



DOCUMENT DE RECEPTION DE LA PLATEFORME SMS MTN BENIN

Nom document:	PLATE FORME SMS
Fournisseur	MEDIA CONTACT
Client	MTN BENIN
IT testeur	Léandre AGUIAH
Représantant client	Valérie AHOUANSOU

Section	Titre	Description	Pass	Echec	Commentaires
MESSAGES	Sending / receiving messages	Messages sent by agents	OK		
	Automatic response	Possibility to predefine a welcoming and closing message	OK		
	Native complementarity with others medias	Hermès solution able the management of voice and email channel	OK		
	Integration with others providers	SMS Platform can be connected with another SMS solutions	OK		
	Push Notifications	A notification is sent to subscriber	OK		
SMS INTERACTIONS IN DIALOG MODE	SMS interactions in real time or or processing asynchronously management of multiple conversations simultaneously	Subs can interact in the same time or difer his answer	OK		
		Multiple tab can be opened by the same agent in same time	OK		
	Historic of conversations	Previous interactions (last 7 days) useful to help keep interactions on track	OK		
MONITORING	Supervisor view	Possibility to the supervisor to monitor the activities of agents in production	OK		
	Search mode	The messages sent or received can be sought per MSISDN	OK		
OTHERS FEATURES	Queue management	Queue management	OK		
	Opening and closing hour option	The platform can be unreachable when a closing time is set and again accessible when the opening is configured	OK		
	BULK SMS	A Same message or push notification could be sent at the same time to a large MSISDNs listed	OK		

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 Capital: 1.500.000.000 IFU: 3201300930112 RCCM: RB/COT/13B10291



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REPORTING	Total interactions	Total of received and sent messages	OK		
	Count of Received messages	Total of messages sent by subs / received by agents	OK		
	Count of Sent messages	Total of messages received by subs / sent by agents	OK		
	Count of MSISDNs	Total of MSISDNs having written	OK		
	FRT	Time spent to answer to subs when they first have contact with SMS platform agents	OK		
	Resolution Time	Time spent to handle subs requests	OK		
ACQUISITION	Acquisition de serveur HP et 30 Licences Hermes.Net pour la plateforme SMS		OK		
<u>NB:</u> Ce Document reflète tous les points se trouvant dans le bon de commande (Acquisition de Serveur HP, 30 Licences Agent et intégration)					

APPROUVER			
Leandre AGUIAH	Responsable DSI MEDIA CONTACT	Signature:	Date
Claude PADONOU	PDG GROUP MEDIA CONTACT	Signature:	Date
Paul ZANTAN	DIGITAL CUSTUMER OPERATION	Signature:	Date
Joel DAKPOGAN	HVC & DIGITAL AM SUPERVISOR MTN	Signature:	Date
Valérie AHOUANSON	HVC & DIGITAL MANAGER MTN	Signature:	Date

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