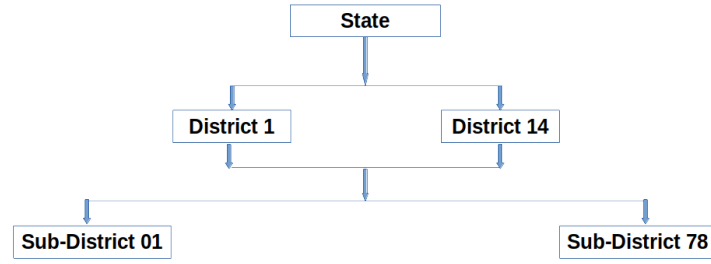


Customer Support Expected Behavior Following Hosted Telephony/Exotel Implementation

The initial implementation is in the Indian state of Kerala. The organization is depicted in the diagram below:



There should be a Toll Free number to which all the Customer calls land.

As only one service, Apnafood, will be available for now, calls can be directed immediately to a person rather than an Interactive Voice Response System (IVRS).

This Toll Free Number is personally attended by an Executive from the relevant Sub-District Franchisee by detecting the Customer's Sub-District where She/He had registered. When other Services are introduced such as Apnaride, Apnacart, Apnaservices etc...an option to select the Services to which the Ticket is to be raised can be given before the same call is attended by a person through Interactive Voice Response System (IVRS).

If the call is not answered by the first person in the Sub-District franchisee, it will be automatically forwarded to the second person within the same franchisee. If still unattended, the call will be directed to the first person in the District franchisee, then to the second person, and finally to the first person in the State franchisee.

If a customer frequently calls the helpdesk and the line is busy, a ticket will be automatically generated in the osTicket ticketing system, and an acknowledgement message will be sent to the customer's email ID and app. The customer support team will

then have the option to provide an automatic call back for the customer, determine the reason for their call, and resolve it.

All calls to the toll-free number should be rejected until they are verified against the customer data entity table in the platform database/ERPNext using the registered phone number of the customer. Any other calls originating from unknown phone numbers should be dropped.

The customer's phone number should be validated for accuracy using nOTP or any other suitable technique without requiring the customer to provide an OTP for the convenience of on-boarding. In the present test environment subscribed from Textlocal, the Customer is required to enter the OTP on mobile.

An SMS from the Registered Customer Phone Number should also qualify for generating a Ticket in osTicket.

A Whatsapp or Telegram Message from the Registered Customer Phone Number should also qualify for generating a Ticket in osTicket.