

**ATM DISPUTE**

**(IBPS TS workflow changes)**

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# **Introduction:**

ATM disputes are currently logged through the TS workflow in IBPS. The workflow has certain issues like NO TAT and Escalations report, no routing of cases between onsite and offsite team. Also addition of ATM support and clearing team to the workflow for removing work outside the workflow on emails.

# **Objective:**

This initiative aims to streamline the workflow and bring all teams involved in ATM dispute on the workflow and monitoring of TAT for all cases.

This will be a pre-requisite to provide enhanced customer experience to our customers as currently the TAT of 10 days is very high.

# **Current Process:**

Below is the current process followed for physical applications for Elite cases.

1. Contact centre user receives the call from customer informing about the ATM dispute. Branch user meets the customer informing about the ATM dispute. The user will log the request in TS workflow choosing Onsite/Offsite/Switch GCC ATM, ATM id, transaction amount etc.
2. The work item gets routed to branch queue or Customer fulfilment queue basis the type of ATM selected.
3. Branch user or customer fulfilment user will investigate the case.
4. Basis the findings of the investigation the case is closed

A diagram of a computer

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# **Requirements:**

* Addition of another channel for RM’s and Elite support team to initiate cases.
* Additional fields to be captured for routing of case to onsite or offsite ATM(some ATM though situated onsite are handled at offsite)
* Currently case initiated by branch user moves directly to archival, the case to be routed to onsite or offsite queue basis the ATM type selected. Branch to have option to assign the case to another branch
* Option to route cases assigned to onsite to offsite and vice-versa. Also return to branch queue to have option to assign case to offsite or onsite overwriting the previous selection.
* Field “dispute related to” to be made mandatory.
* Ageing report, Queue wise TAT, Overall TAT report channel wise) and escalation report to be built.
* Another queue “ATM support” to be added to the workflow. Offsite cases can be assigned to this queue to get data like video footage. The ATM support queue to be able to submit the work item back to offsite queue. File attachment needed at ATM support (Zip file only)
* Another queue Clearing to be added with decision as submit or ~~reject to initiator~~.refer to Atm dispute team
* Any cases where “dispute related to” field value is “cheque” case to be assigned to Clearing queue. For offsite cases.
* Switch/GCC cases to be assigned directly to onshore team. All other cases to be assigned to offshore team.
* Existing ATM report “TS\_ATM\_dispute” to be amended to show these additional fields (customer name, transaction date, transaction time, remarks captured in the work item.
* Another decision required for invalid disputes as “invalid dispute”.
* SMS content to be reviewed and amended at each stage.

Proposed To Be workflow for ATM dispute in IBPS TS workflow: A diagram of a company

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# **Exclusions**

NA

# **Impacted Systems**

IBPS TS workflow