```
                    ┌─────────────────────┐
                    │  Files upload (SFTP) │
                    └──────────┬──────────┘
                               │
                               ▼
        ┌──────────────────────────────────────────┐
        │ Auditor will decide which document the     │
        │ agent should receive, (zone wise/ segment  │
        │ wise or percentage wise/currency wise)     │
        └──────────────────┬─────────────────────────┘
                           │
                           ▼
              ┌────────────────────┐                          ┌──────────────────────┐
    ┌────────▶│ Agent wise incident │◀─────────────·············│  Auto email to agent │
    │         │     generation      │◀──┐                       │   (incident number)  │
    │         └──────────┬──────────┘   │                       └──────────────────────┘
    │                    │              │
    │                    ▼              │
    │         ┌────────────────────┐    │
    │         │ Document upload by  │    │
    │         │       agent         │    │
    │         └──────────┬──────────┘    │
    │                    │               │
    │                    ▼               │                      ┌──────────────────────┐
    │         ┌────────────────────┐     │          ············│ Auto email to TCIL   │
    │         │ TCIL user checks    │─────┼──────────           │ user (document upload)│
    │         │     document        │     │                     └──────────────────────┘
    │         └──────────┬──────────┘     │
    │                    │                │
    │                    ▼                │
    │                ◇────────◇           │   ╭──────────╮
    │               ╱ Submit or ╲─────────┴──▶│ Rejection│
    │               ╲  Reject?  ╱            ╰──────────╯
    │                ◇────────◇
    │                    │  ╭────────╮
    │                    │  │ Submit │
    │                    ▼  ╰────────╯
    │         ┌────────────────────┐
    │         │ Auditor checks      │
    │         │     document        │
    │         └──────────┬──────────┘
    │                    │   ╭──────────╮
 ╭─────────╮             │   │ Approved │
 │ Rejected│             ▼   ╰──────────╯
 ╰─────────╯        ◇────────◇                                 ┌──────────────────────┐
    │              ╱ Approval ╲··········································│ Auto email to agent  │
    └──────────────╲    or    ╱                                 │  (approval/rejection)│
                    ╲Rejected?╱                                 └──────────────────────┘
                     ◇──┬───◇
                        │
                        ▼
              ┌────────────────────┐
              │     Audit Done      │
              └────────────────────┘
```

Steps:

1. File upload through SFTP , on which 30% of transactions based on higher Value will be send of uploading document , which should cover 70% volume of transaction. Email send to partner for upload documents once incident created.

2. After Uploading Audit file agent wise incident number should be generated.

3. Generated incident flow to agent and agent should upload documents as per incident.

4. After uploading documents by agents it's should be flow to TC User for approval and once TC user will approve then it should flow to super approval Auditor. (Scenario 1)

5. After uploading documents by agents it should flow to TC User and Auditor (Both)

6. TC User has only rights to reject which directly flow to agent again and auditor has both the rights Approve and Reject which again flow to agent if any rejection done.

7. After successful approval case (Audit report) should to be closed.

Report

1. Full report on many documents we have.

2. Incident number generation.

3. Document Upload (total).

4. TCIL users Submit and Rejected.

5. Auditor Approval and Rejection.

6. Final Audit.

Assumption

30 agents (HO)

1050 agent branches (1 agent-35 branches)

Total Doc- 72115 Q2 financial year(July, Aug,Sept)

July-18117

Aug-25598

Sep-28400

Auditor will decide which document the agent should receive,

auditor will decide Zone wise and segment (BTQ, Business, Employement, Stdent wise)