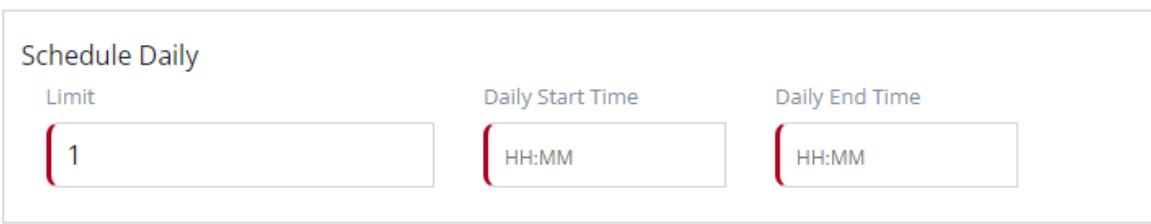
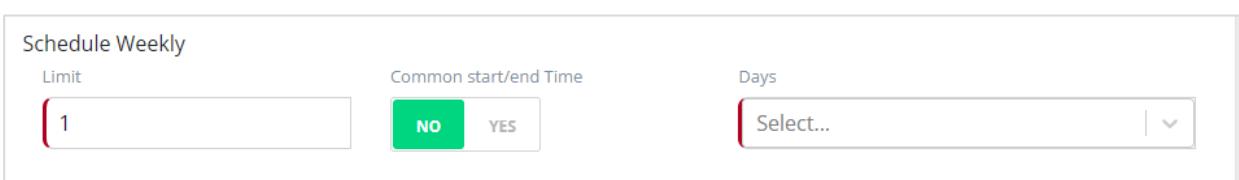
The screenshot shows a pop-up window titled 'Create Game'. On the left, there's a sidebar with 'Gamification' selected, and under it, 'Game Configuration' is also selected. The main area has two tabs: 'Configuration' (which is selected) and 'Game Language details'. The 'Configuration' tab contains several input fields: 'Title' (with a placeholder 'Title'), 'Game Status' (with a dropdown menu), 'Game Type' (with a dropdown menu), 'Start Date' (with a dropdown menu), 'End Date' (with a dropdown menu), 'Eligibility Condition' (with a dropdown menu), 'Achievement Type' (with a 'NO' button and a 'YES' button), 'Schedule Type' (with a dropdown menu), and 'Leader Board' (with a 'NO' button and a 'YES' button). At the bottom right of the pop-up are 'CANCEL' and 'NEXT' buttons.

Figure 435 Create Game – Definition Input Screen

Note: By default, the **Configuration** tab is displayed.

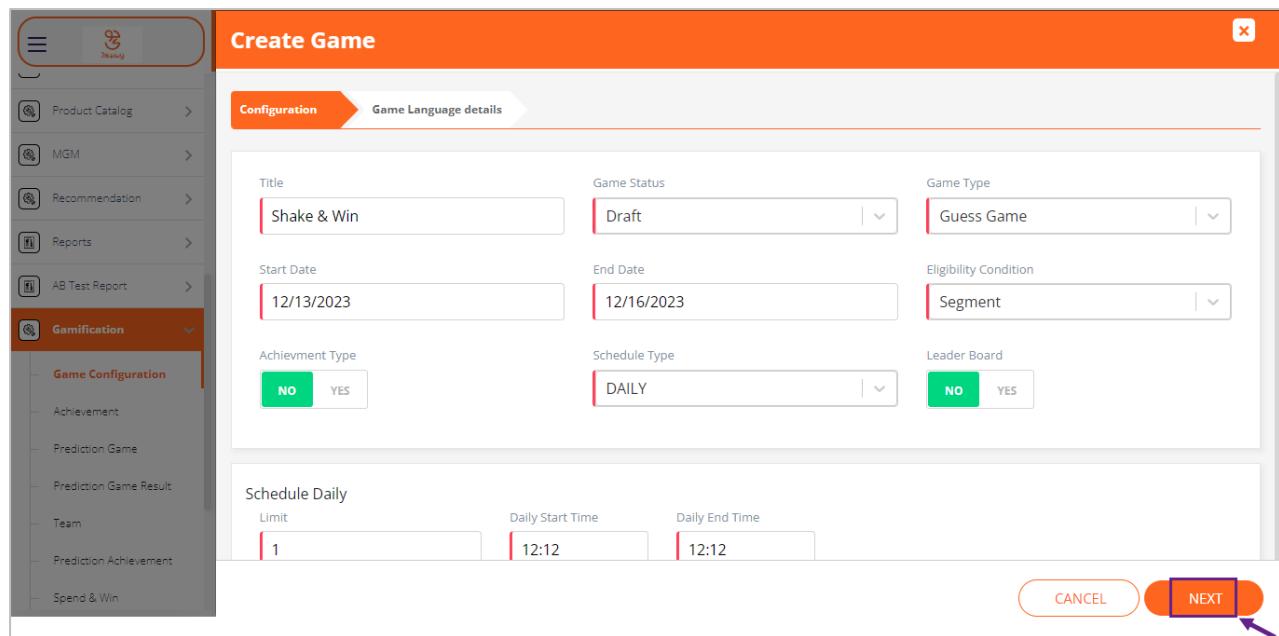
3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description																																																	
Title	Enter the title of the game.																																																	
Game Status	Select the game status in the drop-down list. For example, “Active”																																																	
Game Type	Select the game type in the drop-down list. For example, “Spin N Win”.																																																	
Start Date & Time	Select the start date from the calendar. <div style="text-align: center;">  <p>The calendar shows December 2023. The 13th is highlighted in blue. The days of the week are labeled Su, Mo, Tu, We, Th, Fr, Sa. The dates range from 26 to 31.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </tbody> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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End Date & Time	Select the end date from the calendar. <div style="text-align: center;">  <p>The calendar shows December 2023. The 30th is highlighted in blue. The days of the week are labeled Su, Mo, Tu, We, Th, Fr, Sa. The dates range from 26 to 31.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </tbody> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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17	18	19	20	21	22	23																																												
24	25	26	27	28	29	30																																												
31	1	2	3	4	5	6																																												
Eligibility Condition	Select the eligibility condition in the drop-down list. For example, “Segment”.																																																	
Leader Board	To turn the Leader Board on or off, click Leader Board under the create game menu.																																																	
Leader Board Level	Select the leader board level in the drop-down list. <p style="background-color: yellow; padding: 2px;">Note: This field displays if “Leader Board” is turned to “Yes”.</p>																																																	
Achievement Type	To turn the Achievement Type on or off, click Achievement Type under the Create Game menu.																																																	
Achievement	Select the achievement Type in the drop-down list.																																																	

Field	Description
	<p>Note: This field displays if “Achievement Type” is turned to “Yes”.</p> <ul style="list-style-type: none"> Click the Add button to configure achievement for the Game. The following screen will be displayed. 
<p>For more details about achievement, see the section, Spin & Win Achievement.</p>	
Schedule Type- Daily	
<p>If “Daily” is selected as Schedule Type, then the following screen is displayed.</p> 	
Daily	<ul style="list-style-type: none"> Limit- Enter the daily limit of the game. Daily Start Time- Select the Daily Start Time (Hour and Minutes) of the game. Daily End Time- Select the Daily End Time (Hour and Minutes) of the game.
Schedule Type- Weekly	
<p>If “Weekly” is selected as Schedule Type, then the following screen is displayed.</p> 	
Weekly	<ul style="list-style-type: none"> Limit- Enter the weekly limit of the game. Common Start & End Time- Turn the Common Start & End Time to “Yes” to configure the weekly start and end time of the game. The following screen will be displayed.

Field	Description
	<p>Schedule Weekly</p> <p>Limit <input type="text" value="1"/> Common start/end Time <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES</p> <p>Days <input type="button" value="Select..."/></p> <p>Start Time <input type="text"/> End Time <input type="text"/></p>
	<ul style="list-style-type: none"> • Weekly Start Time- Select the Weekly Start Time (Hour and Minutes) of the game. • Weekly End Time- Select the Weekly End Time (Hour and Minutes) of the game. <p>For example, to configure the game on Saturday, it starts at 7 and ends in the 20th hour; refer to the following screen.</p>
	<p>Schedule Weekly</p> <p>Limit <input type="text" value="1"/> Common start/end Time <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES</p> <p>Days <input type="button" value="Select..."/> Saturday</p> <p>Start Time <input type="text" value="07:00"/> End Time <input type="text" value="20:00"/></p>
	<p>You can select the Weekday with the Start and End time of the game.</p>
Schedule Type- Monthly	
	<p>If “Monthly” is selected as Schedule Type, then the following screen is displayed.</p> <p>Schedule Monthly</p> <p>Limit <input type="text" value="1"/> Common start/end Time <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES Days <input type="button" value="Select..."/></p> <p>Start Time <input type="text"/> End Time <input type="text"/> Mandatory. Mandatory.</p>
Monthly	<ul style="list-style-type: none"> • Limit- Enter the monthly limit of the game. • Common Start & End Time- Turn the Common Start & End Time to “Yes” to configure the monthly start and end time of the game. • Days- Select the days in the drop-down list. <p>Note: You can select multiple days.</p> <ul style="list-style-type: none"> • Monthly Start Time- Select the monthly Start Time (Hour and Minutes) of the game. • Monthly End Time- Select the monthly End Time (Hour and Minutes) of the game.

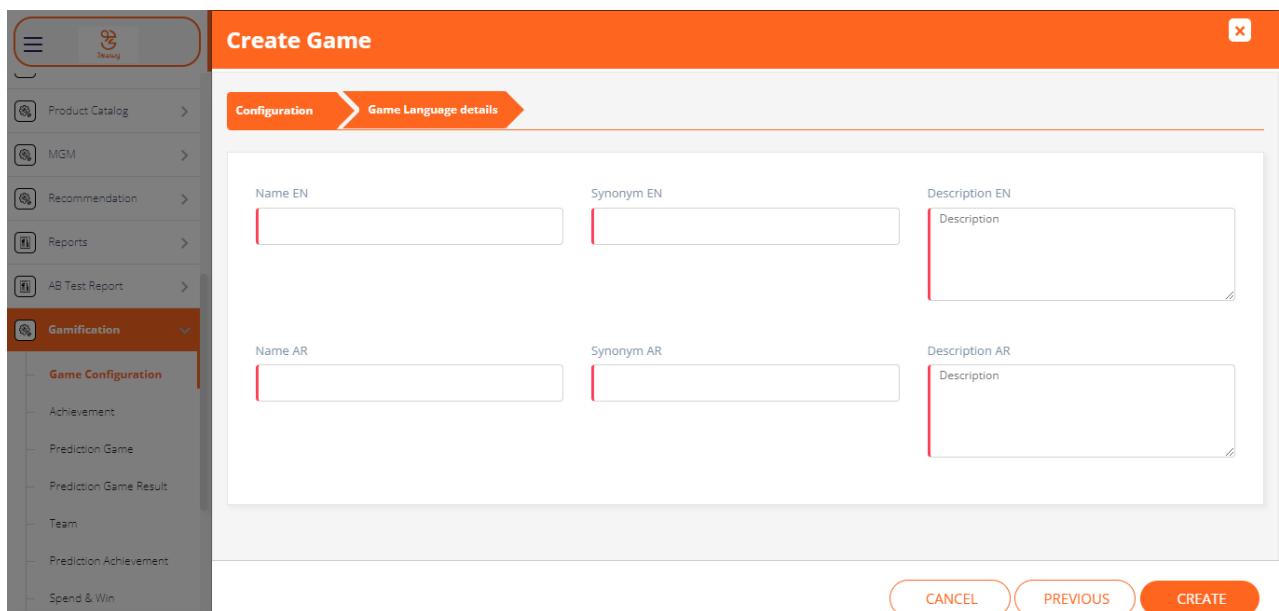
4. After providing the required details, click **Next** to navigate to the **Game Language Details** Tab. Refer to the following screen.



The screenshot shows the 'Create Game' interface. On the left, there's a sidebar with a navigation menu under 'Gamification' (Achievement, Prediction Game, Prediction Game Result, Team, Prediction Achievement, Spend & Win). The main area has a header 'Create Game' with tabs 'Configuration' and 'Game Language details'. The 'Game Language details' tab is active. It contains fields for Title ('Shake & Win'), Game Status ('Draft'), Game Type ('Guess Game'), Start Date ('12/13/2023'), End Date ('12/16/2023'), Eligibility Condition ('Segment'), Achievement Type ('NO YES'), Schedule Type ('DAILY'), Leader Board ('NO YES'), and a 'Schedule Daily' section with a limit of 1 and daily start/end times of 12:12. At the bottom are 'CANCEL', 'NEXT' (highlighted with a purple arrow), and 'PREVIOUS' buttons.

Figure 436 Game Language – Next Button

- After clicking the **Next** button, the following **Game Language** tab is displayed.



The screenshot shows the 'Create Game' interface with the 'Game Language Details' tab selected. The sidebar and header are the same as in Figure 436. This screen contains two sets of language input fields: English (EN) and Arabic (AR). Each set includes fields for Name, Synonym, and Description. At the bottom are 'CANCEL', 'PREVIOUS', and 'CREATE' (highlighted with a purple arrow) buttons.

Figure 437 Create Game – Game Language Details

- Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Name (EN)	Enter the game name in the English.
Synonym (EN)	Enter the game synonym in the English.
Description (EN)	Enter the game description in the English.
Name (AR)	Enter the game name in the Arabic.
Synonym (AR)	Enter the game synonym in the Arabic.

Field	Description
Description (AR)	Enter the game description in the Arabic.

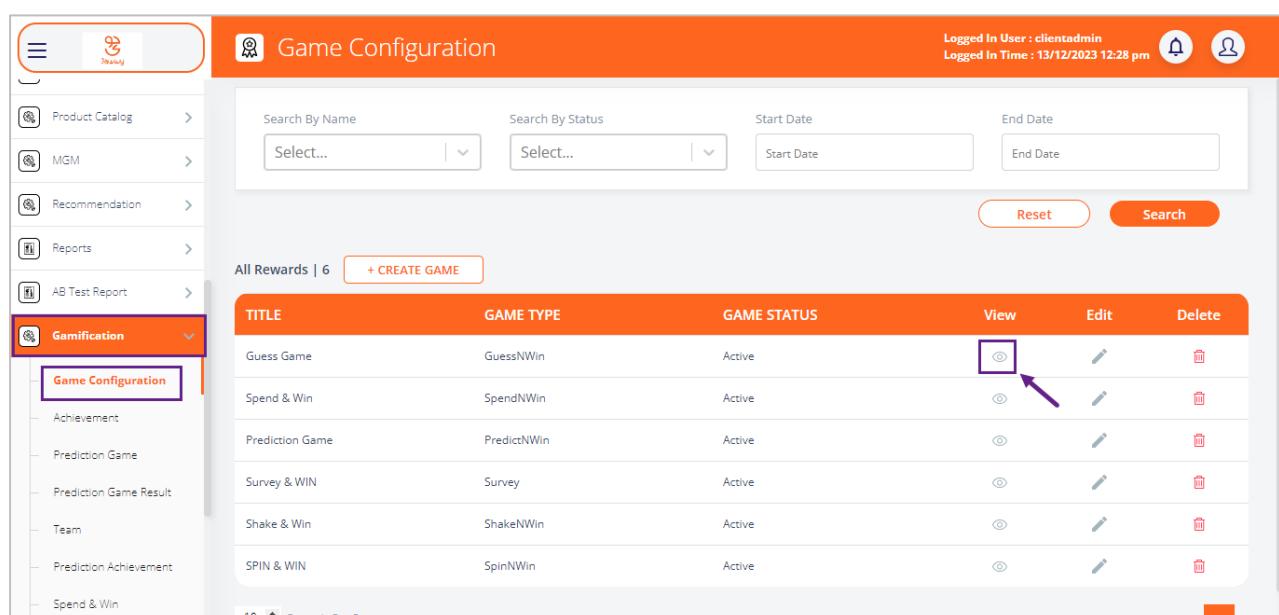
7. After entering all the required details, click **CREATE**.

A confirmation message will be displayed indicating that the game is created successfully.

19.1.2 View Game

Using this option, you can view the existing configured game details.
To view the game details:

1. On the **Game Configuration** screen, click the **View** button  to view the game details.
Refer to the following screen.

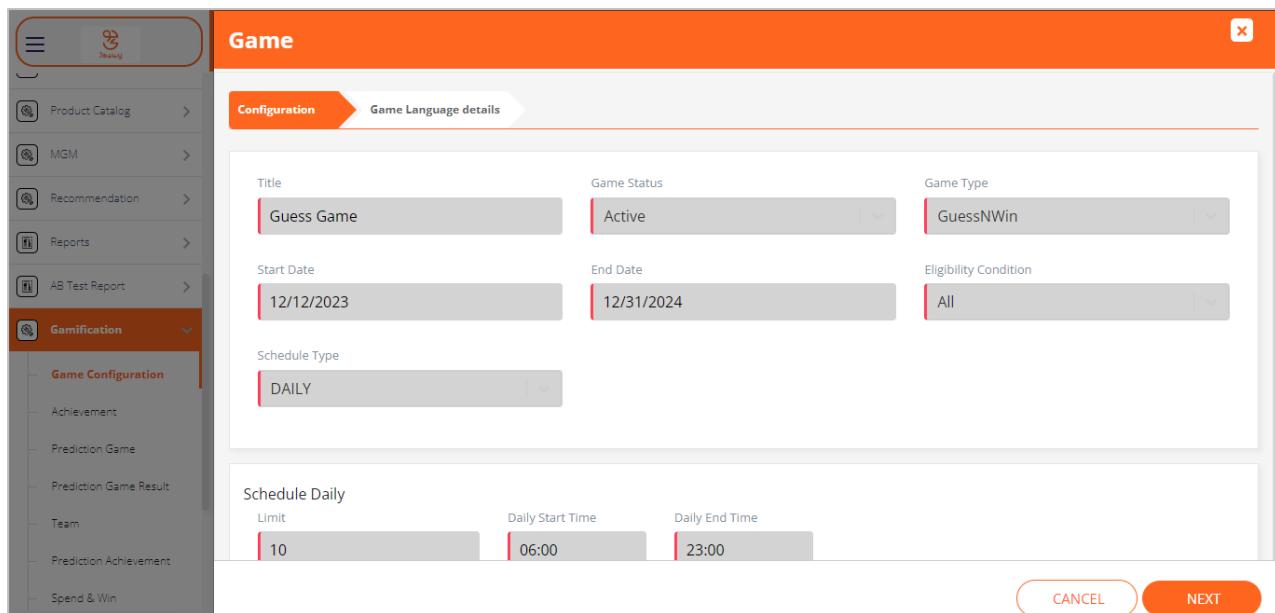


The screenshot shows the 'Game Configuration' screen. On the left, there is a sidebar with a navigation menu. The 'Gamification' section is expanded, and 'Game Configuration' is selected. The main area displays a table of games with columns: TITLE, GAME TYPE, GAME STATUS, View, Edit, and Delete. The 'View' column contains an eye icon with a purple box around it, and a purple arrow points from the text above to this icon. The table data is as follows:

TITLE	GAME TYPE	GAME STATUS	View	Edit	Delete
Guess Game	GuessNWin	Active			
Spend & Win	SpendNWin	Active			
Prediction Game	PredictNWin	Active			
Survey & WIN	Survey	Active			
Shake & Win	ShakeNWin	Active			
SPIN & WIN	SpinNWin	Active			

Figure 438 Game Configuration – View Button

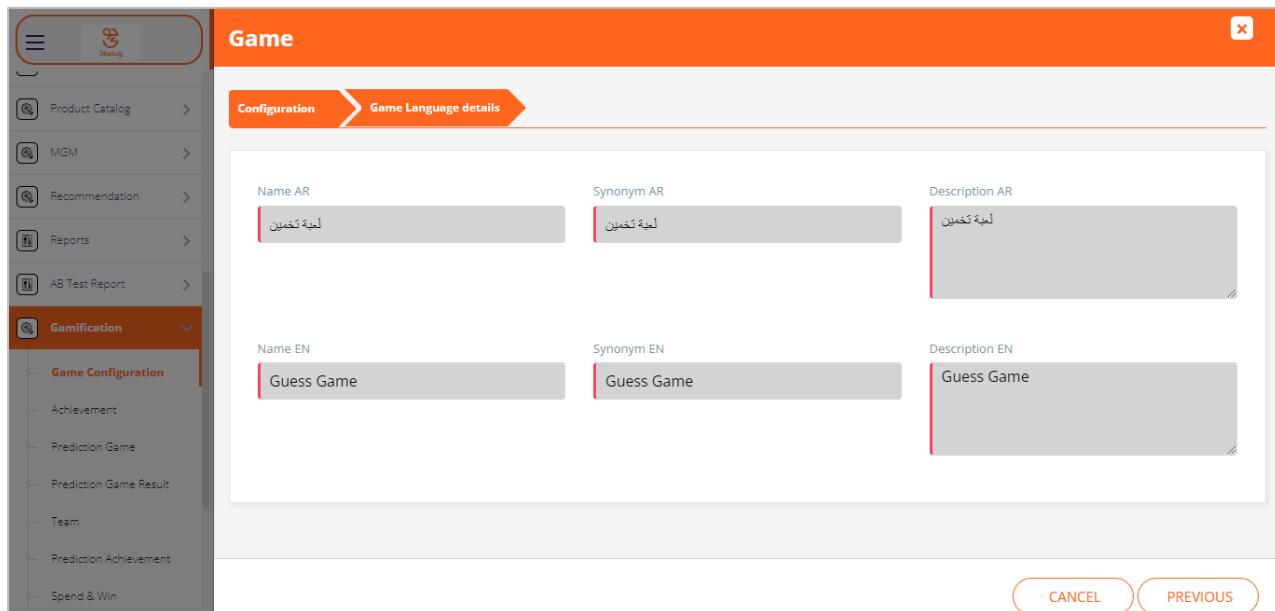
2. After clicking the **View** button, the following pop-up window will be displayed.



The screenshot shows the 'Game' configuration screen. On the left, there's a sidebar with navigation options: Product Catalog, MGM, Recommendation, Reports, AB Test Report, Gamification (selected), Game Configuration, Achievement, Prediction Game, Prediction Game Result, Team, Prediction Achievement, and Spend & Win. The main area has tabs for 'Configuration' (selected) and 'Game Language details'. Under 'Configuration', fields include Title ('Guess Game'), Game Status ('Active'), Game Type ('GuessNWin'), Start Date ('12/12/2023'), End Date ('12/31/2024'), Eligibility Condition ('All'), and Schedule Type ('DAILY'). Below these are sections for 'Schedule Daily' (Limit set to 10, Daily Start Time at 06:00, Daily End Time at 23:00). At the bottom right are 'CANCEL' and 'NEXT' buttons.

Figure 439 Game Input Screen

- You can view the **Configuration** details such as Title, Game Status, Game Type, Start Date, End Date, Eligibility Condition, and Schedule Type.
- Click the **Next** button to view **Game Language Details** such as Name, Synonym, and Description in the configured language. Refer to the following screen.



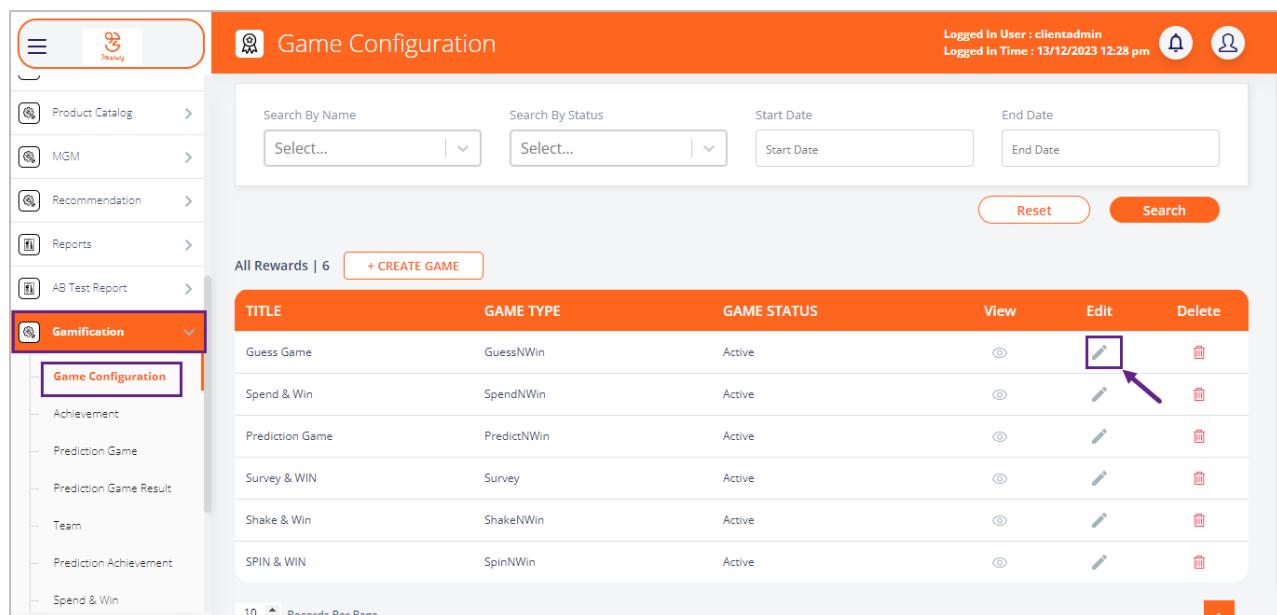
The screenshot shows the 'Game Language Details' screen. It displays two sets of language fields: Arabic (AR) and English (EN). For each language, there are three fields: Name, Synonym, and Description. In the AR section, 'Name' is 'لعبة تخمين', 'Synonym' is 'لعبة تخمين', and 'Description' is 'لعبة تخمين'. In the EN section, 'Name' is 'Guess Game', 'Synonym' is 'Guess Game', and 'Description' is 'Guess Game'. At the bottom right are 'CANCEL' and 'PREVIOUS' buttons.

Figure 440 Game – Game Language Details

19.1.3 Modify Game

Using this option, you can modify the existing game details.
To modify the game details:

1. On the **Game Configuration** screen, click the **Modify** button  to modify the game details. Refer to the following screen.

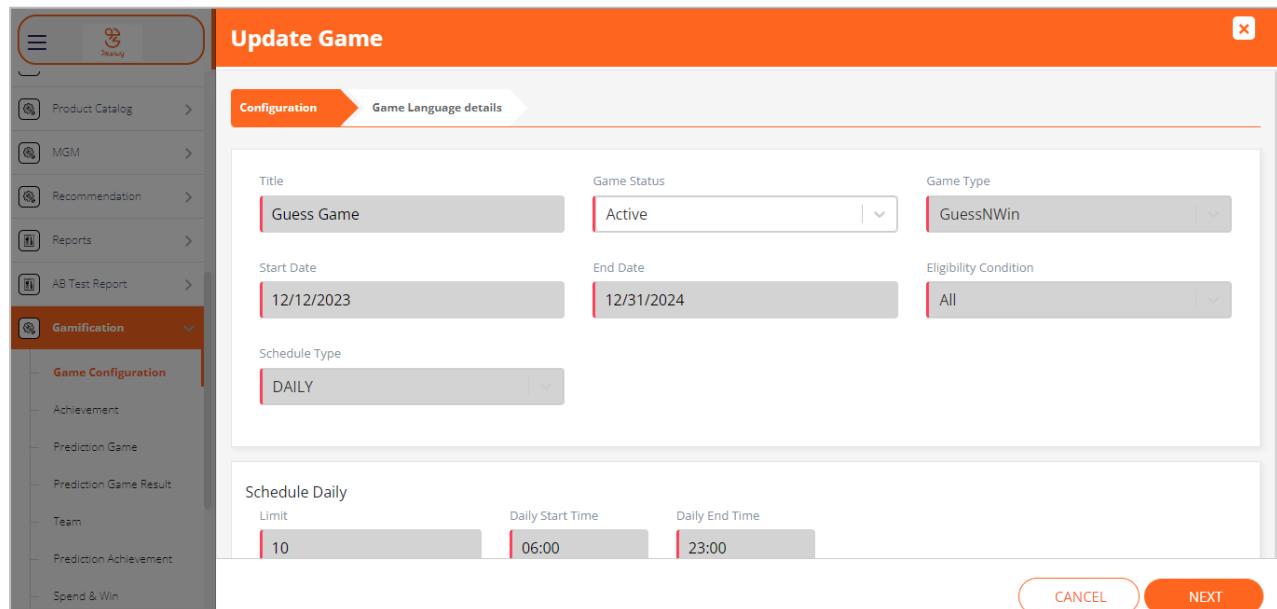


The screenshot shows the 'Game Configuration' page. On the left, there's a sidebar with a navigation menu under 'Gamification'. The 'Game Configuration' item is selected and highlighted with a purple border. The main area is titled 'Game Configuration' and contains a table of games. The table has columns: TITLE, GAME TYPE, GAME STATUS, View, Edit, and Delete. A purple box highlights the 'Edit' icon for the first game, 'Guess Game'. A purple arrow points from the caption below to this highlighted edit icon.

TITLE	GAME TYPE	GAME STATUS	View	Edit	Delete
Guess Game	GuessNWin	Active	(eye)		
Spend & Win	SpendNWin	Active	(eye)		
Prediction Game	PredictNWin	Active	(eye)		
Survey & WIN	Survey	Active	(eye)		
Shake & Win	ShakeNWin	Active	(eye)		
SPIN & WIN	SpinNWin	Active	(eye)		

Figure 441 Game Configuration - Modify Button

2. After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Update Game' screen. On the left, there's a sidebar with a navigation menu under 'Gamification'. The 'Game Configuration' item is selected and highlighted with a purple border. The main area is titled 'Update Game' and has tabs for 'Configuration' and 'Game Language details'. The 'Configuration' tab is active. It contains fields for Title ('Guess Game'), Game Status ('Active'), Game Type ('GuessNWin'), Start Date ('12/12/2023'), End Date ('12/31/2024'), Eligibility Condition ('All'), Schedule Type ('DAILY'), and Schedule Daily ('Limit 10, Daily Start Time 06:00, Daily End Time 23:00'). At the bottom right are 'CANCEL' and 'NEXT' buttons.

Figure 442 Update Game – Configuration Details Screen

3. Modify the necessary editable fields.

4. On the **Game Language** Details screen. Modify the required details. Refer to the following screen.

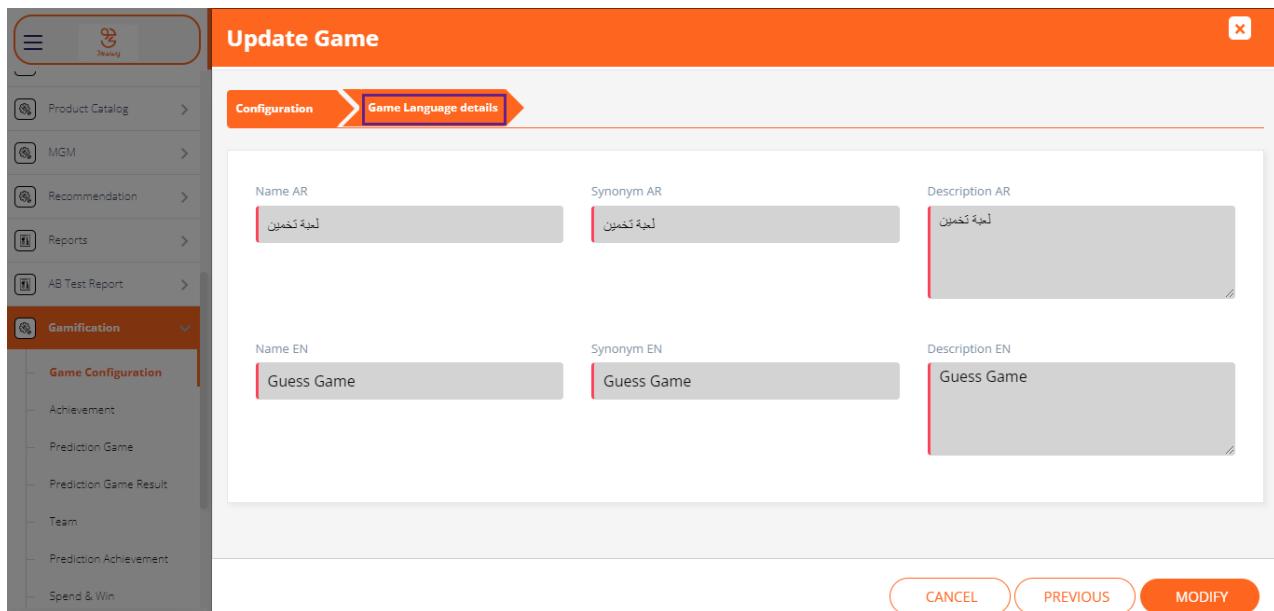


Figure 443 Update Game – Game Language Details (Modify Button)

- Click the **Modify** button.

A confirmation message will be displayed indicating that the Game is modified successfully.

19.1.4 Delete Game

Using this option, you can delete the existing game details.

To delete the game details:

- On the **Game** screen, click the **Delete** button  to delete the existing game details. Refer to the following screen.

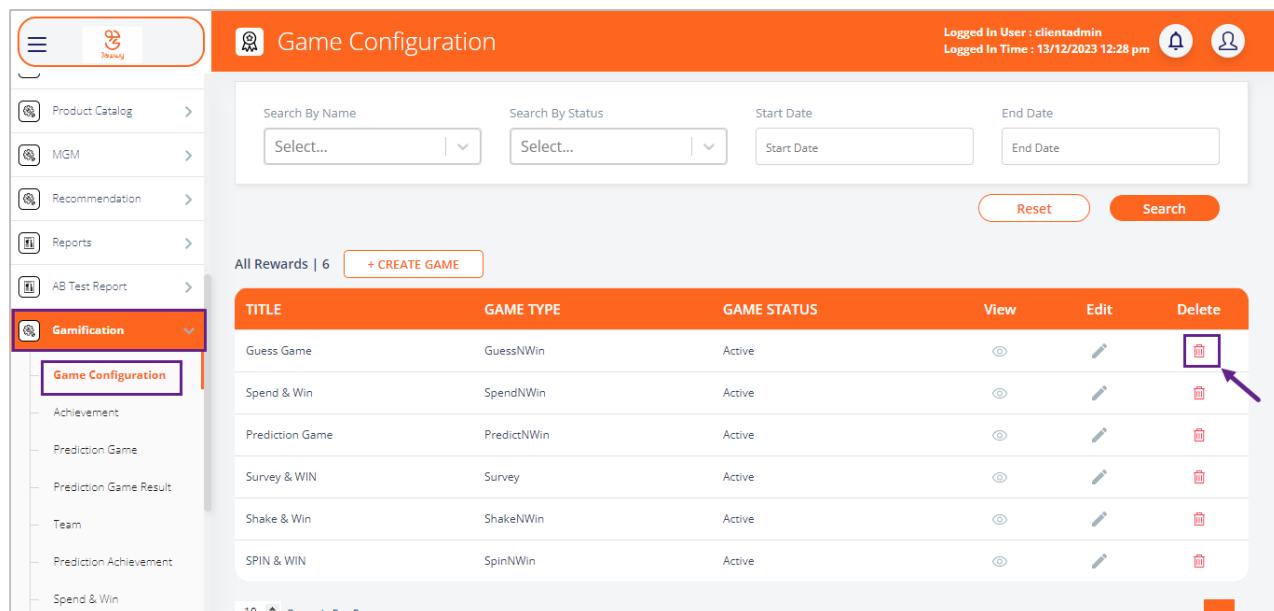


Figure 444 Game - Delete Button

- After clicking the **Delete** button, the following pop-up window is displayed.

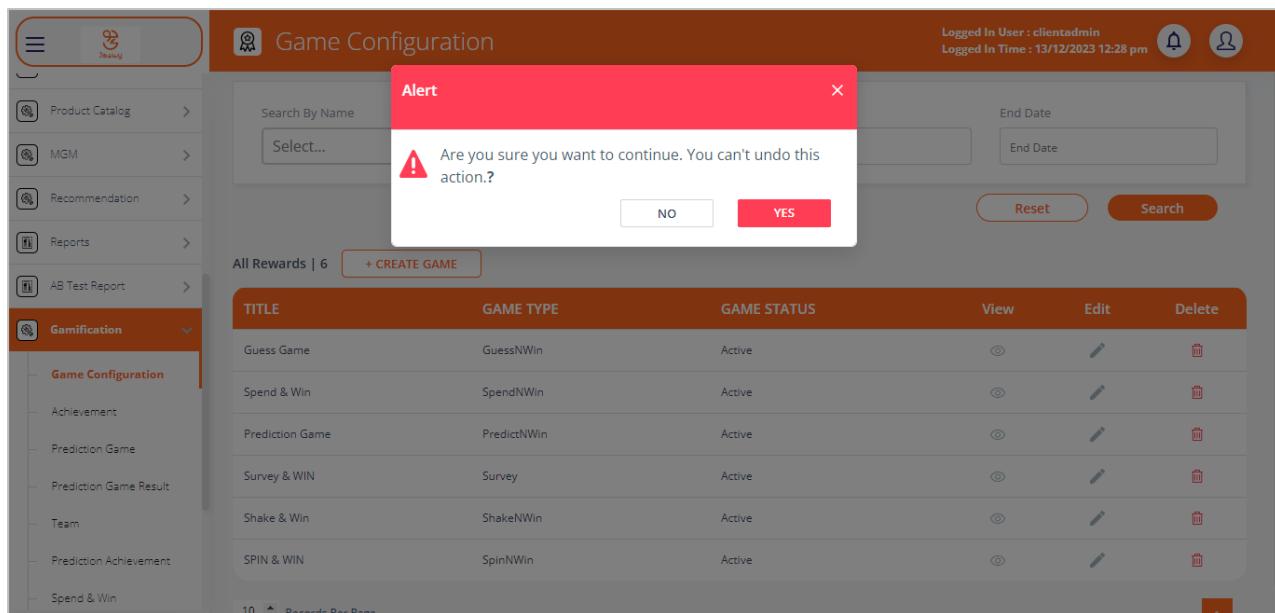


Figure 445 Delete Game – Confirmation Dialog

- If you receive the message, “Are you sure you want to continue. You can't undo this action?” click “Yes” to confirm the action.

A confirmation message will be displayed indicating that the Game is deleted successfully.

Or

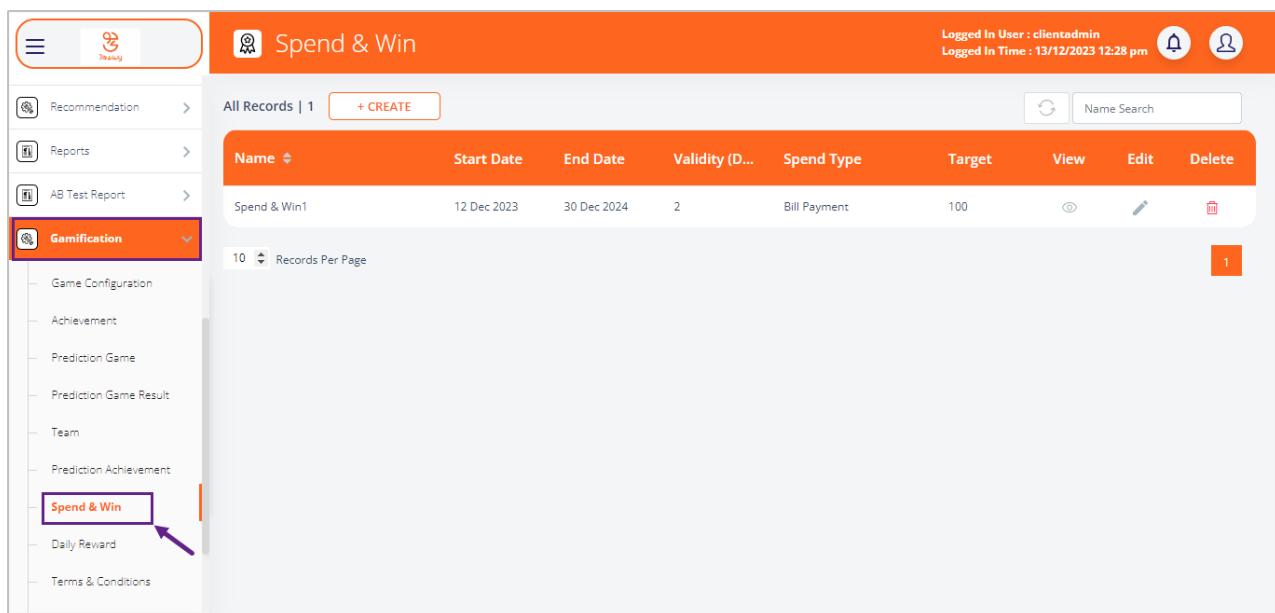
Click “Cancel” to cancel the action.

19.2 Spend & Win

Spend, and Win is a type of gamification mechanic that rewards users for spending money on products or services. It is a common mechanic used in loyalty programs, where users earn points or rewards for every dollar they spend. Spend and Win gamification mechanics can be effective in motivating customers to spend more money. You can configure the start date and end date for the spend and win event.

To manage the spend and win,

- On the side menu, click **Gamification>> Spend & Win** to view the details of the spend and win. Refer to the following screen.



The screenshot shows the 'Spend & Win' section of the application. On the left, there's a sidebar with a navigation menu under 'Gamification'. The 'Spend & Win' item is highlighted with a red box and has a purple arrow pointing to it from below. The main area displays a table with one record:

Name	Start Date	End Date	Validity (D...)	Spend Type	Target	View	Edit	Delete
Spend & Win1	12 Dec 2023	30 Dec 2024	2	Bill Payment	100			

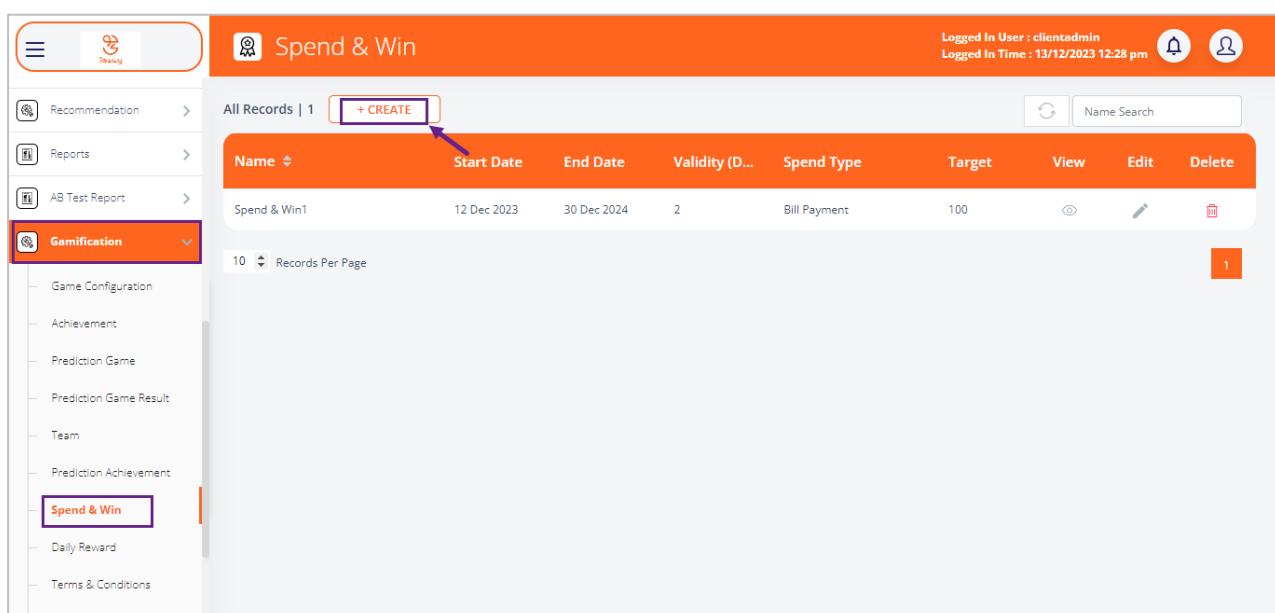
Below the table, there's a dropdown for 'Records Per Page' set to 10, and a page number indicator '1'.

Figure 446 Gamification – Spend & Win

19.2.1 Create Spend & Win Game

Using this create game option, you can create a new spend and win game. To create a new game,

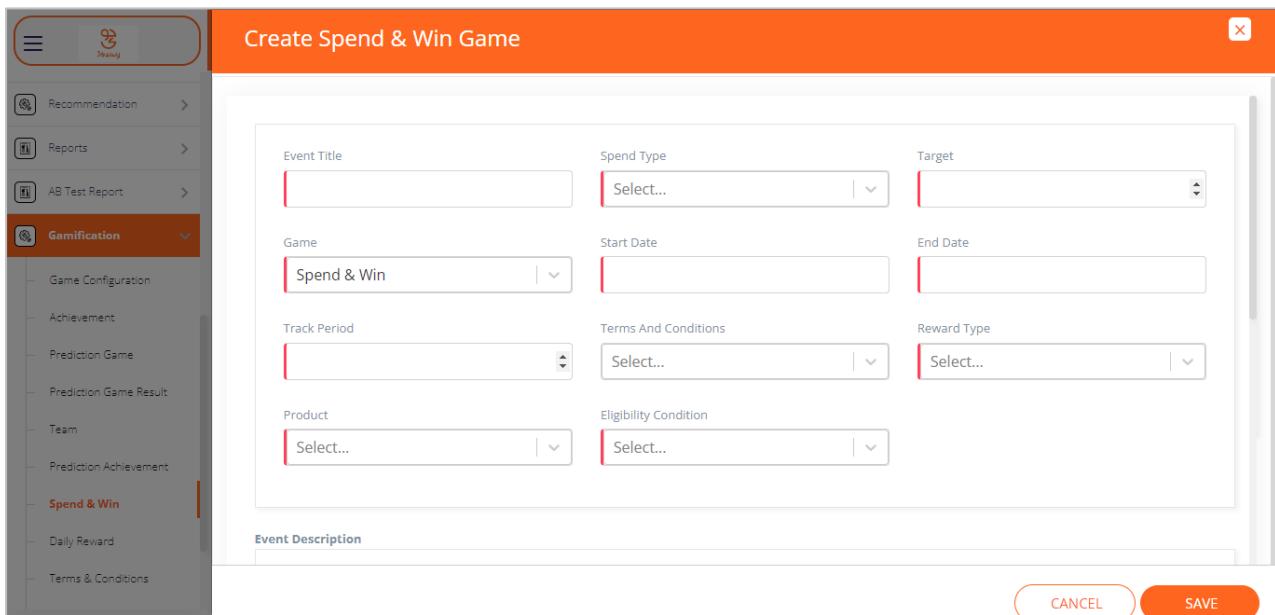
1. On the **Spend & Win** screen, click the **+CREATE** button to create a new spend and win event. Refer to the following screen.



This screenshot is identical to Figure 446, but the '+CREATE' button in the top navigation bar is highlighted with a red box and has a blue arrow pointing to it from below.

Figure 447 Spend & Win Event – Create Button

- After clicking the **+CREATE** button, the following pop-up window will be displayed.



The screenshot shows a modal dialog titled "Create Spend & Win Game". On the left is a sidebar menu under "Gamification" with options like "Game Configuration", "Achievement", "Prediction Game", etc., and "Spend & Win" which is currently selected. The main form has the following fields:

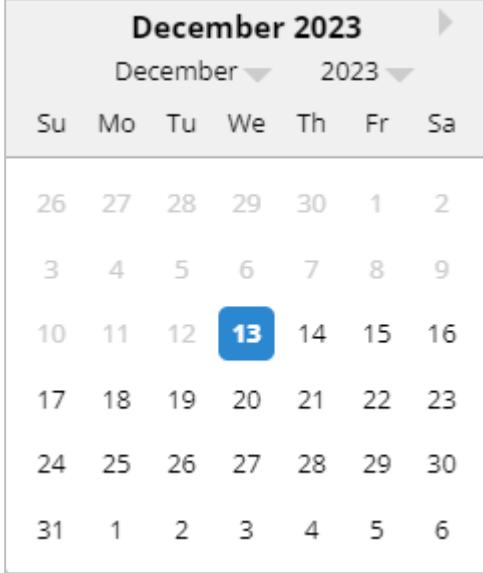
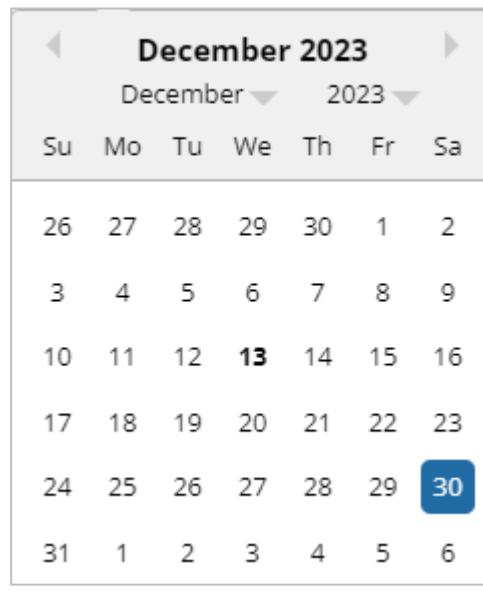
- Event Title: [Input field]
- Spend Type: [Select... dropdown]
- Target: [Input field with up/down arrows]
- Game: [Select... dropdown] set to "Spend & Win"
- Start Date: [Input field]
- End Date: [Input field]
- Track Period: [Input field with up/down arrows]
- Terms And Conditions: [Select... dropdown]
- Reward Type: [Select... dropdown]
- Product: [Select... dropdown]
- Eligibility Condition: [Select... dropdown]
- Event Description: [Text area]

At the bottom right are "CANCEL" and "SAVE" buttons.

Figure 448 Create Spend & Win Game – Definition Input Screen

- Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Event Title	Enter the title of the event.
Spend Type	Select the game type in the drop-down list. For example, “Dollar”.
Target	Enter the target of the spend and win game in the corresponding field. <ul style="list-style-type: none"> Click  to increase the count. Click  to decrease the count.
Game	Select the game in the drop-down list.
Start Date	Select the start date from the calendar.

Field	Description																																																	
	 <p>The calendar shows December 2023. The date 13 is highlighted in blue.</p> <table border="1"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </tbody> </table>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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End Date	<p>Select the end date from the calendar.</p>  <p>The calendar shows December 2023. The date 30 is highlighted in blue.</p> <table border="1"> <thead> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> </thead> <tbody> <tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> </tbody> </table>	Su	Mo	Tu	We	Th	Fr	Sa	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6
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24	25	26	27	28	29	30																																												
31	1	2	3	4	5	6																																												
Track Period	<p>Enter the track period of the spend and win the game event in the corresponding field.</p> <ul style="list-style-type: none"> Click  to increase the count. Click  to decrease the count. 																																																	
Terms and Conditions	Select the terms and conditions in the drop-down list.																																																	
Reward Type	Select the reward type in the drop-down list. For example, “ Reward ”.																																																	
Product	Select the product in the drop-down list.																																																	
Eligibility Condition	Select the eligibility condition in the drop-down list. For example, “ Segment ”.																																																	
Group	Select the group in the drop-down list.																																																	
	<p>Note: This field is displayed if Telco Offers is selected in the drop-down list of Reward Type.</p>																																																	

Field	Description
Event Description	
Event Name (EN)	Enter the event name in the English.
Event Description (EN)	Enter the event description in the English.
Event Name (AR)	Enter the event name in the Arabic.
Event Description (AR)	Enter the event description in the Arabic.
Image Upload	
Image	<p>Click the Choose File button to upload the image of the spend and win event game.</p> <p>After uploading the image, the name of the file is displayed.</p>

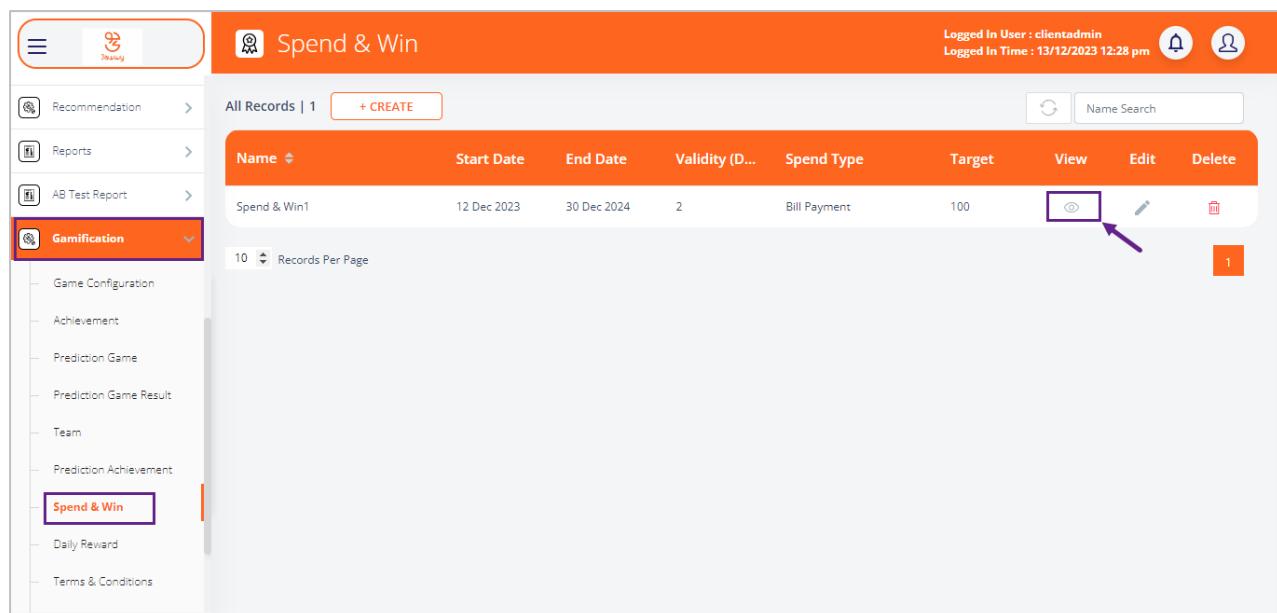
4. After entering all the required details, click the **Create** button.

A confirmation message will be displayed indicating that the data is created successfully.

19.2.2 View Spend & Win Game

Using this option, you can view the existing configured spend and win game details.
To view the spend and win game details:

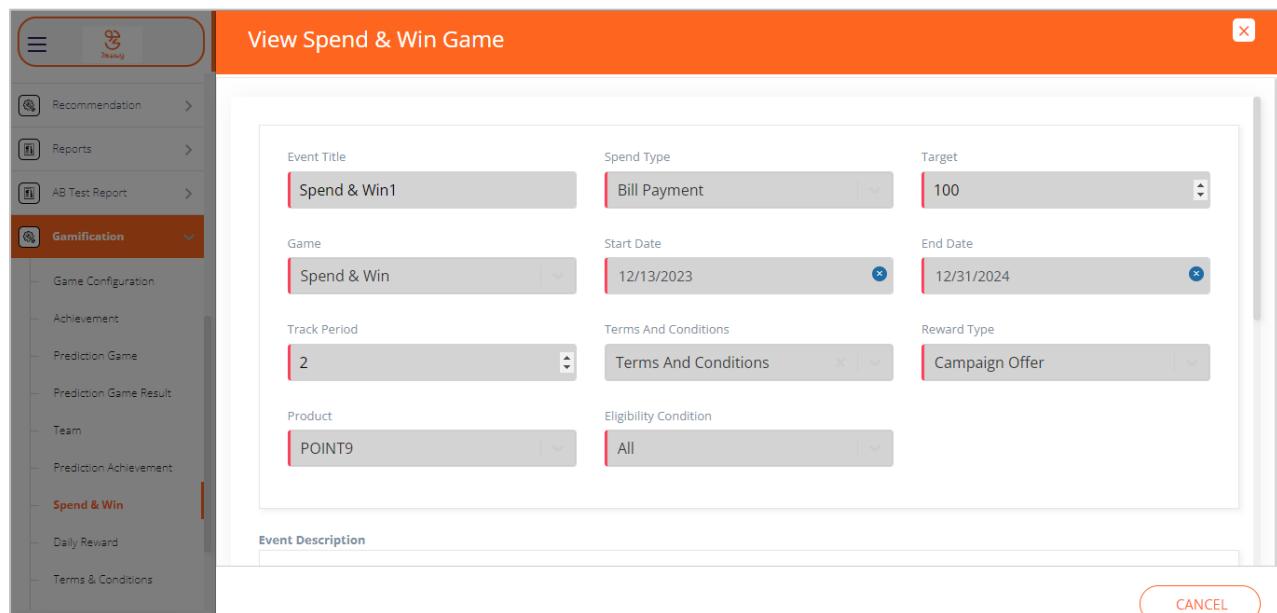
1. On the **Spend & Win Game** screen, click the **View** button  to view the Spend and Win game details. Refer to the following screen.



The screenshot shows a list of 'Spend & Win' games. The first item, 'Spend & Win1', has its 'View' button highlighted with a purple box and an arrow. The interface includes a sidebar for 'Gamification' with various sub-options like 'Game Configuration' and 'Spend & Win' (which is also highlighted). The top right corner shows the user is logged in as 'clientadmin' at '13/12/2023 12:28 pm'.

Figure 449 Spend & Win Game– View Button

- After clicking the **View** button, the following pop-up window will be displayed.



This screenshot shows the 'View Spend & Win Game' dialog box. It contains fields for Event Title ('Spend & Win1'), Spend Type ('Bill Payment'), Target ('100'), Game ('Spend & Win'), Start Date ('12/13/2023'), End Date ('12/31/2024'), Track Period ('2'), Product ('POINT9'), Eligibility Condition ('All'), Terms And Conditions, and Reward Type. A 'CANCEL' button is located at the bottom right.

Figure 450 View Spend & Win Game Input Screen

- You can view the details such as Event Title, Spend Type, Target, Game, Start Date, End date, Track Period, Product, Eligibility Condition, and so on.

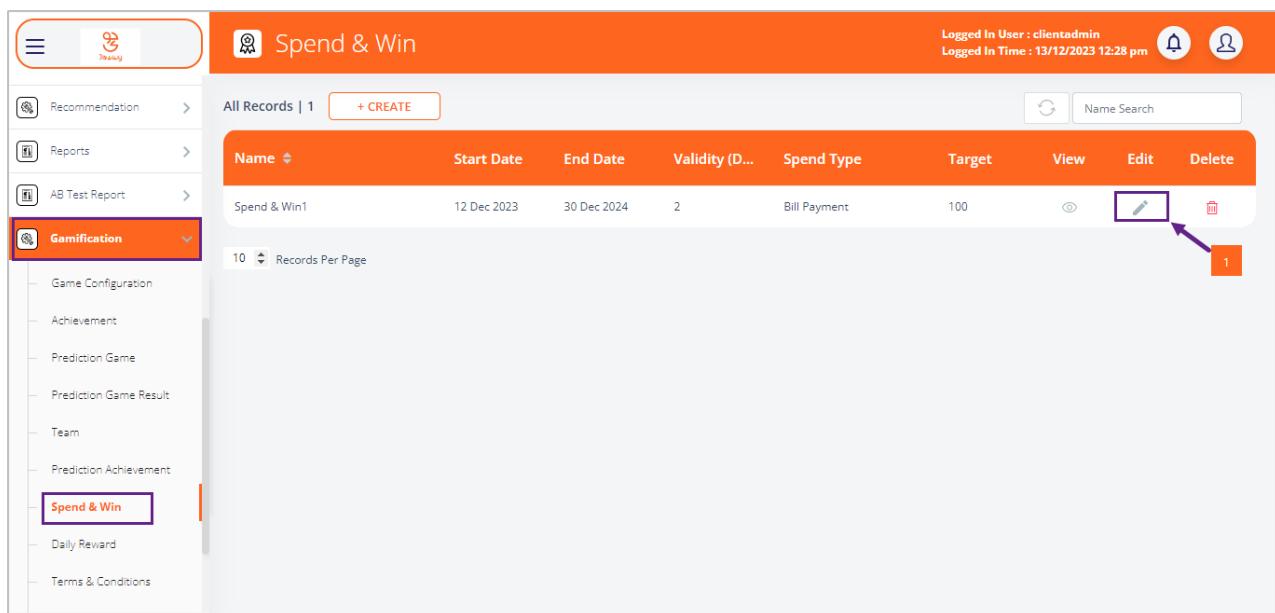
19.2.3 Modify Spend & Win Game

Using this option, you can modify the existing spend and win game details.

Note: You cannot modify any details when the game is in the “Active” state.

To modify the spend and win game details:

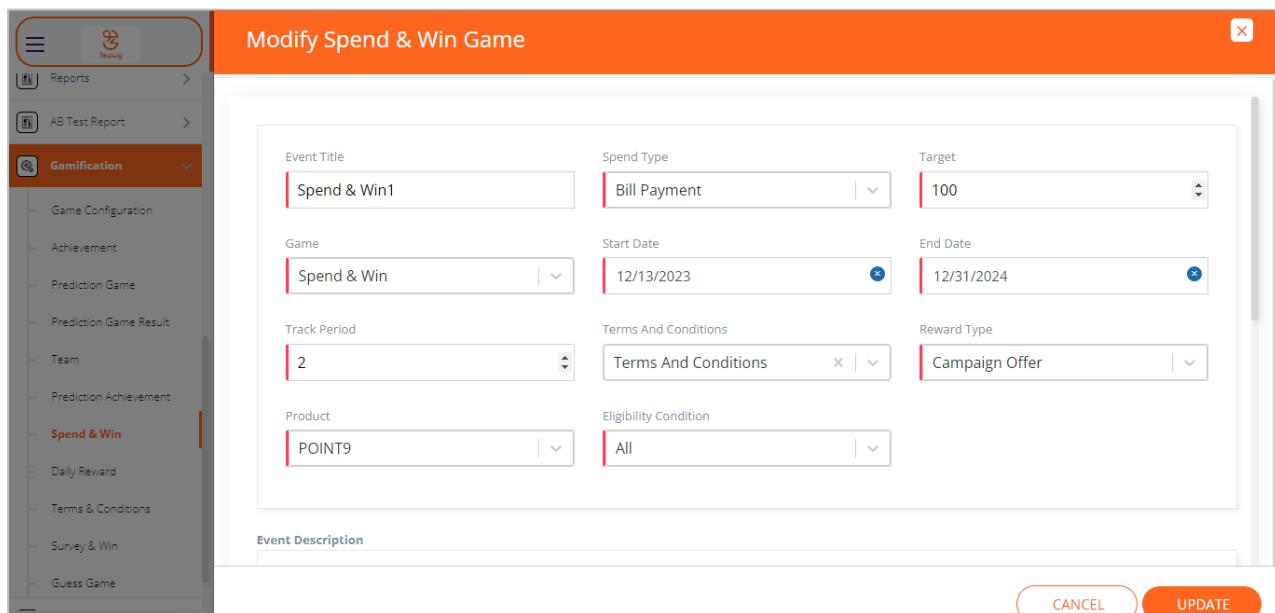
- On the **Spend & Win** screen, click the **Modify** button  to modify the Spend and Win game details. Refer to the following screen.



The screenshot shows the 'Spend & Win' module in the Gamification section. The left sidebar lists various gamification components. The main area displays a table of records with columns: Name, Start Date, End Date, Validity (D...), Spend Type, Target, View, Edit, and Delete. One record, 'Spend & Win1', is selected. The 'Edit' button is highlighted with a purple box and a red arrow.

Figure 451 Spend & Win - Modify Button

2. After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Modify Spend & Win Game' dialog box. It contains fields for Event Title ('Spend & Win1'), Spend Type ('Bill Payment'), Target ('100'), Game ('Spend & Win'), Start Date ('12/13/2023'), End Date ('12/31/2024'), Track Period ('2'), Terms And Conditions ('Terms And Conditions'), Reward Type ('Campaign Offer'), Product ('POINT9'), Eligibility Condition ('All'), and Event Description. At the bottom are 'CANCEL' and 'UPDATE' buttons.

Figure 452 Modify Spend & Win Game Details Screen

3. Modify the necessary editable fields.
4. Click **Update**.

A confirmation message will be displayed indicating that the data is modified successfully.

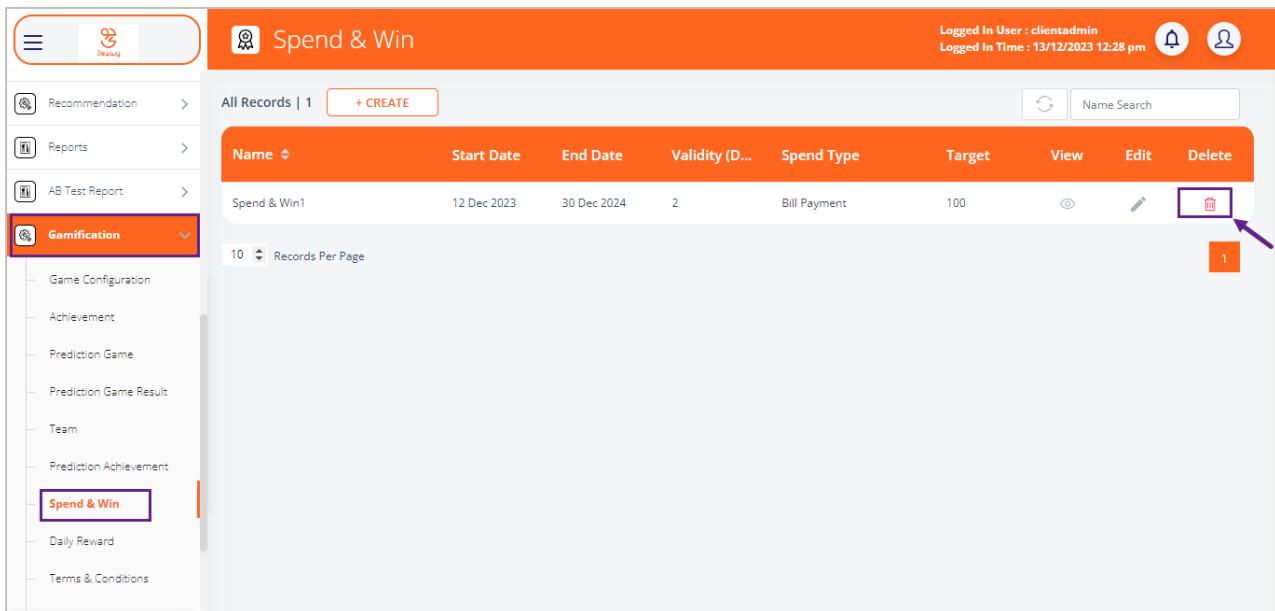
19.2.4 Delete Spend & Win Game

Using this option, you can delete the existing spend and win game details.

Note: You cannot delete any details when the game is in the “Active” state.

To delete the spend and win game details:

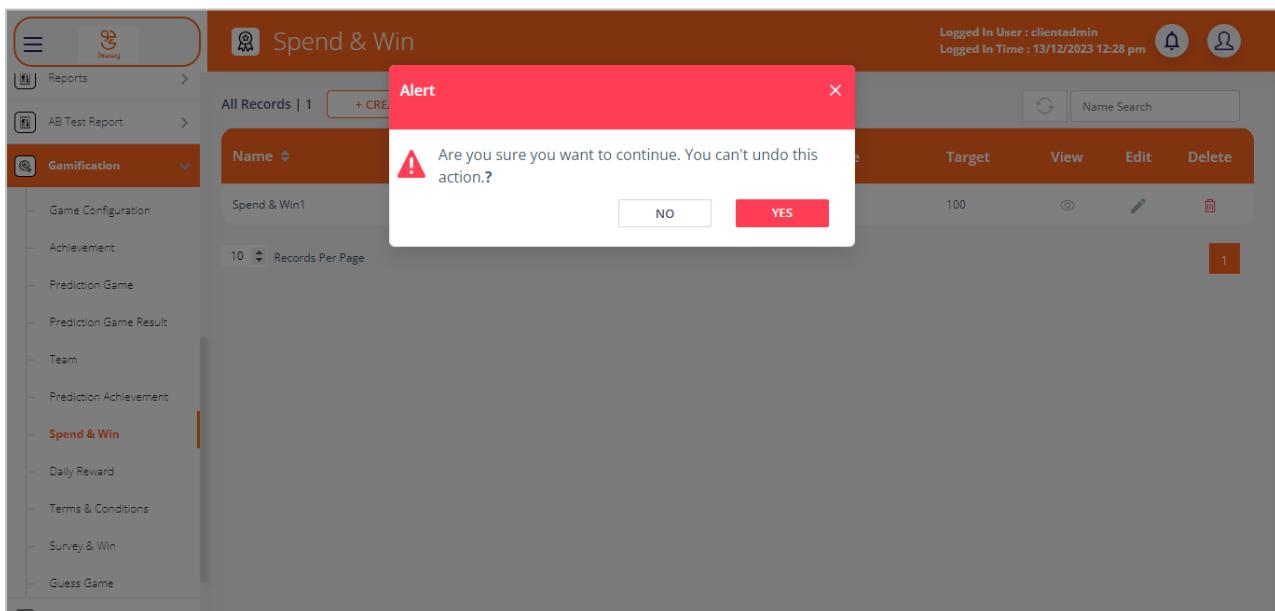
- On the **Spend & Win** screen, click the **Delete** button  to delete the existing spend and win game details. Refer to the following screen.



The screenshot shows the 'Spend & Win' module interface. On the left is a navigation sidebar under 'Gamification' with options like Game Configuration, Achievement, Prediction Game, etc., and 'Spend & Win' which is selected and highlighted with a purple box. The main area displays a table with one record: Name: Spend & Win1, Start Date: 12 Dec 2023, End Date: 30 Dec 2024, Validity (D...: 2, Spend Type: Bill Payment, Target: 100. The 'Delete' button in the header row is also highlighted with a purple box and a red arrow pointing to it.

Figure 453 Spend & Win - Delete Button

- After clicking the **Delete** button, the following pop-up window is displayed.



The screenshot shows the same 'Spend & Win' screen as before, but with a modal dialog box in the foreground. The dialog is titled 'Alert' and contains the message 'Are you sure you want to continue. You can't undo this action?'. It has two buttons at the bottom: 'NO' and 'YES', with 'YES' being highlighted with a purple box. The background of the screen is dimmed.

Figure 454 Delete Spend & Win – Confirmation Dialog

- If you receive the message, “**Are you sure you want to continue. You can't undo this action?**” click “**Yes**” to confirm the action.

A confirmation message will be displayed indicating that the data is deleted successfully.

Or

Click “**Cancel**” to cancel the action.

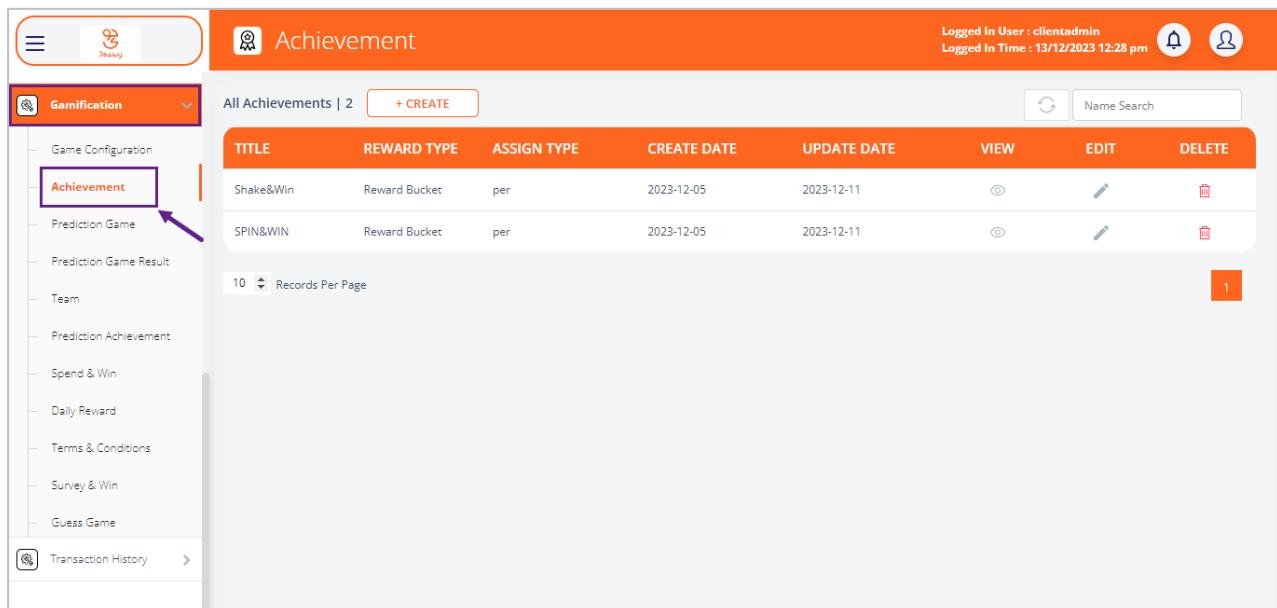
19.3 Achievement

Achievements are milestones that users can reach by completing specific tasks within the gamified system. These achievements are recognized and rewarded in some way, which motivates users to continue participating and engaging with the STC platform. For example, **Spin & Win**" is one type of achievement.

Spin and Win Achievement is a type of achievement that is awarded to users who spin a virtual wheel and win a prize. It encourages users to keep playing and engaging with the product. Using this option, you can configure the game achievement to the specific games, and based on the given rewards, the game will be rewarded as the best. You can give the reward as a Reward Bucket and Direct Benefit and select the validity days also.

To configure the achievement:

1. On the side menu, click the **Gamification >> Configure Achievement** to view the achievement details. Refer to the following screen.



The screenshot shows the 'Achievement' section of the Gamification configuration. The left sidebar has a 'Gamification' dropdown with 'Achievement' selected. The main area displays a table of achievements with the following data:

TITLE	Reward Type	Assign Type	Create Date	Update Date	VIEW	EDIT	DELETE
Shake&Win	Reward Bucket	per	2023-12-05	2023-12-11			
SPIN&WIN	Reward Bucket	per	2023-12-05	2023-12-11			

Below the table, there is a 'Records Per Page' dropdown set to 10, and a page number indicator '1'.

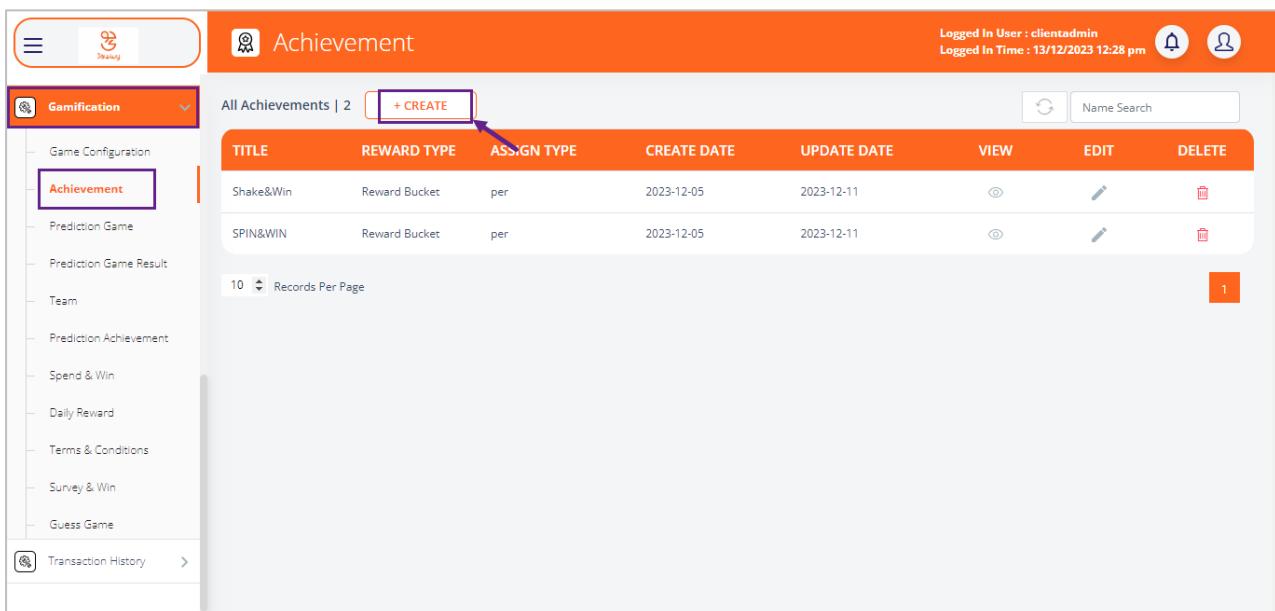
Figure 455 Gamification – Configure Achievement

19.3.1 Create Achievement

Using this create option, you can create a new achievement.

To create a new achievement,

1. On the **Achievement** screen, click the **+CREATE** button to create a new achievement. Refer to the following screen.



The screenshot shows the 'Achievement' screen with the following details:

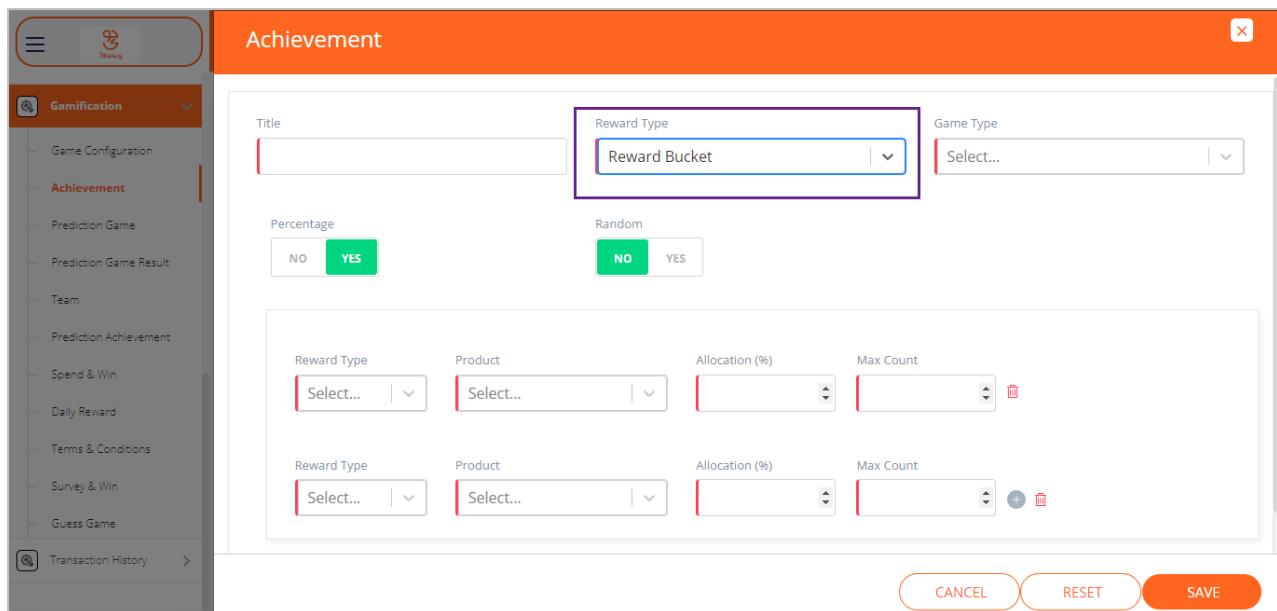
- Header:** Achievement, Logged In User: clientadmin, Logged In Time: 13/12/2023 12:28 pm.
- Left Sidebar:** Gamification dropdown menu with 'Achievement' selected (highlighted).
- Table:** All Achievements | 2

TITLE	Reward Type	ASSIGN TYPE	CREATE DATE	UPDATE DATE	VIEW	EDIT	DELETE
Shake&Win	Reward Bucket	per	2023-12-05	2023-12-11			
SPIN&WIN	Reward Bucket	per	2023-12-05	2023-12-11			
- Buttons:** +CREATE (highlighted with a red box and arrow), Name Search, Refresh, and a Records Per Page dropdown set to 10.

Figure 456 Achievement – Create Button

2. After clicking the **+CREATE** button, the following pop-up window will be displayed.

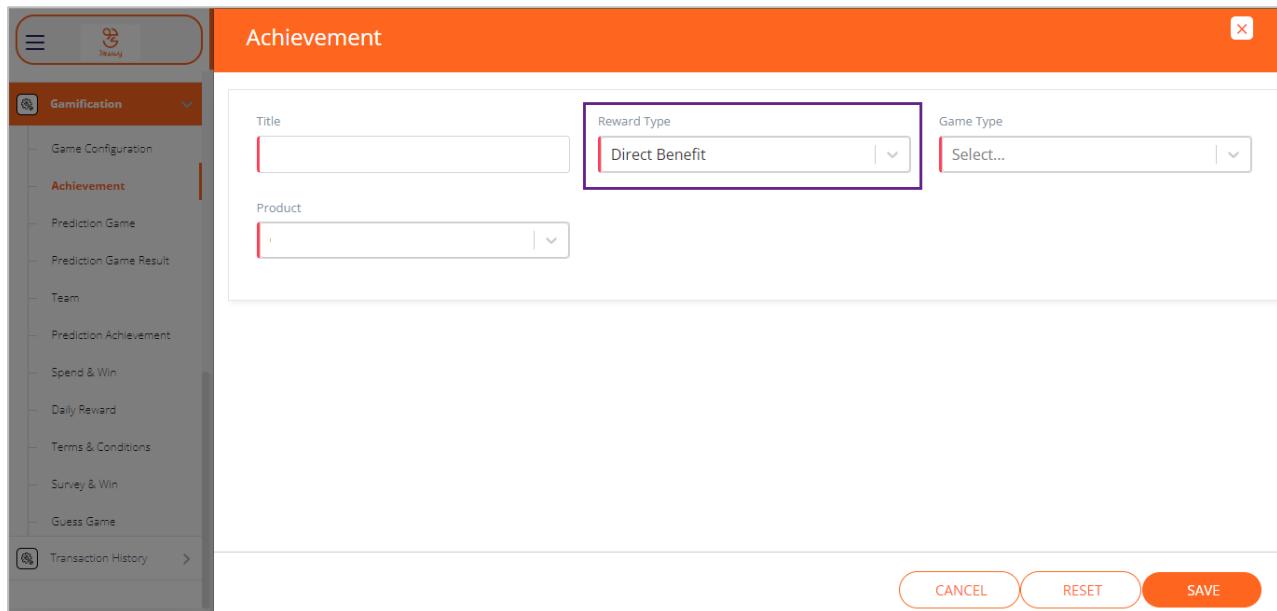
Note: If “Reward Bucket” is selected in the drop-down list of Reward Type, the following screen will be displayed.



The screenshot shows the 'Achievement' creation interface. On the left is a sidebar with a navigation menu under 'Gamification' (Game Configuration, Achievement, Prediction Game, etc.). The main area has a title 'Achievement'. It includes fields for 'Title' (empty), 'Reward Type' (set to 'Reward Bucket'), 'Game Type' (empty), 'Percentage' (set to 'YES'), and 'Random' (set to 'NO'). Below these are two reward bucket sections, each with 'Reward Type' (empty), 'Product' (empty), 'Allocation (%)' (empty), and 'Max Count' (empty). At the bottom are 'CANCEL', 'RESET', and 'SAVE' buttons.

Figure 457 Create Achievement – Reward Bucket Details Screen

Note: If “**Direct Benefit**” is selected in the drop-down list of Reward Type, the following screen will be displayed.



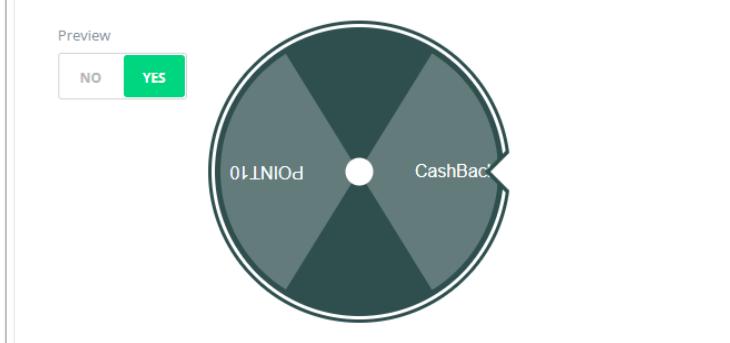
This screenshot shows the same achievement creation interface, but the 'Reward Type' dropdown is now set to 'Direct Benefit'. The other fields ('Title', 'Game Type', 'Percentage', 'Random', and the reward bucket sections) remain empty or at their default values. The bottom buttons are 'CANCEL', 'RESET', and 'SAVE'.

Figure 458 Create Achievement – Direct Benefit Details Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Fields	Description
Title	Enter the title of the game.
Reward Type	Select the Reward Type in the drop-down list. The following are the available reward types: <ul style="list-style-type: none"> Reward Bucket Direct Benefit.

Fields	Description
Percentage	<p>To turn the percentage on or off, click Percentage on the Create Achievement menu.</p> <p>Note: This field will be displayed after selecting the Reward Bucket in the drop-down list of the Reward Type.</p>
Random	<p>To turn Random on or off, click Random on the Create Achievement menu.</p> <p>Note: This field will be displayed after selecting the Reward Bucket in the drop-down list of the Reward Type.</p>
Rewarding Type	<p>Select the rewarding type in the drop-down list.</p> <p>The following are the available rewarding types:</p> <ul style="list-style-type: none"> • Reward • Campaign Offer • Telco Offers <p>Note: This field will be displayed after selecting the Reward Bucket in the drop-down list of the Reward Type, and the Random option is turned to “Yes”.</p>
Reward Type	Select the reward type in the drop-down list. For example, “Telco Offer”.
Product	Select the product in the drop-down list.
Hourly Limit	<p>Enter the hourly limit of the rewards.</p> <p>Note: This field will be displayed after selecting the Reward Bucket in the drop-down list of the Reward Type, and the Random option is turned to “Yes”.</p> <ul style="list-style-type: none"> • Click  to increase the limit. • Click  to decrease the limit.
Daily Limit	<p>Enter the daily limit of the rewards.</p> <p>Note: This field will be displayed after selecting the Reward Bucket in the drop-down list of the Reward Type, and the Random option is turned to “No”.</p>
Allocation (%)	<p>Enter the allocation percentage of the achievement.</p> <p>Note: This field will be displayed after selecting the Reward Bucket in the drop-down list of the Reward Type and the Percentage option is turned to “Yes”.</p> <ul style="list-style-type: none"> • Click  to increase the percentage. • Click  to decrease the percentage.
Max Count	<p>Enter the maximum count of the reward points.</p> <ul style="list-style-type: none"> • Click  to increase the count. • Click  to decrease the count.
Preview	<p>To turn the preview on or off, click Preview under the Achievement menu.</p> <p>Two products must be selected to preview the achievement.</p>

Fields	Description
	<p>Note: This field will be displayed after selecting the Reward Bucket in the drop-down list of the Reward Type.</p> <p>After selecting the product, the following screen will be displayed.</p> 

- Click the **Add** button  to add multiple achievement details.
 - Click the **Delete** button  to delete an existing achievement detail.
4. After providing the required details, click **Save**.

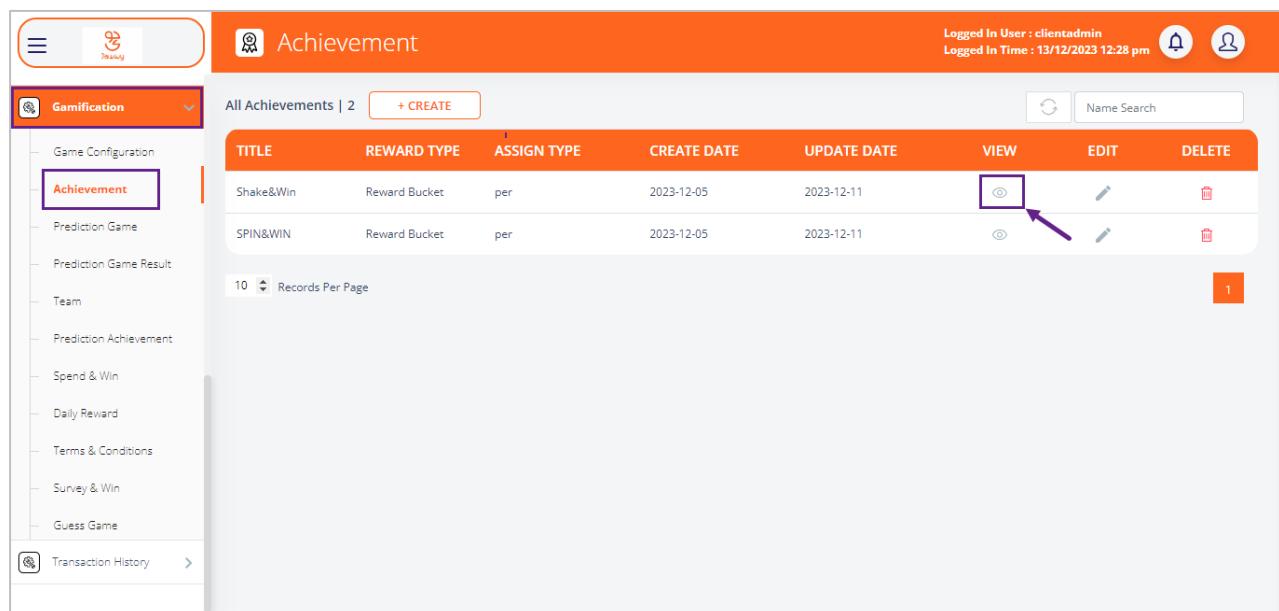
A confirmation message will be displayed, indicating that the achievement is created successfully.

19.3.2 View Achievement

Using this option, you can view the existing achievement details.

To view the achievement details:

- On the **Achievement** screen, click the **View** button  to view the achievement details. Refer to the following screen.

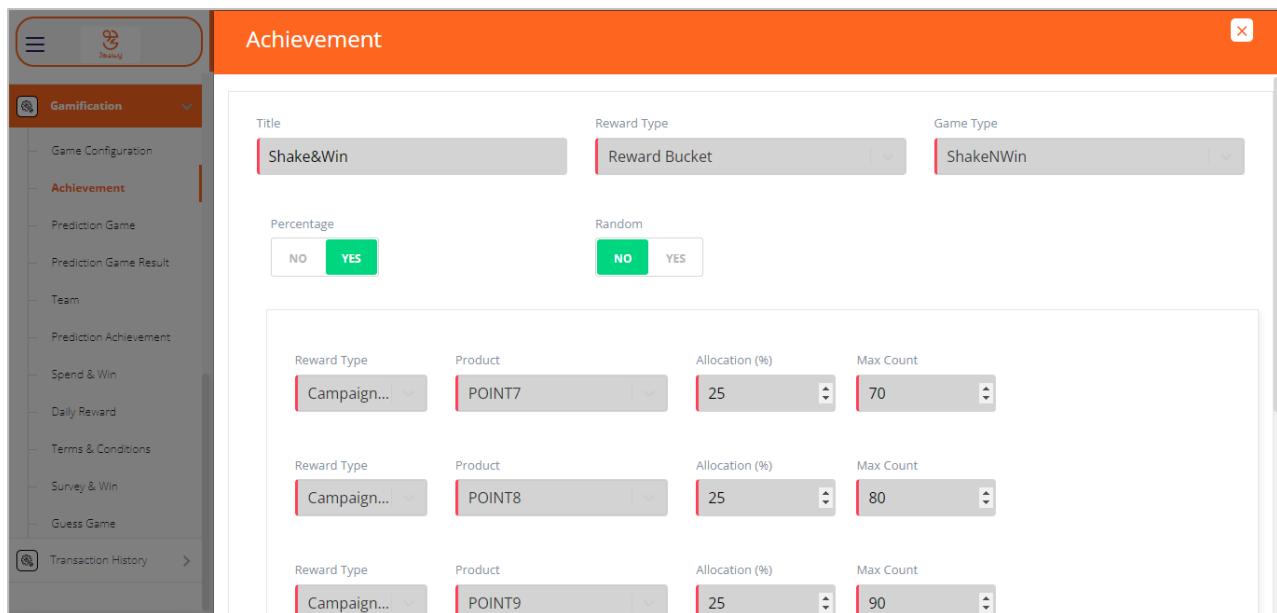


All Achievements 2 + CREATE							
TITLE	REWARD TYPE	ASSIGN TYPE	CREATE DATE	UPDATE DATE	VIEW	EDIT	DELETE
Shake&Win	Reward Bucket	per	2023-12-05	2023-12-11			
SPIN&WIN	Reward Bucket	per	2023-12-05	2023-12-11			

10 Records Per Page 1

Figure 459 Achievement – View Button

- After clicking the **View** button, the following pop-up window will be displayed.



The screenshot shows the 'Achievement' input screen. On the left is a sidebar with 'Gamification' selected under 'Achievement'. The main area has tabs for 'Title', 'Reward Type', and 'Game Type'. Under 'Title', 'Shake&Win' is entered. Under 'Reward Type', 'Reward Bucket' is selected. Under 'Game Type', 'ShakeNWin' is selected. Below these are sections for 'Percentage' (YES selected) and 'Random' (NO selected). A large table lists reward details: three rows for 'POINT7', 'POINT8', and 'POINT9' with allocation percentages of 25% and max counts of 70, 80, and 90 respectively.

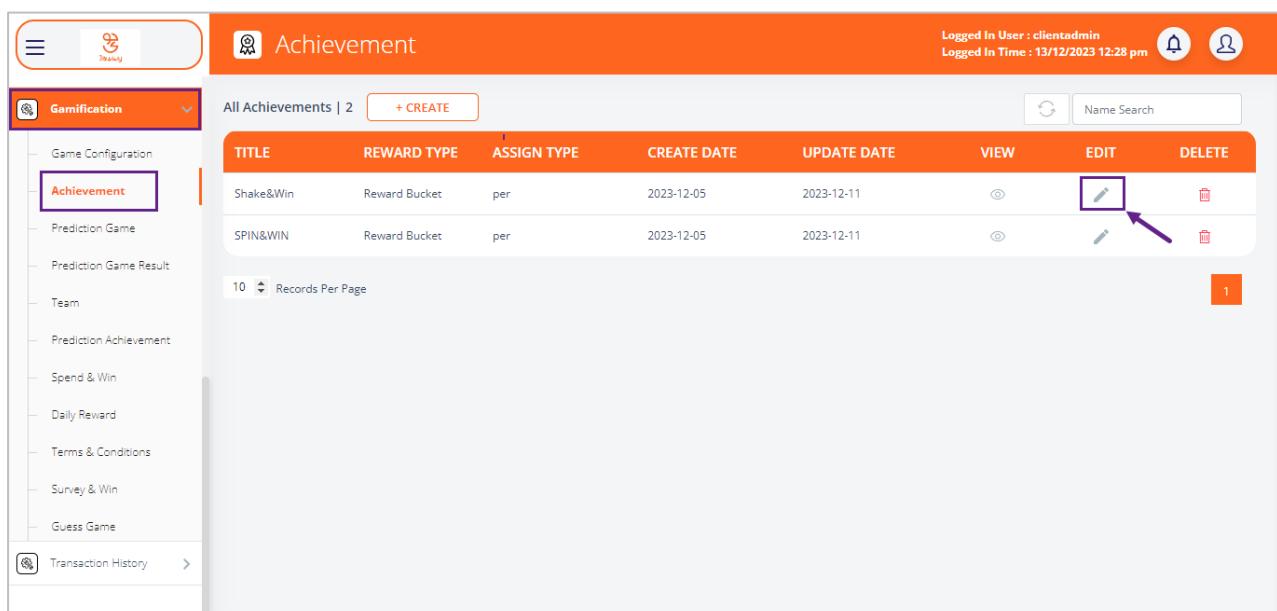
Figure 460 View Achievement Input Screen

- You can view the details such as Title, Reward Type, Rewarding Type, Percentage, Random, Reward Type, Product, Hourly Limit, Daily Limit, and so on.

19.3.3 Modify Achievement

Using this option, you can modify the existing achievement details.
To modify the achievement details:

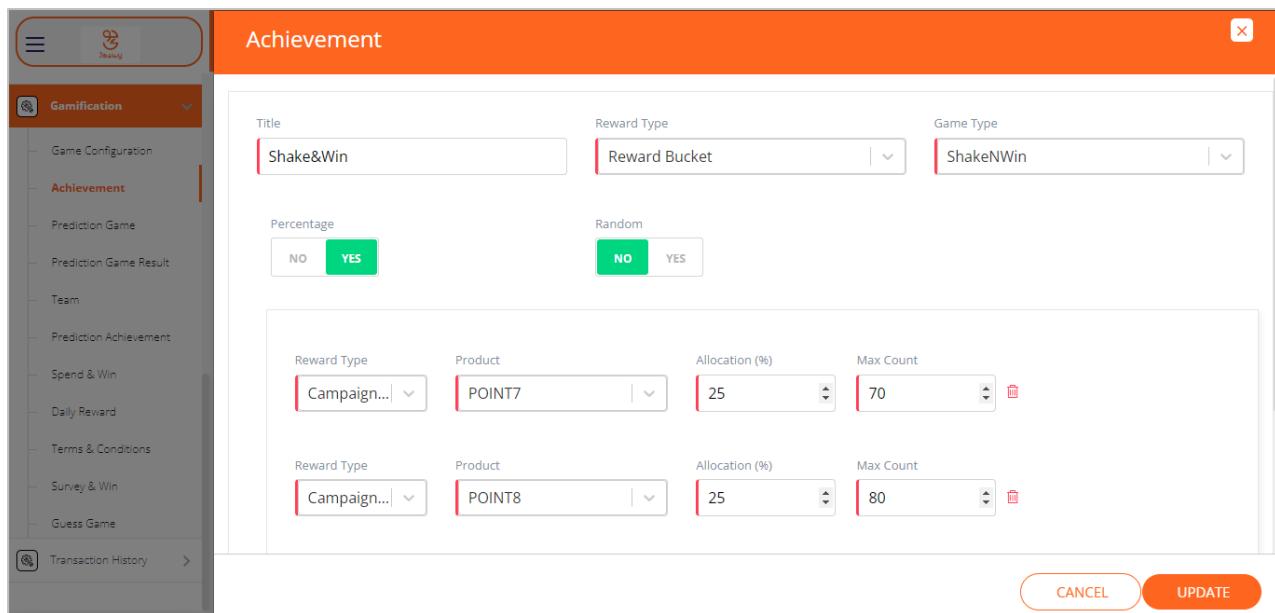
1. On the **Achievement** screen, click the **Modify** button  to modify the Spend and Win achievement details. Refer to the following screen.



The screenshot shows the 'Achievement' list screen. The 'Achievement' tab is selected in the sidebar. The main area displays a table of achievements with columns: TITLE, REWARD TYPE, ASSIGN TYPE, CREATE DATE, UPDATE DATE, VIEW, EDIT, and DELETE. Two entries are shown: 'Shake&Win' (Reward Bucket, per, 2023-12-05, 2023-12-11) and 'SPIN&WIN' (Reward Bucket, per, 2023-12-05, 2023-12-11). The 'EDIT' column for 'Shake&Win' is highlighted with a purple box and a purple arrow points to it from the bottom right. The 'DELETE' column for 'SPIN&WIN' is also visible.

Figure 461 Achievement - Modify Button

2. After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Achievement' modification screen. The 'Title' field contains 'Shake&Win'. The 'Reward Type' dropdown is set to 'Reward Bucket'. The 'Game Type' dropdown is set to 'ShakeNWin'. Under 'Percentage', the 'YES' button is selected. In the 'Random' section, the 'NO' button is selected. There are two reward allocation rows. The first row has 'Reward Type' as 'Campaign...', 'Product' as 'POINT7', 'Allocation (%)' as '25', and 'Max Count' as '70'. The second row has 'Reward Type' as 'Campaign...', 'Product' as 'POINT8', 'Allocation (%)' as '25', and 'Max Count' as '80'. At the bottom are 'CANCEL' and 'UPDATE' buttons.

Figure 462 Modify Achievement Details Screen

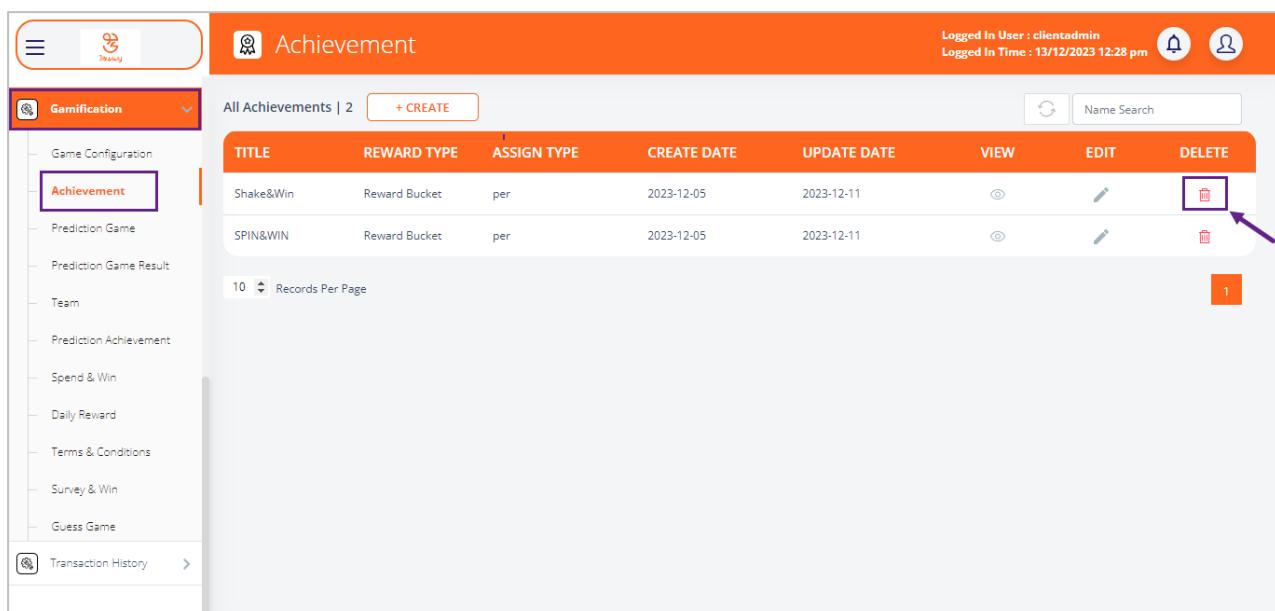
3. Modify the necessary editable fields.
4. Click **Update**.

A confirmation message will be displayed indicating that the achievement is modified successfully.

19.3.4 Delete Achievement

Using this option, you can delete the existing achievement details.
To delete the achievement details:

1. On the **Achievement** screen, click the **Delete** button  to delete the existing achievement details. Refer to the following screen.



The screenshot shows the 'Achievement' list screen. It displays two achievements: 'Shake&Win' and 'SPIN&WIN'. Both entries have 'REWARD TYPE' as 'Reward Bucket' and 'ASSIGN TYPE' as 'per'. The 'CREATE DATE' and 'UPDATE DATE' columns show the dates 2023-12-05 and 2023-12-11 respectively. The 'VIEW', 'EDIT', and 'DELETE' buttons are visible for each row. A red box highlights the 'DELETE' button for the 'SPIN&WIN' entry. An arrow points from the text 'Refer to the following screen.' to this button. The top right corner of the screen shows the user information 'Logged In User : clientadmin' and 'Logged In Time : 13/12/2023 12:28 pm'.

Figure 463 Achievement - Delete Button

2. After clicking the **Delete** button, the following pop-up window is displayed.

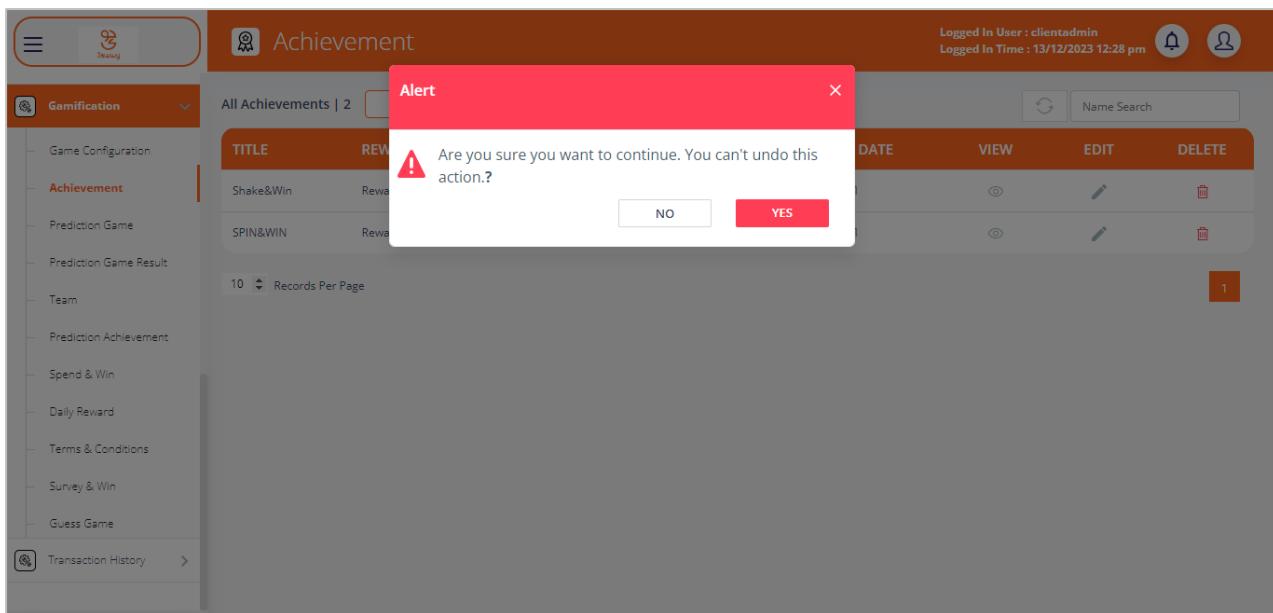


Figure 464 Delete Achievement – Confirmation Dialog

3. If you receive the message, "**Are you sure you want to continue. You can't undo this action?**" click "**Yes**" to confirm the action.

A confirmation message will be displayed indicating that the achievement is deleted successfully.

Or

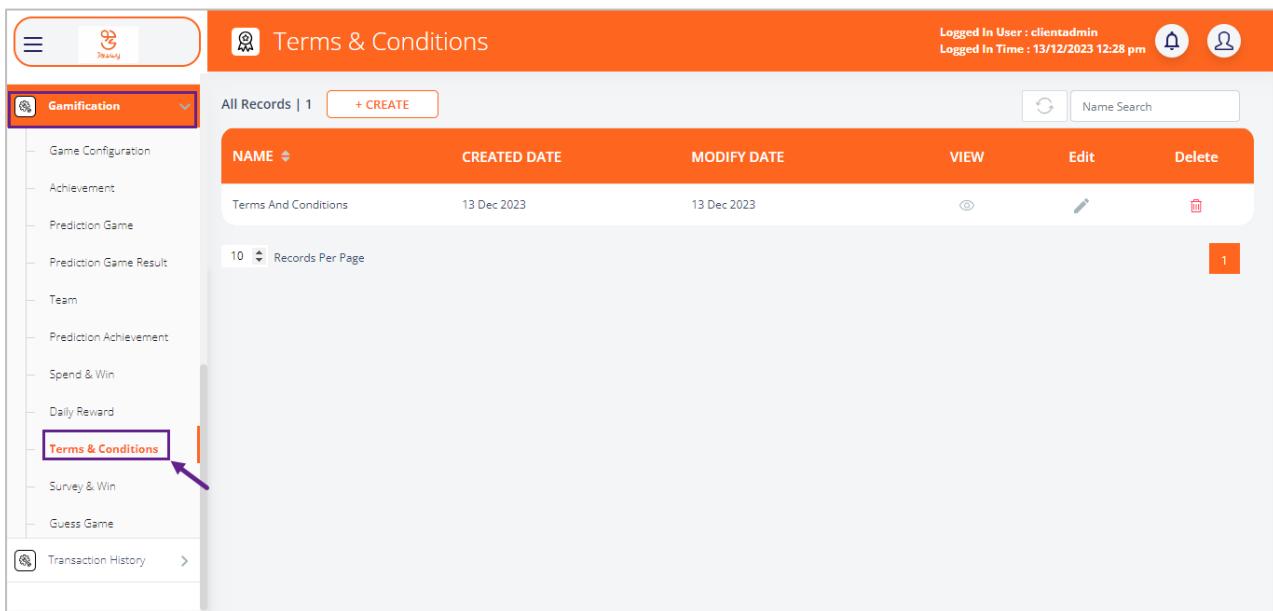
Click "**Cancel**" to cancel the action.

19.4 Terms and Conditions

Terms and conditions in gamification are the rules and guidelines that govern how users can participate in and earn rewards from gamification programs and activities. It is important for users to read and understand the terms and conditions of any gamification program before they participate. This will help to ensure that they are aware of their rights and obligations and that they are eligible to receive the rewards that they earn.

To configure the terms and conditions:

1. On the side menu, click the **Gamification >> Terms and Conditions** to view the terms and conditions details. Refer to the following screen.



The screenshot shows the 'Terms & Conditions' page under the 'Gamification' module. The left sidebar has a 'Terms & Conditions' item highlighted with a purple box and a purple arrow pointing to it. The main area displays a single record in a table:

NAME	CREATED DATE	MODIFY DATE	VIEW	Edit	Delete
Terms And Conditions	13 Dec 2023	13 Dec 2023			

Below the table, there is a dropdown for 'Records Per Page' set to 10, and a total count of 1 record.

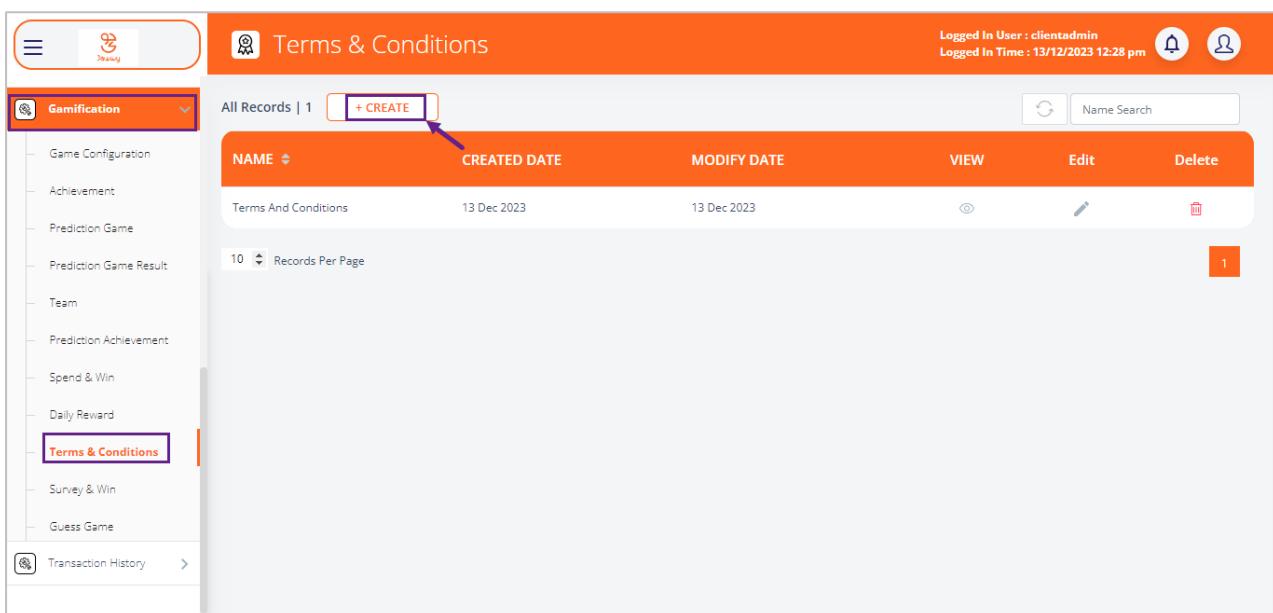
Figure 465 Gamification – Terms & Conditions

19.4.1 Create Terms and Conditions

Using this create option, you can create new terms and conditions.

To create a new terms and conditions,

1. On the **Terms and Conditions** screen, click the **+CREATE** button to create new terms and conditions. Refer to the following screen.



The screenshot shows the 'Terms & Conditions' page under the 'Gamification' module. The left sidebar has a 'Terms & Conditions' item highlighted with a purple box and a purple arrow pointing to it. The main area shows the '+CREATE' button highlighted with a purple box and a purple arrow pointing to it. The rest of the interface is identical to Figure 465.

Figure 466 Terms and Conditions – Create Button

2. After clicking the **+CREATE** button, the following pop-up window will be displayed.

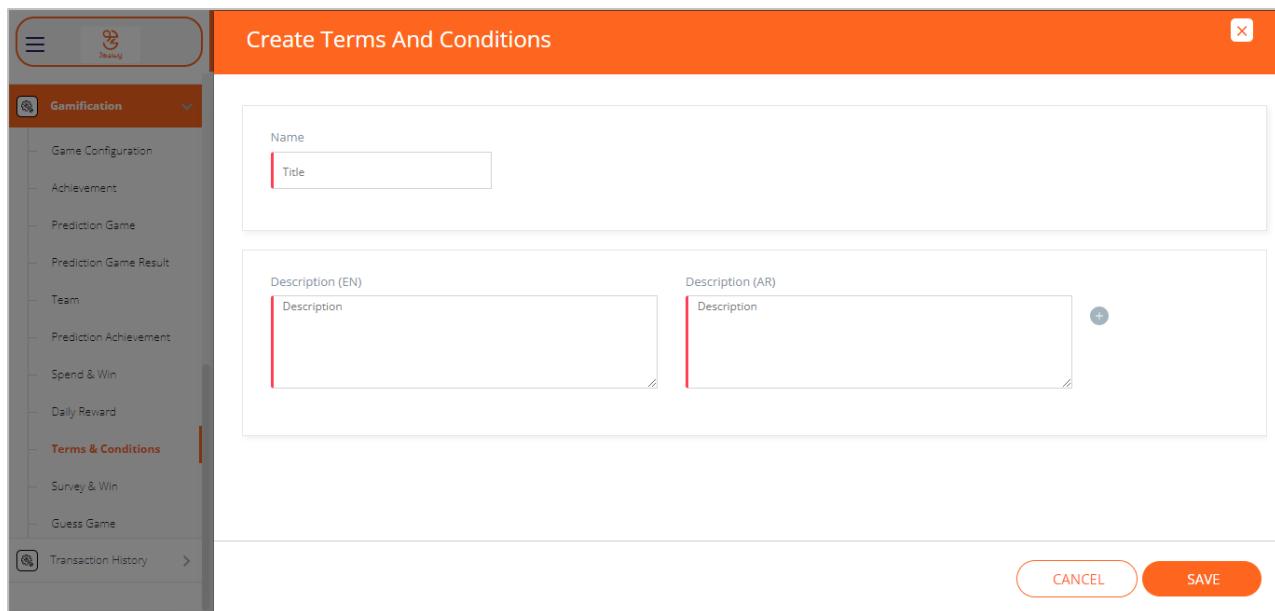


Figure 467 Create Terms and Conditions – Reward Bucket Details Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Fields	Description
Name	Enter the title of the terms and conditions.
Description (EN)	Enter the terms and conditions description in the English.
Description (AR)	Enter the terms and conditions description in the Arabic.

- Click the **Add** button  to add multiple terms and conditions details.
 - Click the **Delete** button  to delete an existing terms and conditions details.
4. After providing the required details, click **SAVE**.
- A confirmation message will be displayed, indicating that the terms and conditions are created successfully.

19.4.2 View Terms and Conditions

Using this option, you can view the existing terms and conditions details.

To view the terms and conditions details:

1. On the **Terms and Conditions** screen, click the **View** button  to view terms and conditions details. Refer to the following screen.

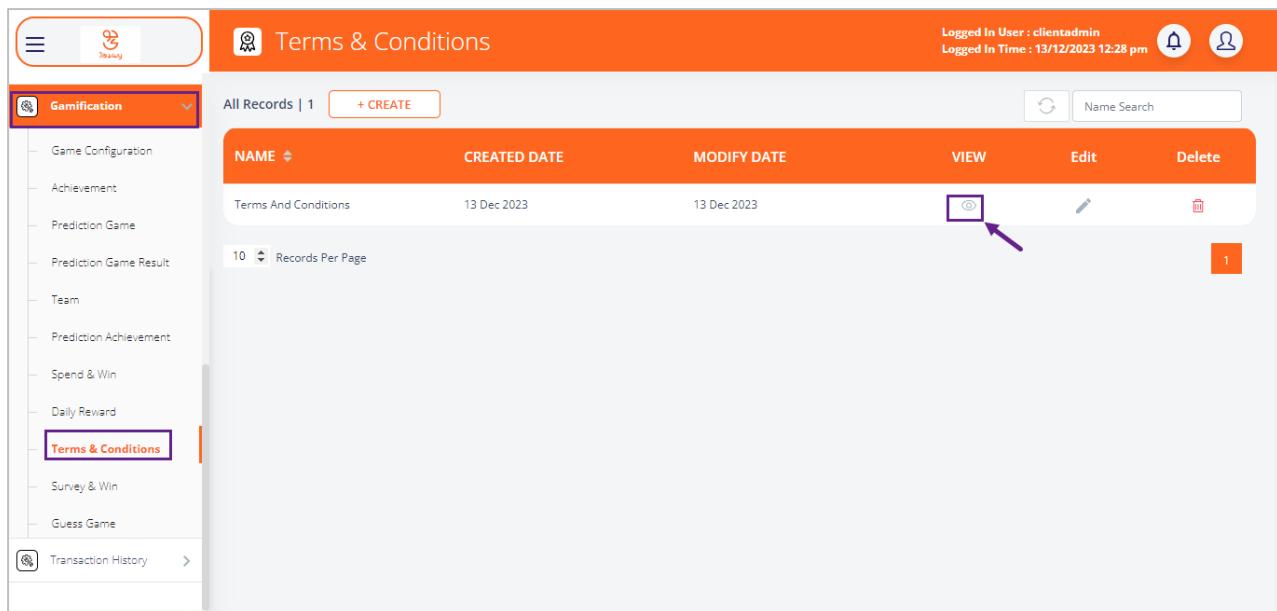


Figure 468 Terms and Conditions – View Button

- After clicking the **View** button, the following pop-up window will be displayed.

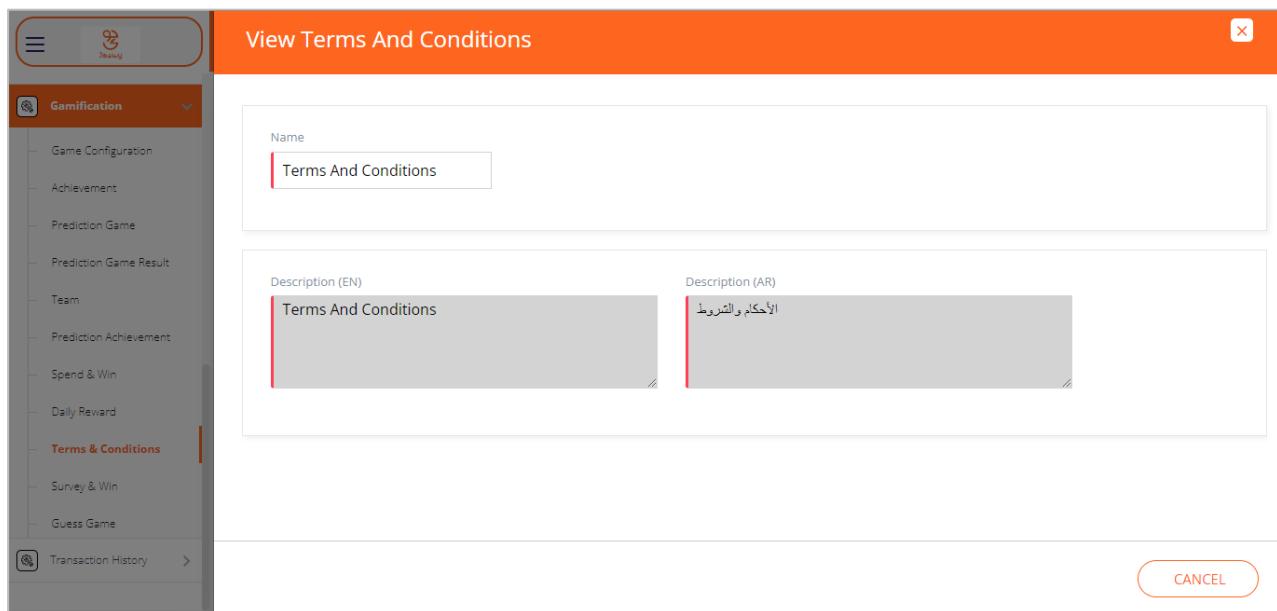


Figure 469 View Terms and Conditions Input Screen

- You can view the details such as Name and Description.

19.4.3 Modify Terms and Conditions

Using this option, you can modify the existing terms and conditions details. To modify the terms and conditions details:

- On the **Terms and Conditions** screen, click the **Modify** button  to modify the terms and conditions details. Refer to the following screen.

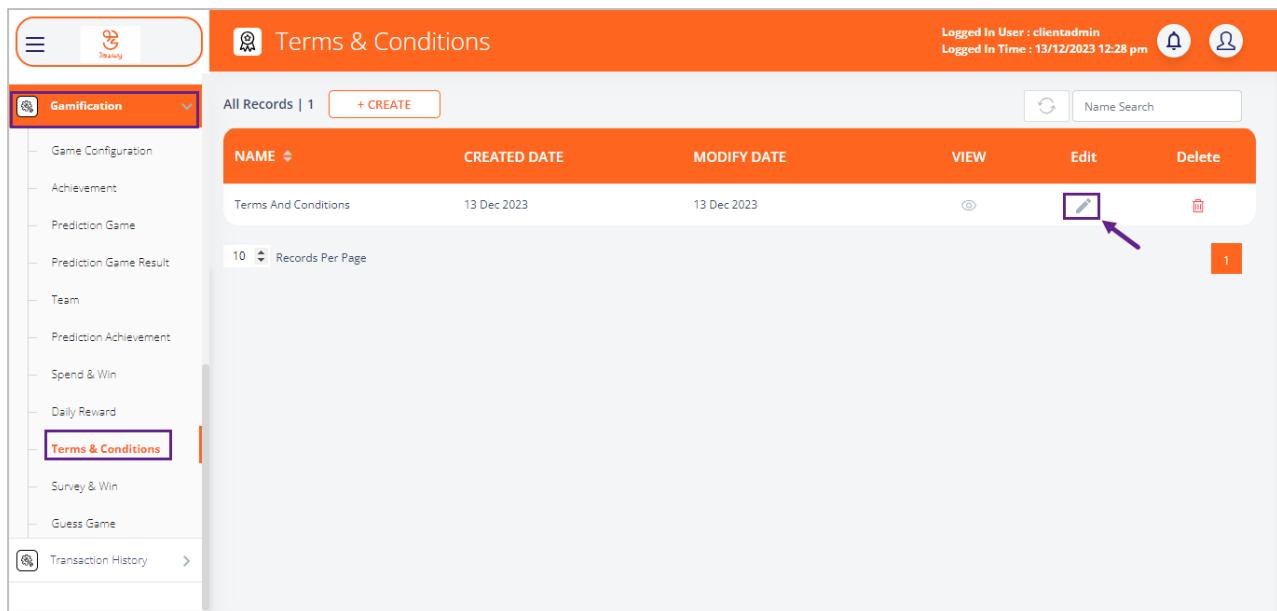
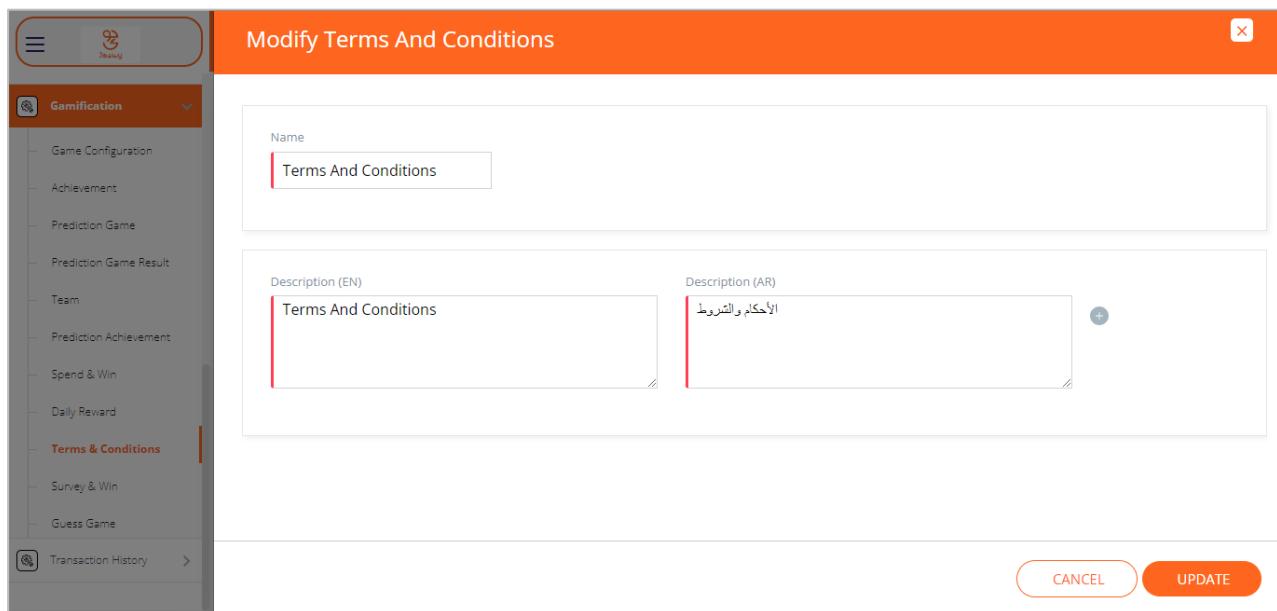


Figure 470 Terms and Conditions - Modify Button

2. After clicking the **Modify** button, the following screen will be displayed.



Modify Terms And Conditions

Name <input type="text" value="Terms And Conditions"/>	
Description (EN) <input type="text" value="Terms And Conditions"/>	Description (AR) <input type="text" value="الاحكام والشروط"/>

Figure 471 Modify Terms and Conditions Details Screen

3. Modify the necessary editable fields.
4. Click **UPDATE**.

A confirmation message will be displayed indicating that the terms and conditions have been modified successfully.

19.4.4 Delete Terms and Conditions

Using this option, you can delete the existing terms and conditions details. To delete the terms and conditions details:

1. On the **Terms and Conditions** screen, click the **Delete** button to delete the existing terms and conditions details. Refer to the following screen.

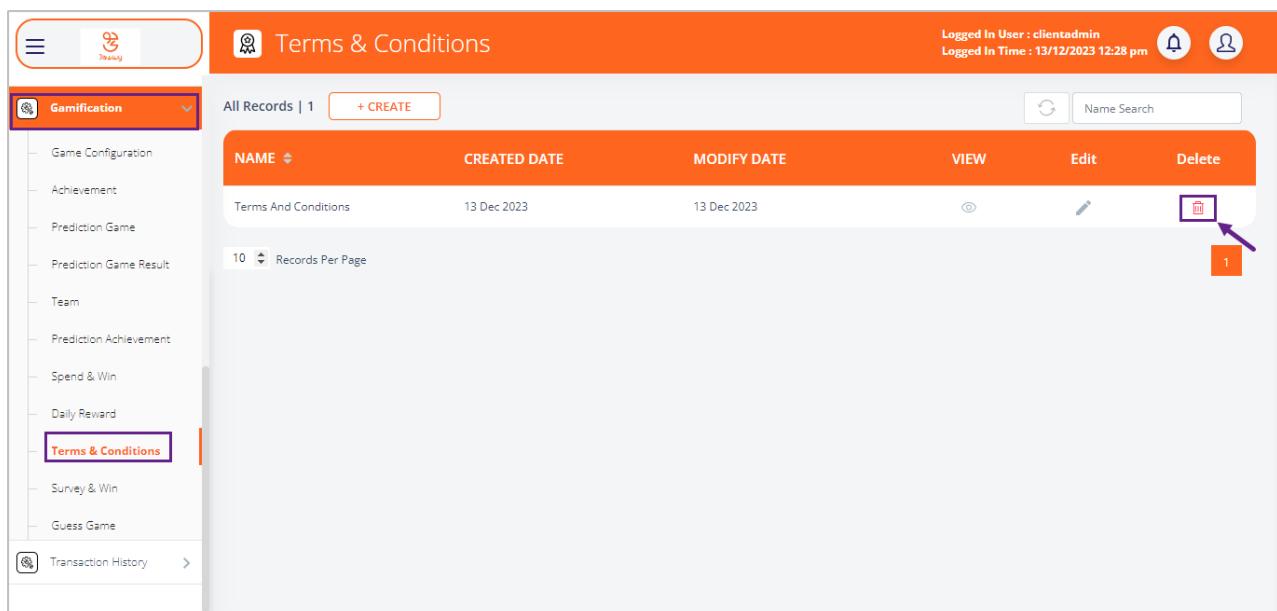


Figure 472 Terms and Conditions - Delete Button

- After clicking the **Delete** button, the following pop-up window is displayed.

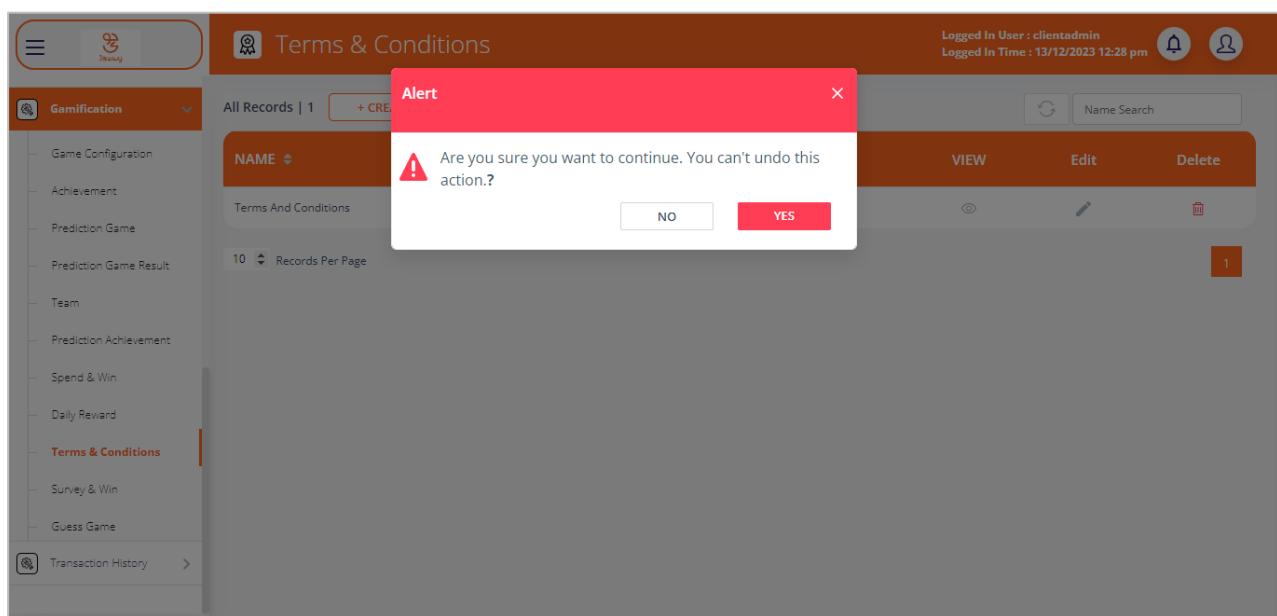


Figure 473 Delete Terms and Conditions – Confirmation Dialog

- If you receive the message, "**Are you sure you want to continue. You can't undo this action?**" click "**Yes**" to confirm the action.

A confirmation message will be displayed indicating that the terms and conditions are deleted successfully.

Or

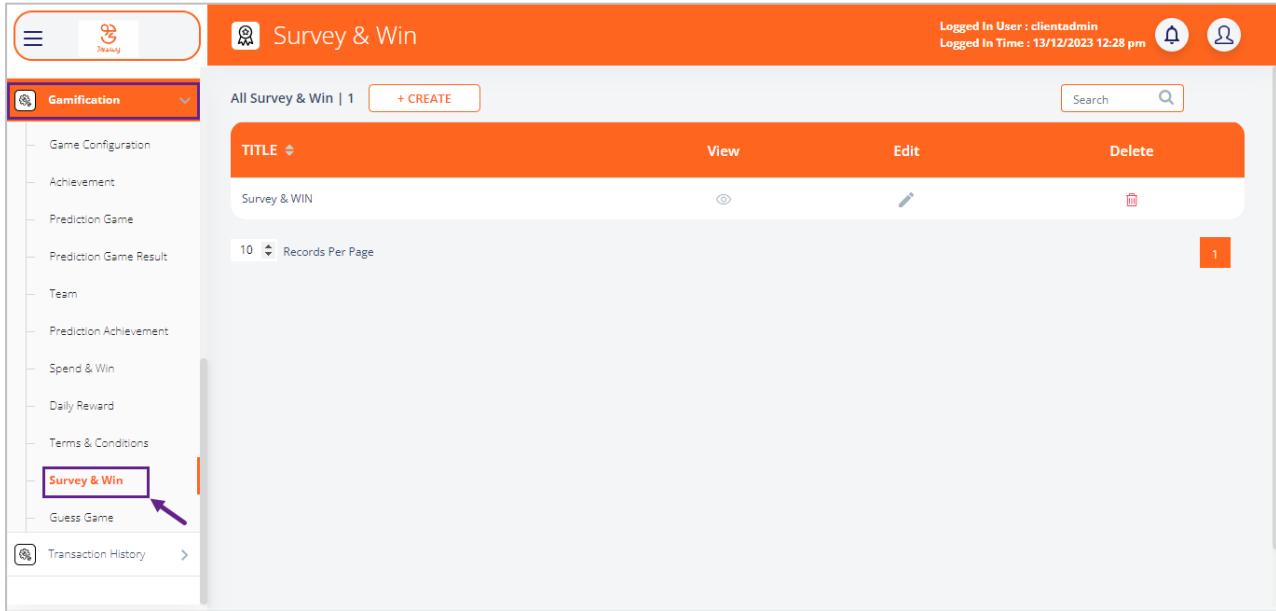
Click "**Cancel**" to cancel the action.

19.5 Survey & Win

This Survey & Win combines the traditional survey approach with elements of game design to incentivize participation and increase engagement. This method utilizes the intrinsic motivator of play and competition to encourage users to complete surveys and provide valuable data. It is a valuable tool for clients to collect data while simultaneously engaging their audience.

To manage the survey and win,

1. On the side menu, click **Gamification>> Survey & Win** to view the details of the survey and win. Refer to the following screen.



TITLE	View	Edit	Delete
Survey & WIN			

Figure 474 Gamification – Survey & Win

19.5.1 Create Survey & Win Game

Using this create option, you can create a new survey and win the game.
To create a Survey & Win game,

1. On the **Survey & Win** screen, click the **+CREATE** button to create a new survey and win event. Refer to the following screen.

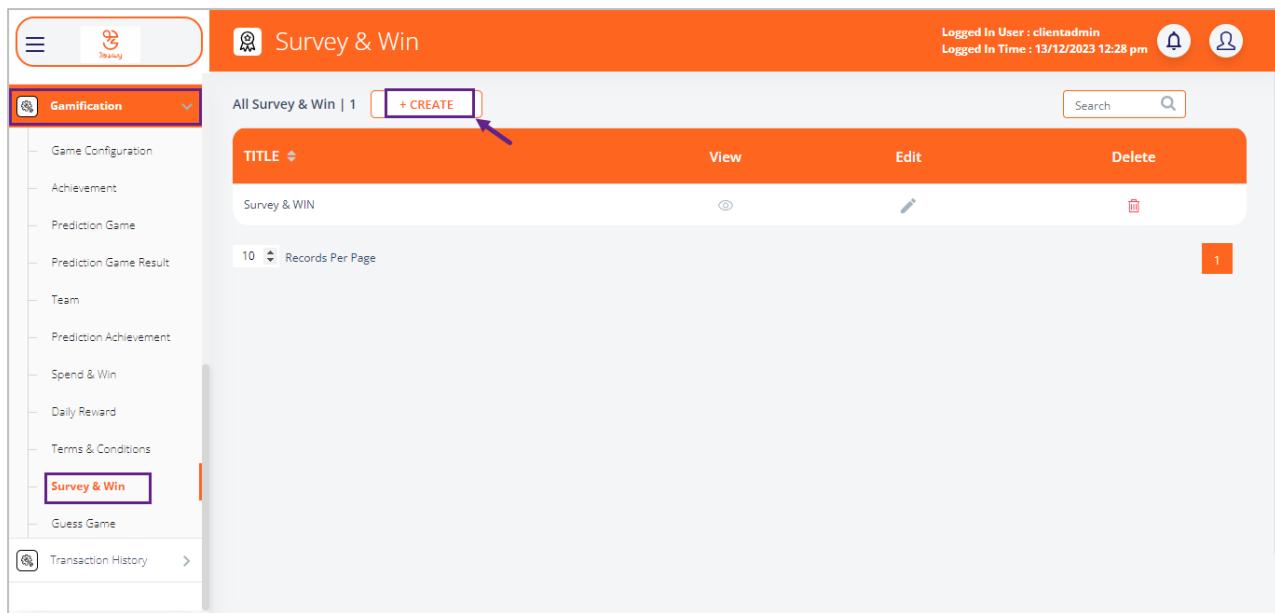


Figure 475 Survey & Win Event – Create Button

2. After clicking the **+CREATE** button, the following pop-up window will be displayed.

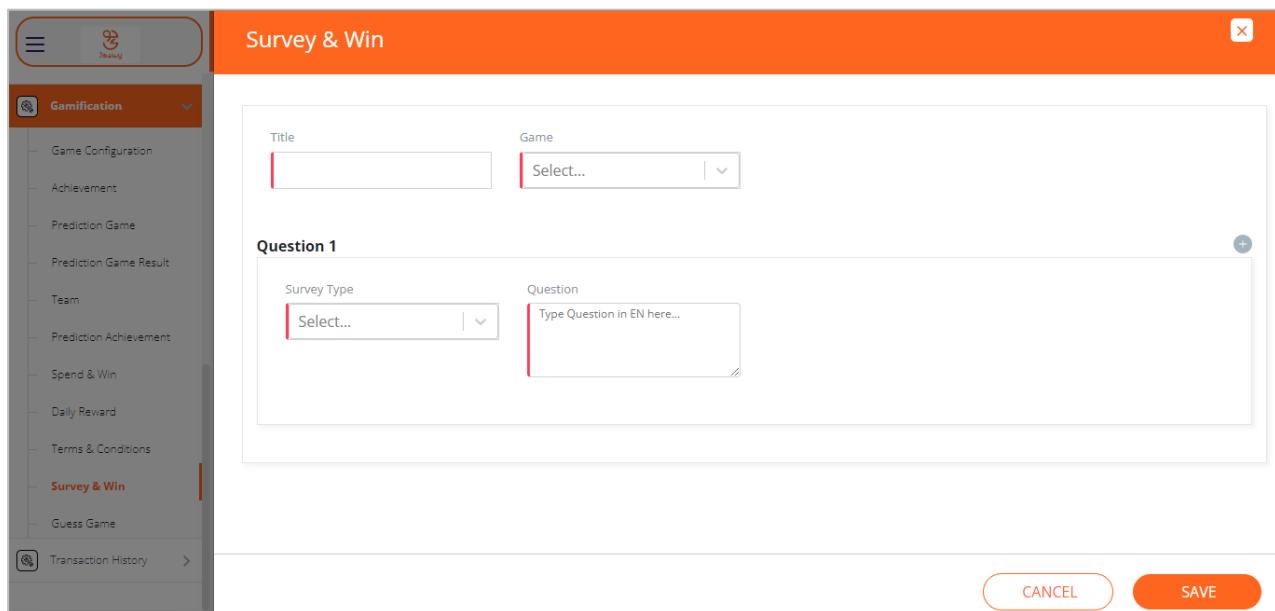


Figure 476 Create Survey & Win Game Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Event Title	Enter the title of the event.
Game	Select the game in the drop-down list.
Question 1	
Survey Type	Select the survey type in the drop-down list. The following are the available survey types: <ul style="list-style-type: none"> • Quiz

Field	Description
	<ul style="list-style-type: none"> Feedback Rating Multiple Options
Question (English)	Enter or type the question in this field.
Option 1	Enter question 1 in this field. Note: This field displays if “Quiz” and “Multiple Option” is selected in the drop-down list of the Survey Type.
Option 2	Enter question 2 in this field. Note: This field displays if “Quiz” and “Multiple Option” is selected in the drop-down list of the Survey Type. <ul style="list-style-type: none"> Click the Add button  to add multiple options.
Minimum Rating	Select the minimum rating in the drop-down list. For example, “1”.
Maximum Rating	Select the maximum rating in the drop-down list. For example, “5”.

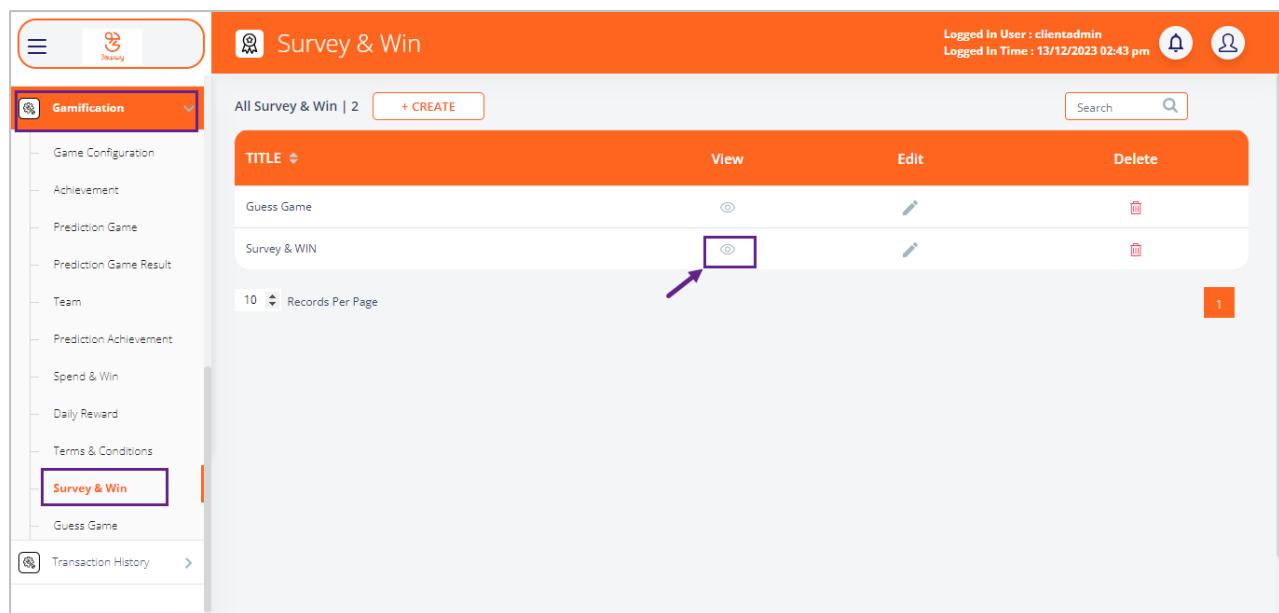
4. After entering all the required details, click the **Create** button.

A confirmation message will be displayed indicating that the data is created successfully.

19.5.2 View Survey & Win Game

Using this option, you can view the existing configured survey and win game details. To view the survey and win game details:

1. On the **Survey & Win Game** screen, click the **View** button  to view the Survey and Win game details. Refer to the following screen.

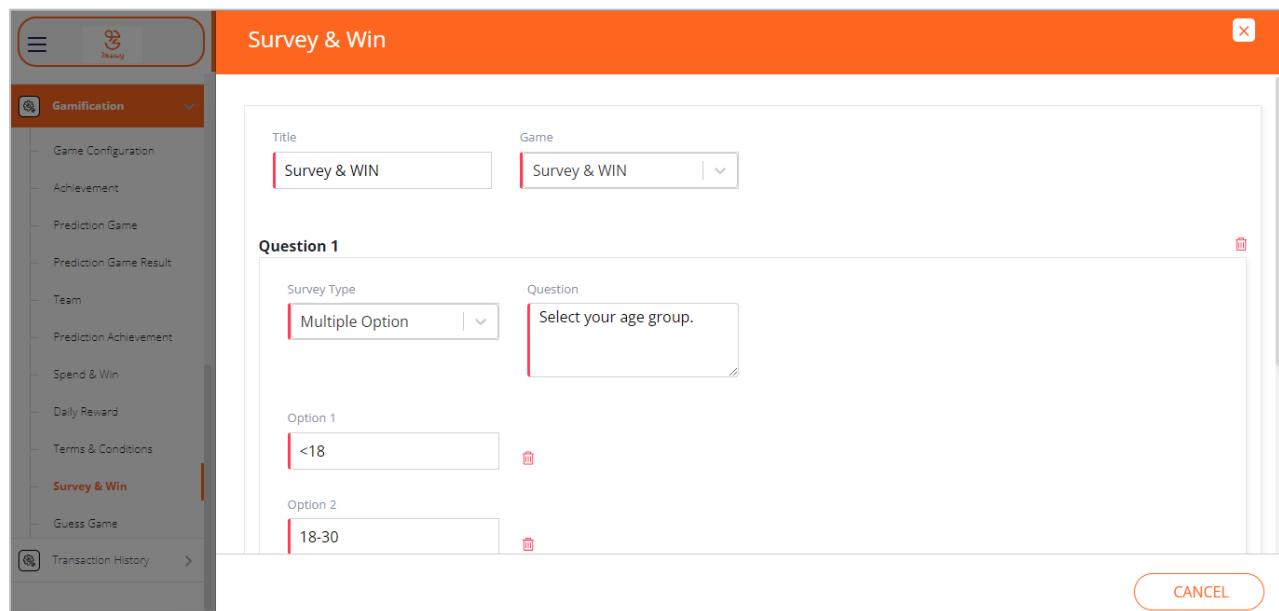


The screenshot shows a list of survey games. The 'Survey & WIN' game is selected, indicated by a purple box around its 'View' button. A purple arrow points to this button from below.

TITLE	View	Edit	Delete
Guess Game			
Survey & WIN			

Figure 477 Survey & Win Game– View Button

- After clicking the **View** button, the following pop-up window will be displayed.



The screenshot shows the 'Survey & Win' input screen. It displays the following details:

- Title:** Survey & WIN
- Game:** Survey & WIN
- Question 1:**
 - Survey Type:** Multiple Option
 - Question:** Select your age group.
 - Options:**
 - Option 1: <18
 - Option 2: 18-30

Figure 478 View Survey & Win Input Screen

- You can view the details such as Title, Game, Survey Type, and so on.

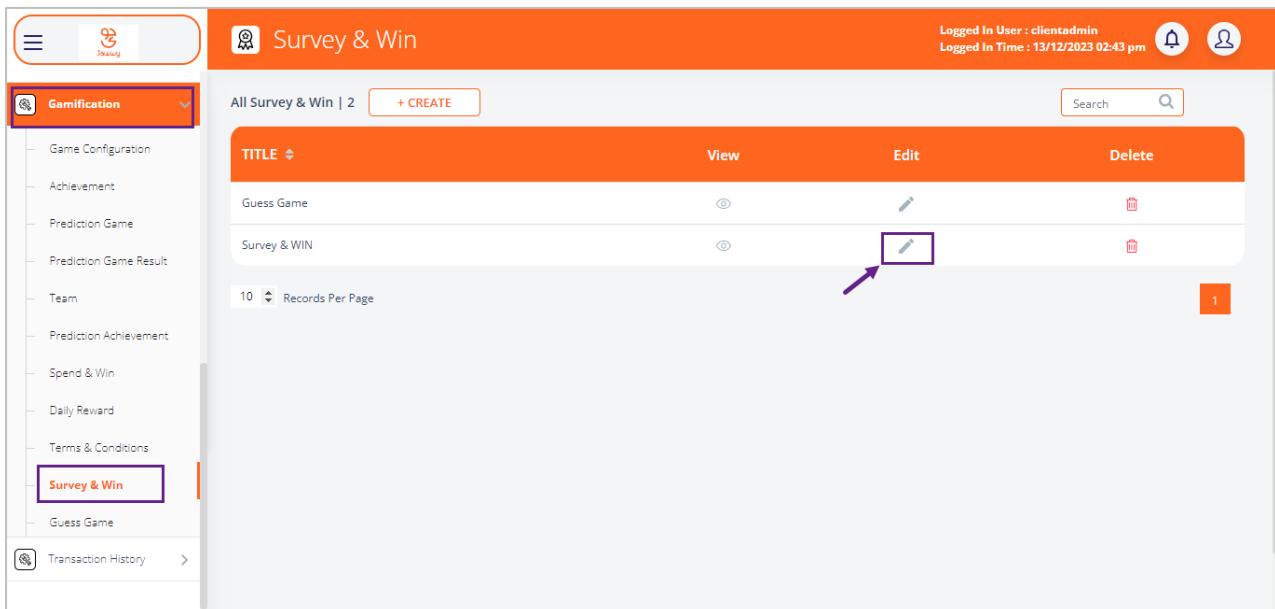
19.5.3 Modify Survey & Win Game

Using this option, you can modify the existing survey and win game details.

Note: You cannot modify any details when the game is in the “Active” state.

To modify the survey and win game details:

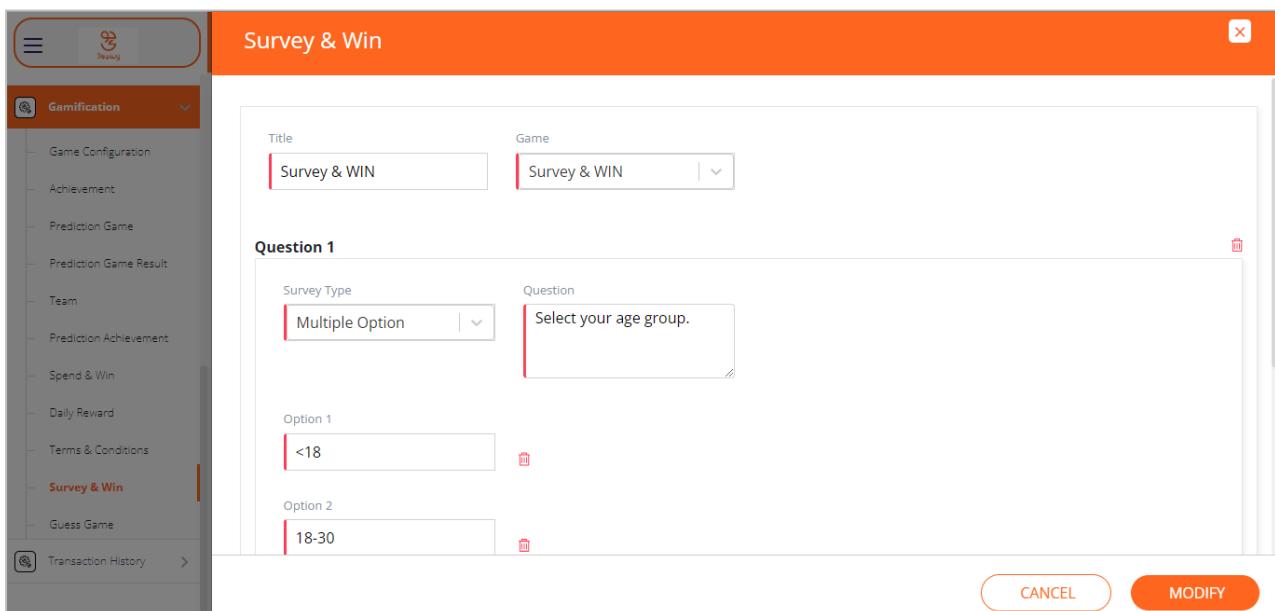
- On the **Survey & Win** screen, click the **Modify** button  to modify the Survey and Win game details. Refer to the following screen.



The screenshot shows the 'Survey & Win' list screen. On the left is a sidebar with 'Gamification' selected. The main area shows a table with two rows: 'Guess Game' and 'Survey & WIN'. The 'Survey & WIN' row has an 'Edit' button (pencil icon) and a 'Delete' button (trash icon) in the last column. A purple arrow points to the 'Edit' button of the 'Survey & WIN' row.

Figure 479 Survey & Win - Modify Button

- After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Survey & Win' modification screen. The sidebar shows 'Survey & WIN' selected. The main form has fields for 'Title' (Survey & WIN) and 'Game' (Survey & WIN). Below is a 'Question 1' section with 'Survey Type' set to 'Multiple Option' and 'Question' 'Select your age group.'. It lists 'Option 1' (<18) and 'Option 2' (18-30). At the bottom are 'CANCEL' and 'MODIFY' buttons.

Figure 480 Modify Survey & Win Details Screen

- Modify the necessary editable fields.
- Click **MODIFY**.

A confirmation message will be displayed indicating that the data is modified successfully.

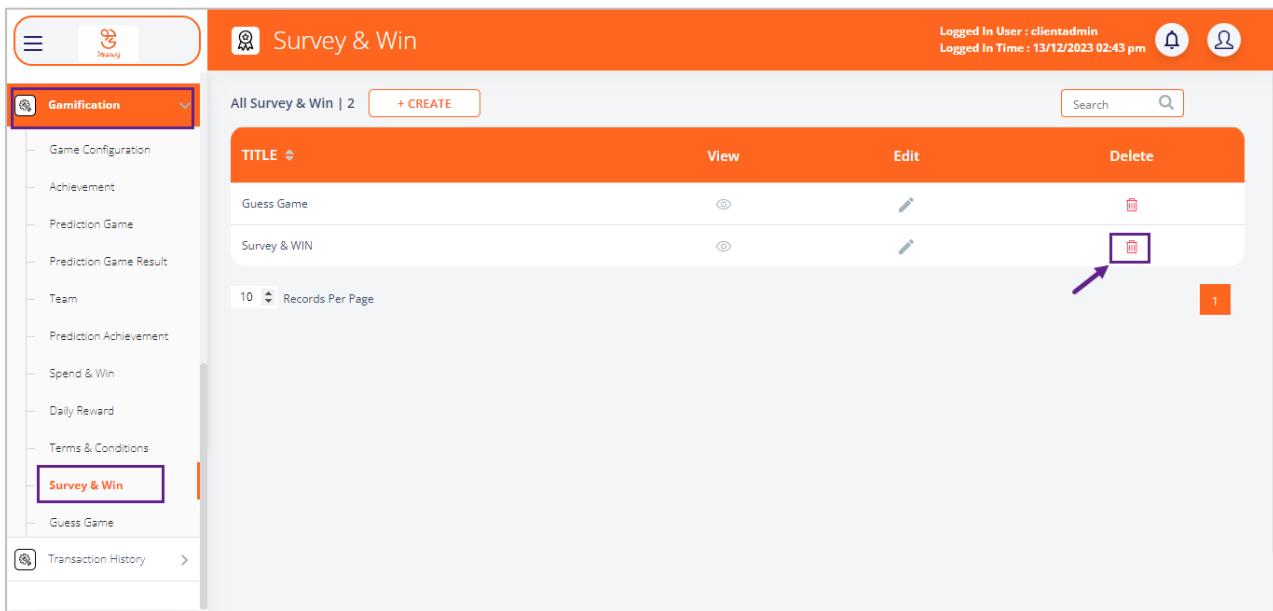
19.5.4 Delete Survey & Win Game

Using this option, you can delete the existing survey and win game details.

Note: You cannot delete any details when the game is in the “Active” state.

To delete the survey and win game details:

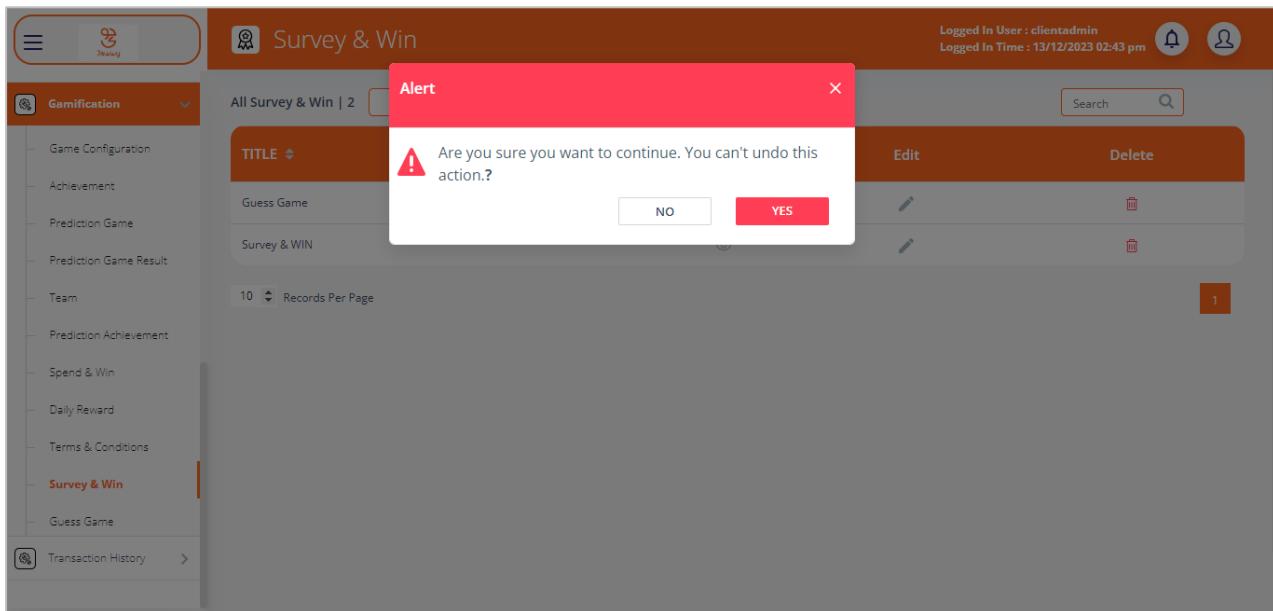
- On the **Survey & Win** screen, click the **Delete** button  to delete the existing survey and win game details. Refer to the following screen.



The screenshot shows the 'Survey & Win' page. On the left, there's a sidebar with 'Gamification' selected. Under 'Survey & Win', 'Survey & WIN' is highlighted. The main area displays a table with two rows: 'Guess Game' and 'Survey & WIN'. To the right of each row is a set of icons: a pencil for 'Edit' and a trash can for 'Delete'. A purple arrow points to the 'Delete' icon for the 'Survey & WIN' row. The top right corner shows the user is logged in as 'clientadmin' at '13/12/2023 02:43 pm'.

Figure 481 Survey & Win - Delete Button

- After clicking the **Delete** button, the following pop-up window is displayed.



The screenshot shows the same 'Survey & Win' page as before, but with a red 'Alert' dialog box in the center. The dialog contains a warning icon and the text 'Are you sure you want to continue. You can't undo this action.?'. It has 'NO' and 'YES' buttons. The background page is dimmed.

Figure 482 Delete Survey & Win – Confirmation Dialog

- If you receive the message, "**Are you sure you want to continue. You can't undo this action?**" click "**Yes**" to confirm the action.

A confirmation message will be displayed indicating that the data is deleted successfully.

Or

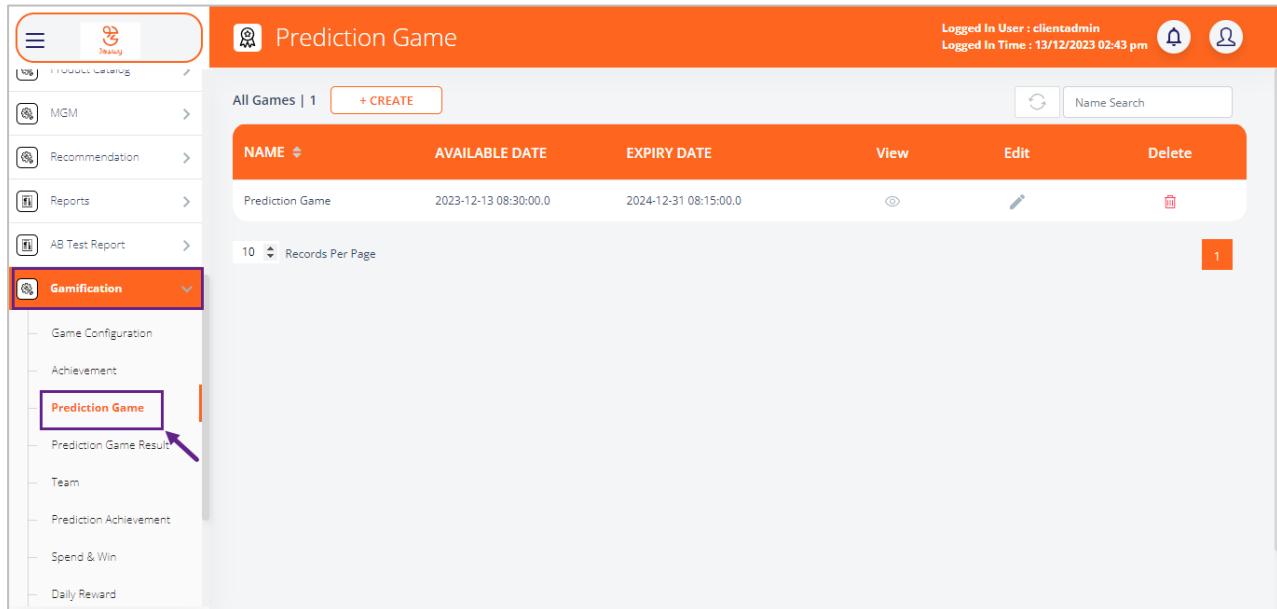
Click "**Cancel**" to cancel the action.

19.6 Prediction Game

Prediction game leverage the user desire for knowledge and competition to drive engagement and learning. You can motivate users to actively participate, share their knowledge, and test their understanding of specific concepts. For example, in sporting games, users predict the outcome of sporting events and compete against friends or other players. This fosters engagement and strengthen the connection with the sport.

To configure the prediction game,

1. On the side menu, click **Gamification>> Prediction Game** to view the details of the prediction game. Refer to the following screen.



The screenshot shows the 'Prediction Game' section of the Gamification module. The left sidebar has a 'Gamification' heading with several sub-options: Game Configuration, Achievement, **Prediction Game** (which is highlighted with a red box and has a purple arrow pointing to it), Prediction Game Result, Team, Prediction Achievement, Spend & Win, and Daily Reward. The main content area has a header 'Prediction Game' with 'All Games | 1'. Below is a table with one row:

NAME	AVAILABLE DATE	EXPIRY DATE	View	Edit	Delete
Prediction Game	2023-12-13 08:30:00.0	2024-12-31 08:15:00.0			

At the bottom, there's a 'Records Per Page' dropdown set to 10 and a page number '1'.

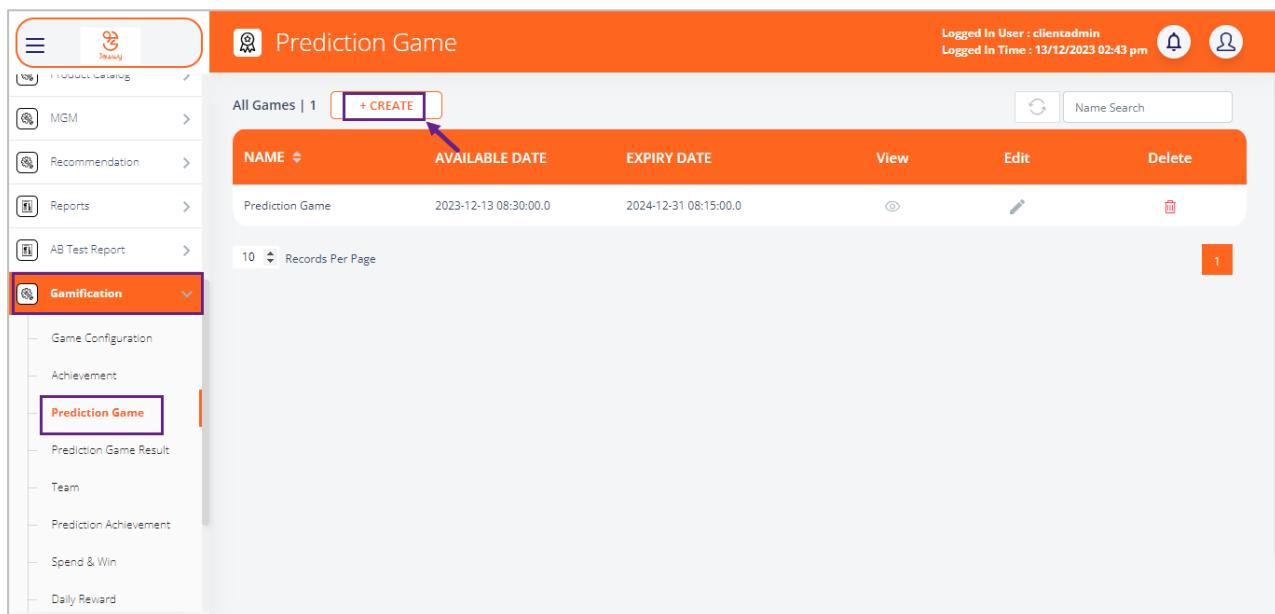
Figure 483 Gamification – Prediction Game

19.6.1 Create Prediction Game

Using this create option, you can create a new prediction game.

To create a new prediction game,

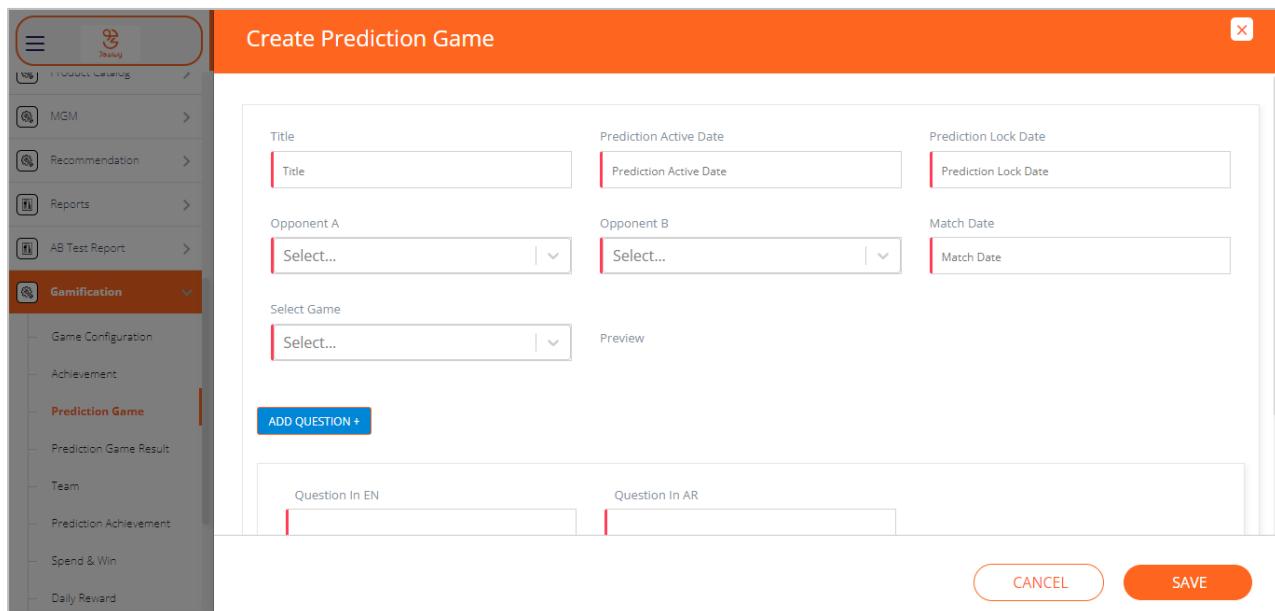
1. On the **Game Configuration** screen, click the **+CREATE** button to create a new Prediction game. Refer to the following screen.



The screenshot shows the 'Prediction Game' screen under the 'Gamification' section. The left sidebar has 'Prediction Game' selected. A blue arrow points to the '+CREATE' button in the top right of the main content area, which is highlighted with a red box.

Figure 484 Prediction Game– Create Button

2. After clicking the **+CREATE GAME** button, the following pop-up window will be displayed.



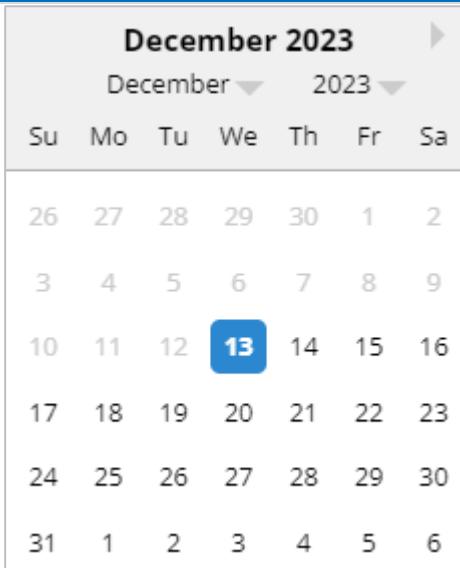
The screenshot shows the 'Create Prediction Game' pop-up window. The left sidebar has 'Prediction Game' selected. The main form contains fields for Title, Prediction Active Date, Prediction Lock Date, Opponent A, Opponent B, Match Date, Select Game, and two text areas for Question In EN and Question In AR. At the bottom are 'CANCEL' and 'SAVE' buttons.

Figure 485 Create Prediction Game – Definition Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Title	Enter the title of the prediction game.
Prediction Active Date	Select the date at which the prediction is activated from the calendar.

Field	Description																																																																																																									
	<div style="border: 1px solid #ccc; padding: 10px; width: fit-content;"> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="7" style="text-align: center;">December 2023</th> <th rowspan="2" style="vertical-align: middle;">▶</th> <th rowspan="2" style="vertical-align: middle;">Time</th> </tr> <tr> <th colspan="2" style="text-align: center;">December</th> <th colspan="5" style="text-align: center;">2023</th> </tr> <tr> <th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th> <th></th> </tr> </thead> <tbody> <tr> <td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td> <td></td> <td>13:00</td> </tr> <tr> <td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td> <td></td> <td>13:15</td> </tr> <tr> <td>10</td><td>11</td><td>12</td><td style="background-color: #0070C0; color: white; border: 1px solid #0070C0; padding: 2px;">13</td><td>14</td><td>15</td><td>16</td> <td style="background-color: #0070C0; color: white; border: 1px solid #0070C0; padding: 2px;">14:00</td> <td>13:30</td> </tr> <tr> <td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td> <td></td> <td>13:45</td> </tr> <tr> <td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td> <td></td> <td>14:15</td> </tr> <tr> <td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td> <td></td> <td>14:30</td> </tr> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> <td></td> <td>14:45</td> </tr> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> <td></td> <td>15:00</td> </tr> </tbody> </table> </div>	December 2023							▶	Time	December		2023					Su	Mo	Tu	We	Th	Fr	Sa		26	27	28	29	30	1	2		13:00	3	4	5	6	7	8	9		13:15	10	11	12	13	14	15	16	14:00	13:30	17	18	19	20	21	22	23		13:45	24	25	26	27	28	29	30		14:15	31	1	2	3	4	5	6		14:30									14:45									15:00									
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Opponent B	Select the opponent B in the drop-down list.																																																																																																									
Match Date	Select the date at which the match happens from the calendar.																																																																																																									

Field	Description
	 <p>The calendar shows December 2023 with the 13th highlighted in blue. The days of the week are labeled Su, Mo, Tu, We, Th, Fr, Sa. The dates range from 26 to 31.</p>
Select Game	<p>Select the game in the drop-down list.</p> <ul style="list-style-type: none"> Click the Preview to preview the predicted game details.
Add Question +	
Note: You can add multiple questions and options in English and Arabic .	
Question In EN	Enter the questions for prediction in English.
Question In AR	Enter the questions for prediction in Arabic.
Options EN	Enter the options for prediction in English.
Options AR	Enter the options for prediction in Arabic.

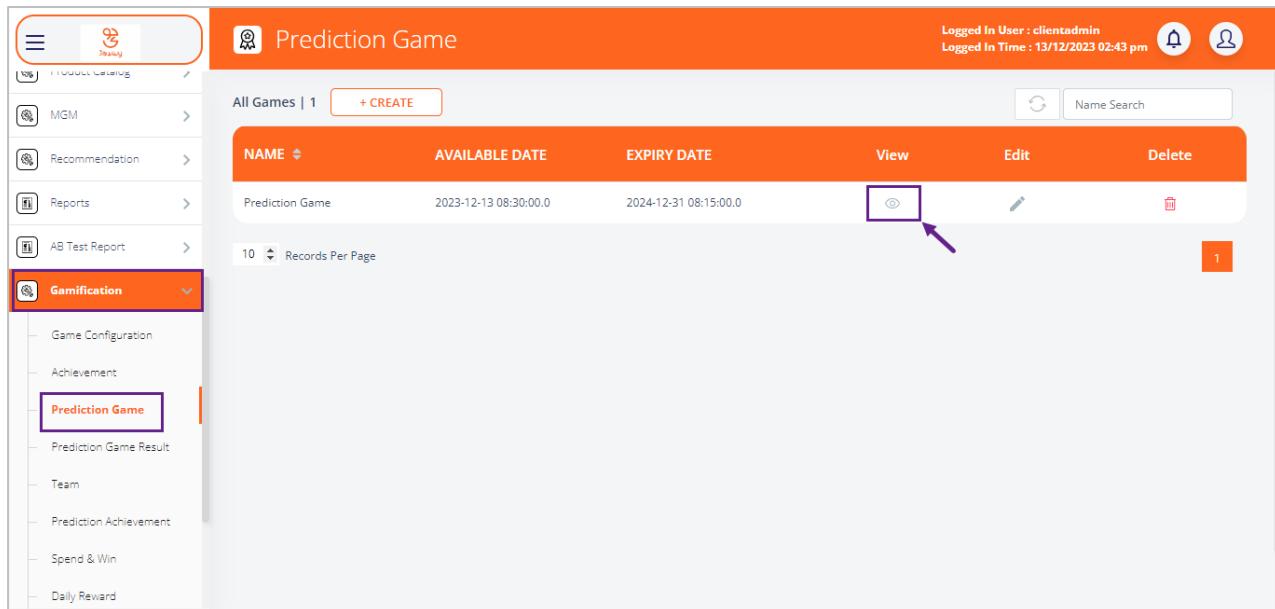
4. After entering all the required details, click **SAVE**.

A confirmation message will be displayed indicating that the prediction game is created successfully.

19.6.2 View Prediction Game

Using this view option, you can view the existing configured prediction game details.
 To view the prediction game details:

- On the **Prediction Game** screen, click the **View** button  to view the prediction game details. Refer to the following screen.



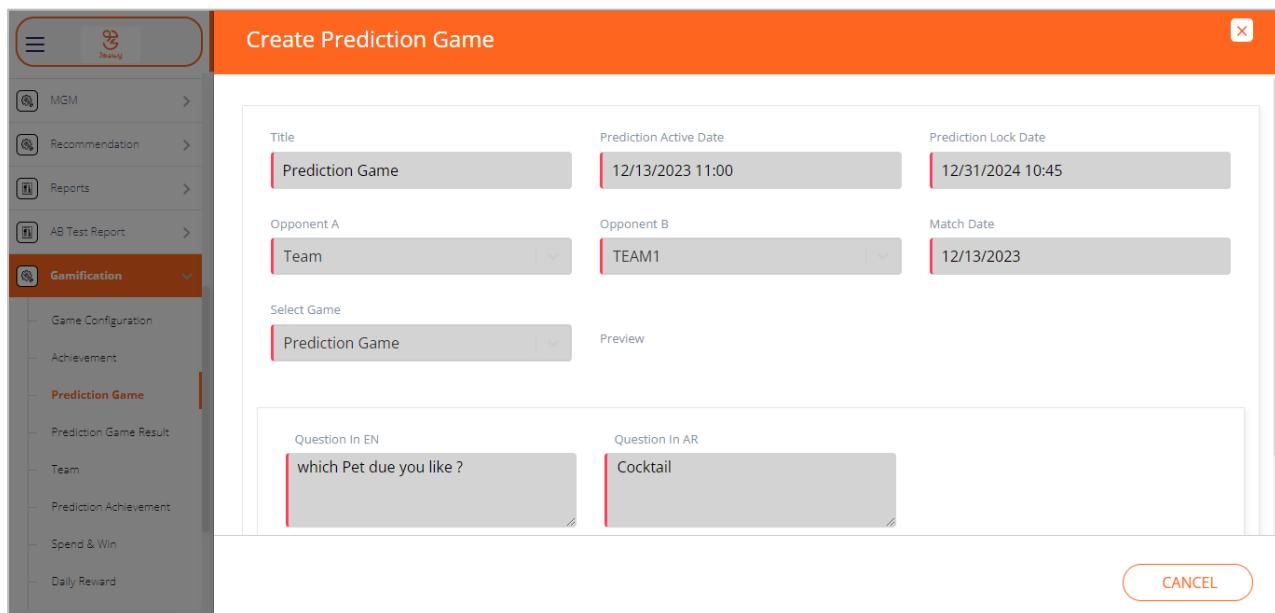
The screenshot shows the 'Prediction Game' screen. On the left, there's a sidebar with 'Gamification' selected, and 'Prediction Game' is highlighted. The main area displays a table with one record:

NAME	AVAILABLE DATE	EXPIRY DATE	View	Edit	Delete
Prediction Game	2023-12-13 08:30:00.0	2024-12-31 08:15:00.0			

Below the table, it says '10 Records Per Page' and '1'.

Figure 486 Prediction Game – View Button

- After clicking the **View** button, the following pop-up window will be displayed.



The screenshot shows the 'Create Prediction Game' pop-up window. The sidebar on the left is identical to Figure 486. The main form contains the following data:

Title: Prediction Game	Prediction Active Date: 12/13/2023 11:00	Prediction Lock Date: 12/31/2024 10:45
Opponent A: Team	Opponent B: TEAM1	Match Date: 12/13/2023
Select Game: Prediction Game	Preview	
Question In EN: which Pet due you like ?	Question In AR: Cocktail	

At the bottom right is a 'CANCEL' button.

Figure 487 View Prediction Input Screen

- You can view details such as Title, Prediction Active Date, Prediction Lock Date, Opponent, Match Date, Select Game, and Questions.

19.6.3 Modify Prediction Game

Using this option, you can modify the existing prediction game details. To modify the prediction game details:

- On the **Prediction Game** screen, click the **Modify** button  to modify the prediction game details. Refer to the following screen.

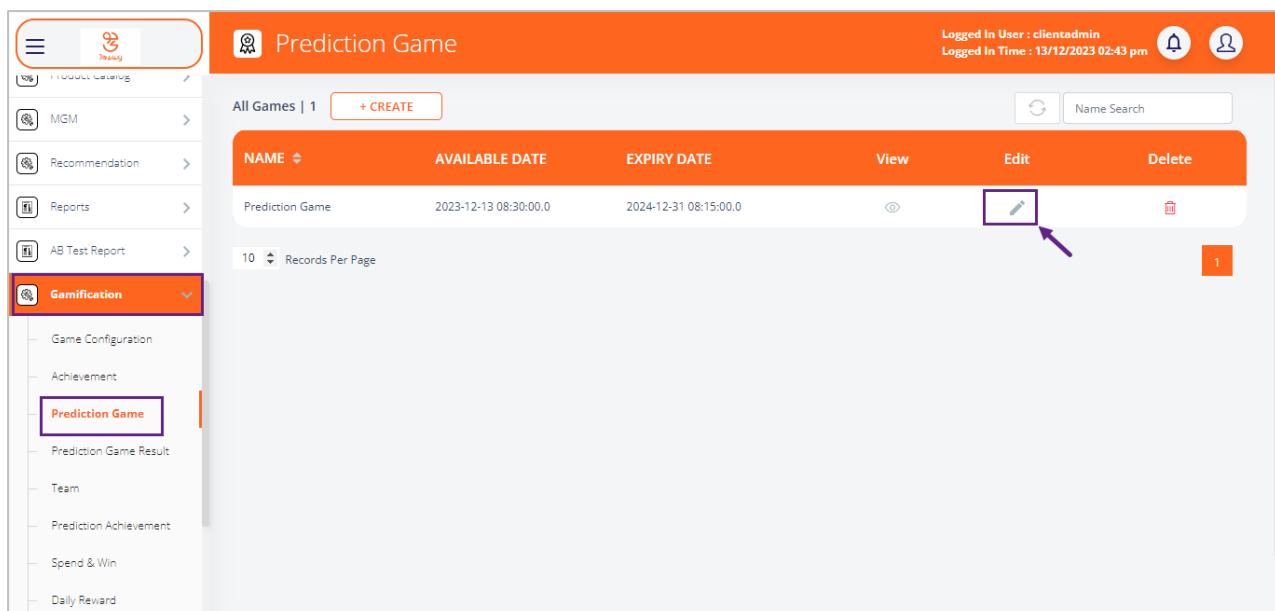


Figure 488 Prediction Game - Modify Button

- After clicking the **Modify** button, the following screen will be displayed.

The configuration details screen allows editing of various game parameters. The 'Title' field contains 'Prediction Game'. The 'Prediction Active Date' is set to '12/13/2023 11:00'. The 'Prediction Lock Date' is '12/31/2024 10:45'. The 'Opponent A' dropdown shows 'Team' and 'Opponent B' shows 'TEAM1'. The 'Match Date' is '12/13/2023'. The 'Select Game' dropdown also shows 'Prediction Game'. Below these are two language input fields: 'Question In EN' (which Pet due you like ?) and 'Question In AR' (Cocktail). At the bottom are 'ADD QUESTION +', 'CANCEL', and 'MODIFY' buttons.

Figure 489 Modify Prediction Game – Configuration Details Screen

- Modify the necessary editable fields.

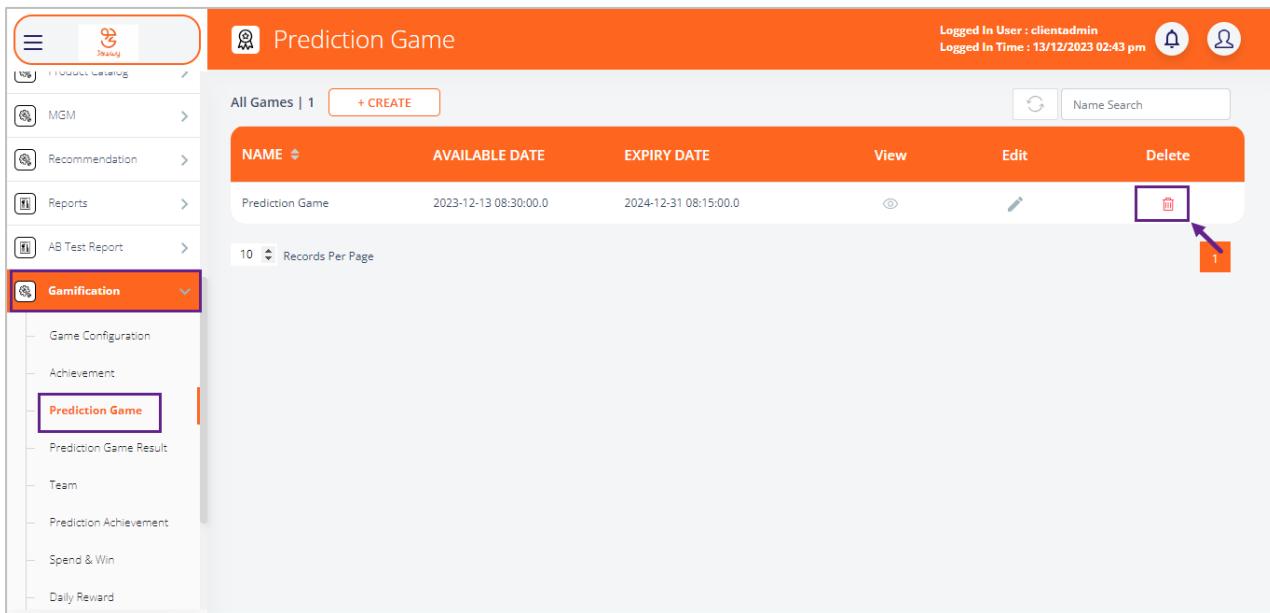
- Click the **Modify** button.

A confirmation message will be displayed indicating that the Prediction Game is modified successfully.

19.6.4 Delete Prediction Game

Using this option, you can delete the existing game details.
To delete the prediction game details:

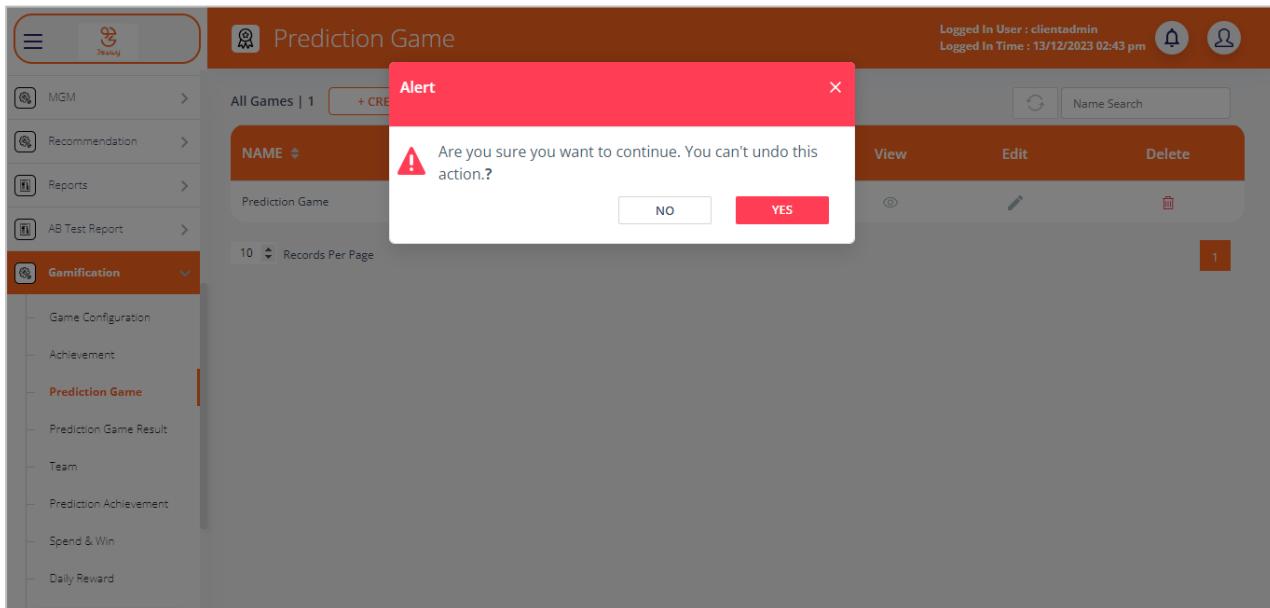
- On the **Prediction Game** screen, click the **Delete** button  to delete the existing prediction game details. Refer to the following screen.



The screenshot shows the 'Prediction Game' screen. On the left, there's a sidebar with 'Gamification' selected, containing options like Game Configuration, Achievement, Prediction Game (which is highlighted), Prediction Game Result, Team, Prediction Achievement, Spend & Win, and Daily Reward. The main area displays a table with one row. The columns are NAME, AVAILABLE DATE, EXPIRY DATE, View, Edit, and Delete. The 'Delete' button is highlighted with a purple box and a red arrow pointing to it.

Figure 490 Prediction Game - Delete Button

- After clicking the **Delete** button, the following pop-up window is displayed.



The screenshot shows the 'Prediction Game' screen with an 'Alert' dialog box overlaid. The dialog box contains the message: 'Are you sure you want to continue. You can't undo this action.?'. It has two buttons: 'NO' and 'YES', with 'YES' highlighted with a red box.

Figure 491 Delete Prediction Game – Confirmation Dialog

- If you receive the message, "**Are you sure you want to continue. You can't undo this action?**" click "**Yes**" to confirm the action.

A confirmation message will be displayed indicating that the prediction game is deleted successfully.

Or

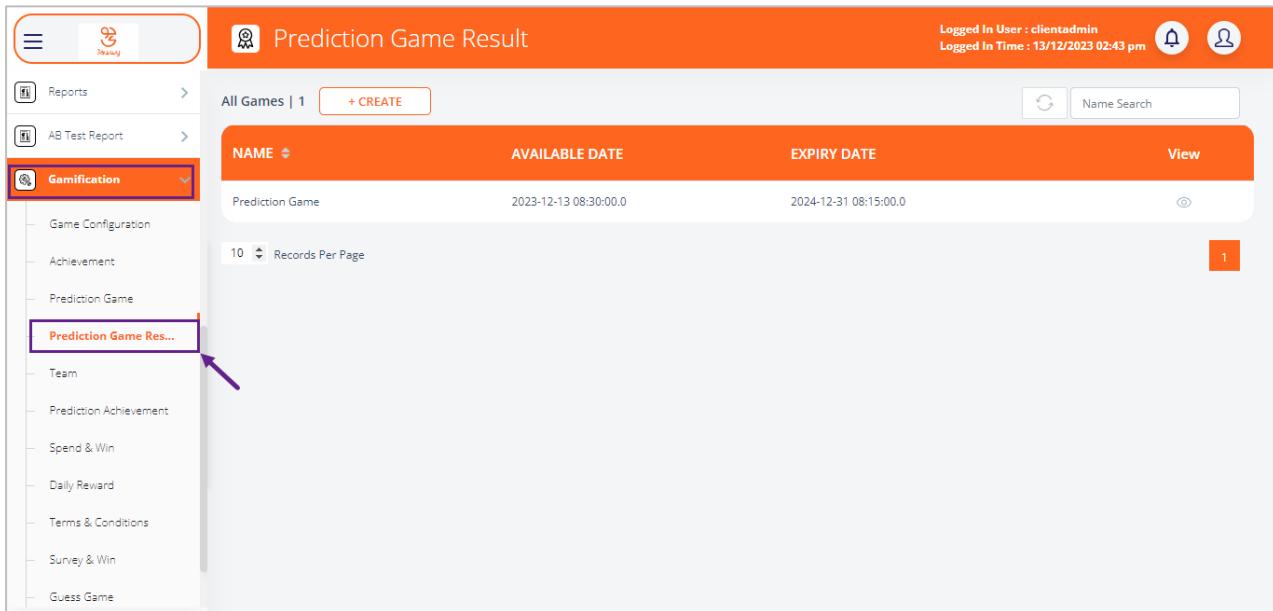
Click "**Cancel**" to cancel the action.

19.7 Prediction Game Result

Prediction game result is the outcome of a user's prediction compared to the actual outcome of the predicted event. This comparison determines the accuracy of the prediction and plays a significant role in the user's overall gameplay experience.

To configure the prediction game result,

1. On the side menu, click **Gamification>> Prediction Game Result** to view the details of the prediction game result. Refer to the following screen.



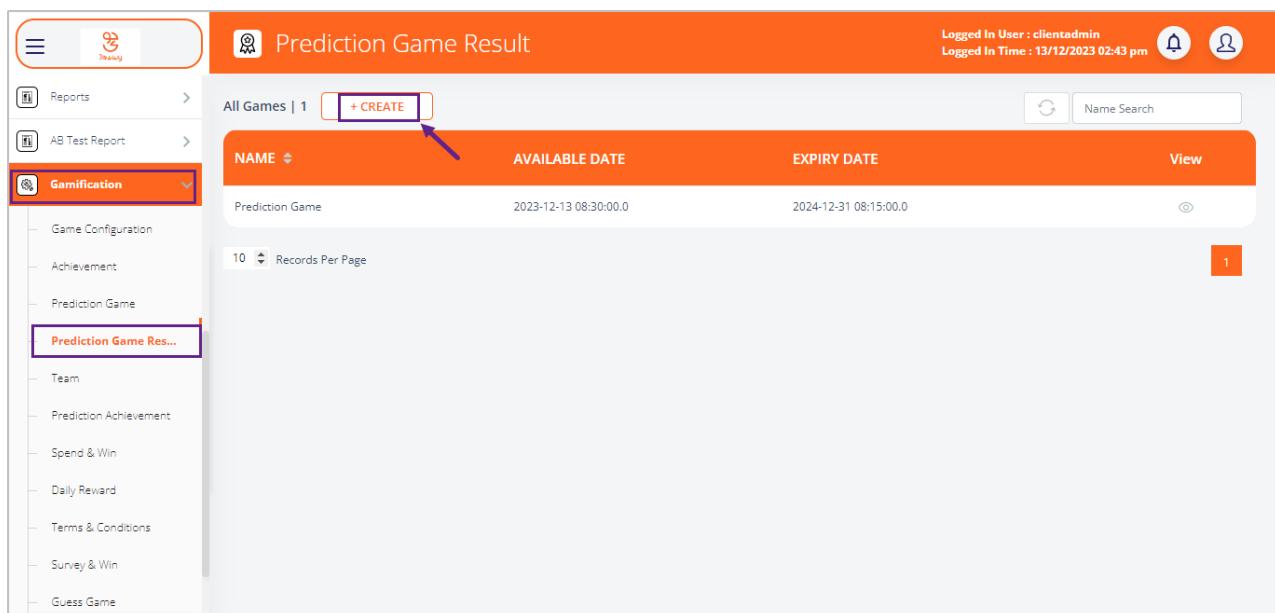
NAME	AVAILABLE DATE	EXPIRY DATE	View
Prediction Game	2023-12-13 08:30:00.0	2024-12-31 08:15:00.0	

Figure 492 Gamification – Prediction Game Result

19.7.1 Create Prediction Game Result

Using this create option, you can create a new prediction game result.
To create a new prediction game result,

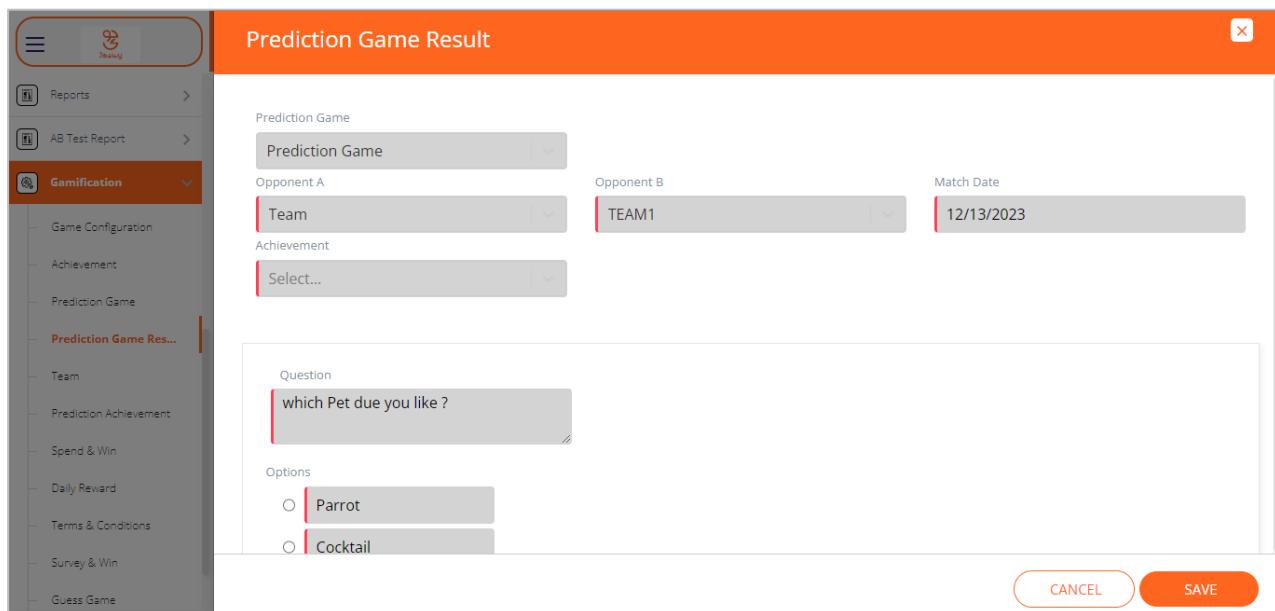
1. On the **Prediction Game Result** screen, click the **+CREATE** button to create a new prediction game result. Refer to the following screen.



The screenshot shows the 'Prediction Game Result' page. On the left, there's a sidebar with 'Gamification' selected. Under 'Prediction Game Result...', 'Prediction Game Res...' is highlighted. At the top center, there's a 'Prediction Game Result' header with a 'All Games | 1' link and a '+ CREATE' button. A blue arrow points to the '+ CREATE' button. To the right of the header is a search bar and user information: 'Logged In User : clientadmin' and 'Logged In Time : 13/12/2023 02:43 pm'. Below the header is a table with columns: NAME, AVAILABLE DATE, EXPIRY DATE, and View. One row is visible: 'Prediction Game' with '2023-12-13 08:30:00.0' and '2024-12-31 08:15:00.0'. At the bottom left is a 'Records Per Page' dropdown set to '10', and at the bottom right is a small orange box with the number '1'.

Figure 493 Prediction Game Result – Create Button

2. After clicking the **+CREATE** button, the following pop-up window will be displayed.



The screenshot shows a 'Prediction Game Result' pop-up window. On the left, there's a sidebar with 'Gamification' selected. The main area has a title 'Prediction Game Result'. It contains fields for 'Prediction Game' (a dropdown menu), 'Opponent A' (a dropdown menu with 'Team' selected), 'Opponent B' (a dropdown menu with 'TEAM1' selected), and 'Match Date' (a date picker set to '12/13/2023'). Below these is a 'Question' section with a text input field containing 'which Pet do you like ?'. Under 'Options', there are two radio buttons: 'Parrot' and 'Cocktail'. At the bottom right are 'CANCEL' and 'SAVE' buttons.

Figure 494 Prediction Game Result– Definition Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “**|**” are mandatory.

Field	Description
Prediction Game	Select the prediction game in the drop-down list.
Opponent A	Select the opponent A in the drop-down list.
Opponent B	Select the opponent B in the drop-down list.
Match Date	Select the date at which the match happens from the calendar.
Achievement	Select the achievement in the drop-down list.

Field	Description
Question	
Question In EN	Enter the questions for prediction in English.
Question In AR	Enter the questions for prediction in Arabic.
Options EN	Enter the options for prediction in English.
Options AR	Enter the options for prediction in Arabic.

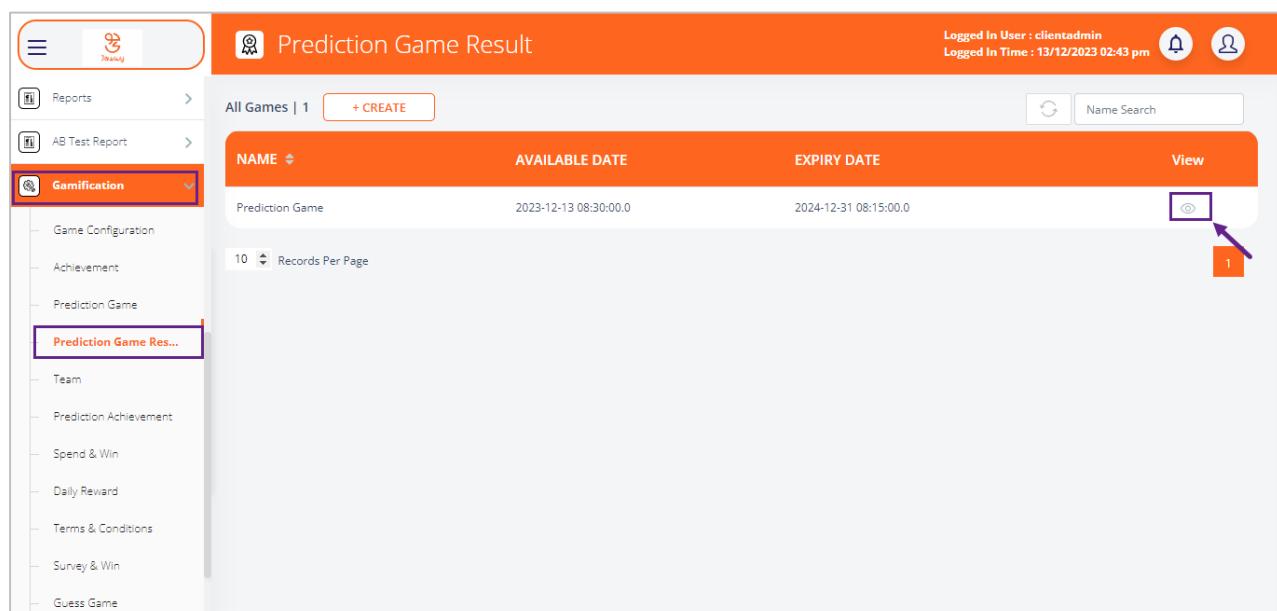
4. After entering all the required details, click **SAVE**.

A confirmation message will be displayed indicating that the prediction game is created successfully.

19.7.2 View Prediction Game Result

Using this view option, you can view the existing prediction game results details.
To view the prediction game result details:

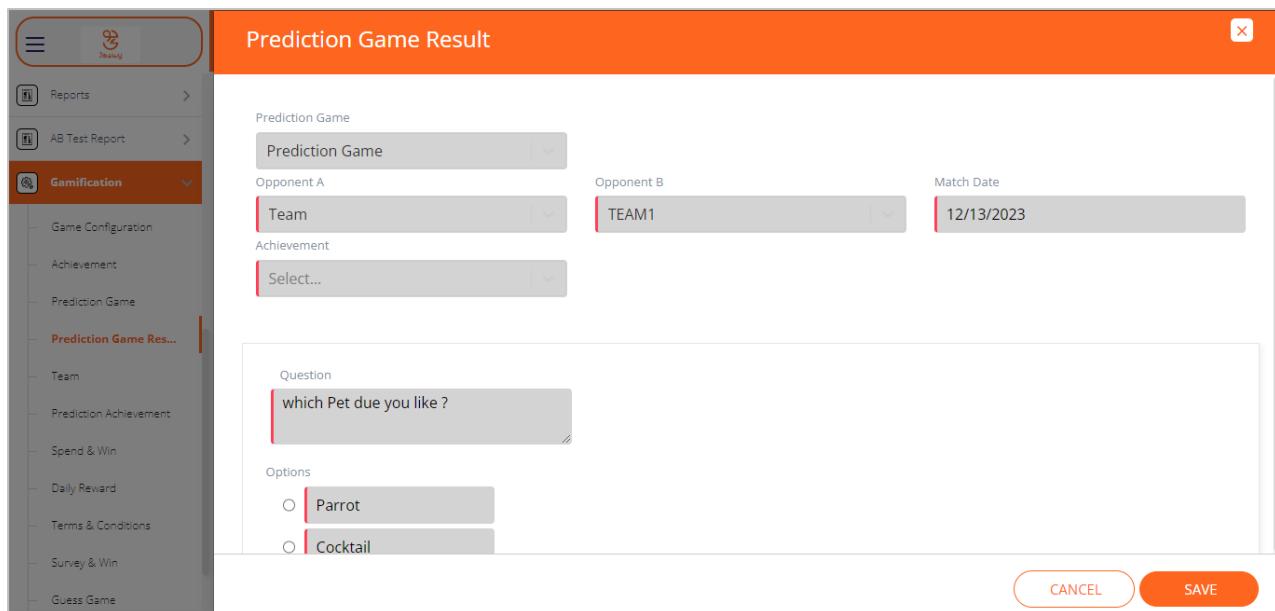
1. On the **Prediction Game Result** screen, click the **View** button  to view the prediction game result details. Refer to the following screen.



The screenshot shows the 'Prediction Game Result' screen. The left sidebar has a 'Gamification' section with 'Prediction Game Res...' highlighted. The main area shows a table with columns: NAME, AVAILABLE DATE, EXPIRY DATE, and View. A single row is visible: 'Prediction Game' with dates '2023-12-13 08:30:00.0' and '2024-12-31 08:15:00.0'. The 'View' button in the last column is highlighted with a purple box and an arrow pointing to it.

Figure 495 Prediction Game Result – View Button

2. After clicking the **View** button, the following pop-up window will be displayed.



The screenshot shows the 'Prediction Game Result' input screen. On the left, a sidebar menu under 'Gamification' includes 'Game Configuration', 'Achievement', 'Prediction Game', 'Prediction Game Result' (which is selected and highlighted in orange), 'Team', 'Prediction Achievement', 'Spend & Win', 'Daily Reward', 'Terms & Conditions', 'Survey & Win', and 'Guess Game'. The main panel has a header 'Prediction Game Result'. It contains fields for 'Prediction Game' (dropdown), 'Opponent A' (dropdown set to 'Team'), 'Opponent B' (dropdown set to 'TEAM1'), 'Match Date' (set to '12/13/2023'), and 'Achievement' (dropdown set to 'Select...'). Below these is a 'Question' field containing 'which Pet do you like?' and a 'Options' section with two radio buttons: 'Parrot' and 'Cocktail'. At the bottom are 'CANCEL' and 'SAVE' buttons.

Figure 496 Game Input Screen

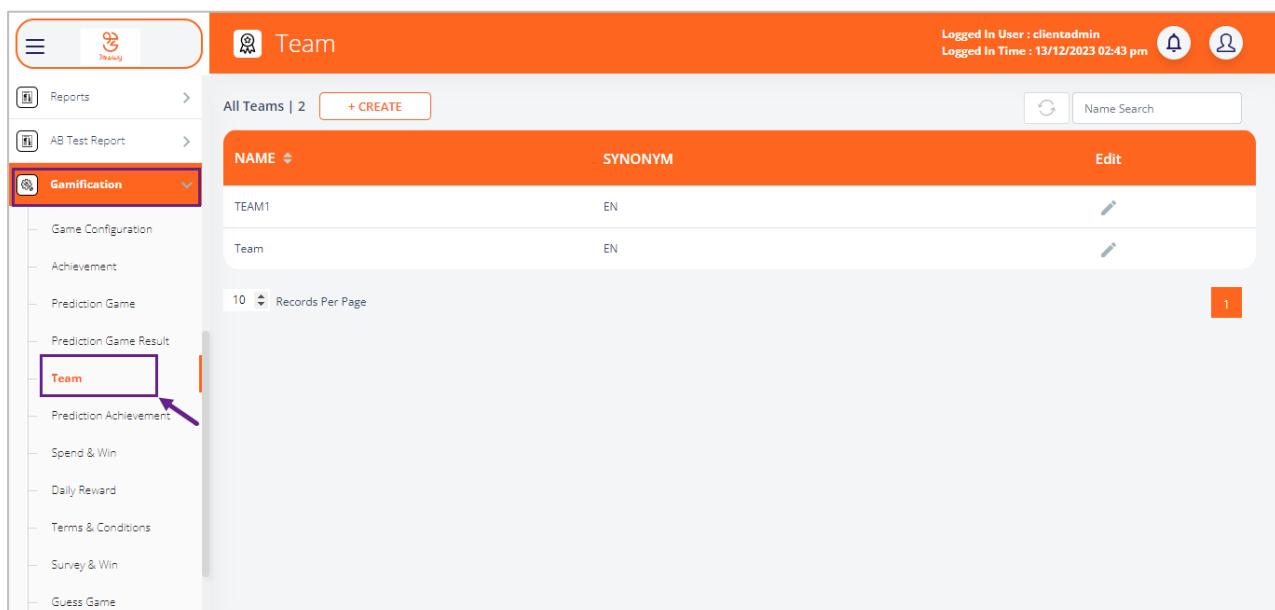
- You can view the details such as Prediction Game, Opponent A, Opponent B, Match date, Achievement, and Questions.

19.8 Team

Team is a group of players who work together towards a shared objective. Teams can play a significant role in increasing engagement, motivation, and collaboration within the STC Gamification system.

To configure the team,

1. On the side menu, click **Gamification>> Team** to view the team details. Refer to the following screen.



The screenshot shows the 'Team' management screen. The sidebar menu under 'Gamification' includes 'Game Configuration', 'Achievement', 'Prediction Game', 'Prediction Game Result' (selected and highlighted in orange), 'Team' (highlighted with a purple box and a purple arrow pointing to it), 'Prediction Achievement', 'Spend & Win', 'Daily Reward', 'Terms & Conditions', 'Survey & Win', and 'Guess Game'. The main panel has a header 'Team'. It shows 'All Teams | 2' and a '+ CREATE' button. A table lists teams: 'TEAM1' with 'EN' as synonym and an edit icon; and 'Team' with 'EN' as synonym and an edit icon. Below the table are 'Records Per Page' dropdown (set to 10) and a page number '1'. The top right shows 'Logged In User : clientadmin' and 'Logged In Time : 13/12/2023 02:43 pm' with a refresh and name search buttons.

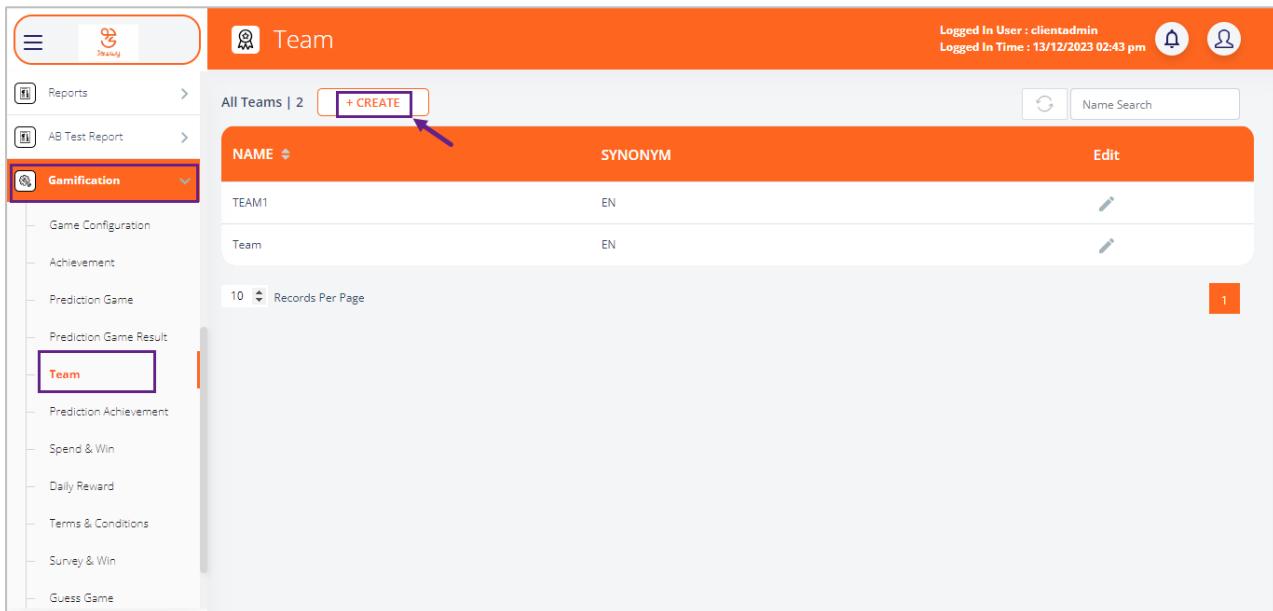
Figure 497 Gamification – Team

19.8.1 Create Team

Using this create option, you can create a new team.

To create a new team,

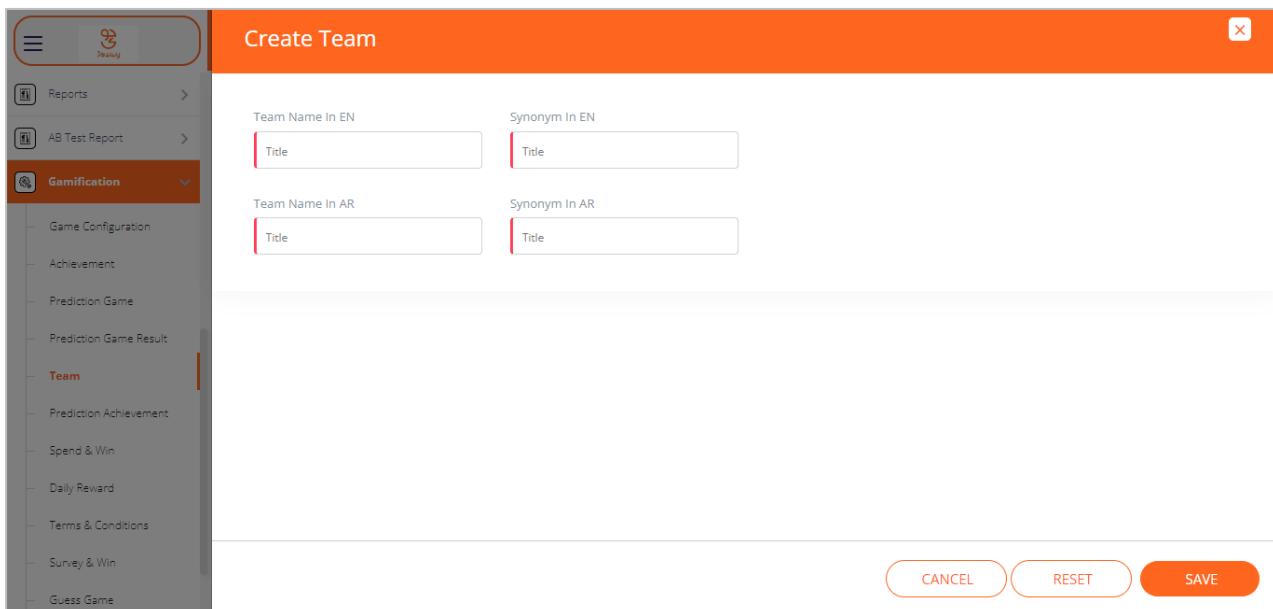
1. On the **Team** screen, click the **+CREATE** button to create a new team. Refer to the following screen.



The screenshot shows the 'Team' screen with a navigation sidebar on the left. The sidebar has a 'Gamification' section with a 'Team' item selected, indicated by a purple box and a red border. The main area shows a table with two rows: 'TEAM1' and 'Team'. A blue arrow points to the '+CREATE' button at the top of the table. The top right corner displays the user information 'Logged In User : clientadmin' and 'Logged In Time : 13/12/2023 02:43 pm'.

Figure 498 Team – Create Button

2. After clicking the **+CREATE** button, the following pop-up window will be displayed.



The screenshot shows a 'Create Team' dialog box. The left sidebar is identical to the one in Figure 498. The main area contains four input fields arranged in a 2x2 grid: 'Team Name In EN' (with 'Title' placeholder), 'Synonym In EN' (with 'Title' placeholder), 'Team Name In AR' (with 'Title' placeholder), and 'Synonym In AR' (with 'Title' placeholder). At the bottom are three buttons: 'CANCEL', 'RESET', and 'SAVE'.

Figure 499 Create Team– Definition Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Team Name In EN Title	Enter the team's name in English title.
Synonym In EN	Enter the team synonym in English.
Team Name in AR Title	Enter the team's name in Arabic title.

Field	Description
Synonym In AR	Enter the team synonym in Arabic.

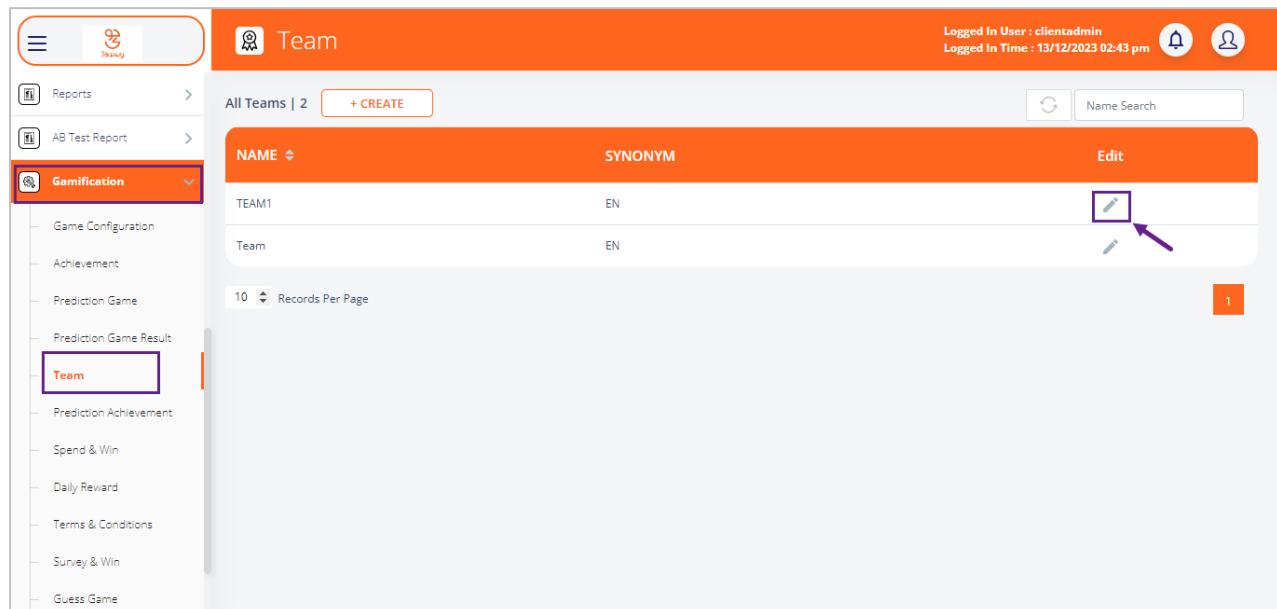
4. After entering all the required details, click **SAVE**.

A confirmation message will be displayed indicating that the team is created successfully.

19.8.2 Modify Team

Using this modify option, you can modify the existing team details.
To modify the team details:

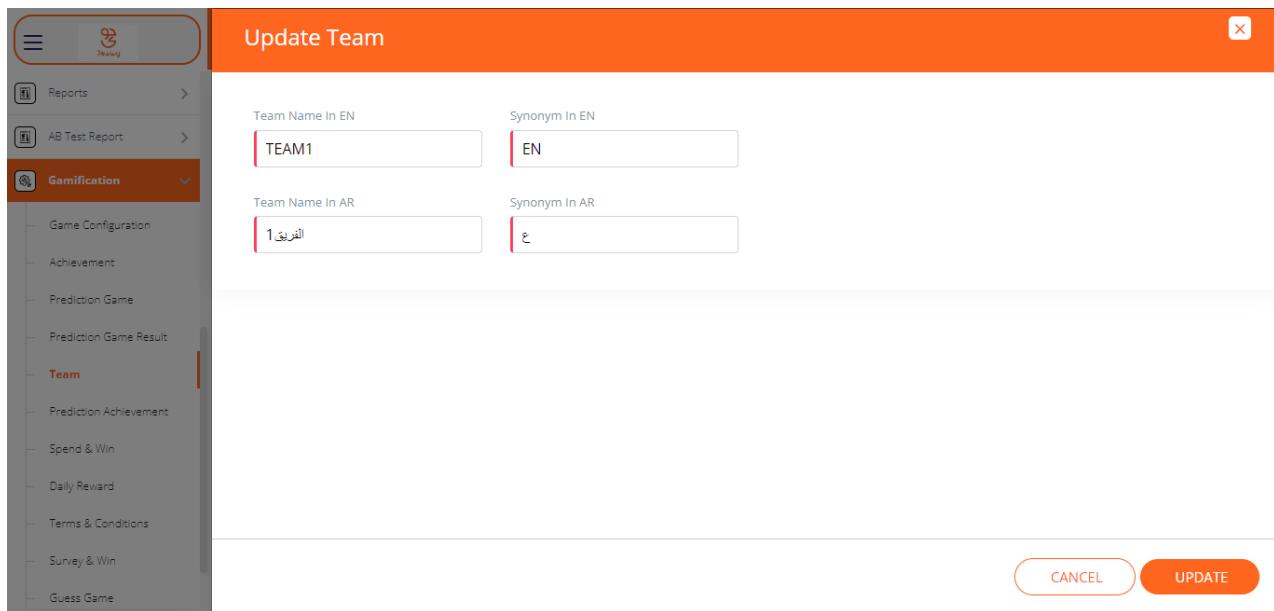
1. On the **Team** screen, click the **Modify** button  to modify the team details. Refer to the following screen.



NAME	SYNONYM	Edit
TEAM1	EN	
Team	EN	

Figure 500 Team – Modify Button

2. After clicking the **Modify** button, the following pop-up window will be displayed.



The screenshot shows the 'Update Team' screen. On the left, there's a sidebar with a navigation menu under 'Gamification'. The 'Team' option is selected. The main area has four input fields: 'Team Name In EN' (containing 'TEAM1'), 'Synonym In EN' (containing 'EN'), 'Team Name In AR' (containing 'الفريق 1'), and 'Synonym In AR' (containing 'ع'). At the bottom right are 'CANCEL' and 'UPDATE' buttons.

Figure 501 Team Update Screen

3. Modify the necessary editable fields.
4. Click **UPDATE**.

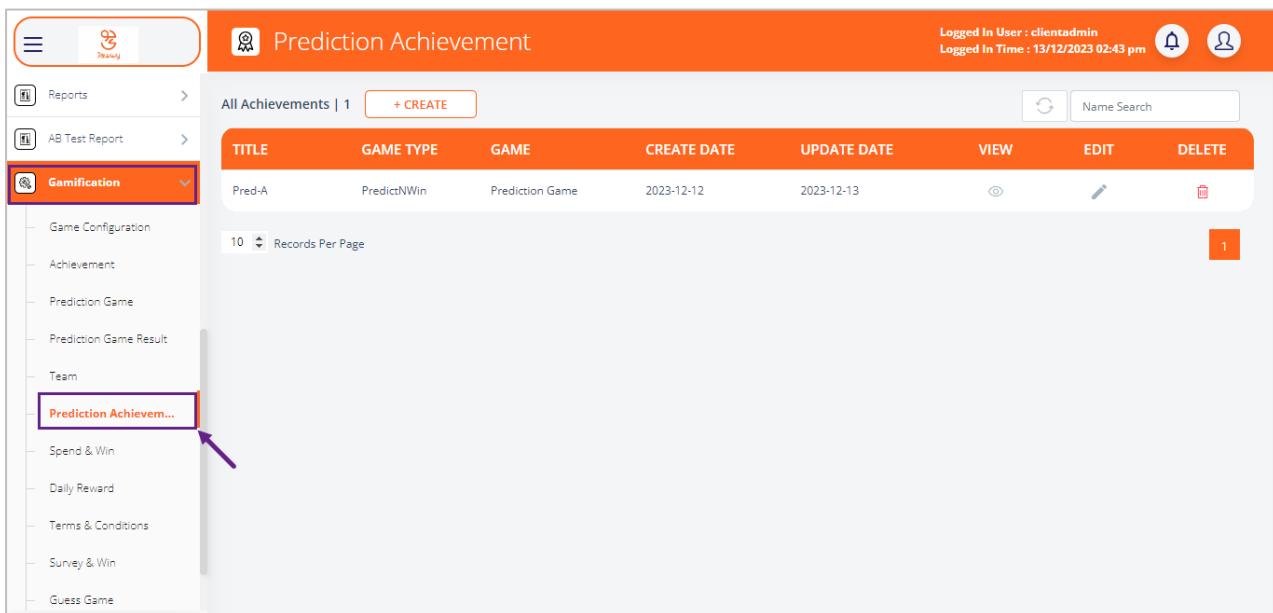
A confirmation message will be displayed indicating that the team is modified successfully.

19.9 Prediction Achievement

It is a specific type of achievement awarded to users for accurately predicting the outcome of an event within the STC gamified system. This serves as a significant motivator, encouraging users to actively participate, and analyze information.

To manage the prediction achievement,

1. On the side menu, click **Gamification>> Prediction Achievement** to view the details of the prediction achievement. Refer to the following screen.



The screenshot shows the 'Prediction Achievement' page. The left sidebar has a 'Gamification' section with 'Prediction Achievement' highlighted and a purple box around it. A purple arrow points from this box to the 'Prediction Achievem...' option in the list. The main area displays a table with one row:

TITLE	GAME TYPE	GAME	CREATE DATE	UPDATE DATE	VIEW	EDIT	DELETE
Pred-A	PredictNWin	Prediction Game	2023-12-12	2023-12-13			

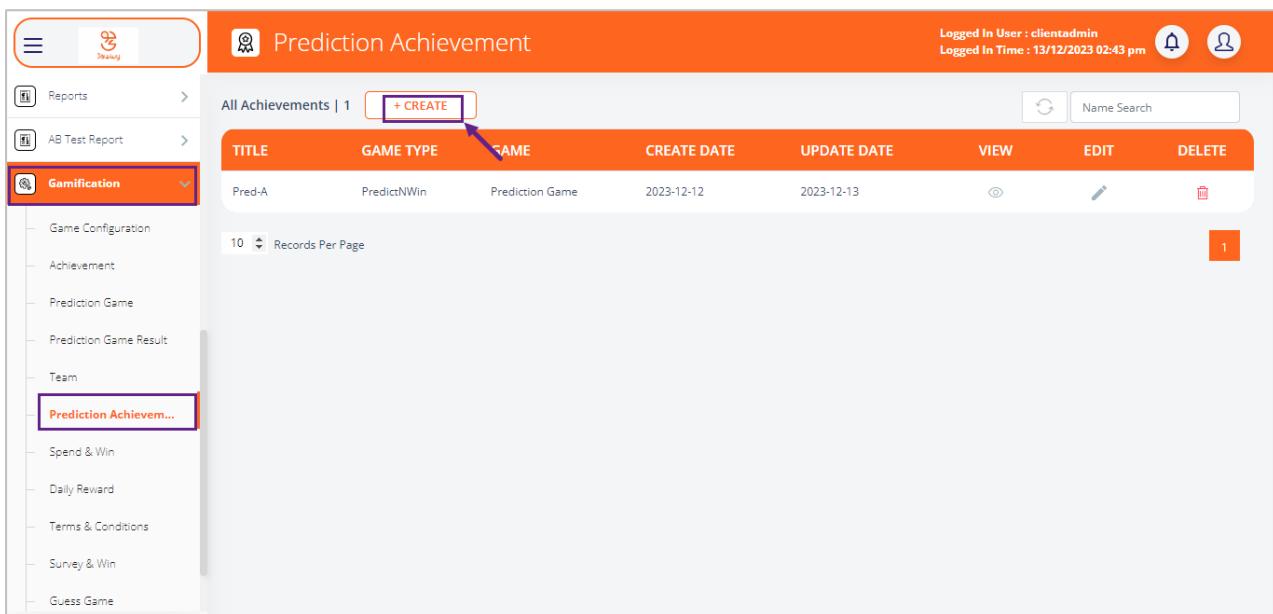
Below the table, there is a dropdown for 'Records Per Page' set to 10, and a small orange box with the number 1.

Figure 502 Gamification – Prediction Achievement

19.9.1 Create Prediction Achievement

Using this create option, you can create a new prediction achievement.
To create a new prediction achievement,

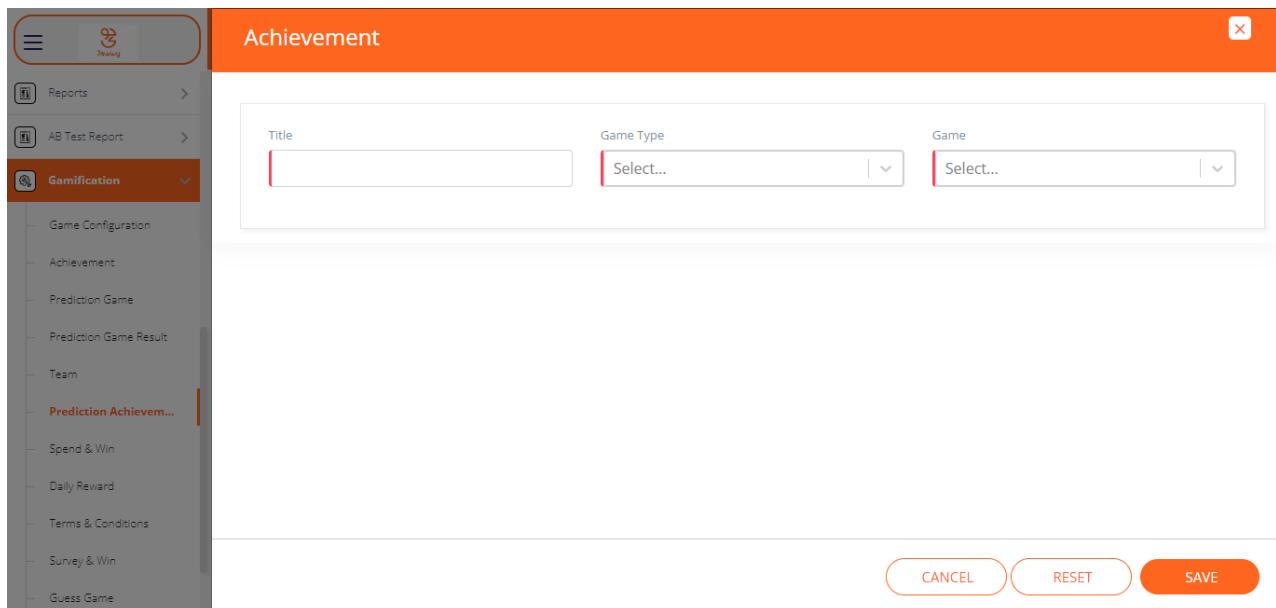
1. On the **Prediction Achievement** screen, click the **+CREATE** button to create a new prediction achievement. Refer to the following screen.



The screenshot shows the same 'Prediction Achievement' page as Figure 502, but with a purple box highlighting the '+CREATE' button in the top navigation bar. A purple arrow points to this button. The rest of the interface is identical to Figure 502.

Figure 503 Prediction Achievement – Create Button

2. After clicking the **+CREATE** button, the following pop-up window will be displayed.



The screenshot shows the 'Achievement' creation interface. On the left, a sidebar lists various gamification components: Reports, AB Test Report, Gamification (selected), Game Configuration, Achievement, Prediction Game, Prediction Game Result, Team, Prediction Achievement (highlighted in red), Spend & Win, Daily Reward, Terms & Conditions, Survey & Win, and Guess Game. The main area is titled 'Achievement' and contains fields for 'Title' and 'Game Type', each with a dropdown menu. At the bottom are 'CANCEL', 'RESET', and 'SAVE' buttons.

Figure 504 Create Achievement – Definition Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Title	Enter the title of the achievement.
Game Type	<p>Select the game type in the drop-down list. The following are the available game types:</p> <ul style="list-style-type: none"> • Guess Game • Refer N Win • Guess N Win • Predict N Win • Shake N Win • Survey • Spend N Win
Reward Type	<p>Select the reward type in the drop-down list. For example, “Campaign Offer”.</p> <p>Note: This field displays Refer N Win is selected in the drop-down list of Game Type.</p>
Product	<p>Select the product in the drop-down list. For example, “Point 10”.</p> <p>Note: This field displays Refer N Win is selected in the drop-down list of Game Type.</p>
Max Limit	<p>Enter the maximum limit of achievement.</p> <ul style="list-style-type: none"> • Click  to increase the maximum limit of the achievement. • Click  to decrease the maximum limit of the achievement. • Click the Add button  to add multiple reward types.

Field	Description
	<ul style="list-style-type: none"> Click the Delete button  to delete the existing reward type. <p>Note: This field displays Predict N Win and Refer N Win is selected in the drop-down list of Game Type.</p>

4. After entering all the required details, click **SAVE**.

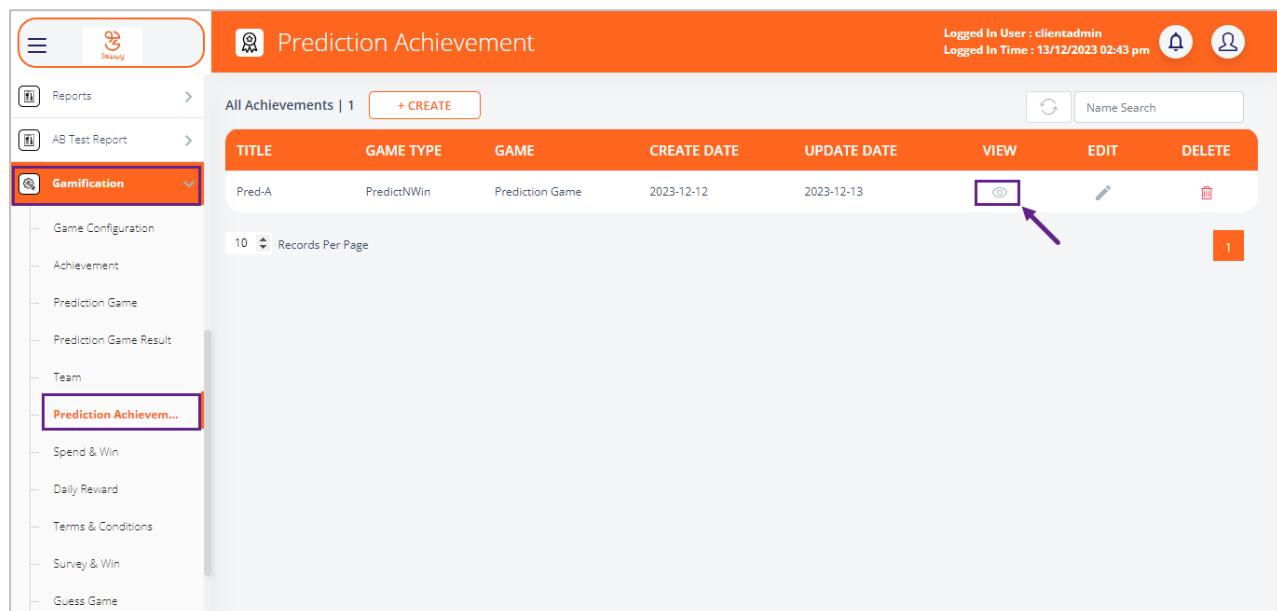
A confirmation message will be displayed indicating that the achievement is created successfully.

19.9.2 View Prediction Achievement

Using this view option, you can view the existing prediction achievement details.

To view the prediction achievement details:

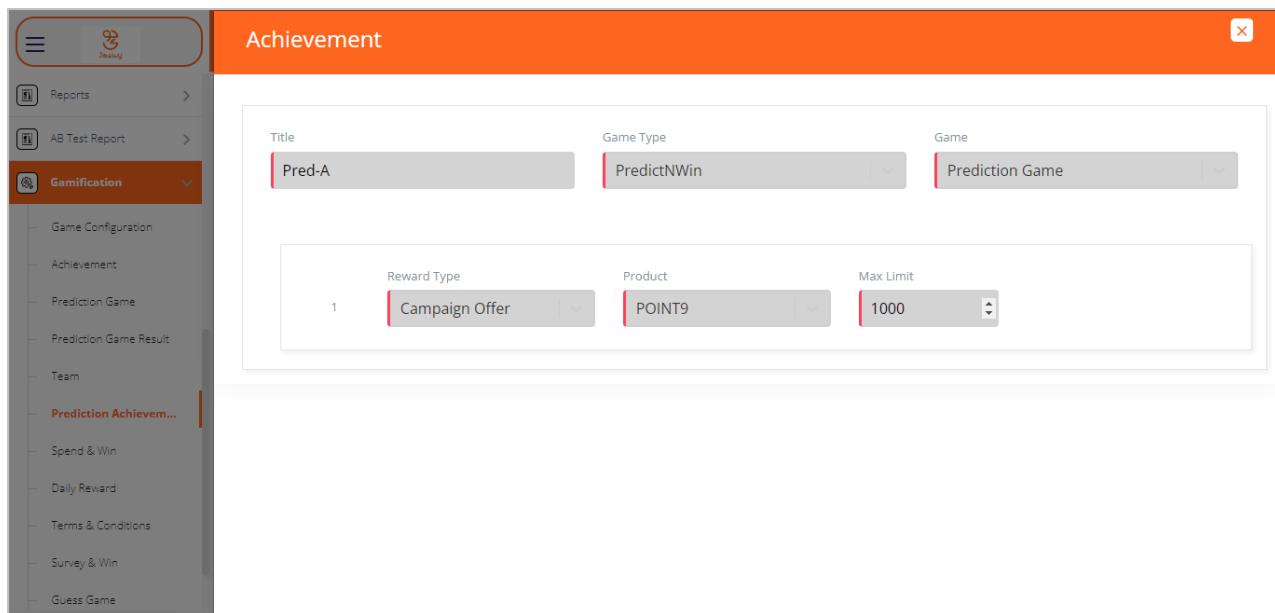
- On the **Prediction Achievement** screen, click the **View** button  to view the prediction achievement details. Refer to the following screen.



TITLE	GAME TYPE	GAME	CREATE DATE	UPDATE DATE	VIEW	EDIT	DELETE
Pred-A	PredictNWin	Prediction Game	2023-12-12	2023-12-13			

Figure 505 Prediction Achievement – View Button

- After clicking the **View** button, the following pop-up window will be displayed.



The screenshot shows the 'Achievement' input screen. On the left is a sidebar with navigation links like Reports, AB Test Report, Gamification, etc. The main area has tabs for Achievement, Prediction Game, and Prediction Game Result. The 'Prediction Achievement' tab is selected. It contains fields for Title (Pred-A), Game Type (PredictNWin), Game (Prediction Game), Reward Type (Campaign Offer), Product (POINT9), and Max Limit (1000).

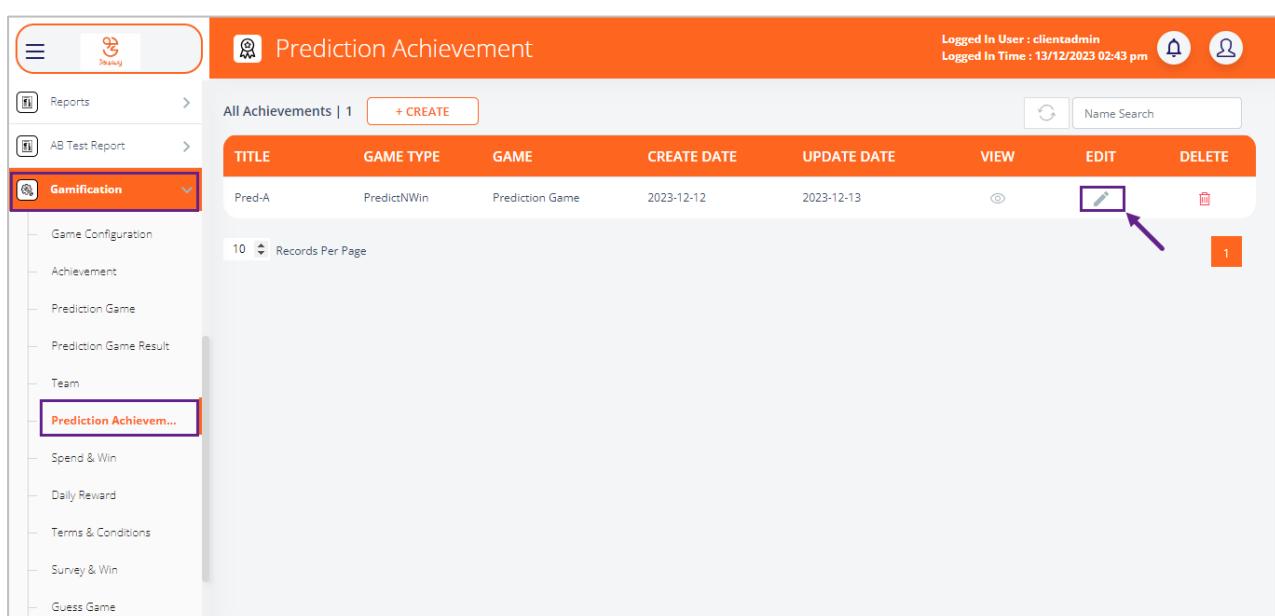
Figure 506 View Achievement Input Screen

- You can view details such as Title, Game Type, Game, Reward Type, Product, and Max Limit.

19.9.3 Modify Prediction Achievement

Using this option, you can modify the existing prediction achievement details. To modify the prediction achievement details:

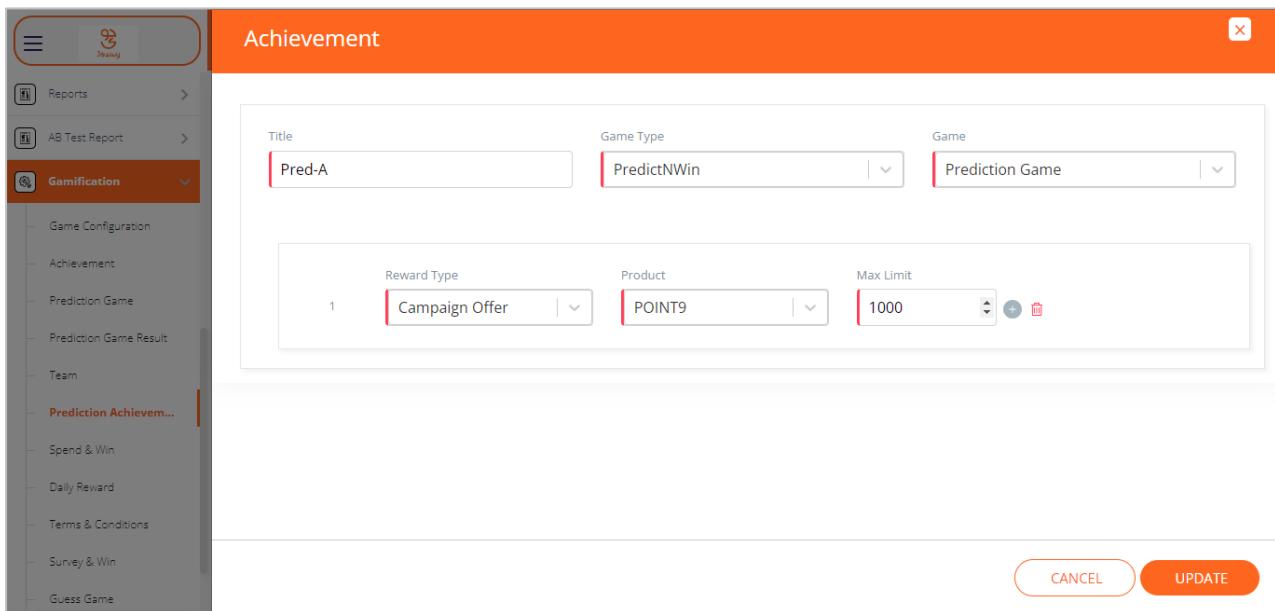
1. On the **Prediction Achievement** screen, click the **Modify** button  to modify the prediction achievement details. Refer to the following screen.



The screenshot shows the 'Prediction Achievement' screen. The sidebar has the 'Prediction Achievement' tab selected. The main area displays a table of achievements with columns: TITLE, GAME TYPE, GAME, CREATE DATE, UPDATE DATE, VIEW, EDIT, and DELETE. One row is shown with values: Pred-A, PredictNWin, Prediction Game, 2023-12-12, 2023-12-13, and edit/ delete icons. A purple box highlights the 'Edit' icon for the first row, and a purple arrow points to it from the bottom right.

Figure 507 Prediction Achievement - Modify Button

2. After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Achievement' modification screen. On the left, there's a sidebar with a navigation menu. Under the 'Gamification' section, 'Prediction Achievement' is selected. The main area is titled 'Achievement' and contains several input fields and dropdown menus. The 'Title' field is set to 'Pred-A'. The 'Game Type' dropdown is set to 'PredictNWin'. The 'Game' dropdown is set to 'Prediction Game'. Below these, there's a row for 'Reward Type' (set to 'Campaign Offer'), 'Product' (set to 'POINT9'), and 'Max Limit' (set to '1000'). At the bottom right are 'CANCEL' and 'UPDATE' buttons.

Figure 508 Modify Prediction Achievement –Input Screen

3. Modify the necessary editable fields.

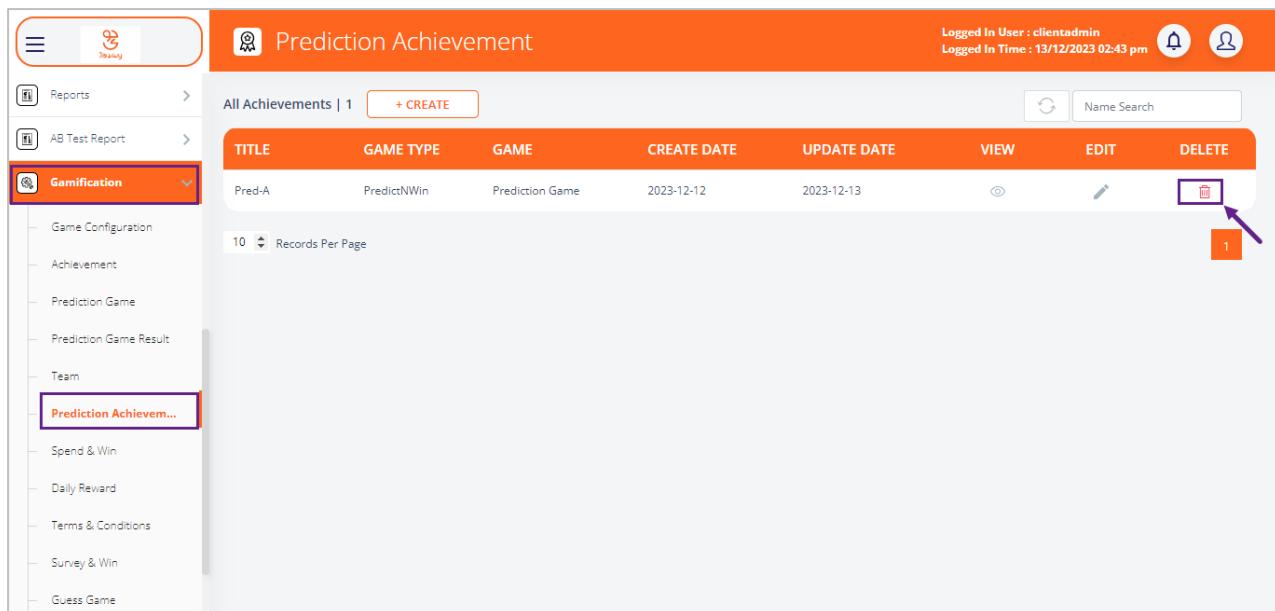
4. Click the **Modify** button.

A confirmation message will be displayed indicating that the prediction achievement is modified successfully.

19.9.4 Delete Prediction Achievement

Using this option, you can delete the existing prediction achievement details.
To delete the prediction achievement details:

1. On the **Prediction Achievement** screen, click the **Delete** button  to delete the existing prediction achievement details. Refer to the following screen.



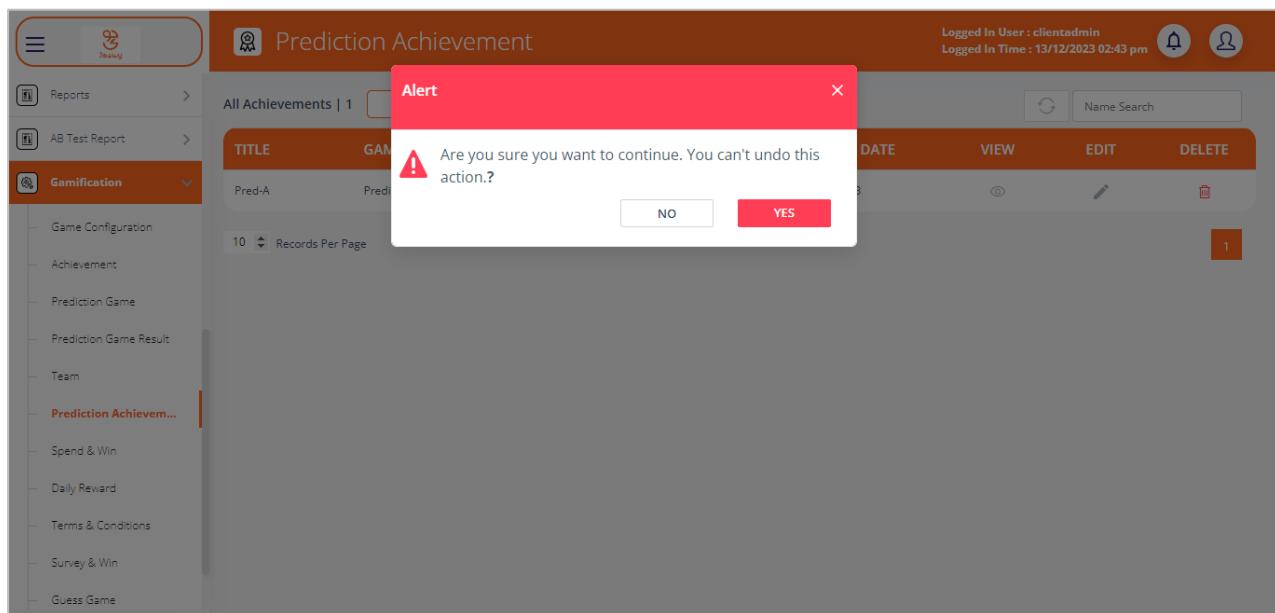
The screenshot shows the 'Prediction Achievement' page. On the left, there's a sidebar with 'Gamification' selected. The main area displays a table with one row:

TITLE	GAME TYPE	GAME	CREATE DATE	UPDATE DATE	VIEW	EDIT	DELETE
Pred-A	PredictNWin	Prediction Game	2023-12-12	2023-12-13			

A purple box highlights the 'Delete' button in the last column. A small orange box with the number '1' is positioned to the right of the table.

Figure 509 Prediction Achievement - Delete Button

- After clicking the **Delete** button, the following pop-up window is displayed.



The screenshot shows the same 'Prediction Achievement' page as before, but with a red 'Alert' dialog box overlaid. The dialog contains the message: 'Are you sure you want to continue. You can't undo this action?' with 'NO' and 'YES' buttons. The background table is dimmed.

Figure 510 Delete Prediction Achievement – Confirmation Dialog

- If you receive the message, "**Are you sure you want to continue. You can't undo this action?**" click "**Yes**" to confirm the action.

A confirmation message will be displayed indicating that the prediction achievement is deleted successfully.

Or

Click "**Cancel**" to cancel the action.

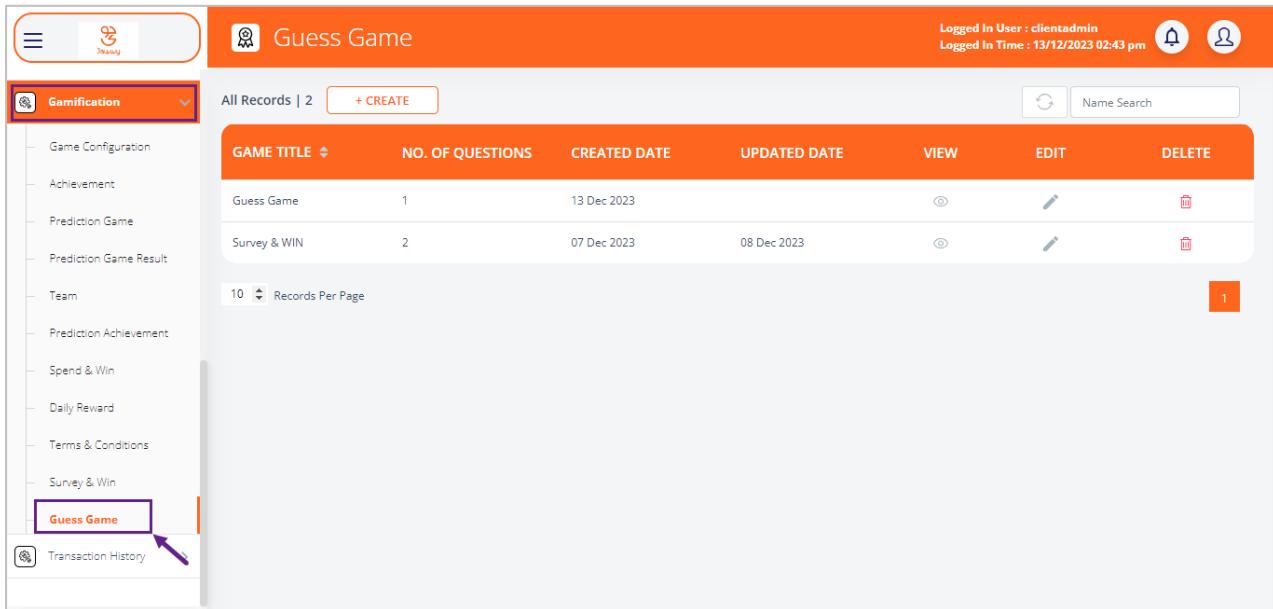
19.10 Guess Game

Guess name involves presenting technique that involves presenting participants with clues or hints and asking them to identify the correct name from a list of options. For example, in educational

games, students learn about historical figures, scientific concepts, or literary characters by guessing names based on clues.

To configure the guess game,

1. On the side menu, click **Gamification>> Guess Game** to view the details of the guess game. Refer to the following screen.



The screenshot shows a software interface for managing guess games. The top navigation bar includes icons for user profile, search, and notifications, along with the text "Logged In User : clientadmin" and "Logged In Time : 13/12/2023 02:43 pm". The main menu on the left is under the "Gamification" category, with "Guess Game" highlighted. The central area displays a table of games:

GAME TITLE	NO. OF QUESTIONS	CREATED DATE	UPDATED DATE	VIEW	EDIT	DELETE
Guess Game	1	13 Dec 2023				
Survey & WIN	2	07 Dec 2023	08 Dec 2023			

Below the table, there is a dropdown for "Records Per Page" set to 10, and a page number indicator "1". The bottom left of the sidebar has a "Transaction History" link.

Figure 511 Gamification – Guess Game

19.10.1 Create Guess Game

Using this create option, you can create a new guess game.

To create a new guess game,

1. On the **Guess Game** screen, click the **+CREATE** button to create a new guess game. Refer to the following screen.

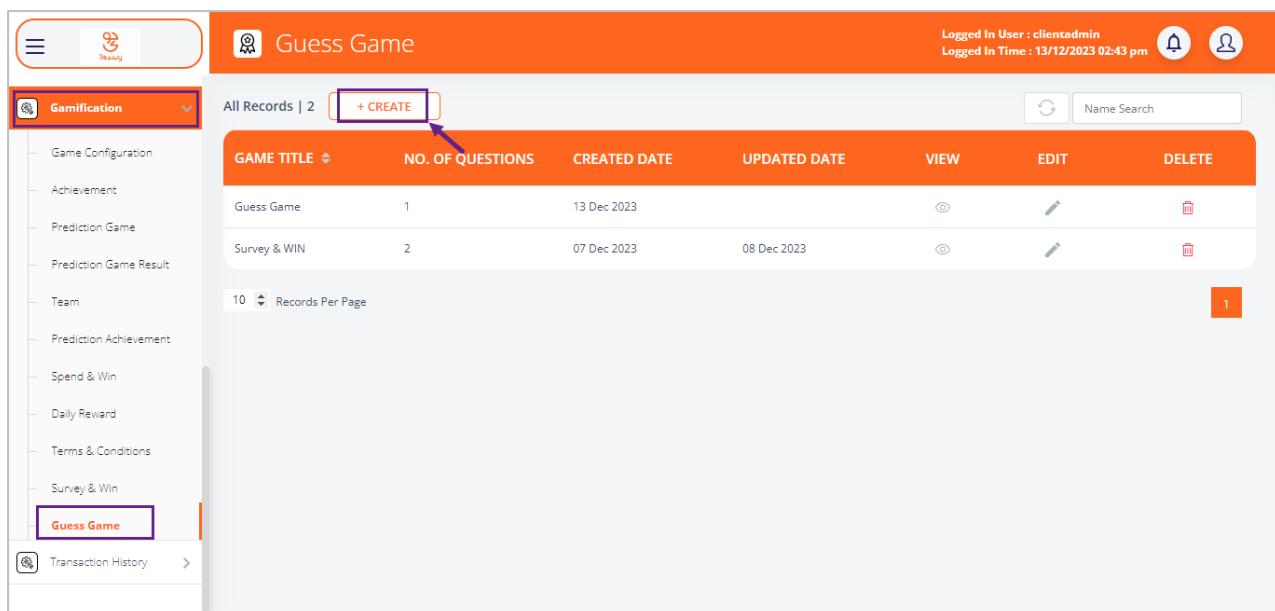


Figure 512 Guess Game– Create Button

2. After clicking the **+CREATE** button, the following pop-up window will be displayed.

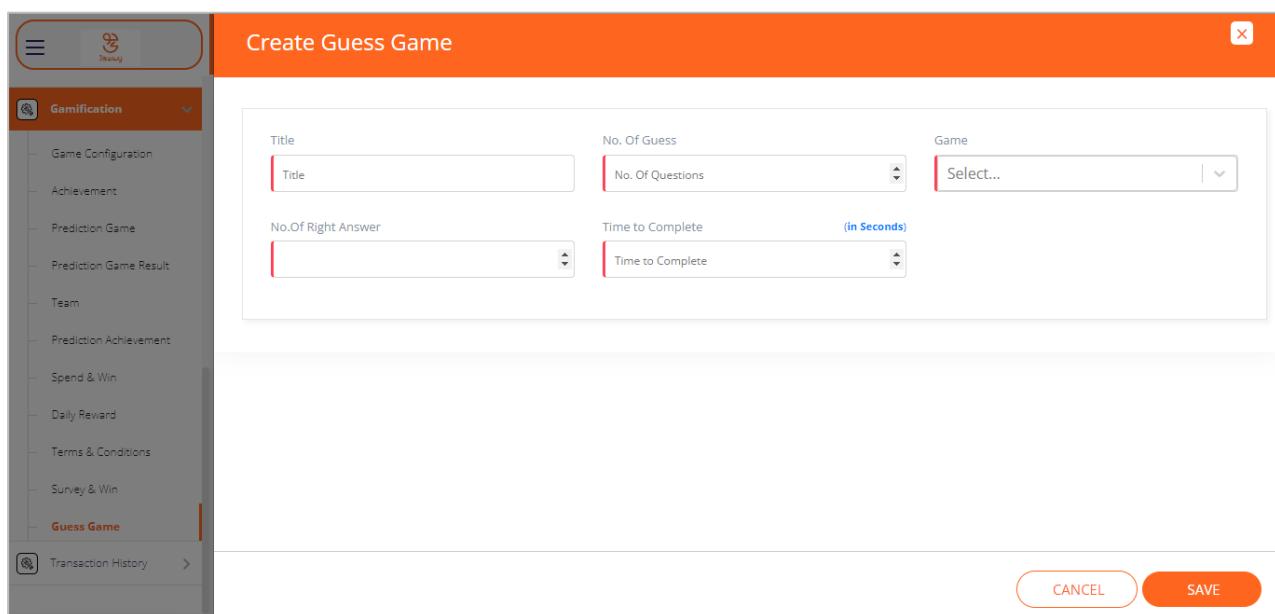


Figure 513 Create Guess Game – Definition Input Screen

3. Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Title	Enter the title of the guess game.
No of Guess	Enter the number of guesses for the game. <ul style="list-style-type: none"> • Click ▲ to increase the number of guesses. • Click ▼ to decrease the number of guesses.
Game	Select the game in the drop-down list. For example, “ Guess Game ”.
No of Right Answer	Enter the number of right answers for the guess in this field.

Field	Description
	<ul style="list-style-type: none"> Click  to increase the number of right answers for the guess. Click  to decrease the number of right answers for the guess.
Time to Complete (in seconds)	Enter the time to complete the guess game. <ul style="list-style-type: none"> Click  to increase the time to complete the guess game. Click  to decrease the time to complete the guess game.

4. After entering all the required details, click **SAVE**.

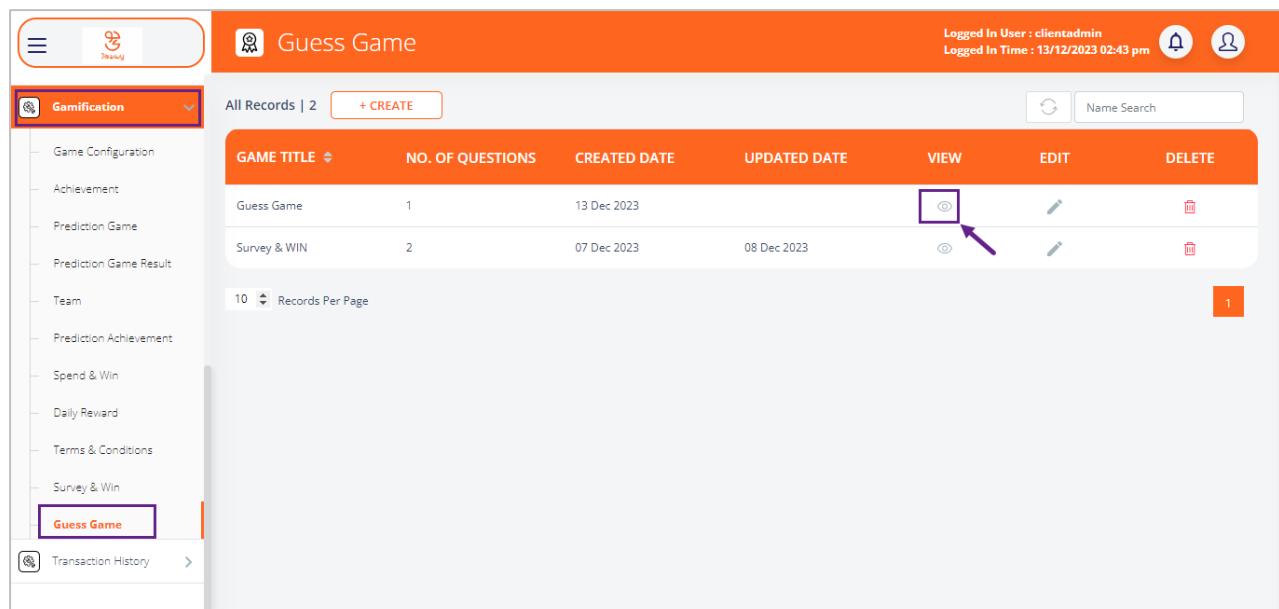
A confirmation message will be displayed indicating that the guess game is created successfully.

19.10.2 View Guess Game

Using this option, you can view the existing guess game details.

To view the guess game details:

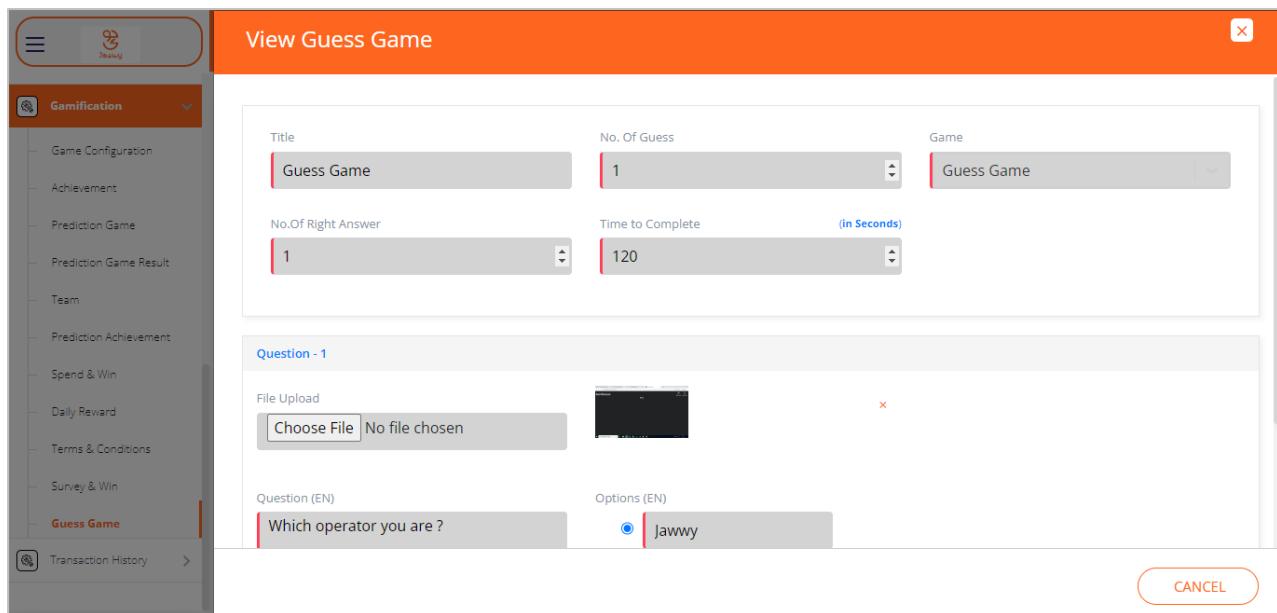
1. On the **Guess Game** screen, click the **View** button  to view the guess game details. Refer to the following screen.



GAME TITLE	NO. OF QUESTIONS	CREATED DATE	UPDATED DATE	VIEW	EDIT	DELETE
Guess Game	1	13 Dec 2023				
Survey & WIN	2	07 Dec 2023	08 Dec 2023			

Figure 514 Guess Game– View Button

2. After clicking the **View** button, the following pop-up window will be displayed.



The screenshot shows the 'View Guess Game' input screen. On the left is a sidebar with a navigation menu under 'Gamification'. The main area has a title 'View Guess Game' at the top. It contains fields for 'Title' (Guess Game), 'No. Of Guess' (1), 'Game' (Guess Game), 'No. Of Right Answer' (1), 'Time to Complete' (120, in seconds), and a question 'Which operator you are?' with an option 'Jawwy'. A 'Choose File' button is present for file upload. A 'CANCEL' button is at the bottom right.

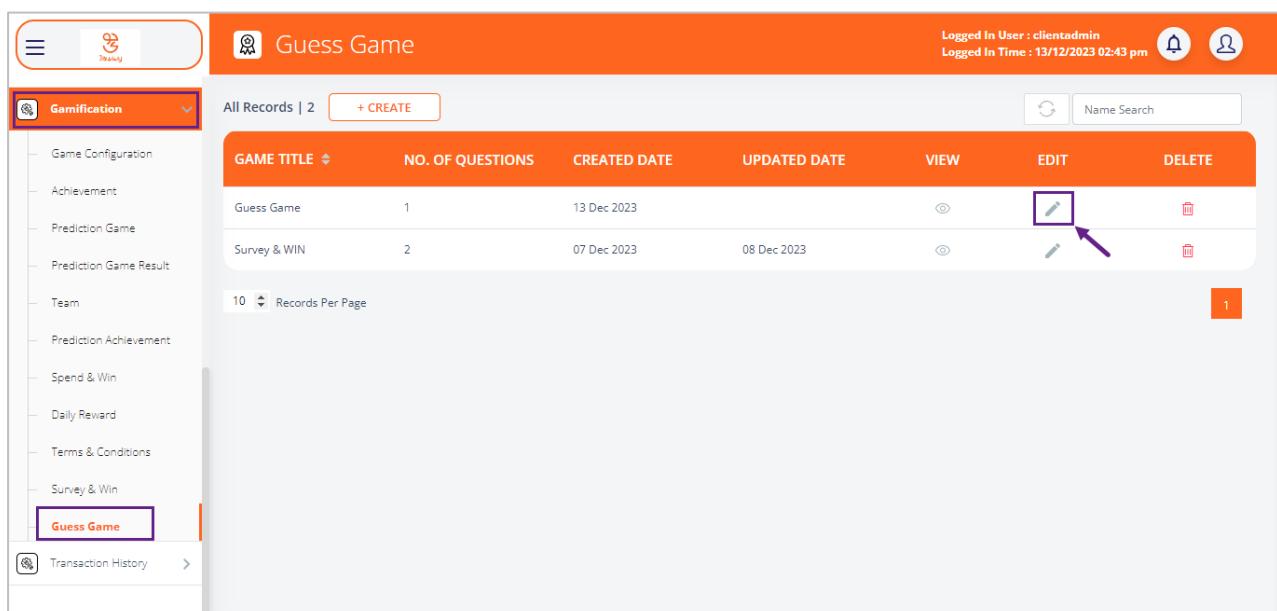
Figure 515 View Guess Game Input Screen

- You can view the details such as Title, No of Guess, Game, No of Rights Answer and Time to Complete.

19.10.3 Modify Guess Game

Using this option, you can modify the existing guess game details.
To modify the guess game details:

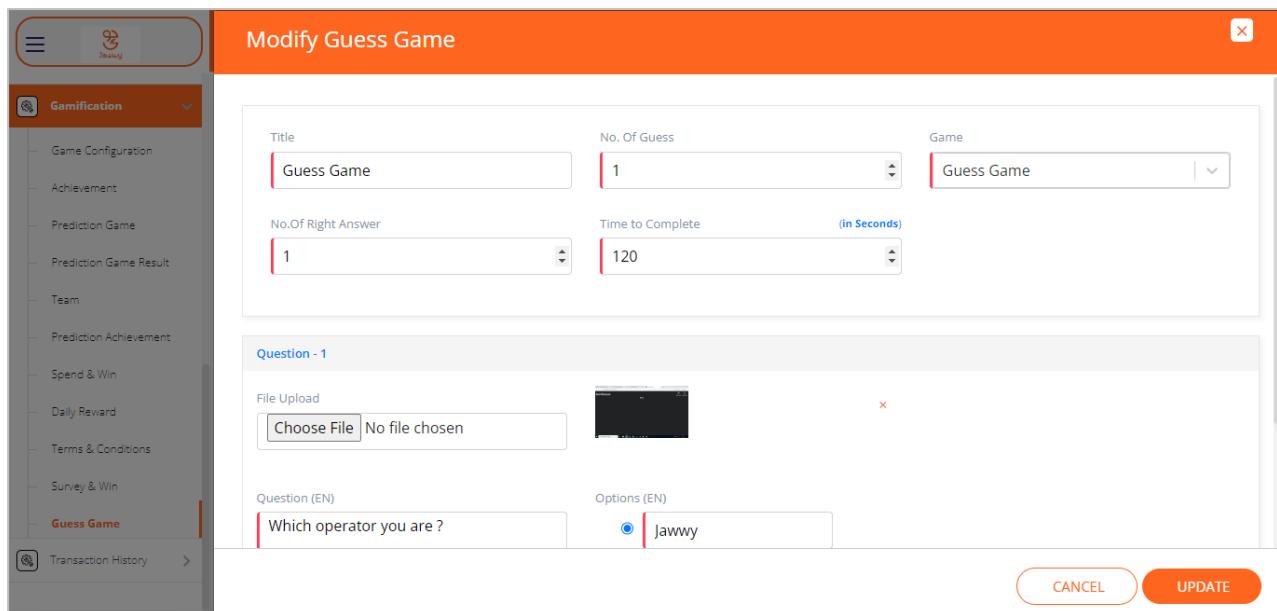
1. On the **Guess Game** screen, click the **Modify** button  to modify the guess game details. Refer to the following screen.



The screenshot shows the 'Guess Game' list screen. The 'Gamification' menu is open, and 'Guess Game' is selected. The main area displays a table with columns: GAME TITLE, NO. OF QUESTIONS, CREATED DATE, UPDATED DATE, VIEW, EDIT, and DELETE. Two rows are shown: 'Guess Game' (1 question, created 13 Dec 2023) and 'Survey & WIN' (2 questions, created 07 Dec 2023). The 'EDIT' button for the 'Survey & WIN' row is highlighted with a purple box and an arrow pointing to it.

Figure 516 Guess Game - Modify Button

2. After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Modify Guess Game' interface. On the left is a sidebar with 'Gamification' selected. The main area has an orange header 'Modify Guess Game'. It contains fields for 'Title' (Guess Game), 'No. Of Guess' (1), 'Game' (Guess Game), 'No. Of Right Answer' (1), and 'Time to Complete' (120). Below this is a section for 'Question - 1' with a file upload field ('Choose File, No file chosen'), a question ('Which operator you are ?'), and an option ('Jawwy'). At the bottom are 'CANCEL' and 'UPDATE' buttons.

Figure 517 Modify Guess Game – Input Screen

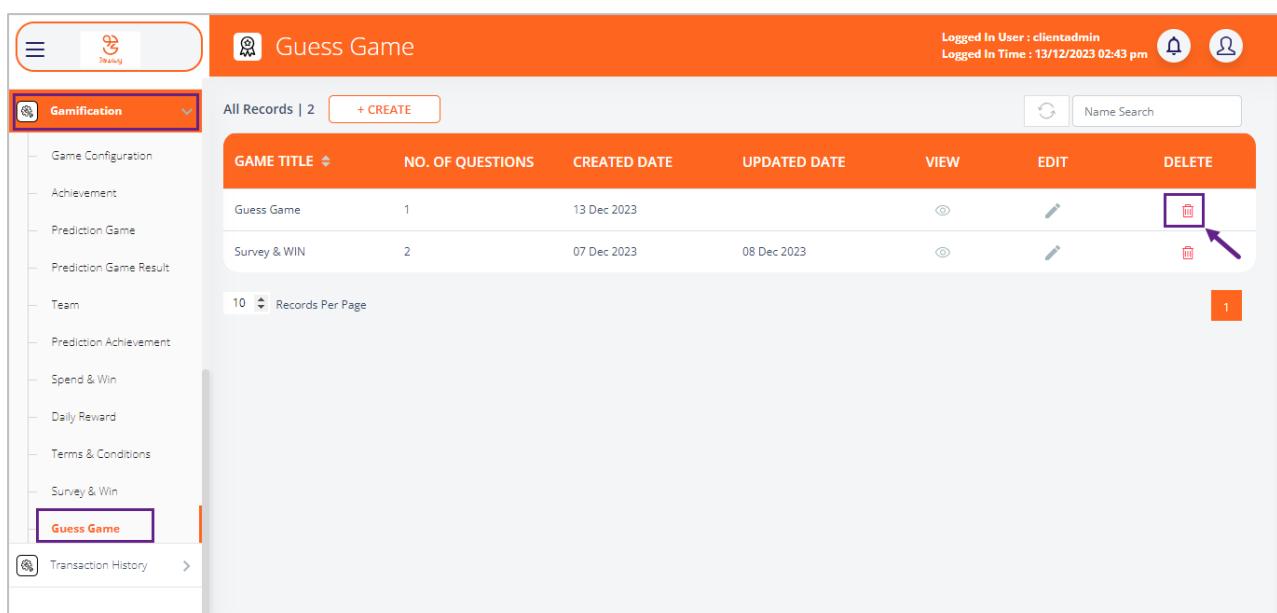
3. Modify the necessary editable fields.
4. Click the **UPDATE** button.

A confirmation message will be displayed indicating that the Guess Game is modified successfully.

19.10.4 Delete Guess Game

Using this option, you can delete the existing guess game details.
To delete the existing guess game details:

1. On the **Guess Game** screen, click the **Delete** button  to delete the existing guess game details. Refer to the following screen.



The screenshot shows the 'Guess Game' list screen. The sidebar has 'Gamification' selected. The main area has an orange header 'Guess Game'. It shows a table with columns: GAME TITLE, NO. OF QUESTIONS, CREATED DATE, UPDATED DATE, VIEW, EDIT, and DELETE. There are two records: 'Guess Game' (1 question, created 13 Dec 2023) and 'Survey & WIN' (2 questions, created 07 Dec 2023). The 'DELETE' button for 'Survey & WIN' is highlighted with a purple box and an arrow pointing to it.

Figure 518 Guess Game - Delete Button

2. After clicking the **Delete** button, the following pop-up window is displayed.

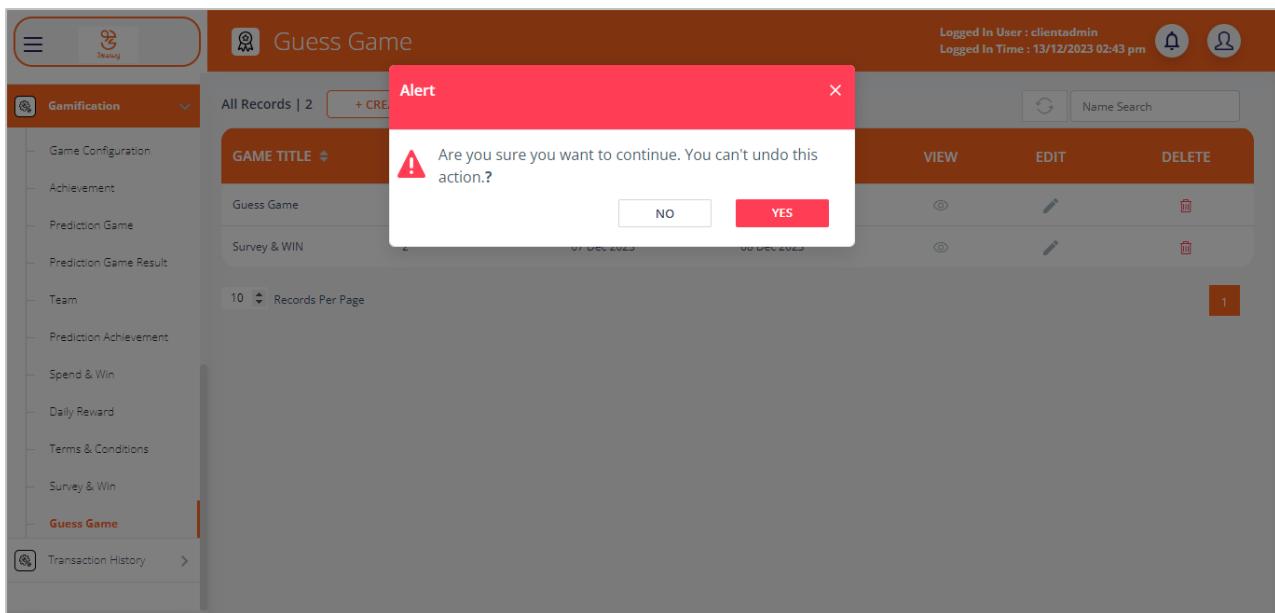


Figure 519 Delete Game – Confirmation Dialog

3. If you receive the message, “**Are you sure you want to continue. You can't undo this action?**” click “**Yes**” to confirm the action.

A confirmation message will be displayed indicating that the Guess Game is deleted successfully.

Or

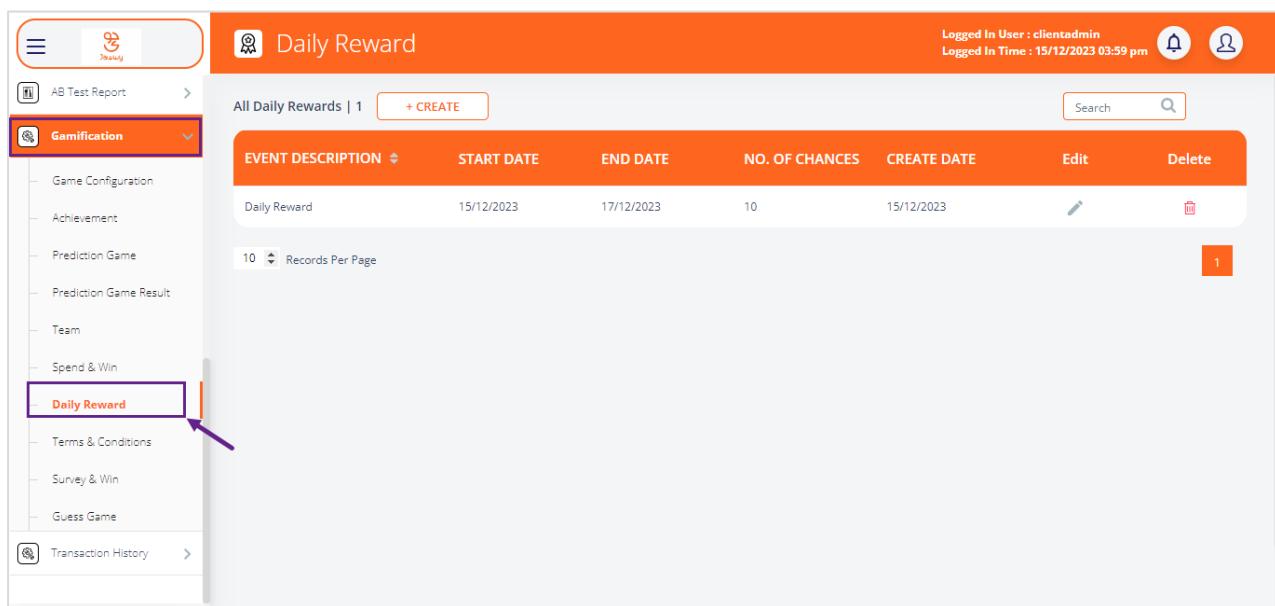
Click “**Cancel**” to cancel the action.

19.11 Daily Rewards

Daily Rewards are incentives offered to users for engaging with a system or completing tasks on a daily basis. For example, Ecommerce platforms providing discounts or early access to sales for daily rewards,

To configure the daily rewards,

1. On the side menu, click **Gamification>> Daily Rewards** to view the daily reward details. Refer to the following screen.



The screenshot shows the 'Daily Reward' section of the Gamification module. The left sidebar has a 'Gamification' dropdown expanded, with 'Daily Reward' selected and highlighted in red. The main area displays a table with one record:

EVENT DESCRIPTION	START DATE	END DATE	NO. OF CHANCES	CREATE DATE	Edit	Delete
Daily Reward	15/12/2023	17/12/2023	10	15/12/2023		

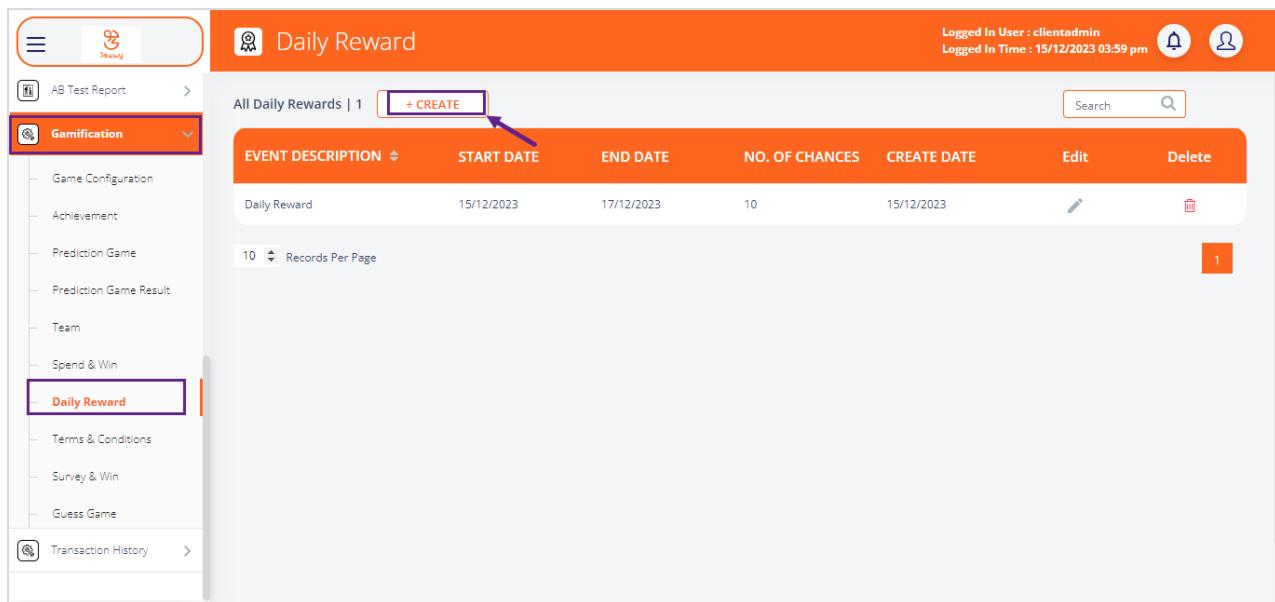
Below the table, there is a dropdown for 'Records Per Page' set to 10, and a total count of 1 record is displayed.

Figure 520 Gamification – Daily Rewards

19.11.1 Create Daily Reward

Using this create option, you can create a new daily reward.
To create a new daily reward,

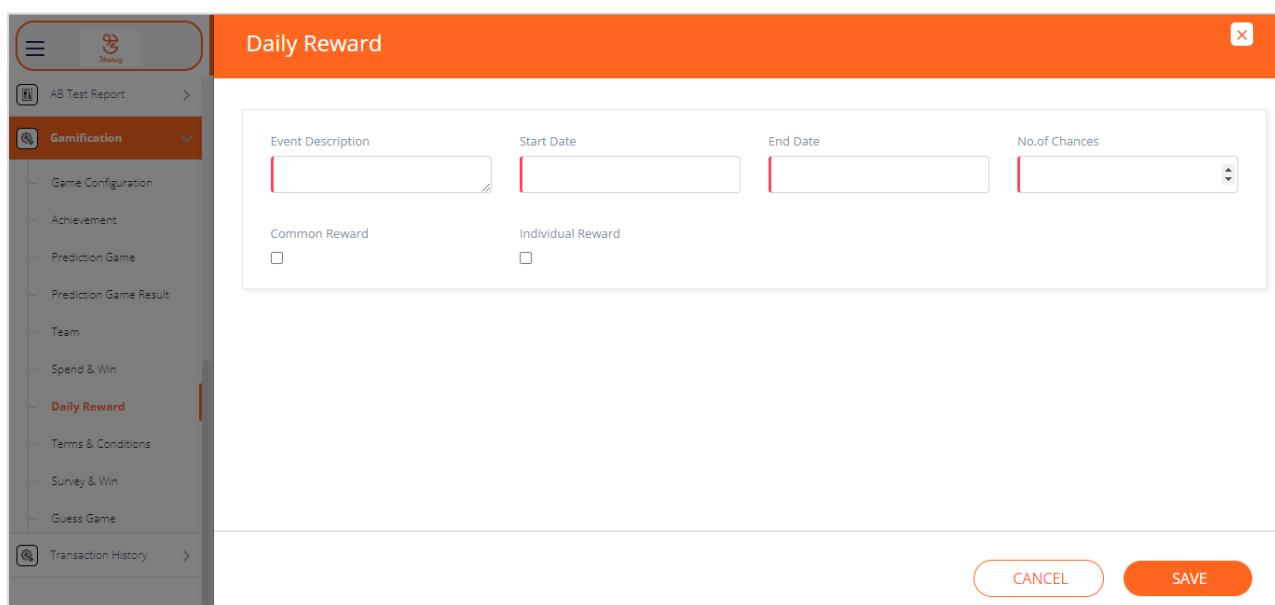
1. On the **Daily Reward** Game screen, click the **+CREATE** button to create a new daily reward. Refer to the following screen.



The screenshot shows the 'Daily Reward' section of the application. On the left is a sidebar with 'Gamification' selected. The main area displays a table with one row: 'Daily Reward' (Event Description), '15/12/2023' (Start Date), '17/12/2023' (End Date), '10' (No. of Chances), and '15/12/2023' (Create Date). A blue arrow points to the '+CREATE' button at the top of the table.

Figure 521 Daily Reward – Create Button

- After clicking the **+CREATE** button, the following pop-up window will be displayed.

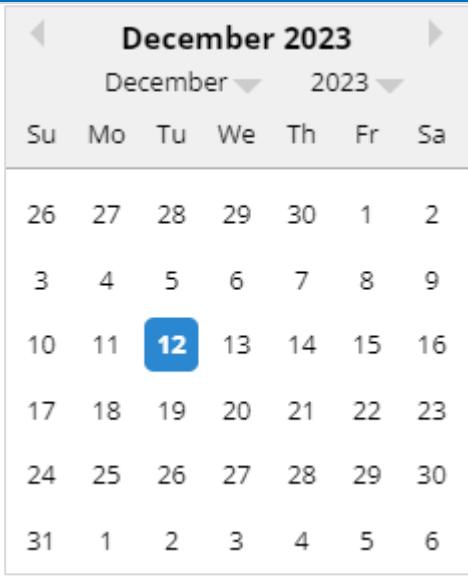
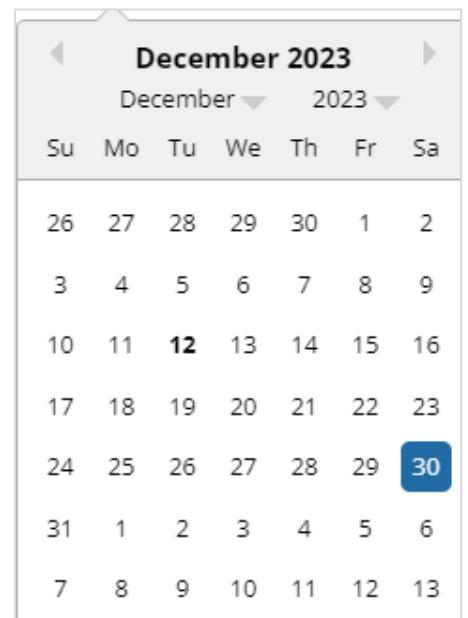


The screenshot shows a modal dialog titled 'Daily Reward'. It contains fields for 'Event Description', 'Start Date', 'End Date', and 'No.of Chances'. Below these are sections for 'Common Reward' (with a checked checkbox) and 'Individual Reward' (with an unchecked checkbox). At the bottom are 'CANCEL' and 'SAVE' buttons.

Figure 522 Create Daily Reward – Definition Input Screen

- Enter or select the following information in the corresponding fields. If fields marked with “|” are mandatory.

Field	Description
Event Description	Enter the description of the event.
Start Date	Select the start date of the daily reward. Refer to the following screen.

Field	Description
	 <p>The calendar shows December 2023. The 12th is highlighted in blue. The days of the week are labeled from Sunday (Su) to Saturday (Sa). The dates range from 26 to 31.</p>
Expiry Date	Select the expiry date of the daily reward. Refer to the following screen.
	 <p>The calendar shows December 2023. The 30th is highlighted in blue. The days of the week are labeled from Sunday (Su) to Saturday (Sa). The dates range from 26 to 31.</p>
No of Chances	<p>Enter the number of chances to win the daily reward.</p> <ul style="list-style-type: none"> Click  to increase the count of chances. Click  to decrease the count of chances.
Common Reward	Select the Common Reward checkbox to configure daily reward as a common.
Individual Reward	Select the Individual Reward checkbox to configure individual reward daily until the configured date.
Date Range	<p>This field is auto filled based on the selected end date.</p> <p>Note: This field displays if Daily Reward checkbox is selected.</p>
Product	<p>Select the product in the drop-down list. For example, "Free 1GB Data".</p> <p>Note: This field displays if Daily Reward checkbox is selected.</p>

4. After entering all the required details, click **SAVE**.

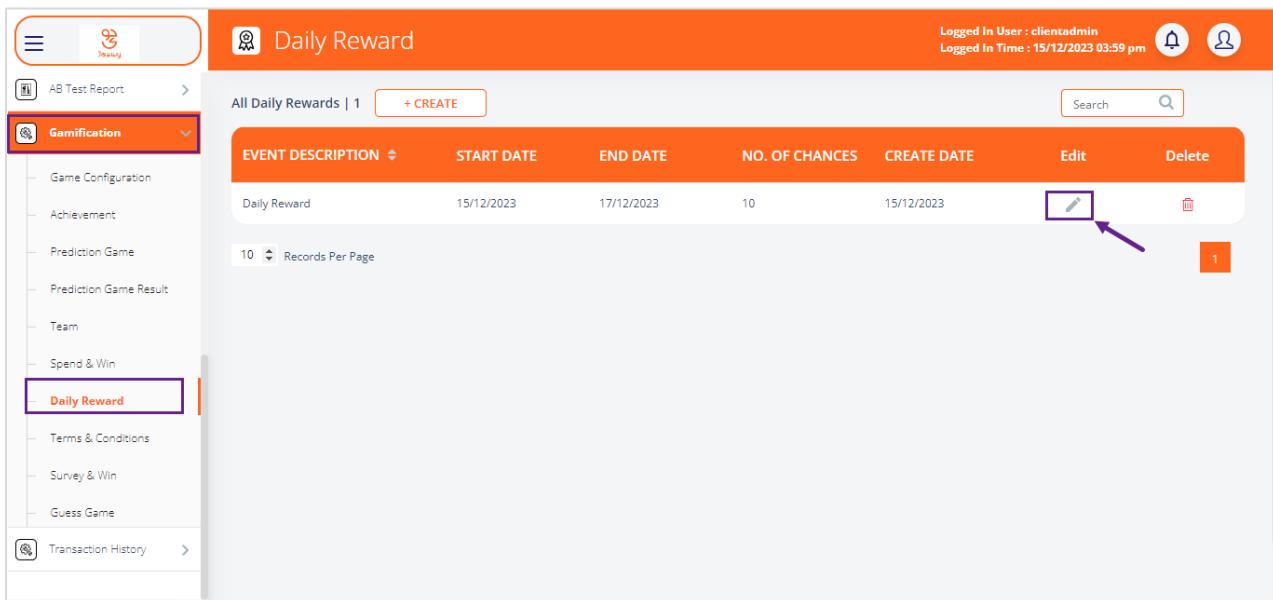
A confirmation message will be displayed indicating that the daily reward is created successfully.

19.11.2 Modify Daily Reward

Using this option, you can view the existing daily reward details.

To view the daily reward details:

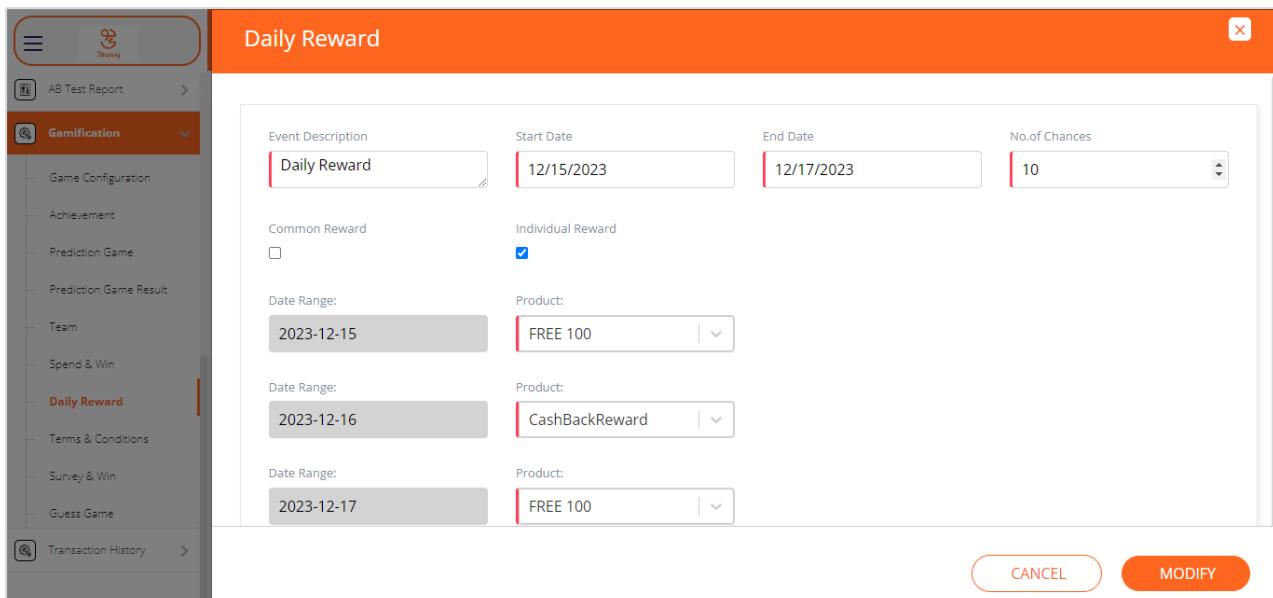
1. On the **Daily Reward** screen, click the **Modify** button  to modify the daily reward details. Refer to the following screen.



The screenshot shows the 'Daily Reward' section of the application. On the left, there's a sidebar with categories like Game Configuration, Achievement, Prediction Game, etc., with 'Daily Reward' selected. The main area has a table with columns: EVENT DESCRIPTION, START DATE, END DATE, NO. OF CHANCES, CREATE DATE, Edit, and Delete. A single row is selected for 'Daily Reward'. The 'Edit' button in the last column is highlighted with a red box and a blue arrow pointing to it. The status bar at the top right shows 'Logged In User : clientadmin' and 'Logged In Time : 15/12/2023 03:59 pm'.

Figure 523 Daily Reward - Modify Button

2. After clicking the **Modify** button, the following screen will be displayed.



The screenshot shows the 'Modify Daily Reward' dialog box. It has fields for Event Description ('Daily Reward'), Start Date ('12/15/2023'), End Date ('12/17/2023'), and No.of Chances ('10'). Under 'Common Reward', 'Individual Reward' is checked. There are three sections for Date Range and Product:

- Date Range: 2023-12-15, Product: FREE 100
- Date Range: 2023-12-16, Product: CashBackReward
- Date Range: 2023-12-17, Product: FREE 100

 At the bottom are 'CANCEL' and 'MODIFY' buttons.

Figure 524 Modify Daily Reward – Input Screen

3. Modify the necessary editable fields.

4. Click the **Modify** button.

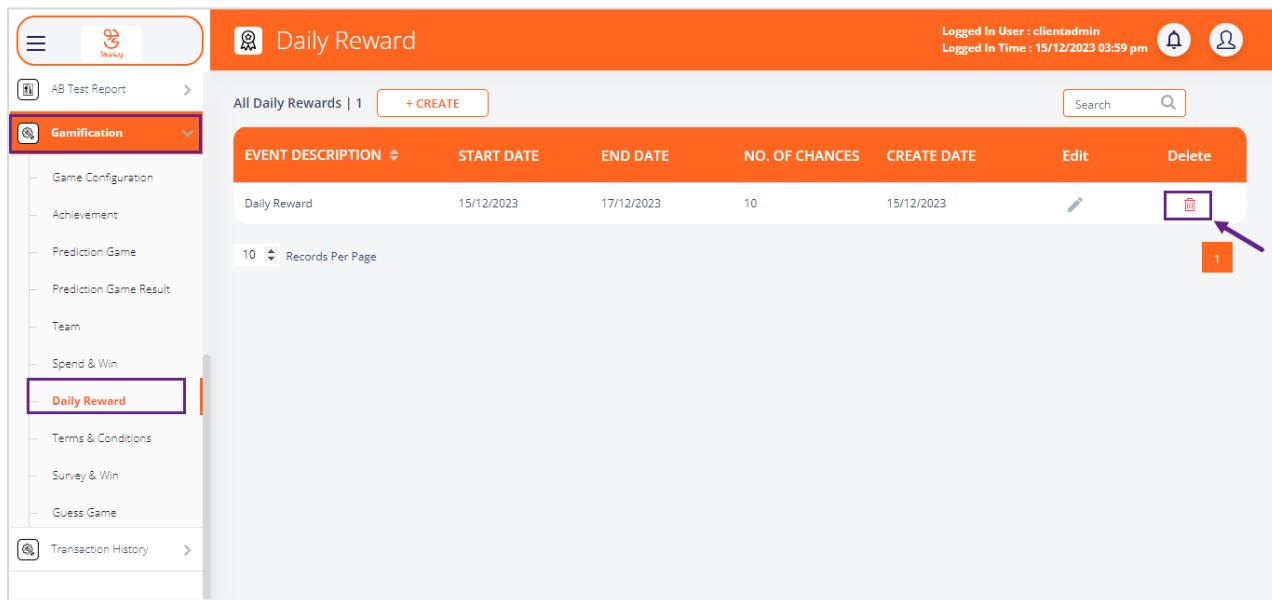
A confirmation message will be displayed indicating that the Daily Reward is modified successfully.

19.11.3 Delete Daily Reward

Using this option, you can delete the existing daily reward details.

To delete the existing daily reward details:

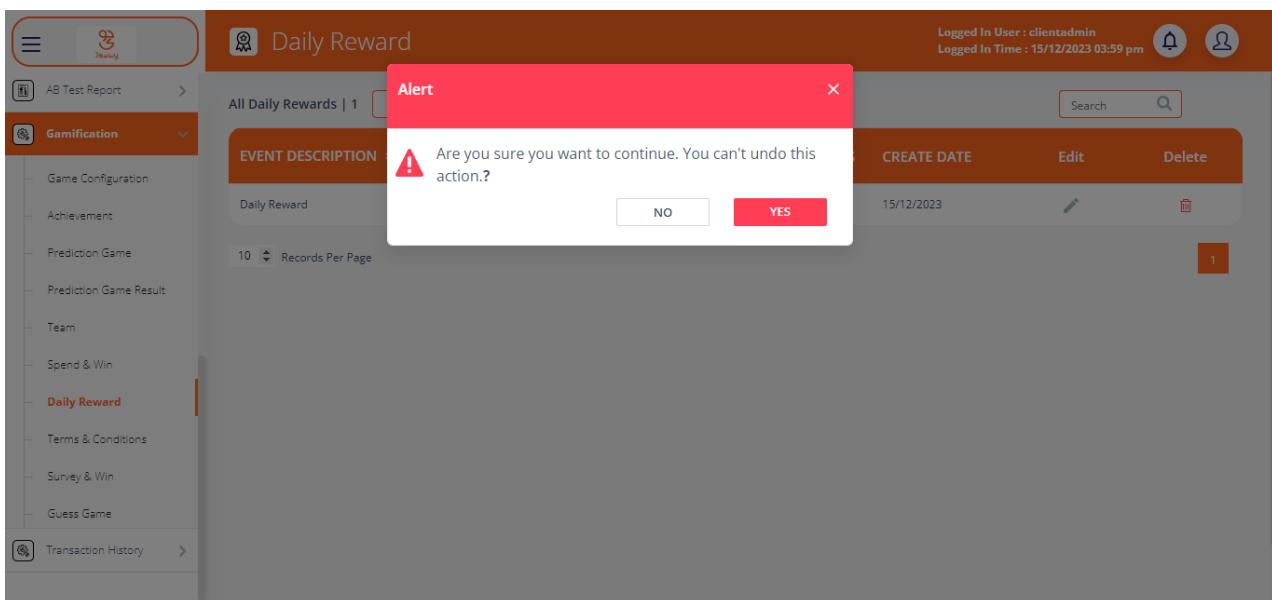
1. On the **Daily Reward** screen, click the **Delete** button  to delete the existing daily reward details. Refer to the following screen.



The screenshot shows the 'Daily Reward' screen. On the left is a sidebar with categories like Game Configuration, Achievement, Prediction Game, etc., with 'Daily Reward' selected. The main area has a header 'Daily Reward' with a search bar. Below is a table with columns: EVENT DESCRIPTION, START DATE, END DATE, NO. OF CHANCES, CREATE DATE, Edit, and Delete. One row is visible: Daily Reward, 15/12/2023, 17/12/2023, 10, 15/12/2023, edit, and delete. A purple box highlights the 'Delete' button. A purple arrow points from the text in step 1 to this button. A small orange box with the number '1' is at the bottom right of the table.

Figure 525 Daily Reward - Delete Button

2. After clicking the **Delete** button, the following pop-up window is displayed.



The screenshot shows the 'Daily Reward' screen with a red 'Alert' dialog box in the foreground. The dialog contains the text: 'Are you sure you want to continue. You can't undo this action.?'. It has 'NO' and 'YES' buttons. The background shows the same table as Figure 525, with one row visible: Daily Reward, 15/12/2023, 17/12/2023, 10, 15/12/2023, edit, and delete. A small orange box with the number '1' is at the bottom right of the table.

Figure 526 Delete Daily Reward – Confirmation Dialog

3. If you receive the message, “**Are you sure you want to continue. You can't undo this action?**” click “**Yes**” to confirm the action.

A confirmation message will be displayed indicating that the Daily Reward is deleted successfully.

Or

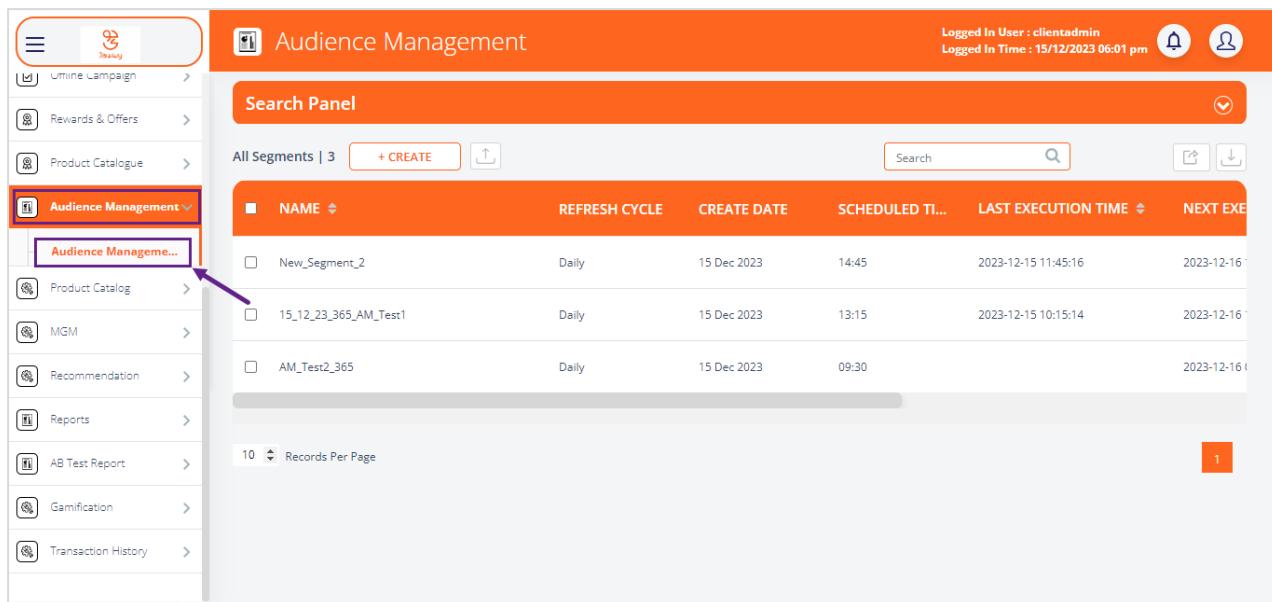
Click "**Cancel**" to cancel the action.

20 Audience Management

Using this audience management option, you can create a new segment and schedule it for the campaign execution. The audience is offers configured with set of rules (Conditions, Condition Group and Action) to attach to the different products. You can also modify and delete the existing audience details.

To manage the audience,

1. On the side menu, click **Audience Management >> Audience Management** to view audience details. Refer to the following screen.



The screenshot shows the Audience Management screen. On the left, there is a sidebar with various options: Ummi Campaign, Rewards & Offers, Product Catalogue, Audience Management (which is selected and highlighted in orange), Product Catalog, MGM, Recommendation, Reports, AB Test Report, Gamification, and Transaction History. The main area is titled "Audience Management" and contains a "Search Panel" with a search bar and dropdown menus. Below the search panel is a table titled "All Segments | 3". The table has columns: NAME, REFRESH CYCLE, CREATE DATE, SCHEDULED TI..., LAST EXECUTION TIME, and NEXT EXE. There are three rows in the table:

NAME	REFRESH CYCLE	CREATE DATE	SCHEDULED TI...	LAST EXECUTION TIME	NEXT EXE
New_Segment_2	Daily	15 Dec 2023	14:45	2023-12-15 11:45:16	2023-12-16
15_12_23_365_AM_Test1	Daily	15 Dec 2023	13:15	2023-12-15 10:15:14	2023-12-16
AM_Test2_365	Daily	15 Dec 2023	09:30		2023-12-16

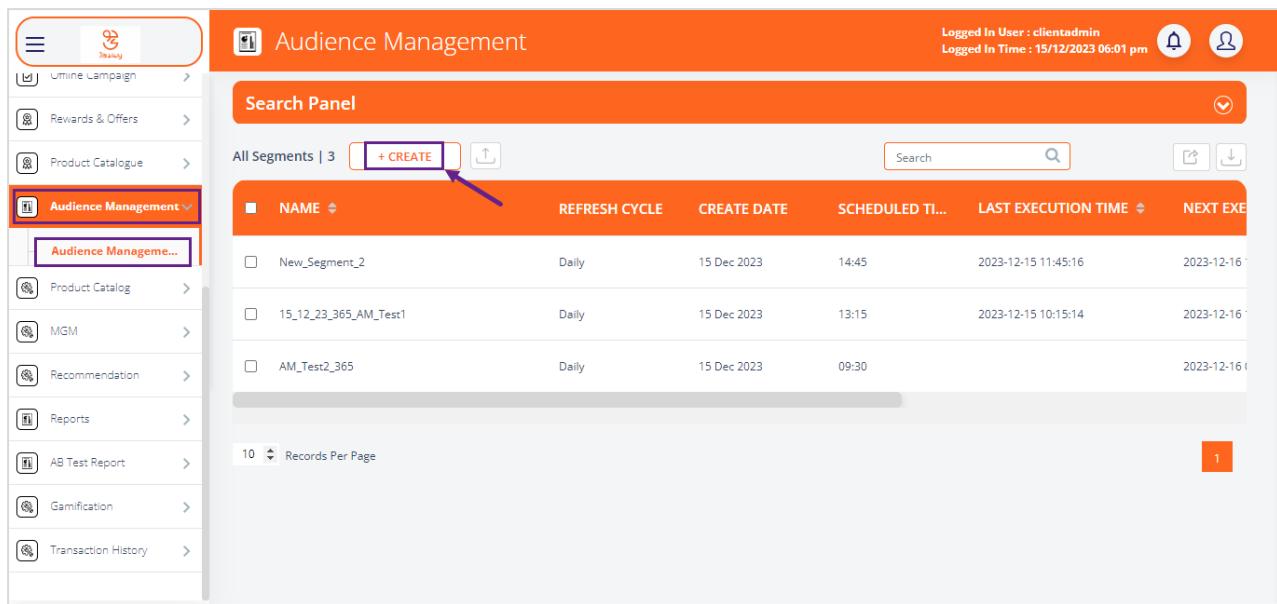
At the bottom of the table, there is a "Records Per Page" dropdown set to 10 and a page number indicator "1".

Figure 527 Audience Management – Audience Management

20.1 Create Audience

Using this option, you can create a new audience.
To create a new audience,

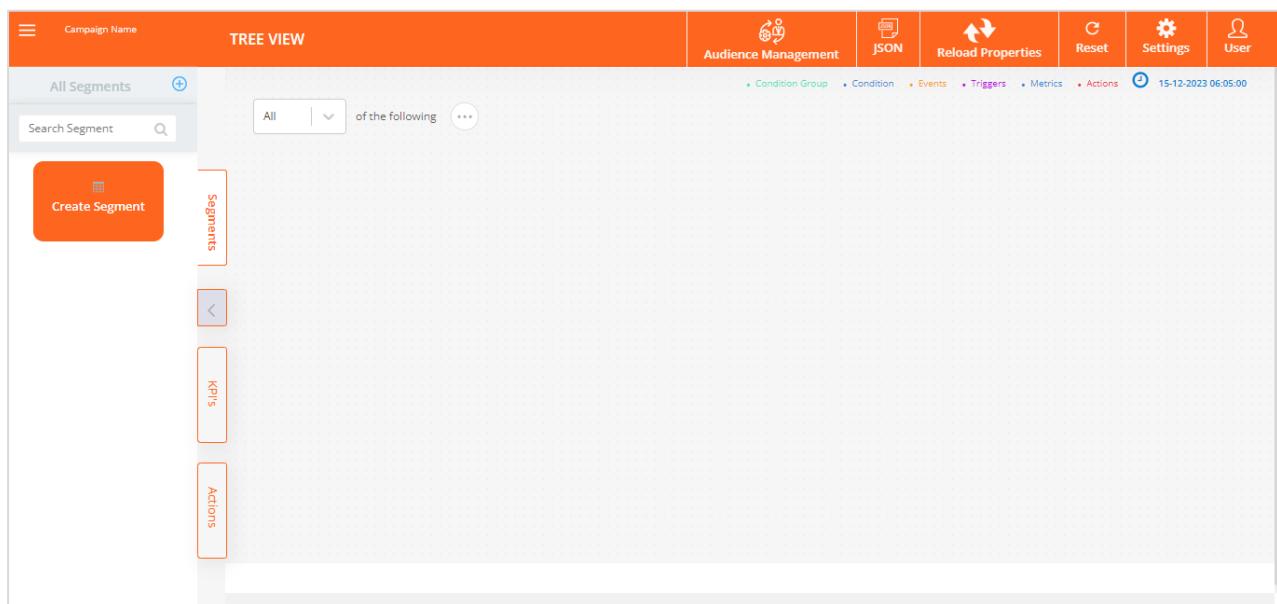
1. On the **Audience Management** screen, click the **+Create** button to create a new audience. Refer to the following screen.



The screenshot shows the Audience Management interface. On the left is a sidebar with various options like Ummi Campaign, Rewards & Offers, Product Catalogue, Audience Management (selected), Audience Management..., Product Catalog, MGM, Recommendation, Reports, AB Test Report, Gamification, and Transaction History. The main area is titled 'Audience Management' and contains a 'Search Panel' with a 'Search' bar and download icons. Below is a table titled 'All Segments | 3'. The table has columns: NAME, REFRESH CYCLE, CREATE DATE, SCHEDULED TI..., LAST EXECUTION TIME, and NEXT EXE. It lists three segments: 'New_Segment_2' (Daily, 15 Dec 2023, 14:45, 2023-12-15 11:45:16, 2023-12-16), '15_12_23_365_AM_Test1' (Daily, 15 Dec 2023, 13:15, 2023-12-15 10:15:14, 2023-12-16), and 'AM_Test2_365' (Daily, 15 Dec 2023, 09:30, 2023-12-16). A blue arrow points to the '+CREATE' button at the top right of the table header.

Figure 528 Audience Management – Create Button

- After clicking the **+Create** button, the following screen will be displayed.



The screenshot shows the 'Segment' creation screen. At the top is a toolbar with 'Campaign Name', 'Audience Management' (selected), 'JSON', 'Reload Properties', 'Reset', 'Settings', and 'User'. Below is a 'TREE VIEW' section with a 'Segments' tab selected. It shows a 'Create Segment' button and a tree view structure with 'Segments', 'KPI's', and 'Actions' nodes. Navigation tabs at the bottom include 'Condition Group', 'Condition', 'Events', 'Triggers', 'Metrics', and 'Actions'. The date '15-12-2023 06:05:00' is also visible.

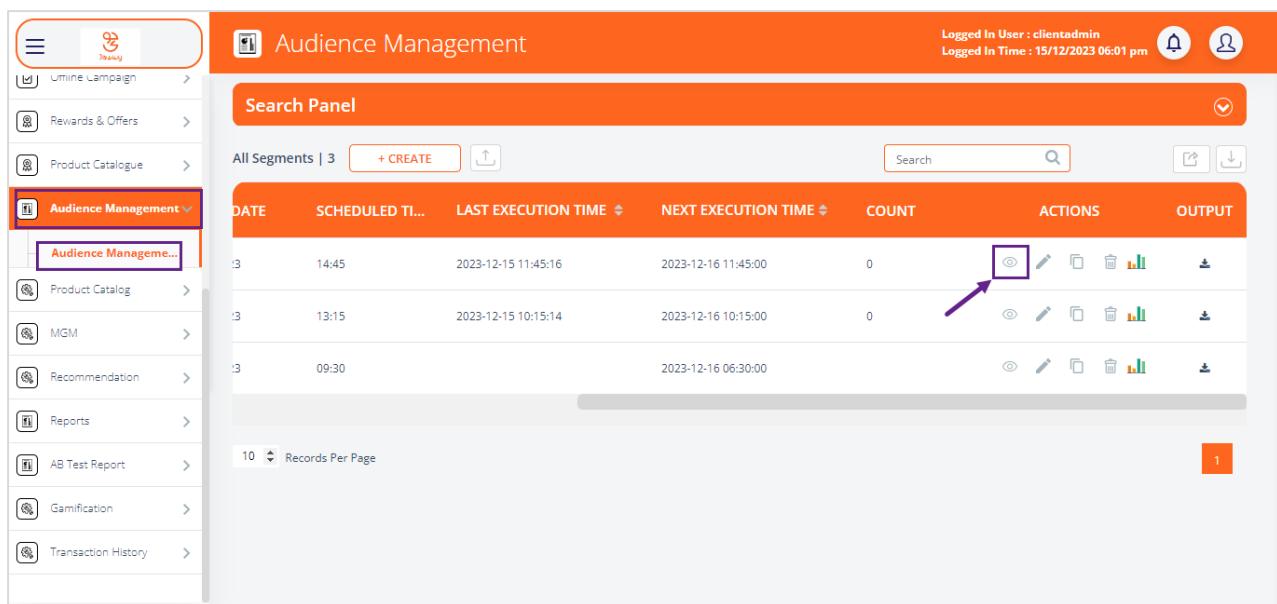
Figure 529 Segment

For more details about adding rules and schedules, see the section [**Rule Editor**](#).

20.2 View Audience

Using this view option, you can view the audience details.
To view audience detail,

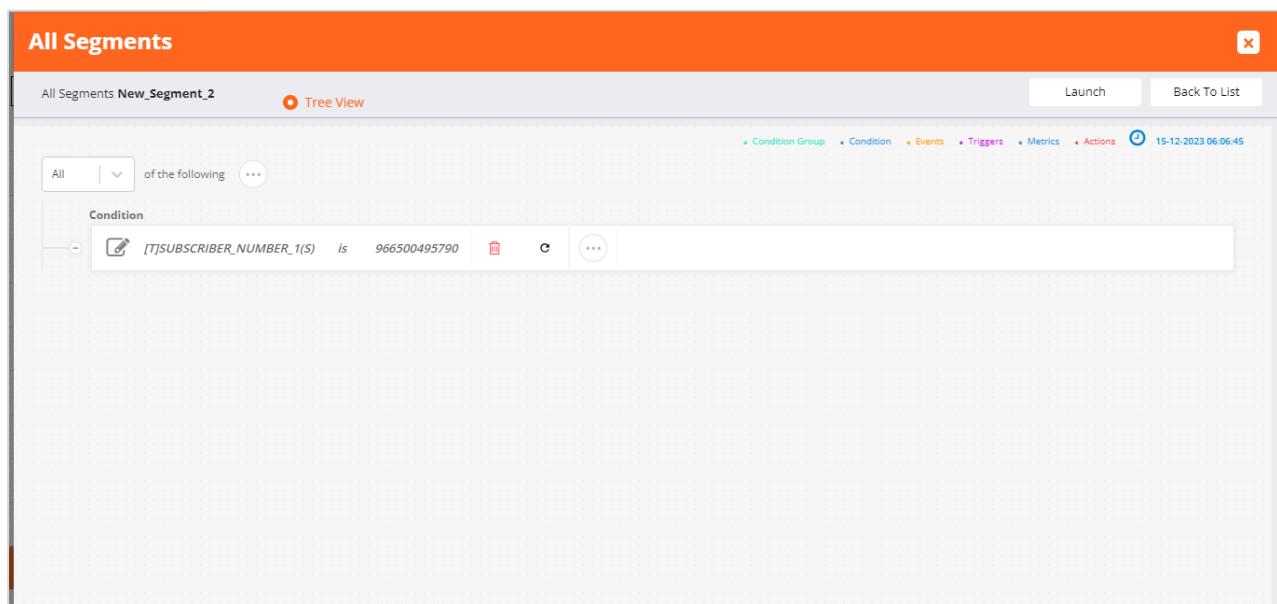
- On the **Audience Management** screen, click the **View** button  to create a new audience.
Refer to the following screen.



The screenshot shows the Audience Management interface. On the left is a sidebar with various options like 'Umine Campaign', 'Rewards & Offers', 'Product Catalogue', and 'Audience Management'. The 'Audience Management' option is selected and expanded, showing a sub-menu with 'Audience Management...', 'Product Catalog', 'MGM', 'Recommendation', 'Reports', 'AB Test Report', 'Gamification', and 'Transaction History'. The main area is titled 'Audience Management' and contains a 'Search Panel' with a search bar and download buttons. Below is a table with columns: DATE, SCHEDULED TI..., LAST EXECUTION TIME, NEXT EXECUTION TIME, COUNT, ACTIONS, and OUTPUT. There are three rows of data. A purple arrow points to the 'View' icon (an eye symbol) in the 'Actions' column of the first row.

Figure 530 Audience Management – View Button

- After clicking the **View** button, the following screen is displayed.



The screenshot shows the 'All Segments' screen. At the top, there's a header with 'All Segments New_Segment_2' and a 'Tree View' button. Below is a toolbar with 'Launch' and 'Back To List' buttons. The main area has tabs for 'Condition Group', 'Condition', 'Events', 'Triggers', 'Metrics', and 'Actions'. A date '15-12-2023 06:06:45' is also shown. A condition editor is open, showing a 'Condition' section with a dropdown menu 'All' and a condition 'SUBSCRIBER_NUMBER_1(S) is 966500495790'. A purple arrow points to the 'Condition' tab in the toolbar.

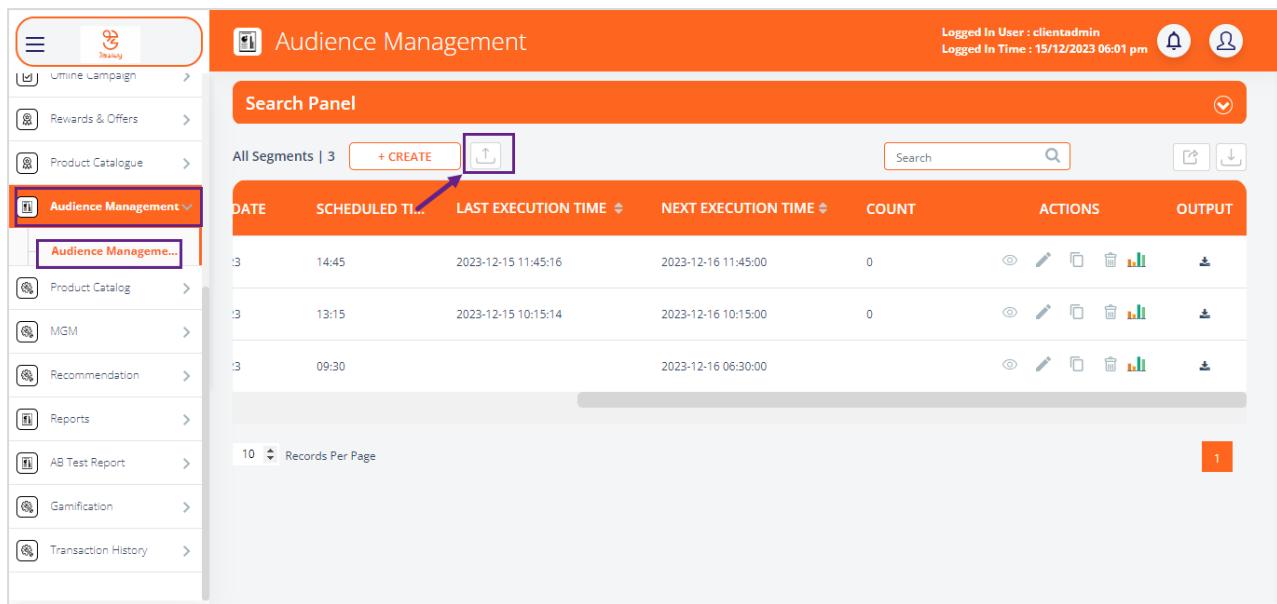
Figure 531 All Segments

- You can view segment details such as Conditions, Actions, and Values.

20.3 Upload Rule

Using this option, you can upload the audience management rule from the file. To manage the upload rule,

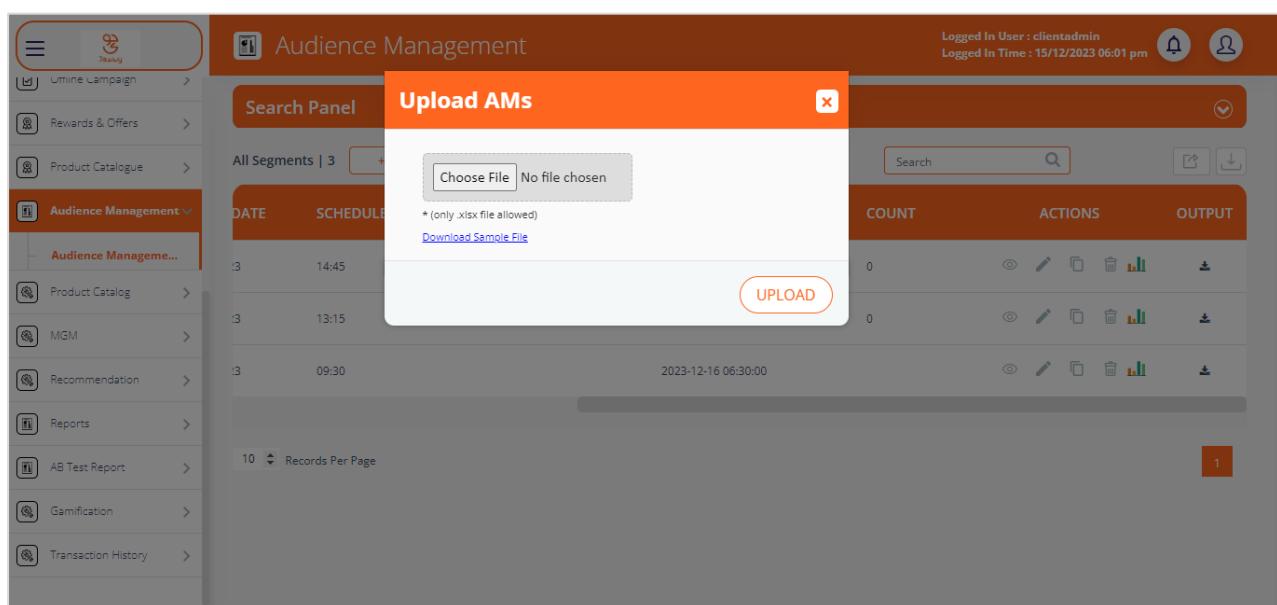
- On the **Audience Management** screen, click the **Upload** button  to upload a rule for audience management. Refer to the following screen.



The screenshot shows the Audience Management module. On the left is a sidebar with various campaign-related options like Ummi Campaign, Rewards & Offers, Product Catalogue, and Audience Management. The Audience Management option is selected and expanded, showing sub-options like Audience Management, Product Catalog, MGM, Recommendation, Reports, AB Test Report, Gamification, and Transaction History. The main area is titled 'Audience Management' and contains a 'Search Panel' with a 'Create' button and an 'Upload' button highlighted with a purple arrow. Below the search panel is a table listing three audience segments with columns for Date, Scheduled Time, Last Execution Time, Next Execution Time, Count, Actions, and Output. At the bottom, there's a pagination section showing '10 Records Per Page' and a page number '1'.

Figure 532 Audience Management – Upload Button

2. After clicking the **Upload** button, the following screen will be displayed.



This screenshot shows the 'Upload AMs' modal window overlaid on the Audience Management interface. The modal has a title bar 'Upload AMs' with a close button. Inside, there's a 'Choose File' button with 'No file chosen' text, a note '(only .xlsx file allowed)', and a 'Download Sample File' link. Below these are two rows of data with columns for COUNT, ACTIONS, and OUTPUT. At the bottom right of the modal is a large orange 'UPLOAD' button.

Figure 533 Upload Ams

3. Enter the following information in the corresponding fields. If fields marked with “!” are mandatory.

Field	Description
Choose File	<p>Click the Choose File button to upload the sample file.</p> <ul style="list-style-type: none"> Click the Download Sample file to download the sample file. <p>The following is the sample file:</p>

Field	Description
	 Sample_AM_Rule.xlsx Note: only .xlsx file allowed.

4. After uploading the file, the following screen is displayed.

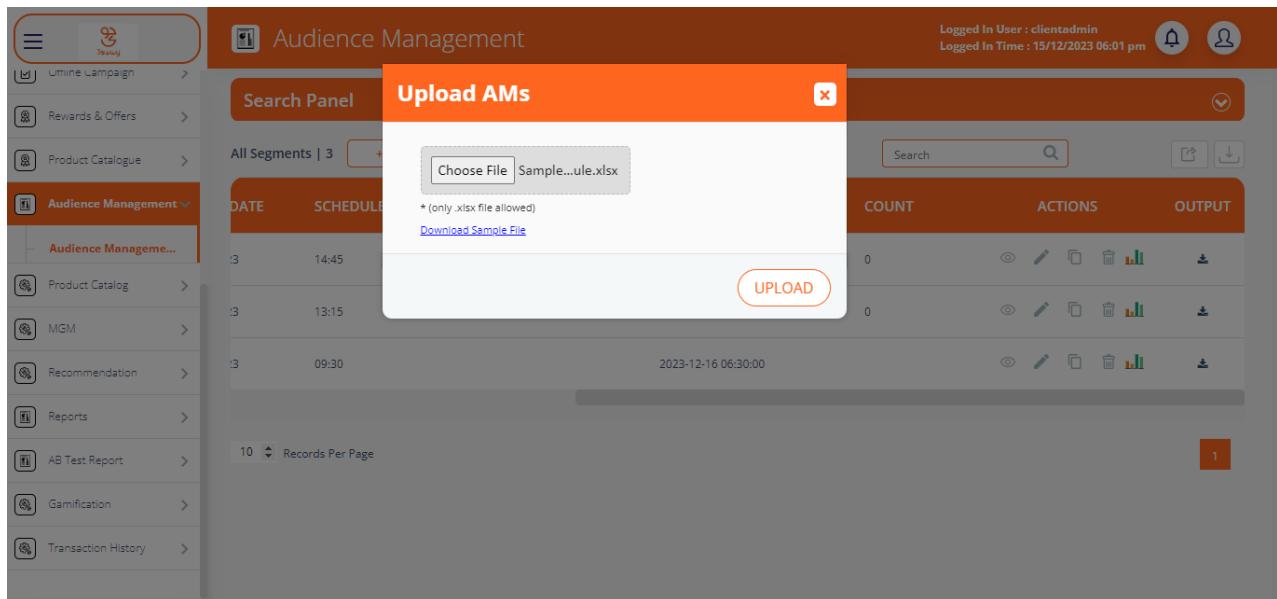


Figure 534 Upload AMs – Uploaded File

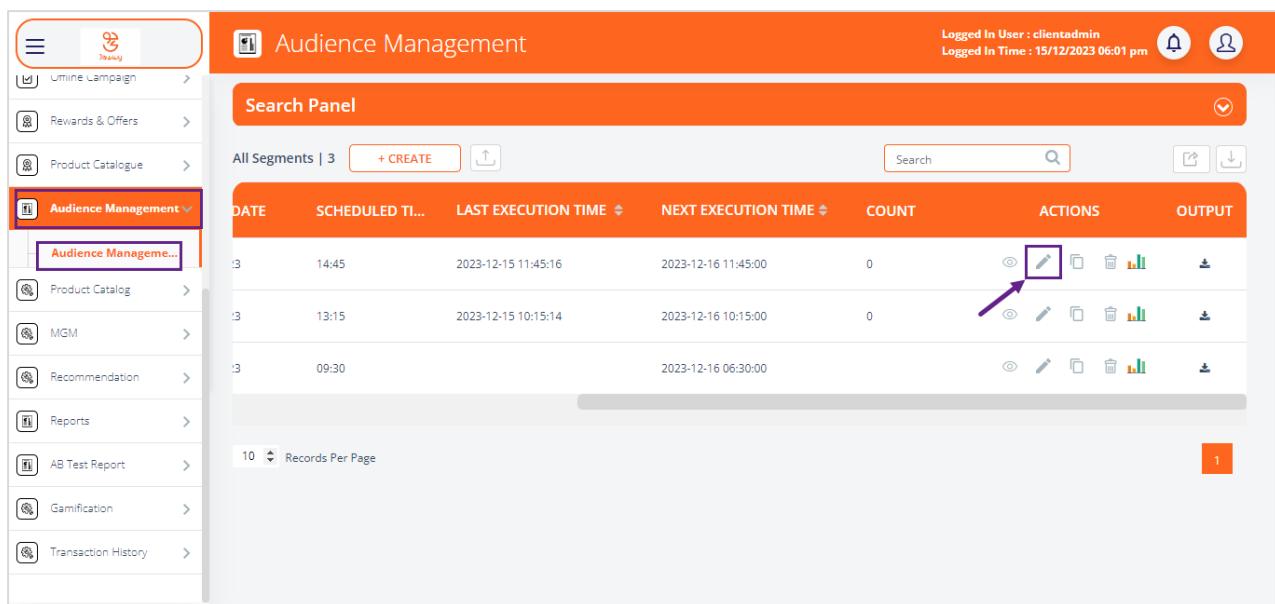
5. Click the **Upload** button to upload the file. The following upload status file will be downloaded.



20.4 Modify Audience

Using this modify option, you can modify the existing audience. To modify the audience,

1. On the **Audience Management** screen, click the **Modify** button  to modify the audience details. Refer to the following screen.



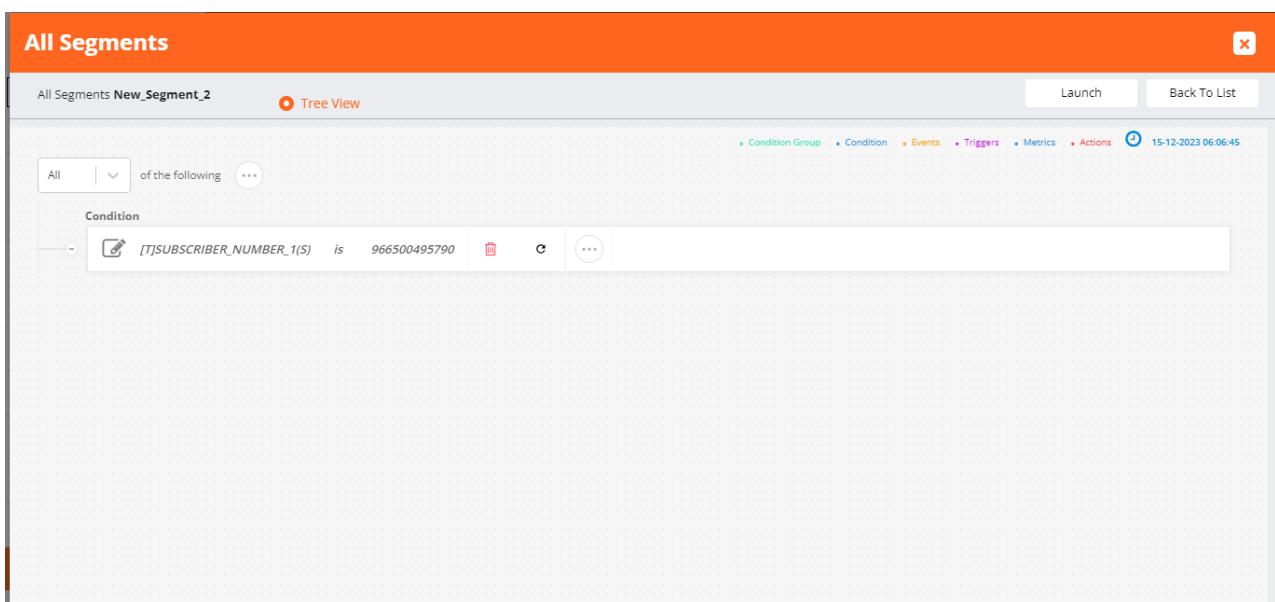
The screenshot shows the Audience Management interface. On the left is a sidebar with various options like Umine Campaign, Rewards & Offers, Product Catalogue, and Audience Management (which is selected). The main area is titled 'Audience Management' and contains a 'Search Panel'. Below it is a table with columns: DATE, SCHEDULED TI..., LAST EXECUTION TIME, NEXT EXECUTION TIME, COUNT, ACTIONS, and OUTPUT. There are three rows of data. A purple arrow points to the 'Modify' icon (pencil) in the first row's Actions column.

DATE	SCHEDULED TI...	LAST EXECUTION TIME	NEXT EXECUTION TIME	COUNT	ACTIONS	OUTPUT
13	14:45	2023-12-15 11:45:16	2023-12-16 11:45:00	0		
13	13:15	2023-12-15 10:15:14	2023-12-16 10:15:00	0		
13	09:30		2023-12-16 06:30:00			

10 Records Per Page

Figure 535 Audience Management – Modify Button

- After clicking the **Modify** button, the following screen is displayed.



The screenshot shows the 'All Segments' screen. At the top, there's a header with 'All Segments New_Segment_2' and a 'Tree View' button. Below the header is a search bar with 'All' and 'of the following' dropdowns. The main area is titled 'Condition' and shows a single condition: '[T]SUBSCRIBER_NUMBER_1(S) is 966500495790'. There are tabs at the bottom for Condition Group, Condition, Events, Triggers, Metrics, and Actions, along with a timestamp '15-12-2023 06:06:45'.

Figure 536 Modify - Segment Screen

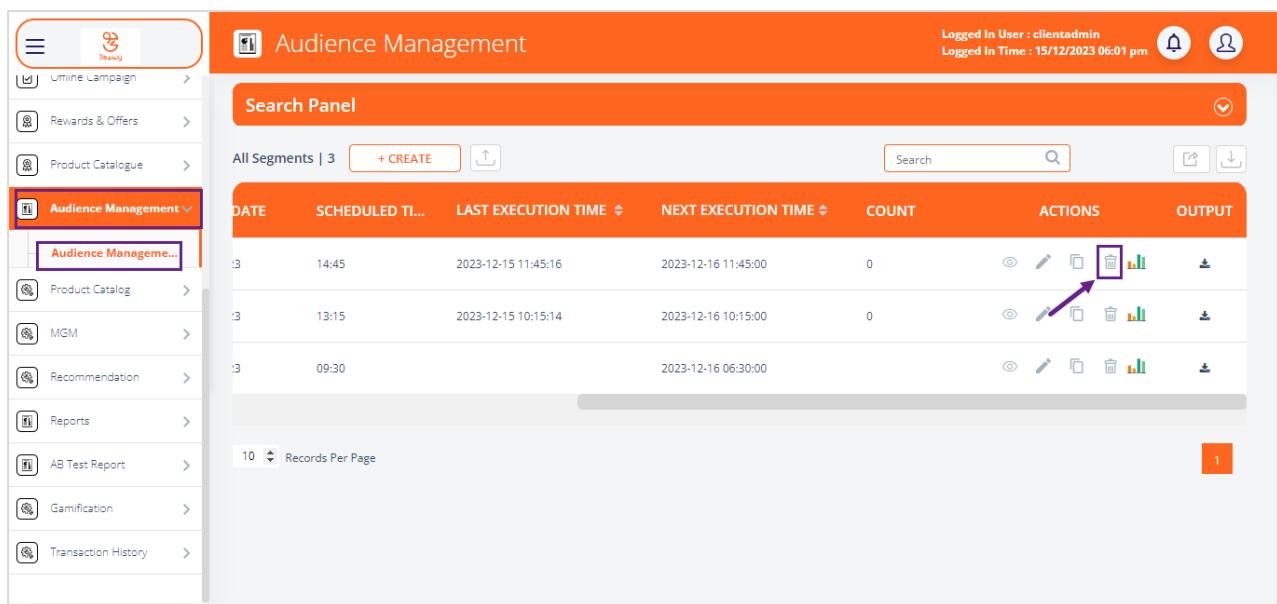
- Modify the required fields.
- Click **Launch** to launch the segment.

For more information about the Launch Segment, see the section [Action](#).

20.5 Delete Audience

Using this delete option, you can delete audience details.
To delete the audience,

- On the **Audience Management** screen, click the **Delete** button to delete the audience details. Refer to the following screen.

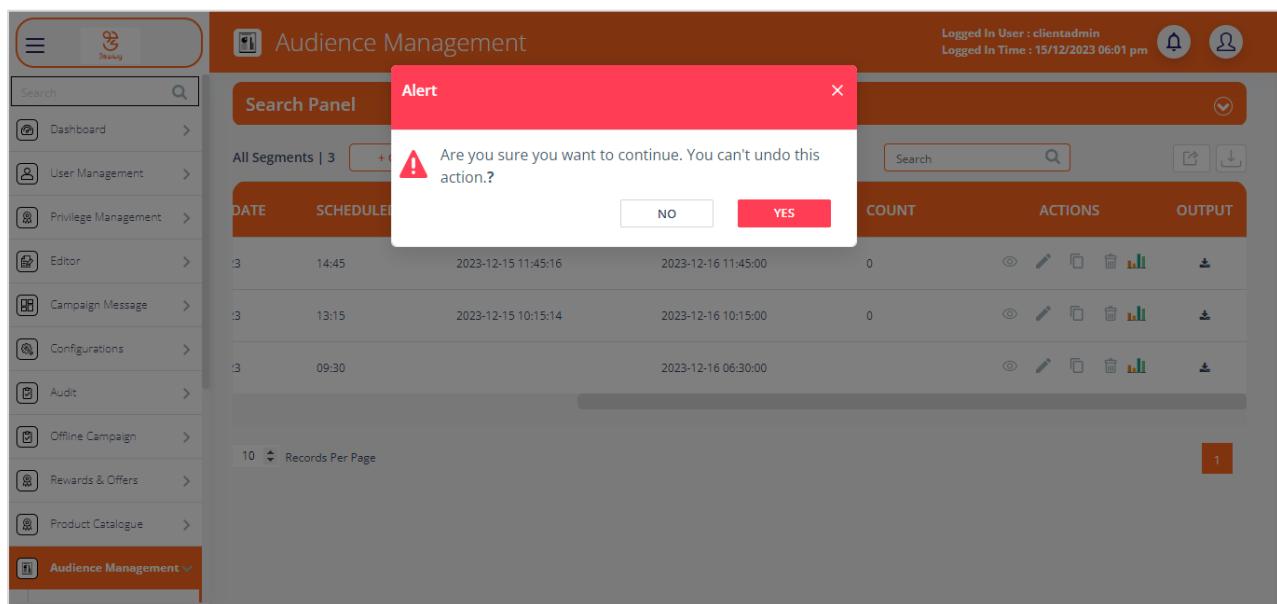


The screenshot shows the Audience Management search panel. On the left is a sidebar with various menu items. The main area displays a table of audience segments. The third segment in the list has its delete icon highlighted with a purple box and an arrow pointing to it.

DATE	SCHEDULED TI...	LAST EXECUTION TIME	NEXT EXECUTION TIME	COUNT	ACTIONS	OUTPUT
13	14:45	2023-12-15 11:45:16	2023-12-16 11:45:00	0		
13	13:15	2023-12-15 10:15:14	2023-12-16 10:15:00	0		
13	09:30		2023-12-16 06:30:00			

Figure 537 Audience Management – Delete Button

2. After clicking the **Delete** button, the following screen is displayed.



The screenshot shows the Audience Management search panel with an alert dialog box overlaid. The dialog box contains the message: "Are you sure you want to continue. You can't undo this action?". It has two buttons: "NO" and "YES". The "YES" button is highlighted with a purple box and an arrow pointing to it.

Figure 538 Audience Management – Delete Confirmation Message

3. If you receive the message, "**Are you sure you want to continue? You can't undo this action**", click "**Yes**" to confirm the action.

A confirmation message is displayed, indicating that the record is deleted successfully.

Or

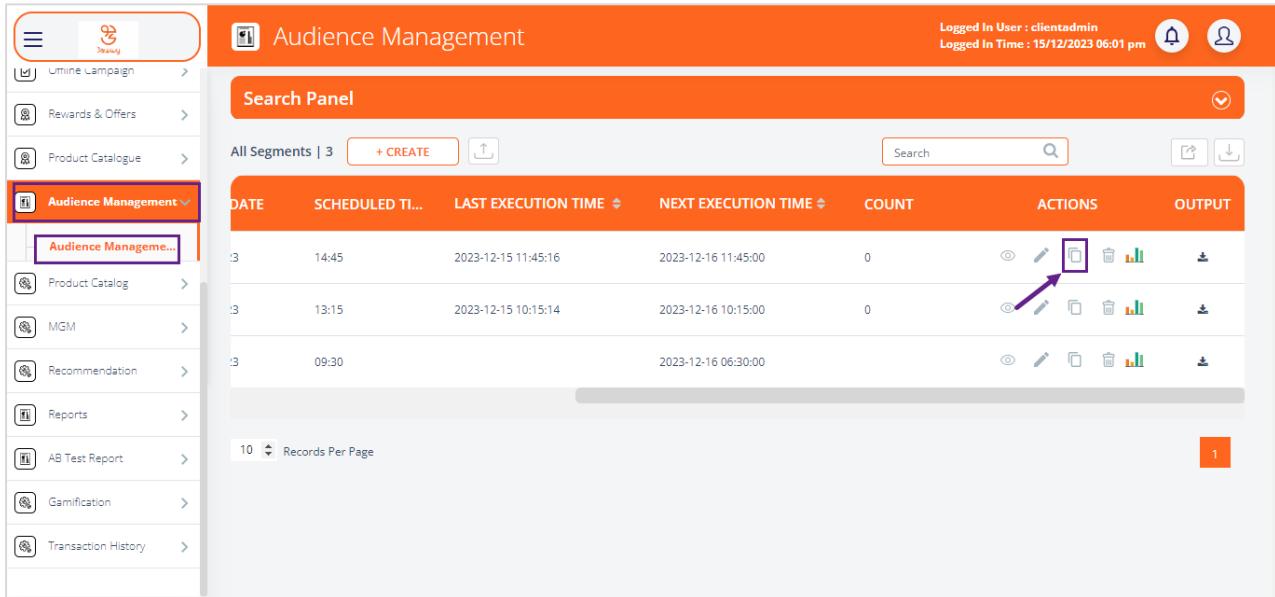
Click "**No**" to cancel the action.

20.6 Copy Audience

Using this copy option, you can copy audience details.

To copy the audience,

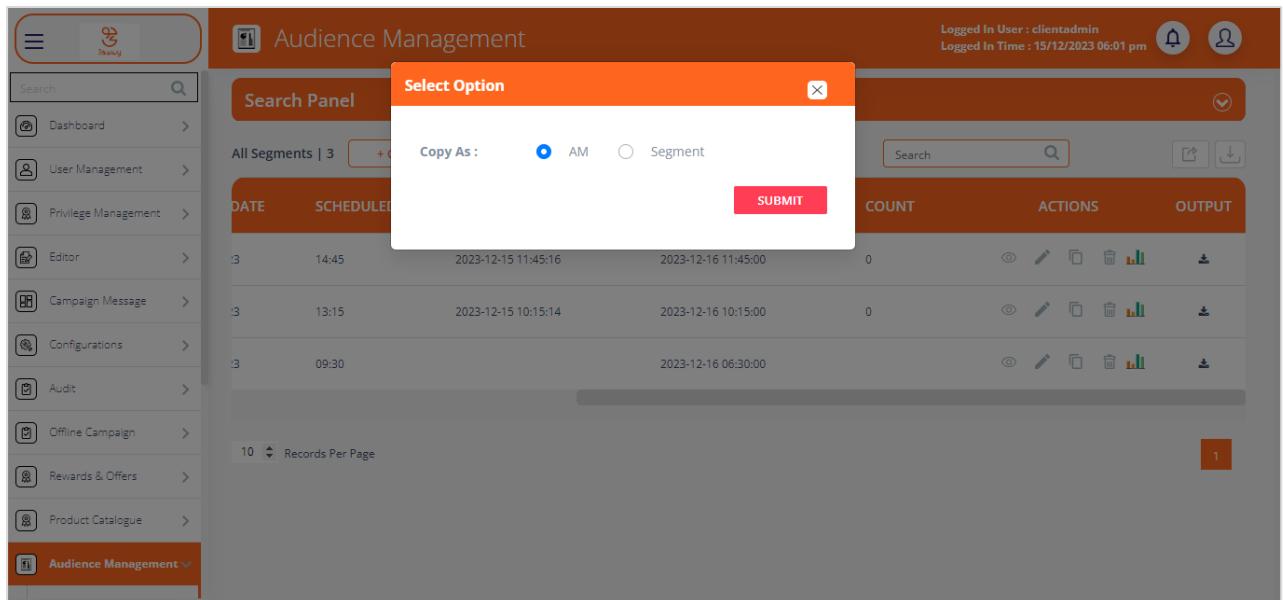
1. On the **Audience Management** screen, click the **Copy** button  to copy the segment to another instance. Refer to the following screen.



The screenshot shows the Audience Management interface. On the left is a sidebar with various campaign-related options. The main area displays a table of audience segments. The first segment in the list has its 'Actions' column highlighted with a purple box, and a purple arrow points specifically to the 'Copy' icon (a clipboard with a pencil). The table columns include DATE, SCHEDULED TI..., LAST EXECUTION TIME, NEXT EXECUTION TIME, COUNT, ACTIONS, and OUTPUT.

Figure 539 Audience Management – Copy Button

2. After clicking the **Copy** button, the following screen is displayed.



This screenshot shows the Audience Management screen with a modal dialog titled "Select Option" overlaid. The dialog contains two radio button options: "Copy As : AM" (selected) and "Segment". Below the radio buttons is a "SUBMIT" button. The background shows the same audience segment list as Figure 539, but it is dimmed, indicating it is not the active screen. The sidebar on the left remains visible.

Figure 540 Segment – Copy Button

3. Select the option as “AM” or “Segment”.
4. Click **Submit**. The following screen will be displayed.

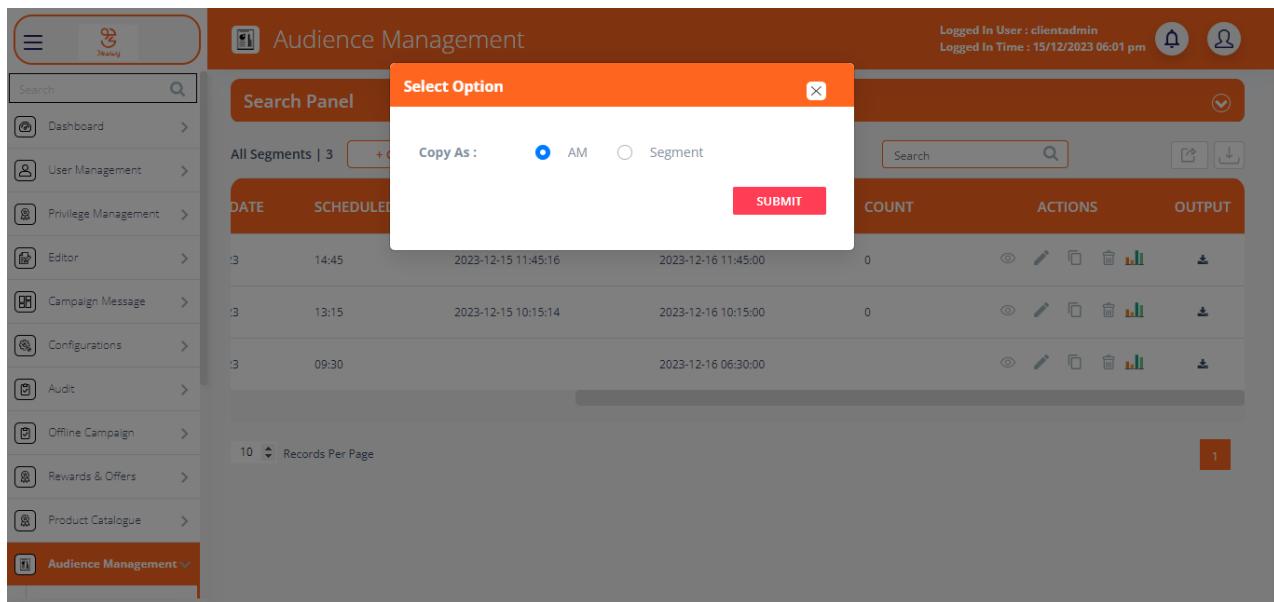


Figure 541 Audience Management – Segment Option

5. Click Launch.

For more details about the Launch Segment, see the section [Action](#).

A confirmation message is displayed, indicating that the segment is copied successfully.