

1962 Call Centre - User Requirements

1. Service Provider Database

a. Veterinary Doctors

- i. Contract Veterinarians appointed in mobile services
- ii. Government Veterinary Doctors working in VD/VH/VPCs etc
- iii. Private Registered veterinary practitioners who are willing to work with the call centre system based on the calls forwarded to them
 1. Self-registration module specifying professional qualification and Register number in the Veterinary Council
 2. Preferred time slot to be provided upfront; provision to intimate nonavailability before 24 Hrs
 3. Software to be enabled for appropriate API integration like verification of the authenticity of data vis-a-vis state veterinary council. Scope of the software service provider would include integration of up to 5 such APIs

2. Maintain a database of Service seekers

Every time an intimation is received at the call centre, the same should be allotted to the available service providers through an intelligent work allocation model as in Hail Taxi Services keeping in mind the specialisation of the veterinary doctor if required. The protocol for allocating the jobs will be prefixed by the project owner and may get modified as per requirements

3. Information Management

This module of the software is to be enabled to integrate APIs from the BHUMUKA/E-Samrudha or other specified databases provided by the project owner.

- a. Simultaneously up to 20 inputs (calls/messages) need to be managed without queuing or dropping calls.
- b. Details to be stored and popped up appropriately.
- c. Callback facility should be available in the software itself

- d. A facility to forward the calls to outside the software system shall also be there.
- e. Response to incoming calls/messages in the same medium
- f. Call recording facility shall be provided
- g. Shall Keep a backup of all recorded calls up to 3 months
- h. Provision to permanently store/download selected calls for future purposes

4. Job Allocation to Service Providers

- a. Shall be through the web /mobile application software
- b. There shall be a facility to track the assigned teams
- c. Job queue management
 - i. Job can be allotted after completion of allotted job/job completion report by the team
 - ii. Jobs can be queued based on the expected time of completion of already allotted jobs

5. Job completion- Reporting system

- a. Through web /Mobile application software

6. Web application / Mobile application for Veterinarians and controlling officers

- a. For medical record keeping data entry
 - i. API shall be provided from E- Samrudha
- b. Payment collection and confirmation
 - i. Dynamic QR integration so that payments can be received via UPI / G pay /Paytm etc
- c. Payment processing
 - i. Payment gateway integration
 - ii. Digital payment collection only
 - iii. Generate receipts
 - iv. Collect payment through UPI, POS machines/Dynamic QR, etc
 - v. Bank integration
- d. User management module
 - i. Usernames & Passwords to all officers
- e. Dashboard at all levels of logins

7. Map services integration

- a. Show vehicle location in real-time
- b. Show farmer location

8. Farmer feedback collection

- a. Rating system of the service by the farmer
- b. Experience rating by the teams
- c. Maximum of five parameters in Yes / No mode

9. Vehicle Tracking System

- a. Realtime tracking of vehicles 24 X 7
- b. Vehicle ~ User mapping database shall be made available to the project owner

10. Disease Reporting

- a. Integrate with E-Samrudha health management module through API provided
- b. Basic data shall be kept in the DB for easy report generation

11. Report Generation

Drill down reports shall be made available at all levels based on hierarchy.

Almost all basic reports based on the requirements mentioned here shall be made available based on the request from the department

E.g. (Reports are not limited to these mentioned below)

- a. Details of cases treated
- b. AI details
- c. Payments received by each team
- d. Call Management
 - i. No of calls received
 - ii. Call duration
 - iii. Call backs
 - iv. Calls forwarded
 - v. Complaint calls
- e. Services provided
- f. Services failed
- g. Complaints received

- h. Vehicle movement details
- i. Team rating
- j. Graphical reports both in the dashboards and left navigation menus

12. Complaint Redressal management

- a. Proper registration of complaints received and escalation system
- b. Track open /Closed complaints

13. Data Security

- a. No farmer identifiable information including geo coordinates shall be displayed in public or stored in the DB
- b. Take all measures to ensure data security as per the existing GOI guidelines
- c. **No such information shall be kept by the firms/startups/persons or by whatever name called in any form/format and shall neither be shared with any other agency whether private or government nor used for any business purposes in whatever name it may be called.**

14. Source code

- a. Shall be handed over to the department once the solution is finally deployed in the SDC

15. Hosting

- a. Shall be hosted in SDC / Government approved Cloud infrastructure

16. Warranty

- a. Minimum three years after final deployment of the fully functional system in SDC /Cloud infrastructure

17. AMC

- a. Shall agree for a period of minimum 5 years after the expiry of the warranty period


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