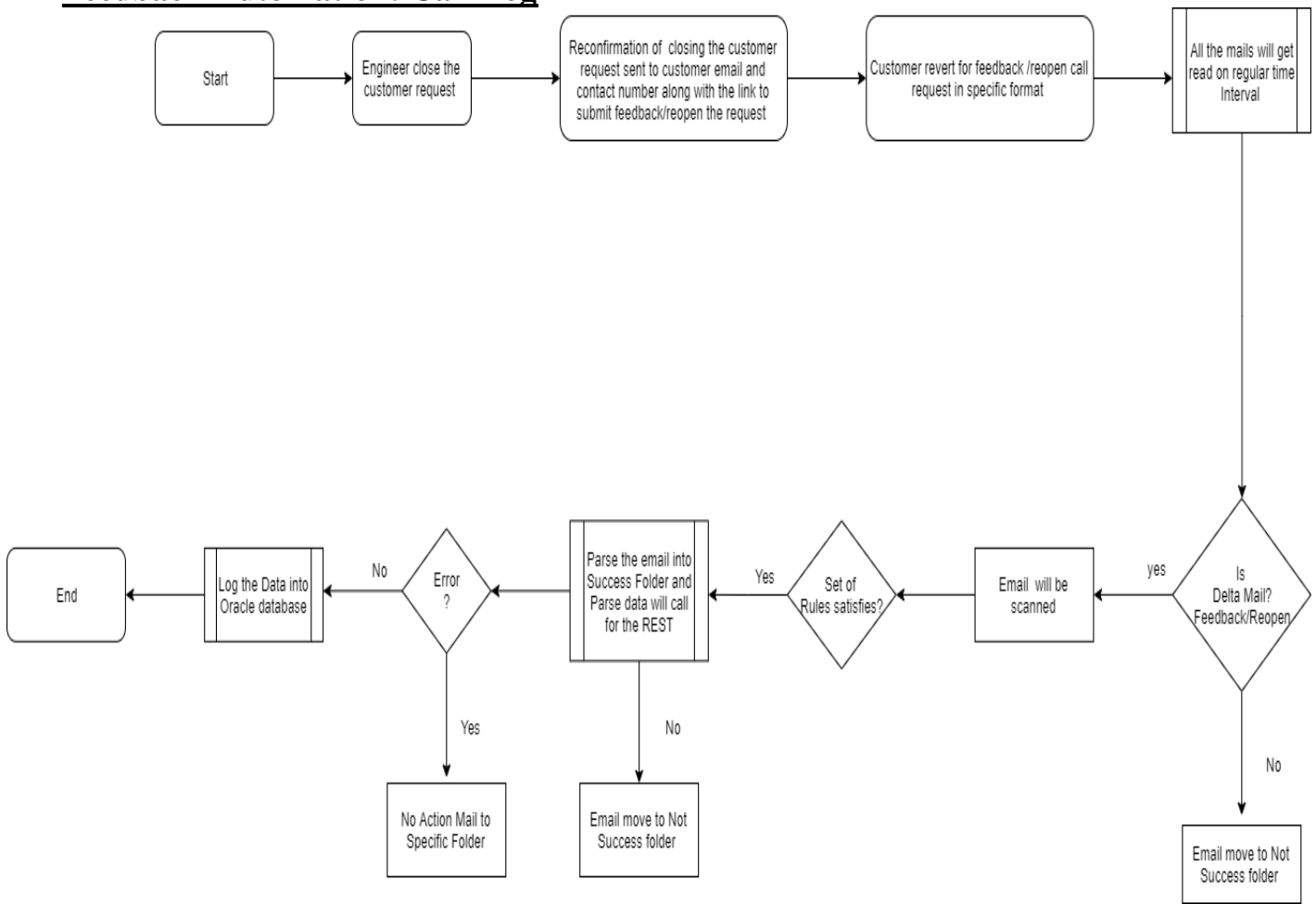


Feedback Automation - Call log

The Feedback Automation -Call log system provides the facility to log data from customer feedback/Reopen call request mail into Oracle database directly. It is a standalone application (No database or server we are using). The system will read all the emails received on specific Email address. It will filter the delta emails which contains the specific keywords in subject or Mail body like Feedback, Reopen in incremental manner. The mails with specific keywords will only get scanned. The set of rules will apply on scanned Email, If the mail satisfies the rules, it will get parsed. Parsed data will call the REST which will insert the data into database. If any error generated from rest or error generated in parsing, no action mails will be diverted to specific Folder (As per the REST response). The work flow can be as following.

Feedback Automation: Call Log



Once Engineer close the customer request, reconfirmation mail/SMS sent to customer along with the link to provide feedback or request to reopen the call. Customer revert to that mail in predefined specific format.

- **All the Emails will get read on regular interval.**

Emails will read by the system on regular interval of 1 minute,5 minutes or 10 minutes. It can be managed through windows scheduler. Time intervals can be change in future if required. The Call logging Format will be as following.

Feedback/Reopen call Request	
Ticket Number	BGH4588989
Feedback	Here customer can write feedback in their own words
Reopen	Yes/No

- **System will filter the Delta Email and scan those Email**

The system will scan the mail which contains specific keywords in subject or Mail body like Feedback, reopen in incremental manner. Keywords can be added or removed in future if required.

- **System checks for the set of rules**

Once the delta mail scanned, the system will apply set of rules, if the mail satisfies the rules, it will get parsed and parse data will call for the REST (API which will insert data into database).The email which does not satisfies the set of rules will not parsed and No Action Mail will be sent to the specific email. If any error occurred in REST, No Action Mail will be sent to the specific email.

Note: The mails will be moved to respective folder based on the API Response. (All the folders must be created already in outlook)

- **Log the data into Oracle Database.**

Finally, Data will be inserted into Oracle Database. Log file will be generated.

Note:

- In case of Connection issues, the system will not log the data in Database, it will wait to validate the data every 10 minutes.
- The chain mails (if customer further replies on this mail) will get read but call will not get logged for those mails. such mails will be moved to specific folder (Folder name required).

Security

- All password are encrypted with MD5.
- Password MD5 can be regenerated with utility.
- Rest call is over SSL
- Can take input of username and password in rest request so that it will not open to anyone.
- Also REST Service can deploy on HTTPS.