

## RO Mobility Application- CRMC

### REQUIREMENT REPORTING & DETAILING

<b>Requirement Description / Scope</b>	<p><b>Description:</b></p> <p>The purpose of this document is to describe business requirement for developing RO mobility application (Desktop version and mobile app.) that caters a mobility solution for RO (field staff) which helps in working remotely and increase in efficiency. Few tasks/ Roles (not limited to this) are briefly mentioned below:</p> <ul style="list-style-type: none"> <li>• RO and SRC Tasks/ Role:</li> <li>• Agency Manager Tasks/ Role:</li> <li>• IBC Tasks/ Role:</li> <li>• CRMC Team Tasks/ Role:</li> </ul> <p><b>In Scope (Point-wise):</b></p> <ul style="list-style-type: none"> <li>• Mobile App development (android and iOS)</li> <li>• Desktop Version Development</li> <li>• Enabling chat option</li> <li>• Offline data storage</li> <li>• Activity Page (Enable all user to share latest activity/ images/ posts/ feed)</li> <li>• Data Integration</li> <li>• Reporting / Dashboards</li> <li>• On-going support</li> <li>• Pop-up Notification/ alert</li> <li>• <b>Data Retention:</b> Data for at least 5 years to be visible in reports/ dashboard (<i>Archiving required for rest data</i>)</li> <li>• <b>Data Privacy/ security Policy</b></li> </ul>
<b>Business Objective *</b>	<p>To ensure that the complete end-to-end automation of RO and SRC function/ tasks which ensures automatic target assignments, tracking and allows user to increase efficiency. Business wishes to go paperless target assignments and perform systemically tracking of complete process and recovery ratios.</p>
<i>Impact on business if <u>not</u> implemented *</i>	<ul style="list-style-type: none"> <li>- Non-standard file preparation across different IBCs/agencies</li> <li>- Manual remarks update from agency to IBC</li> <li>- Save cost of stationary and avoid manual work</li> <li>- Wastage of time and Resources</li> </ul>

<b>Reported By *</b> (Person)	Naseem/Umer	<b>Reported By *</b> (Department)	CRMC	<b>Development Contract to *</b>	Telenor
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## RO Mobility Application- CRMC

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Telenor Pakistan is 100% owned by the Telenor Group, the company awarded a GSM license in 2004, enabling it to build and operate a mobile network in Pakistan. Commercial services launched in 2005, and the company has since then been contributing to the sustainable development and empowerment of society through connectivity and digital enterprise solutions.

With more than 50 million subscribers, Telenor maintains market leadership through cutting-edge, integrated technology, the strongest brands and the largest portfolio of Digital Enterprise, VAS, ICT, IoT, and Connectivity solutions.

Telenor Pakistan's has a nationwide presence with corporate headquarters are in Islamabad, with regional offices in Karachi, Lahore, Faisalabad, Multan, Hyderabad, and Peshawar.



## RO Mobility Application- CRMC

### Detail of Scope

- KE has a network of IBC's (Integrated Business Centers) managed by their DPO's (Data Processing Officers).
- A total of 04 different agencies responsible for recoveries being assigned to them by KE DPO's.
- A field force of 491 users that are employed by the agencies to get door to door recovery. A total of 535 users will be onboarded (535 users divided among agencies and distributed as outline below;

1) **Field Staff Licenses (491):** These licenses are designated for field staff members (RO+SRC).

Agency Name	License Count
Central Facilitation Agency (CFA)	221
F.S Services Private Limited (FSL)	139
International Credit Information (ICIL)	50
IZAK	81
<b>TOTAL</b>	<b>491</b>

2) **Login IDs for Case Assignments and Performance Visibility (34):** These IDs will be used for case assignments and to provide performance visibility.

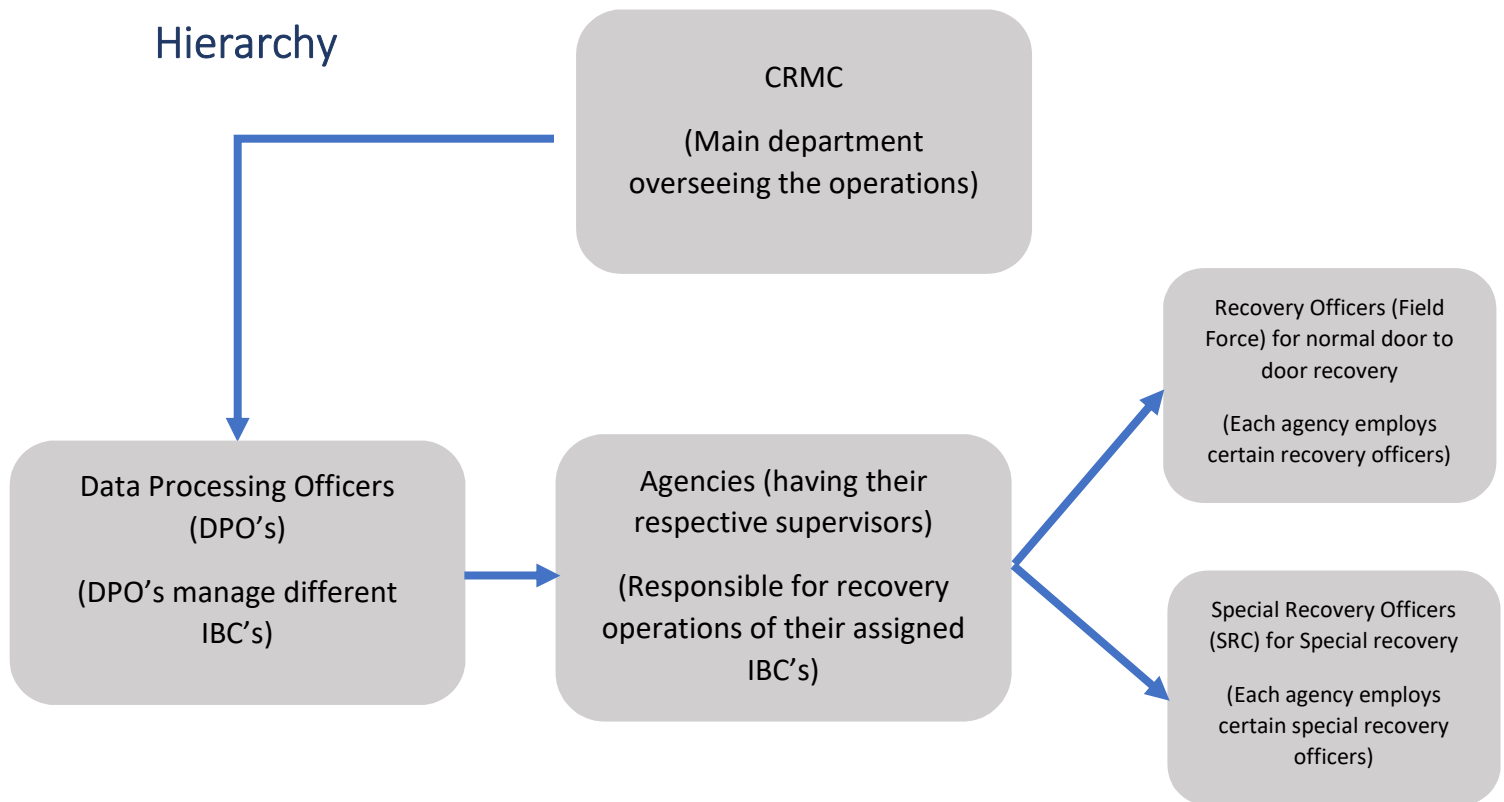
Now, regarding the access levels for the login IDs:

- **IBC Level Login ID (30):** Users with this login ID will have visibility into the performance of their respective IBC field staff.
- **Agency Level Login ID (10):** Users with this login ID will have visibility into the performance of all IBCs associated with their agency. If an agency is working in 10 IBCs, this login will grant access to the performance data of all 10 IBCs.
- **Cumulative Performance User Login ID (4):** This login ID will provide visibility of overall performance of all agencies with respect to their IBCs.

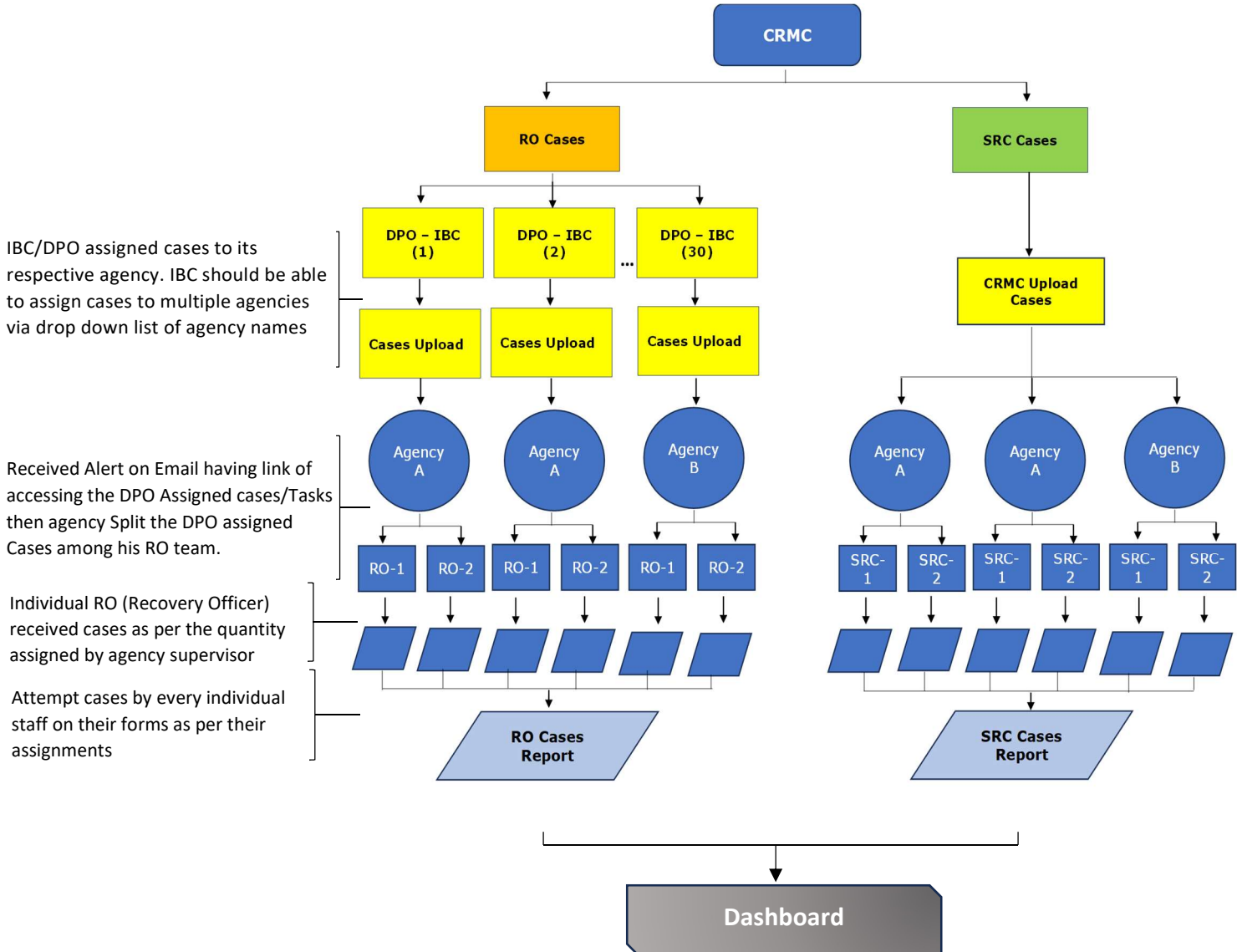
The basic flow of the mechanism being currently followed is:

- KE DPO's extract out list of customers in a standard format with respect to their IBC's and defaulter category through SAP.
- This list of customers is sent through email as well as through a physical printout to the respective agency responsible for that IBC.
- Based on the list of customers received through email and print out, the agency then manually assigns their field force for conducting door to door recovery operations.
- The field force, after conducting door to door recovery operations, fill out a standard feedback form manually stating the visit feedback and hand them to their respective agencies.
- The agencies then send this information through email as well as through physical print out back to KE's DPO.
- The DPO then updates the "Remarks" in SAP based on the information received from the agencies.

## Hierarchy



## Detailed Hierarchy



## Hierarchy (Additional Points)

- Multiple individuals report to a specific supervisor (who reports/ represents to a specific Agency). No case of one individual reporting to multiple supervisors.
- DPO (Data Processing Officer) reports to single IBC and DPO will upload cases and view performance of his/ her own IBC through multiple agency admin logins provided to them by the agency. There will be no consolidated view of performance or cases of all IBCs and agencies in a single view. Only agencies will have their respective logins with one DPO login for each which they can share with KE on own understanding. Telenor will contract with the respective agencies as agreed.

## Product Overview

Telenor Smart Team is a location-aware digital workspace that will allow business to sustain a productive workforce by modernizing and optimizing process of business.

The concept behind this application, is to provide a mobility solution that will allow the Recovery Officers to work effectively and without hassle, despite their extensive work movement.

This will allow a real time access to the complete information for the management & field force, all the while keeping the operational costs at minimal and having as little barrier to communication as possible.

Sr. No	Modules	Required Standard Features & Functionalities
1	<b>Workforce &amp; Performance Management Solution</b>	<ul style="list-style-type: none"> <li>• Hierarchy and teaming</li> <li>• Shifts and break management</li> <li>• Attendance and geofencing</li> <li>• Leave management</li> <li>• Claims and payroll</li> <li>• Role based access</li> <li>• One-to-one team &amp; messaging</li> <li>• Situational Reporting (SOS)</li> <li>• Media and attachment sharing</li> <li>• Comprehensive dashboard</li> <li>• Scheduled and activity based tracking</li> <li>• Team view and route view on map</li> <li>• People and places management</li> <li>• IBC &amp; Agency Management</li> </ul>
2	<b>Task and Visits Assignment</b>	<ul style="list-style-type: none"> <li>• Assign real time tasks , visits and apply geofence</li> <li>• Plan cases and set Priority</li> <li>• Individual and team meetings</li> <li>• Assign team leads and fix responsibility</li> <li>• Tasks/visit/ case plan</li> <li>• Mark arrive and take action and update remarks</li> <li>• Assign action items &amp; time limits</li> <li>• Project complaints management module</li> </ul>
3	<b>Field Forms &amp; Business Process Automation</b>	<ul style="list-style-type: none"> <li>• RO/ SRC field action forms</li> <li>• Remark collection and other user feedback</li> <li>• Collect field data and conduct surveys / polls</li> <li>• Onboard new customers / collect merchandising details</li> <li>• Create office forms like leave / requisition forms</li> </ul>

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		<ul style="list-style-type: none"> <li>• Create sections and build questionnaire</li> <li>• Control access and mark statuses</li> <li>• Seek approvals or apply business processes</li> </ul>
4	<b>Inventory, Supply Chain, Dealer, Distributor &amp; Sales Management</b>	<ul style="list-style-type: none"> <li>• Products, SKUs, batches and inventory</li> <li>• Customers (dealers / distributors / shop keepers / consumer / end user) &amp; suppliers / vendors</li> <li>• Onboarding and contracts</li> <li>• Assign categories and discounts and create groups</li> <li>• Mark locations</li> <li>• Route &amp; territory planning</li> <li>• Order management</li> <li>• Order booking, pro forma, invoice, delivery, invoice, payments, recovery</li> <li>• Leads, quotations and invoicing</li> <li>• Inventory management (stock in and stock out from / to vendors / customers)</li> </ul>
5	<b>Web Dashboard / Portal</b>	<ul style="list-style-type: none"> <li>• Hierarchy management – credentials based access control</li> <li>• Attendance monitoring – real time location</li> <li>• Real time visit planning and task assignments</li> <li>• Inventory management</li> <li>• Supply chain management</li> <li>• Real time reporting dashboard and interferences</li> <li>• Add list of RO/SRC staff area-wise for the field force</li> <li>• Distributors / Agency portal</li> <li>• Create geofencing for the field force</li> <li>• User action plan, responses, visibility and action taken</li> <li>• Task pendency and resolution</li> </ul>
6	<b>Mobile Application (Android)</b>	<ul style="list-style-type: none"> <li>• Attendance log, job check in / check out</li> <li>• Update task progress status</li> <li>• Accept jobs</li> <li>• Create and assign tasks on the go</li> <li>• Real time route and location</li> <li>• In app messages, alerts and notifications</li> <li>• Submit forms:               <ol style="list-style-type: none"> <li>a. Minutes of meeting/ Action taken and cases summary</li> <li>b. Complaints and action plan (responses, visibility and action taken)</li> </ol> </li> <li>• Media sharing (images, audio and video clips)</li> <li>• Compatibility (Android-6 or later)</li> </ul>



## Required Features & Functionalities

1. Hierarchy wise visibility, roles, and access permissions for the following layers:

Hierarchy Level	Visibility
CRMC	<ol style="list-style-type: none"> <li>Performance* details of all IBC's</li> <li>Performance* details of all agencies</li> <li>Cases Assignment rights/ access RO and SRC</li> <li>Viewing and tracking the field force of all agencies</li> <li>Other standard features of Telenor Smart Teams solution</li> <li>Complete visibility of dashboard features</li> </ol>
DPO's	<ol style="list-style-type: none"> <li>Performance* details of its respective assigned IBC's</li> <li>Performance* details of its respective agency</li> <li>Viewing and tracking the field force of its respective agencies</li> <li>Other standard features of Telenor Smart Teams solution</li> <li>Visibility of dashboard features limited to respective IBC</li> </ol>
Agencies (having respective supervisors)	<ol style="list-style-type: none"> <li>Own performance* details</li> <li>Viewing and tracking the field force of its respective field force and IBC</li> <li>Other standard features of Telenor Smart Teams solution</li> <li>Visibility of dashboard features limited to respective IBC</li> </ol>
Recovery Officer / SRC	<ol style="list-style-type: none"> <li>Limited visibility as per assigned role by respective agency supervisor</li> <li>Other standard features of Telenor Smart Teams solution</li> </ol>

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### a. \*Performance Details:

The performance details are required in the following format on the dashboard (sample attached below):

**Performance Details**

Date Selection

IBC

Agency Name

Tariff

Remarks

Recovery Type

Total Assigned Cases	Total Completed Cases	Total In-Process Cases	Total Unattempt Cases	Turn Up Ratio %
1000	500	200	300	% (Completed Cases/ Assigned Cases)

Assigned Current Bill	Assigned Arrears	Total Cash Collection	Recovery Ratio (%)
30,000	100,000	50,000	<b>50%</b> (50,000/100,000)

Overall RR %

38% (50,000 / 130,000)

The details of each field are as follows:

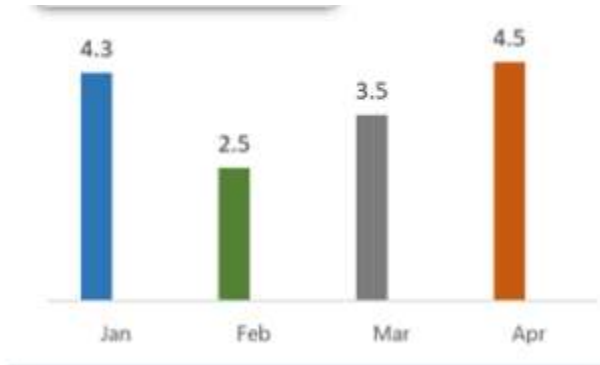
FIELD	DESCRIPTION
Total Assigned Cases	As per Telenor Smart Teams data obtained through case assignment by DPO's and CRMC (for SRC) to agencies
Total Completed Cases	As per Telenor Smart Teams data obtained through recovery officer and SRC feedback data (All drop down options mentioned in point 5b to be considered)
Total In Process Cases	As per Telenor Smart Teams data (assigned cases by KE's DPO to Agency and subsequently agency to its recovery officers / field force)
Total Unattempt Cases	As per Telenor Smart Teams data obtained through recovery officer feedback data
Turn up Ratio (%)	% of completed cases / assigned cases
Assigned Current Bill	<i>This field is to be incorporated in Telenor Smart Teams with inactive status for now. The reference data will be provided by KE after internal development from their end</i>

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	<i>(This will be done by taking reference through the column "Current Bill" uploaded by KE's DPO to assigned agencies (point 2c))</i>
Assigned Arrears	As per Telenor Smart Teams data (excel file) through the column "Dues" uploaded by KE's DPO and assigned to agencies (point 2c)
Total cash collection	As per Telenor Smart Teams data obtained through recovery officer feedback data by the entry "Payment Amount" (point 5)
RR	% of (Total Cash Collection / Assigned Arrears)
Overall RR%	% of (Total Cash Collection / Assigned Current Bill + Assigned Arrears)
<b>FILTER OPTIONS</b>	
Date Selection	Availability of a filter to select customized range of date w.r.t to day, month and year wise
IBC	Availability of a filter to select individual or multiple IBC's (List of 30 applicable IBC's mentioned in the document)
Agency Name	Availability of filter to select a single agency or multiple agencies
Tariff	Availability of filter to select tariff wise customers (single or multiple)
Remarks	Availability of filter to select remarks wise customers. The reference of these remarks is to be taken from "Remarks (SAP)" in user input field of field form (point 5)
Recovery Type	Availability of filter to select recovery type, i.e on the basis of recovery officers (RO) or Special Recovery Officers (SRC) (point 10)

Performance trends of the following should be visible (periodicity will be user defined) :

- Cases attempted IBC wise
- Cases attempted Agency wise
- Pending cases IBC wise
- Pending Cases Agency wise



**FIGURE 1: PROPOSED PERFORMANCE TREND VISIBILITY**

## 2. ASSIGNMENT OF CASES BY DPO's TO AGENCIES

### a. SELECTION OF AGENCIES

The names of the agencies has been given by KE to telenor and added on page 1.

Agencies will share an admin login with concerned DPO who will be responsible of assigning cases to that agency. Upon addition of cases, agency supervisor will create individual tasks for its recovery officers.

### b. SELECTION OF IBC NAME AND CODE

After logging into an agency account by the DPO, as mentioned in point a, the agency/DPO must have the option of selecting the IBC as well as its code. Both these options will be done through a drop-down menu. KE to share IBC list agency wise as each agency login will show only its own specific IBCs. The list of IBC's and its code are mentioned below:

IBC Code	IBC Name
118	Defence
123	Gulshan
124	North. Nazimabad
125	Clifton
127	Liaquatabad
128	KIMZ
129	SIMZ
130	Jauhar-I
131	Saddar
132	F.B. Area
133	North Karachi
134	New Karachi
135	Malir
136	Nazimabad
137	Bahadurabad
138	Garden
140	Liyari-I
141	Landhi
142	Bin Qasim
143	Baldia
144	Liyari-II
145	Tipu Sultan
146	Korangi

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147	Gadap
148	Shah Faisal
149	Orangi-II
150	Orangi-I
151	Uthal
152	Jauhar-II
153	Surjani

### c. CASE UPLOAD

Once the DPO (Data Processing Officer) enters the information related to agencies, IBC and its code, the actual excel file will be required to be uploaded on the Telenor Smarts Team portal. This excel file will be extracted by the DPO through KE's SAP system and then uploaded to the Telenor Smart Teams portal.

The format of the excel file (with two sample entries) is as follows along with a short description of each entry:



Case Assigning  
Format \_ DPO to Ager

### ***Field Definitions (All details entered already by SAP):***

1. **Contract:** A numeric value that contains maximum 8 digits.
2. **Contract Account:** A 12-digit numeric value.
3. **Consumer Number:** An alphanumeric value comprising 8 letters.
4. **Consumer Name:** A character string of up to 30 alphanumeric letters.
5. **Consumer Address:** A character string of up to 10 alphanumeric letters
6. **Cycle Day:** numeric value 2 digits
7. **Tariff:** Alphanumeric value of max 10 letters.
8. **MRU (Meter Reading Unit):** A numeric value of maximum 8 digits
9. **Last Payment Date:** Representing Date format i.e., 8/3/2023.
10. **Last Payment Amount:** Numeric value that contains maximum 12 digits.
11. **Current Billed Unit:** Numeric value that contains maximum 8 digits.
12. **Meter Number:** A character string of up to 10 alphanumeric letters.
13. **Bill Change Mode:** An alphanumeric value comprising maximum 6 letters.
14. **Agency Assigned Name:** An Alphabetically value of maximum 4 letters.
15. **Assignment Date:** Representing Date format i.e., 8/3/2023.
16. **Dues:** Numeric value that contains maximum 12 digits.
17. **Due Date:** Representing Date format i.e., 8/3/2023.
18. **Assignment Ending Date:** Representing Date format i.e., 8/3/2023.
19. **Current Bill:** Numeric Value
20. **Scheme Eligible:** Yes or No

21. **Scheme %:** Numeric value in percentages
22. **Number of installments:** Numeric value

### 3. VISIBILITY FOR AN AGENCY OF IT'S ASSIGNED CASES

Once a DPO (Data Processing Officer) assigns cases to a certain agency, the agency must be notified through the web portal and should have the option in Telenor Smart Teams portal to download the assigned cases in an excel format.

The format of the excel file (with two sample entries) is as follows along with a short description of each entry is given below:



#### 3.1 AGENCY ASSIGNMENT TO RO/SRC

**Field Definitions (All details entered already by SAP except for points 1,2 and 3):**

1. **Agency Assigned:** An alphabetical value *(assigned by the DPO through Telenor Smart Teams portal)*.
2. **IBC Name:** An alphabetical value *(assigned by the DPO through Telenor Smart Teams portal)*.
3. **IBC Code:** A numeric value *(assigned by the DPO through Telenor Smart Teams portal)*.
4. **Contract:** A numeric value that contains maximum 8 digits.
5. **Contract Account:** A 12-digit numeric value.
6. **Consumer Number:** An alphanumeric value comprising 8 letters.
7. **Consumer Name:** A character string of up to 30 alphanumeric letters.
8. **Consumer Address:** A character string of up to 10 alphanumeric letters
9. **Cycle Day:** numeric value 2 digits
10. **Tariff:** Alphanumeric value of max 10 letters.
11. **MRU (Meter Reading Unit):** A numeric value of maximum 8 digits
12. **Last Payment Date:** Representing Date format i.e., 8/3/2023.
13. **Last Payment Amount:** Numeric value that contains maximum 12 digits.
14. **Current Billed Unit:** Numeric value that contains maximum 8 digits.
15. **Meter Number:** A character string of up to 10 alphanumeric letters.
16. **Bill Change Mode:** An alphanumeric value comprising maximum 6 letters.
17. **Agency Assigned Name:** An Alphabetically value of maximum 4 letters.
18. **Assignment Date:** Representing Date format i.e., 8/3/2023.
19. **Dues:** Numeric value that contains maximum 12 digits.
20. **Due Date:** Representing Date format i.e., 8/3/2023.
21. **Assignment Ending Date:** Representing Date format i.e., 8/3/2023.
22. **Current Bill:** Numeric Value



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- 23. **Scheme Eligible:** Yes or No
- 24. **Scheme %:** Numeric value in percentages
- 25. **Number of installments:** Numeric value

### 4. ASSIGNMENT OF CASES BY AGENCY (SUPERVISORS) TO RECOVERY OFFICERS (FIELD FORCE)

- The agency supervisor assigns cases to individual ROs by selecting each IBC's name and RO's name. Same to be followed by CRMC / agency for SRC cases.
- Assigned cases can be reassigned by the agency supervisor. Same to be followed by CRMC / agency for SRC cases.
- The agency supervisor can delete a case that has been assigned to an RO (user). Same to be followed by CRMC / agency for SRC cases.
- CRMC team should get access of the assigned cases to SRC staff.

### 5. FEEDBACK FORM FOR RECOVERY OFFICERS (FIELD FORCE)

Recovery Officers (Field Force) should have the following feedback form enabled once they have completed their assigned visit. The format with entries and its relevant details are as follows:

Recovery Attempt - Screen			
System Pushed Fields			
Contract	30412380	BCM	NORM
Contract Account	400005532165	Current Bill	1500
Consumer Number	AL585547	Due Date	1/13/2022
MRU	1913719	Dues	200000
Consumer Name	Taha Ahmed	Last Payment Date	1/1/2022
Consumer Address	Flat No 09 korangi	Last Payment Amount	1200
Scheme Eligible	No	Agency Assignment Date	1913719
Number of Installment	3	Scheme %	70%
User Input			
Meter Reading	30412380	Other Comments (text)	Text
Payment Amount	3000	Meter Picture	
Mobile number (Input)	3008250000	Premises Picture	
Remarks (SAP)	Agree to Pay	Paid Bill Picture	



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FIELDS	CATEGORY
Contract	Details of this field to be extracted out from the excel file uploaded by the agency in Telenor Smart Team
Contract Account	
Consumer Number	
MRU	
Consumer Name	
Consumer Address	
Scheme Eligible	
Number of Installments	
BCM	
Current Bill	
Due Date	
Dues	
Last Payment Date	
Last Payment Amount	
Agency Assignment Date	
Scheme %	
Meter Reading	A numeric value of maximum 8 digits
Payment Amount	A numeric value of maximum 12 digits
Mobile number (Input)	A numeric value of maximum 11 digits
Remarks (SAP)	Text values in Drop down in Code*
Other Comments (text)	Open Text that contains maximum 70 letters
Customer Name	Open Text that contains maximum 20 letters
Premises Picture	JPG file of capacity 2 MB

**a. DETAILS OF ENTRIES IN FEEDBACK FORM**

**b. DETAILS OF DROP-DOWN MENU\***

Sr No	RO Remarks	Code
1	Agreed to Pay	ATP
2	Already Paid	AP
3	Referred to IBC	RIBC
4	Warning	W
5	Premises Closed	PC
6	Dispute Billing	DB
7	Court Case	CC
8	Follow up Visit Required	FVR
9	Bill Not Received/Bill Dispute	BNR
10	Address Not Found	ANF
11	Negotiations Underway	NU
12	Not Agreed to Pay	NATP
13	Not Allowed	NA

## 6. CUSTOMIZED REPORTING:

A customized report is to be developed on the following format, this report should be downloadable in excel format:



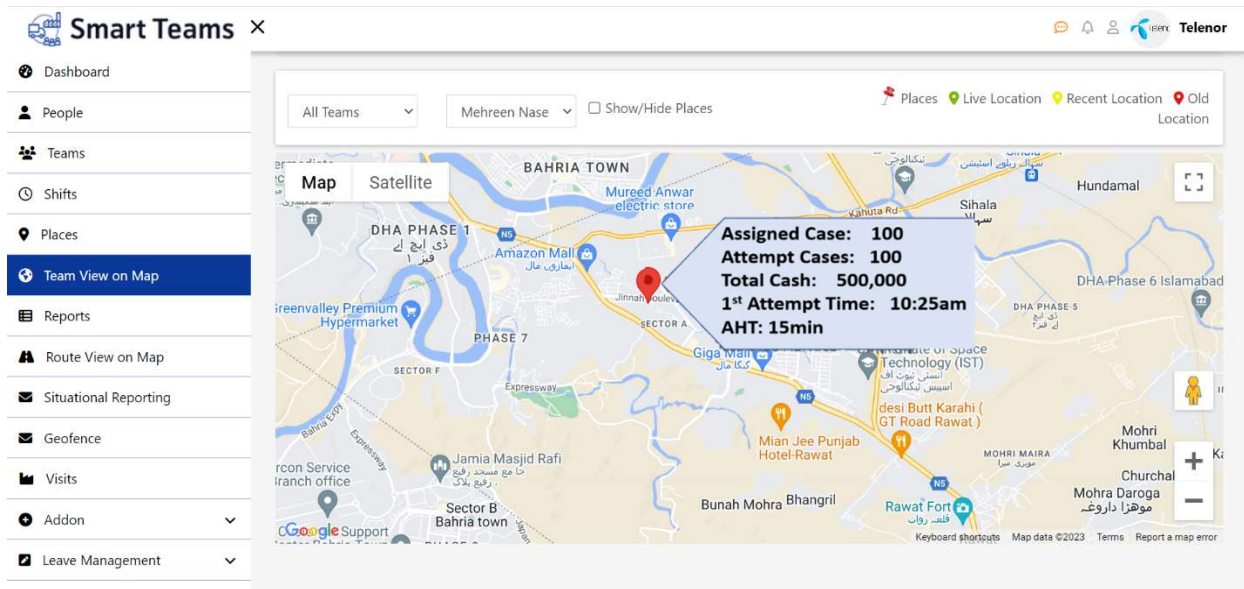
Customized  
Reporting Format.xlsx

### ***Field Definitions (All details entered already by SAP except for points 1,2,3 and 22):***

1. **Agency Assigned:** An alphabetical value *(assigned by the DPO through Telenor Smart Teams portal)*.
2. **IBC Name:** An alphabetical value *(assigned by the DPO through Telenor Smart Teams portal)*.
3. **IBC Code:** A numeric value *(assigned by the DPO through Telenor Smart Teams portal)*.
4. **Contract:** A numeric value that contains maximum 8 digits.
5. **Contract Account:** A 12-digit numeric value.
6. **Consumer Number:** An alphanumeric value comprising 8 letters.
7. **Consumer Name:** A character string of up to 30 alphanumeric letters.
8. **Consumer Address:** A character string of up to 10 alphanumeric letters
9. **Cycle Day:** numeric value 2 digits
10. **Tariff:** Alphanumeric value of max 10 letters.
11. **MRU (Meter Reading Unit):** A numeric value of maximum 8 digits
12. **Last Payment Date:** Representing Date format i.e., 8/3/2023.
13. **Last Payment Amount:** Numeric value that contains maximum 12 digits.
14. **Current Billed Unit:** Numeric value that contains maximum 8 digits.
15. **Meter Number:** A character string of up to 10 alphanumeric letters.
16. **Bill Change Mode:** An alphanumeric value comprising maximum 6 letters.
17. **Agency Assigned Name:** An Alphabetically value of maximum 4 letters.
18. **Assignment Date:** Representing Date format i.e., 8/3/2023.
19. **Dues:** Numeric value that contains maximum 12 digits.
20. **Due Date:** Representing Date format i.e., 8/3/2023.
21. **Assignment Ending Date:** Representing Date format i.e., 8/3/2023.
22. **Remarks:** Code entered by recovery officer (field force) in feedback form as per each case *(assigned by the recovery officer i.e., field force through Telenor Smart Teams mobile app)*.
23. **Current Bill:** Numeric Value
24. **Scheme Eligible:** Yes or No
25. **Scheme %:** Numeric value in percentages
26. **Number of installments:** Numeric value

## 7. Live Location Tracking:

The live location tracking is required in the following format:



Hovering on the location of a field force member should reveal the following information:

- **Assigned Case:** The number of assigned cases to that particular field force on *the particular day being viewed*.
- **Attempt Cases:** The number of attempted cases of that particular field force on *the particular day being viewed*.
- **Total Cash:** As per Telenor Smart Teams data obtained through recovery officer feedback data by the entry "Payment Amount" (point 5)
- **1<sup>st</sup> Attempt Time:** The time at which the field force member reached the *first destination of the particular day being viewed*.
- **AHT:** This is Average Handle Time and this will be calculated by using following formula:  
Spend time by RO for conducting visits / number of total Attempts

### 8. Dashboard Visibility:

Dashboard should have the visibility of the following parameters:

FIELD	DESCRIPTION
Total Assigned Cases	Total assigned cases to one or multiple IBC's and one or multiple Agencies in a customized range of date
Total Assigned Dues	Total assigned dues to one or multiple IBC's and one or multiple Agencies in a customized range of date
Total Attempted Cases	Total attempted cases of one or multiple IBC's and one or multiple Agencies in a customized range of date
Total Unattempt Cases	Total attempted cases of one or multiple IBC's and one or multiple Agencies in a customized range of date
Turn Up % - Cases wise	% of (Total Attempts/ Total Assigned cases) of one or multiple IBC's and one or multiple Agencies in a customized range of date
FILTER OPTIONS	
Date Selection	Availability of a filter to select customized range of date w.r.t to day, month and year wise
IBC	Availability of a filter to select individual or multiple IBC's (List of 30 applicable IBC's mentioned in the document)
Agency Name	Availability of filter to select a single agency or multiple agencies
Tariff	Availability of filter to select tariff wise customers
Remarks	Availability of filter to select remarks wise customers. The reference of these remarks is to be taken from "Remarks (SAP)" in user input field of field form (point 5)
Recovery Type	Availability of filter to select recovery type, i.e on the basis of recovery officers (RO) or Special Recovery Officers (SRC) (point 10)



## RO Mobility Application- CRMC

### 9. Visibility of Additional Details to Field Staff After Cases Assignment

The following items (additional to current format present in Telenor Smart Teams) are required to be visible to the field force once they are assigned cases by their respective agency supervisor:

Details Required	Reference
Name	"Consumer Name" in case file (excel) when uploaded and assigned by DPO to agency supervisor and subsequently to recovery officer (field force)
Address	"Consumer Address" in case file (excel) when uploaded and assigned by DPO to agency supervisor and subsequently to recovery officer (field force)
Dues	"Dues" in case file (excel) when uploaded and assigned by DPO to agency supervisor and subsequently to recovery officer (field force)
Consumer Number	"Consumer Number" in case file (excel) when uploaded and assigned by DPO to agency supervisor and subsequently to recovery officer (field force)
Meter Number	"Meter Number" in case file (excel) when uploaded and assigned by DPO to agency supervisor and subsequently to recovery officer (field force)
MRU	"MRU" in case file (excel) when uploaded and assigned by DPO to agency supervisor and subsequently to recovery officer (field force)

### 10. Categorization of Team Members

The categorization of team members should have the option of either “Recovery Officer (RO)” or “Special Recovery Officer (SRC)”. This needs to be implemented through a drop-down option.

Selection of this option should be also reflecting in all other applicable areas.

### 11. Field Staff Profile Creation & Access Level:

- Rights/ Access of field staff profile creation need to be defined with required details such name, address, Mobile number, CNIC number and Skill level (RO/ SRC).
- The Agency should have access to add/ delete / edit RO/ SRC profiles.
- DPO have access to add Agency OR IBC name OR make change in database.

The access level role matrix is defined as:

- a. DPO/ IBC: Can view respective IBC’s performance through agency admin logins provided to them
- b. Agency/ Supervisor: Can view performance of relevant IBC’s and field staff’s performance.
- c. Recovery Officer: Can view his/her performance.
- d. CRMC: Can view all IBCs and Agencies performance for all RO and SRC cases



Sample Report  
Extraction.xlsx