

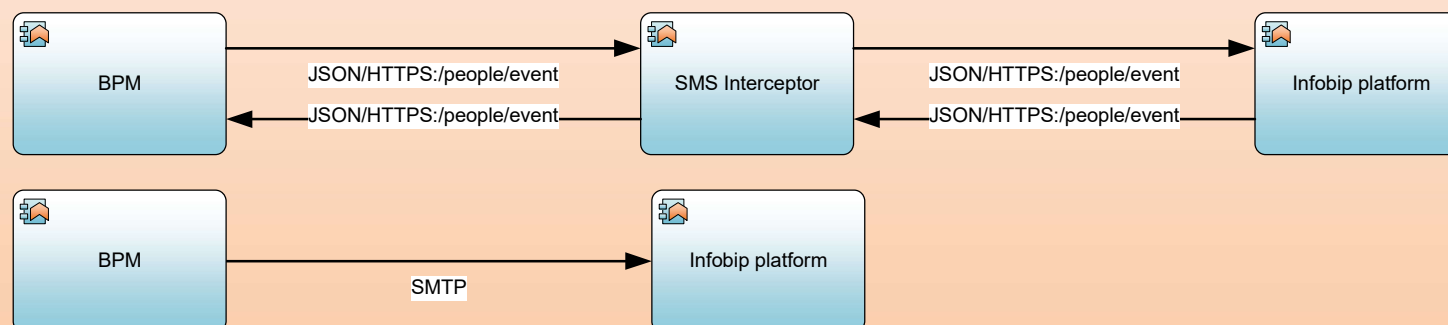
BPM SMS Migration

- BPM will fetch the CIF details from Finacle before sending the SMS/Email communication.
- BPM will form the people event API and call the SMS interceptor to trigger the flow and corresponding communication..
- CIF details, Alert ID and dynamic values required for the template are to be shared in the API along with application name as BPM in the source header of the API request.

Sample URL: `https://<host_url>/peopleevents/2/persons/{CCIF.RCIF}/definitions/{BPMATMDIS}/events`

Sample dynamic Values: "properties": {
 "DISPUTE_RELATED": "<Dispute Related To>",
 "WI_NAME": "<WI Number>",
 "CARD_CODE": 6547
 "SLA_TAT" : "5" }

- The CCIF in case of Corporate customer will need to be used to create CCIF.RCIF for any communications currently being shared with RCIF profile of corporate user.
- For existing Corporate communications to CCIF, CCIF.CCIF will need to be formed.
- For existing retail communications, RCIF.RCIF will need to be formed by BPM system.
- For Emails linked to the same event as SMS and having no attachment, Email templates are to be configured in Infobip.
- Emails that are not linked to SMS or having attachment must be routed via mGate proxy to Infobip SMTP server.



- The call to SMS Interceptor API is to be developed as a reusable library. The library is to be initialized with host URL and properties of the database to maintain the audit table and the number of retry attempts.

BPM SMS Migration

- In case of SMS communications to any non customer (no CIF) entity, the SMS API to be used that takes mobile number and the message text as the request body parameters.



Sample URL: `https://<host_url>/sms/3/messages`

Sample Request Body: {
 "messages": [{"sender": "RAKBank",
 "destinations": [{"to": "<mobile number>" }],
 "content": {"text": "This is a sample message" } }]
}

Non Functional Requirements

- The communications sent to SMS interceptor is to be stored in an audit table that will contain at the minimum the below columns:
 - CIF-ID, Alert ID, Dynamic values/properties, status, No of attempts, create time, last update time, generated ID.
- The API calls to SMS interceptor are to be retried 3 times (configurable).
- The failed records will be marked with the failure reason where ever applicable.
- Utility to be developed to invoke the APIs for failed messages via a batch file. Batch should take the date range from which all the failed records will be retrigged.
- SMS Interceptor also will retry API call to Infobip in case of any network error or 5xx response code from Interceptor. In case of failure post 3 attempts, SMS interceptor will record the messages in separate table for manual retry of the message.
- CloudWatch dashboard and logs to be enabled to monitor node and pod utilizations, error and success rates, uptime etc. for SMS interceptor.