



DOCUMENT DE RECEPTION DE LA PLATEFORME SMS MTN BENIN

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		
<p>NB: Ce Document reflète tous les points se trouvant dans le bon de commande (Acquisition de Serveur HP, 30 Licences Agent et intégration)</p>			

APPROUVER			
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Nom document:	PLATE FORME SMS
Fournisseur	MEDIA CONTACT
Client	MTN BENIN
IT testeur	Léandre AGUIAH
Représentant 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 real time or or processing asynchronously	Subs can interact in the same time or differ his answer	OK		
SMS INTERACTIONS IN DIALOG MODE	management of multiple conversations simultaneously	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		
	Supervisor view	Possibility to the supervisor to monitor the activities of agents in production	OK		
MONITORING	Search mode	The messages sent or received can be sought per MSISDN	OK		
	Queue management	Queue management	OK		
OTHERS FEATURES	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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