

**Product Person Name:** Mohit Pinjani

**POD Name:** Product Delivery - Placements/Job Panel

**Closing Date:** 07th March 2022

**Version:** 01

**Impacted Apps:** T&P CRM Panel

**KPIs (Key Performance Indicator):** NA

**User Stories**

* As a Placement POC, I want an email to be sent to the aspirant when I call the aspirant and when the call is connected.
* As a Placement POC, I want an email to be sent to the aspirant when I call the aspirant and the aspirant could not pick up the call or is busy (1st time)
* As a Placement POC, I want an email to be sent to the aspirant when I call the aspirant and the aspirant could not pick up the call or is busy (2nd time)
* As a placement POC, I want to receive a reminder email within 2 hours when I don’t call back the aspirant under the TAT time given i.e. 3 hours.
* As a placement POC, I want to receive a reminder email after the TAT time is over when I don’t call back the aspirant.
* As a placement POC, I want to have a “Recall” button in the “Recent Placement Calls” just like in Career Coaches Call.
* As a placement POC, I want to have a “Resolvel” button in the “Recent Placement Calls” just like in Career Coaches Call.

**Feature Details**

As a Placement POC, I want an email to be sent to the aspirant when I call the aspirant and when the call is connected.

**Detailed Description**

1. When a placement poc calls the aspirant and when the call is connected and after the call ends, there should be an automatic email sent to both the aspirant as well as the placement poc.
2. As soon as the call is connected, the Call Status is automatically updated as “Answered”.
3. **Trigger -** Marked as “Answered” under Call Status in Recent Placement Calls
4. **Communication instance to be triggered -** Email
5. **Email content link -** [Call picked by aspirant-aspirant](https://docs.google.com/document/d/1P4j8VyHkLTmKtKmNEfMngi994gbABQO1Vt6JIFht8i8/edit)
6. **Email to be tagged in CC -** [dhawal@expertrons.com](mailto:dhawal@expertrons.com), [mateen@expertrons.in](mailto:mateen@expertrons.in), [simran.m@exprtrons.in](mailto:simran.m@exprtrons.in), [aravind.s@expertrons.com](mailto:aravind.s@expertrons.com)

**Feature Details**

As a Placement POC, I want an email to be sent to the aspirant when I call the aspirant and the aspirant could not pick up the call or is busy (1st time)

**Detailed Description**

1. When a placement poc calls the aspirant and if the aspirant is busy or if the aspirant could not pick up the call, there should be an automatic email sent to both the aspirant as well as the placement poc.
2. In total, the placement poc will try two times to reach out to the aspirant.
3. This scenario will be the first time where placement poc will try to call the aspirant.
4. Call Status will automatically be marked as “Not Answered” if the call is not connected.
5. **Trigger -** Marked as “Not Answered” under Call Status in Recent Placement Calls
6. **Communication instance to be triggered -** Email
7. **Email content link -** [Call not picked by aspirant-aspirant](https://docs.google.com/document/d/1w0nOCpLflab3mCQRp_mnJXa4emSGglJ6D1W38WEHHKs/edit)
8. **Email to be tagged in CC -** [dhawal@expertrons.com](mailto:dhawal@expertrons.com), [mateen@expertrons.in](mailto:mateen@expertrons.in), [simran.m@exprtrons.in](mailto:simran.m@exprtrons.in), [aravind.s@expertrons.com](mailto:aravind.s@expertrons.com)

**Feature Details**

As a Placement POC, I want an email to be sent to the aspirant when I call the aspirant and the aspirant could not pick up the call or is busy (2nd time)

**Detailed Description**

1. When a placement poc calls the aspirant again for the second time and if the aspirant is busy or if the aspirant could not pick up the call, there should be an automatic email sent to both the aspirant as well as the placement poc.
2. In total, the placement poc will try two times to reach out to the aspirant.
3. This scenario will be the second time where the placement poc will again try to call back the aspirant.
4. Call Status will automatically be marked as “Not Answered” if the call is not connected.
5. If the POC calls back for the second time to the aspirant, the entry of that call would be automatically generated and displayed along with the other call logs as shown below.



1. **Trigger -** Marked as “Not Answered” under Call Status in Recent Placement Calls
2. **Communication instance to be triggered -** Email
3. **Email content link -** [Call not picked by aspirant again-aspirant](https://docs.google.com/document/d/1XQW88IS7rpza2KdXQmxVSj5oueb53vPEHuZJKjZf5xU/edit)
4. **Email to be tagged in CC -** [dhawal@expertrons.com](mailto:dhawal@expertrons.com), [mateen@expertrons.in](mailto:mateen@expertrons.in), [simran.m@exprtrons.in](mailto:simran.m@exprtrons.in), [aravind.s@expertrons.com](mailto:aravind.s@expertrons.com)

**Acceptance Criteria**

1. The calls can be done consecutive number of times irrespective of the day and date,
2. If the aspirant does not pick up the call on the first time, the call status will be marked as “Not Answered”.
3. If the aspirant does not pick up the call on the second time, the call status will still be marked as “Not Answered”.
4. This can go up to “N” number of times till the aspirant does not pick up the call.
5. New call entries will be dynamic depending on the number of times the poc has made a call to the aspirant
6. New call log/entries will be saved along with the other call logs under “Recent Calls”

**Feature Details**

As a placement POC, I want to receive a reminder email within 2 hours when I could not call back the aspirant under the TAT time given i.e. 3 hours.

**Detailed Description**

1. A reminder email should be automatically sent to the placement poc within 2 hours of the TAT time if the placement poc has to call back the aspirant and has not called back within 3 hours of TAT time.
2. The reminder email will be sent within 2 hours to the placement poc.
3. Here, the email should be sent within the TAT time.
4. **Trigger -** No entry in "Recent Placement Calls" 2 hours after the first Placement Call
5. **Communication instance to be triggered -** Email
6. **Email content link -** [Call not Placed by POC (2 hours) - Placement POC](https://docs.google.com/document/d/1Vdif7DRZWTsfXisde4JWiSBQp_todpHpG0T009A4GCo/edit?usp=sharing)
7. **Email to be tagged in CC -** [dhawal@expertrons.com](mailto:dhawal@expertrons.com), [mateen@expertrons.in](mailto:mateen@expertrons.in), [simran.m@exprtrons.in](mailto:simran.m@exprtrons.in), [aravind.s@expertrons.com](mailto:aravind.s@expertrons.com)

**Feature Details**

As a placement POC, I want to receive a reminder email after the TAT time is over when I don’t call back the aspirant.

**Detailed Description**

1. A reminder email should be automatically sent to the placement poc after the TAT time is over if the poc is not able to call back the aspirant within the TAT time.
2. The TAT time is 3 hours.
3. When the TAT time is over and the poc has failed to call back the aspirant, then an automatic reminder email should be sent to the placement poc.
4. Here, the email should be sent as soon as the TAT time is over.
5. **Trigger -** No entry in "Recent Placement Calls" 3 hours after the first Placement Call
6. **Communication instance to be triggered -** Email
7. **Email content link -** [Call not placed by POC-Placement-POC](https://docs.google.com/document/d/1byNTCZagRgg7DqglNwfE6w1ZJi-gXISXXPK-a1OnWhA/edit)
8. **Email to be tagged in CC -** [dhawal@expertrons.com](mailto:dhawal@expertrons.com), [mateen@expertrons.in](mailto:mateen@expertrons.in), [simran.m@exprtrons.in](mailto:simran.m@exprtrons.in), [aravind.s@expertrons.com](mailto:aravind.s@expertrons.com)

**Feature Details**

As a placement POC, I want to have a “Recall” button in the “Recent Placement Calls” just like in Career Coaches Call.

**Detailed Description**

1. Currently, there is no Recall button under the Recent Placement Calls tab.
2. We want to add a Recall button under the Recent Placement Calls tab just like we have in the Career Coaches call tab.
3. This will help the placement POC to call back to the aspirant from the Recent Placement Calls tab itself.
4. There will be no new entry made of the call that has been placed again to the aspirant. Instead, it will update in the same entry.
5. The “Action” status will be marked as “Done" when the placement poc clicks on the “Resolve” button and updates the comment box.
6. We will show the “Recall” button till the time the placement poc has clicked on the “Resolve” button and updated the comment box.
7. As soon as the “Resolve” button is clicked, there will be an email automatically triggered.
8. Now, the comment that has been updated by the placement poc in the comment box will be mapped to this email and will be sent in the body content of the email.
9. Along with the email, this comment will also be updated and shown in the “Track Activities” tab.