

Fit	Point allocation
Out of the Box	5
Minor Configuration	3
Major Development	1
Not Possible	0

Customer Query Ma

No.	Requirement	Out of the Box	Minor Configuration
1	The capability to manually log an enquiry (a query that is resolved instantly) onto the system		
2	The capability to escalate an enquiry into a query (case)		
3	The capability to manually log a query directly on the system ³		
4	The capability to automatically log a query onto the system that is received from different channels (emails, SMS, website, social media)		
5	The capability to generate a unique reference number for each query		
6	The capability to generate an automated query acknowledgment email and/or SMS		
7	The capability to integrate with Flight Information Display System (FIDS) to query flight status and respond via SMS to customers with the status of the flight		
8	The capability to integrate with CISCO call manager system to identify caller's cell phone number and search and display a customer profile on the CRM system		
9	The capability to link a query to a recorded call record on Web Recall system		
10	The live chat capability that has a chatbot that responds to queries in real time		
11	The capability to consolidate ALL company's social media pages into one view/platform		

12	The capability to allow agents to assign / claim a query to themselves		
13	The capability to automatically track the Business Rules or Service Level Agreement for a query		
14	The capability to automatically escalate a query when business rule is violated		
15	The capability for users to create, update and delete surveys		
16	The capability to receive, analyse and store survey responses		
17	The capability to generate insights based on survey responses		
18	The capability to manually create and send emails and / or SMS directly from a query record		
19	The capability to search for queries or any data on the system		
20	The capability to send bulk messages as SMS or email directly from the system		
21	The capability to display dashboards		
22	The capability to generate reports		
TOTAL			

Key Account Man.			
No.	Requirement	Out of the Box	Minor Configuration
1	The capability to create a key account plan for a stakeholder as per on Scope of Work		
2	The capability to integrate with Oracle Finance to reflect the revenue that is generated by ACSA from each stakeholder		
3	The capability to aggregate stakeholders' key account plans (each airports view rolled up into corporate view)		
4	The capability to track the stakeholder journey		
5	The capability automatically track an activity logged		

6	The capability to track queries and initiatives		
7	The capability to reflect the news feed related to the stakeholder's profile		
8	The capability to schedule engagement directly from the system		
9	The capability to create, update and delete surveys		
10	The capability to send surveys and receive responses from the survey		
11	The capability to automatically generate insights based on survey responses		
12	The capability to send bulk messages as email or SMS to multiple stakeholders		
13	The capability to generate reports		
14	The capability search data on the system		
TOTAL			

Employee Query Ma			
No.	Requirement	Out of the Box	Minor Configuration
1	The capability to integrate with Oracle HR to auto populate employee details on the query form		
2	The capability to integrate with HR self service channel to receive queries logged via HR Kiosk		
3	The capability to automatically log a query received via email		
4	The capability to manually capture a query directly onto the system		
5	The capability to generate a unique reference number for a query		
6	The capability to generate a SMS and/or email to acknowledge a query		
7	The capability to track the SLAs for a query		
8	The capability to allow an agent to assign a query to him/herself		

9	The capability to assign and re-assign a query to other relevant departments		
10	The capability to escalate a query when the SLA is violated		
11	The capability to send email to a query logger and / or SMS generated and stored on the system		
12	The capability to search for a query or any data on the system		
13	The capability to add multiple attachments onto a query		
14	The capability to display dashboards		
15	The capability to generate reports		
TOTAL			

Stakeholder Relations I

No.	Requirement	Out of the Box	Minor Configuration
1	The capability to capture / create external stakeholder profiles		
2	The capability to integrate with Active Directory to reflect the stakeholder owner's profile		
3	The capability to capture / create stakeholder's master engagement plan for stakeholder owners		
4	The capability to capture / create a project on the system		
5	The capability to capture/ create the project's master engagement plan		
6	The capability to schedule an engagement for an item that is on an engagement plan (for both stakeholder owner and project)		
7	The capability to automatically track the scheduled engagement		
8	The capability to automatically send alerts to stakeholder owner		
9	The capability to capture the engagement outcome/feedback form the engagement that has taken place		

10	The capability to capture and track actions that came out of the engagement		
11	The capability to assign actions to internal stakeholders		
12	The capability to automatically create mailing and emailing groups		
13	The capability to create and send emails to groups that are automatically created by the system		
14	The capability to generate and print letters for specific groups		
15	The capability to receive responses sent to system generated email		
16	The capability to store master engagement plan for a specific period i.e. financial year		
17	The capability to search for any data on the system		
18	The capability to display the dashboard as per Scope of Work		
19	The capability to generate reports		
TOTAL			

