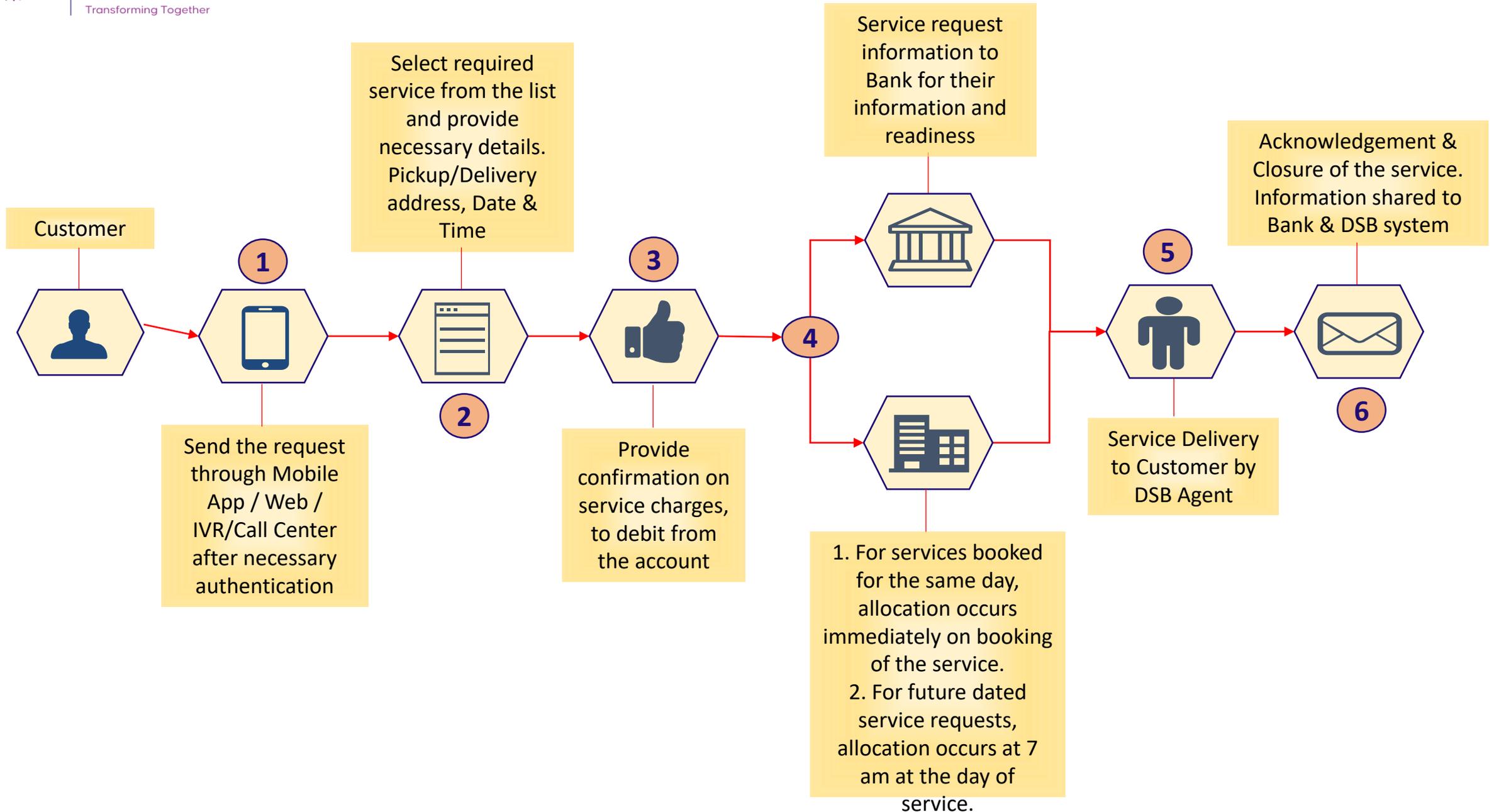




# CUSTOMER SERVICE BOOKING FLOW

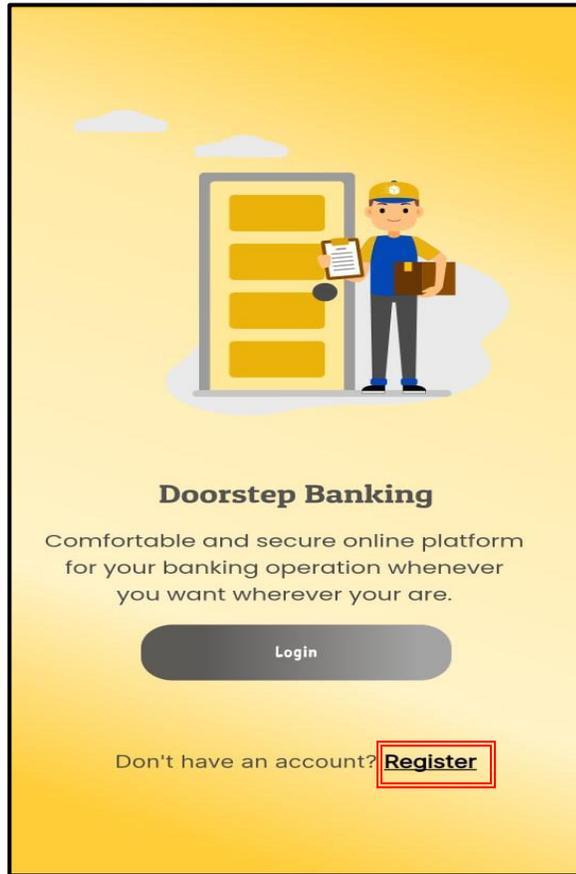


# SERVICE FLOW

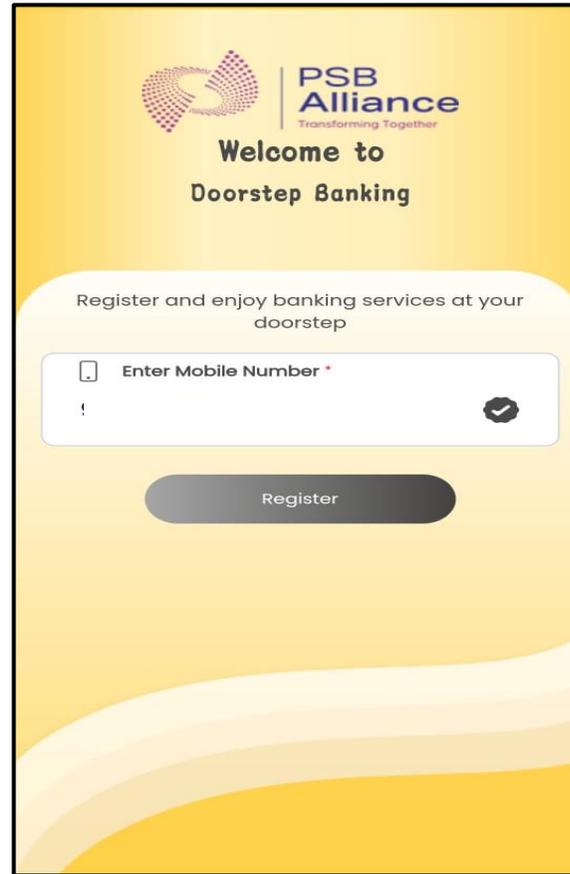




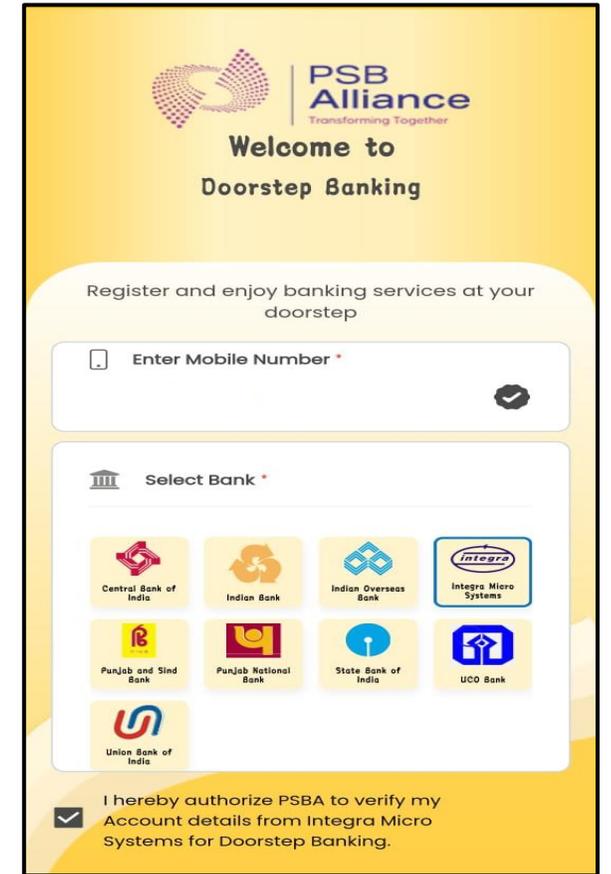
# Customer Registration and Login



Download and open the latest version of DSB customer application. For new user, Click on "Register".



Enter the mobile no. which is linked to bank account.



Select bank and provide consent for bank verification by clicking on the checkbox.



PSB Alliance  
Transforming Together  
New Registration

50 % Complete

Personal Details

Please Provide Required Details to Register Account

Continue

Account verification is Successful

After successful verification, enter Name, Mobile No, Alternate Mobile No, Email ID and click on "Continue".

PSB Alliance  
Transforming Together  
New Registration

100 % Complete

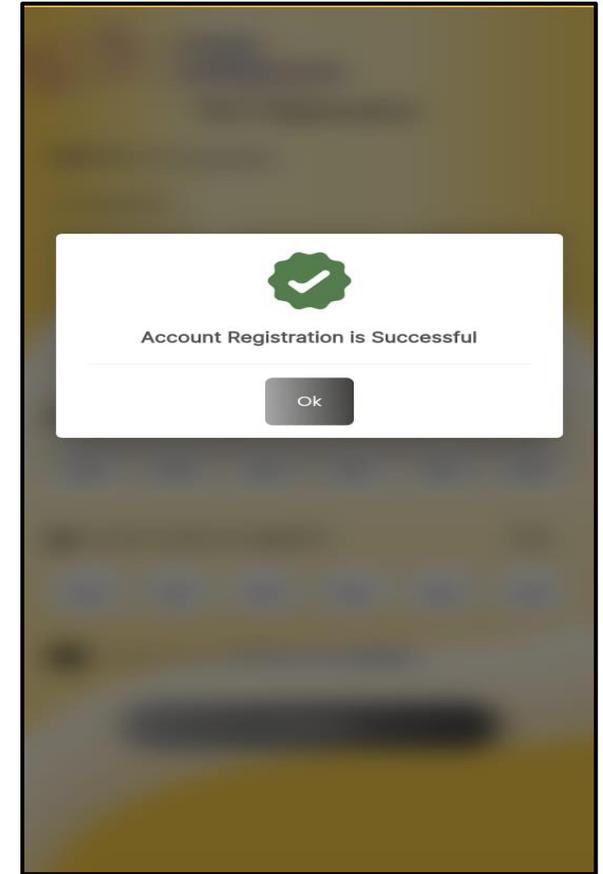
Create Pin

Please Provide Required Details to Register Account

I agree to the [Terms & Conditions](#)

Continue

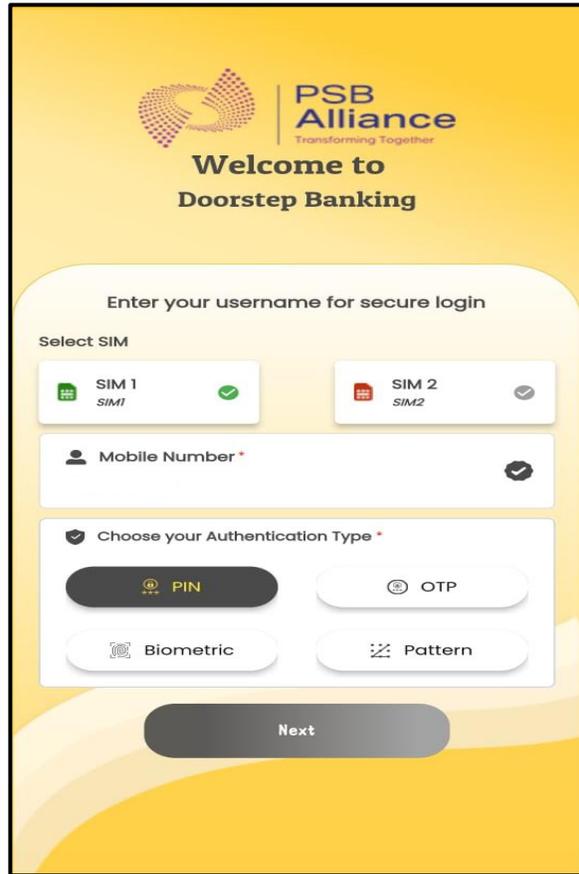
Set 6 digit new PIN, re-enter the PIN and provide consent to agree Terms & Conditions. Click on "Continue".



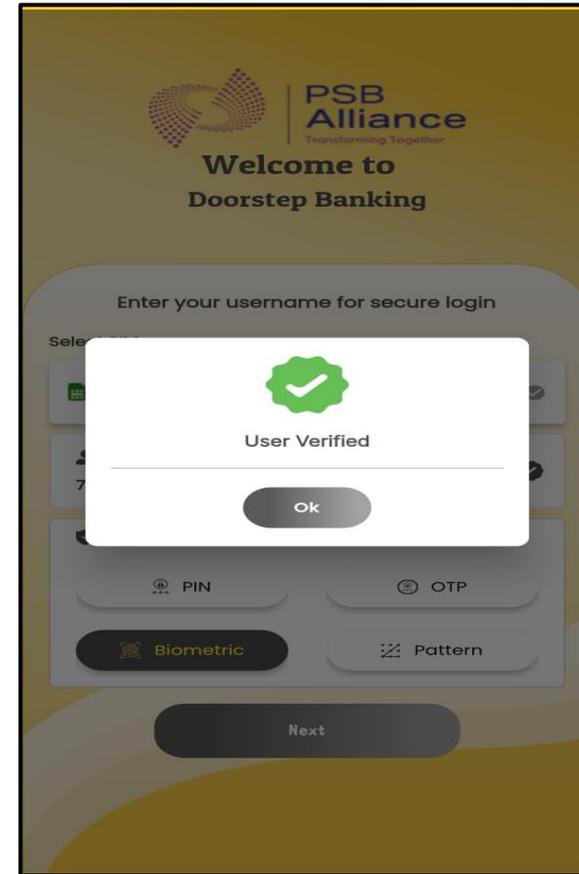
Confirmation pop up will display that customer is registered to DSB customer application successfully.



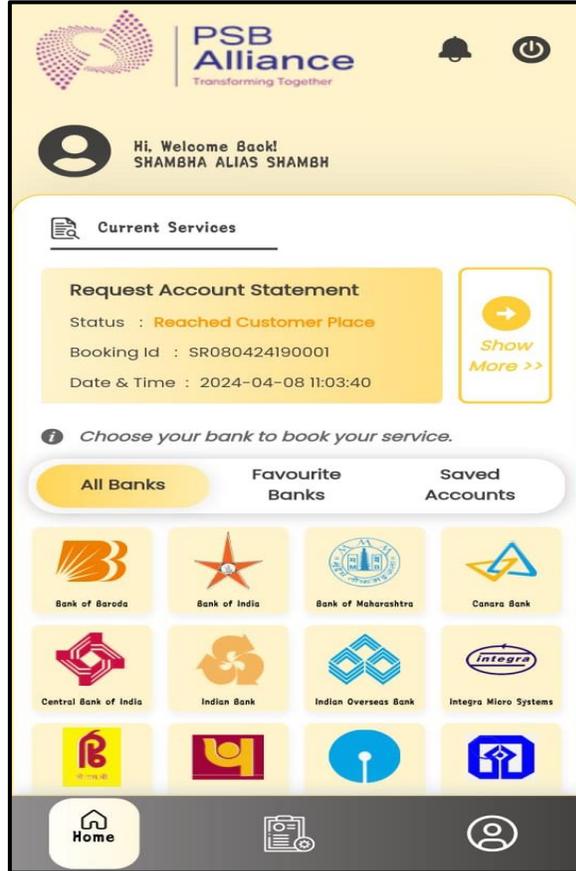
# Login



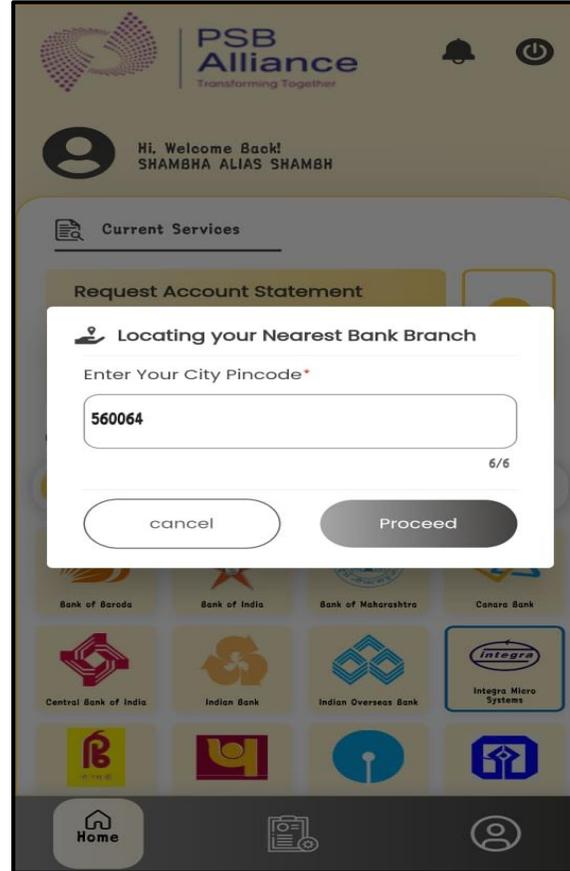
After successful registration, It will redirect to login page. Select SIM, Enter mobile no., select any of the authentication type and click on “Next”.



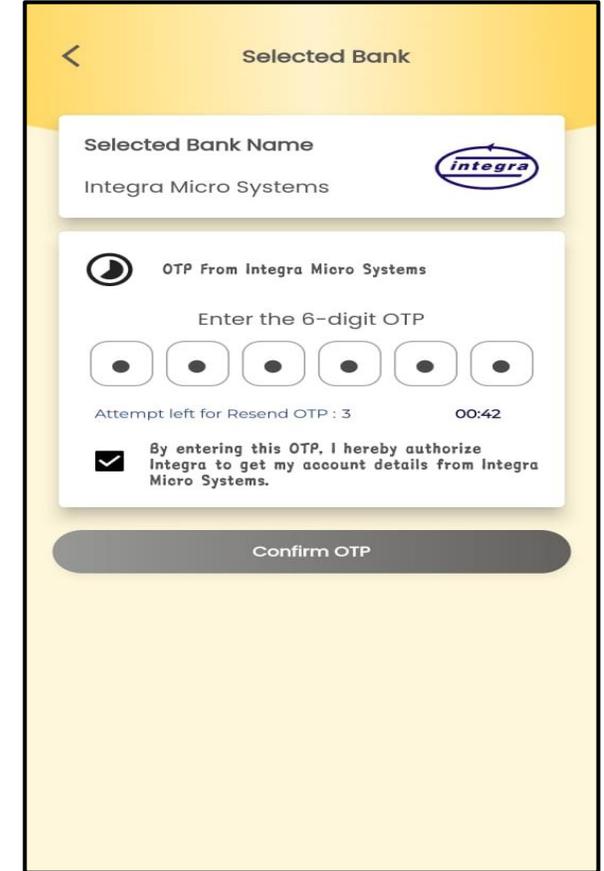
Confirmation pop up will display that customer is successfully verified.



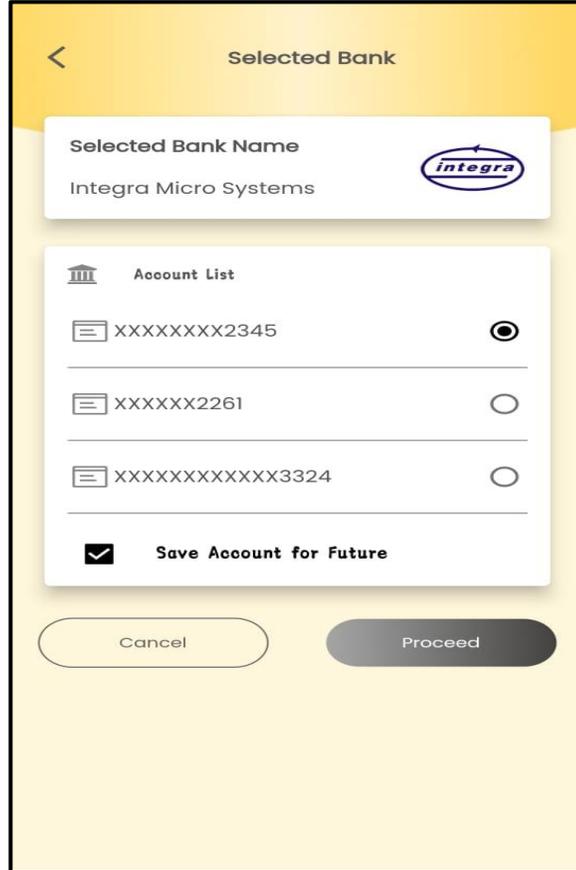
After successful Login, It will redirect to home page. To book the service select bank.



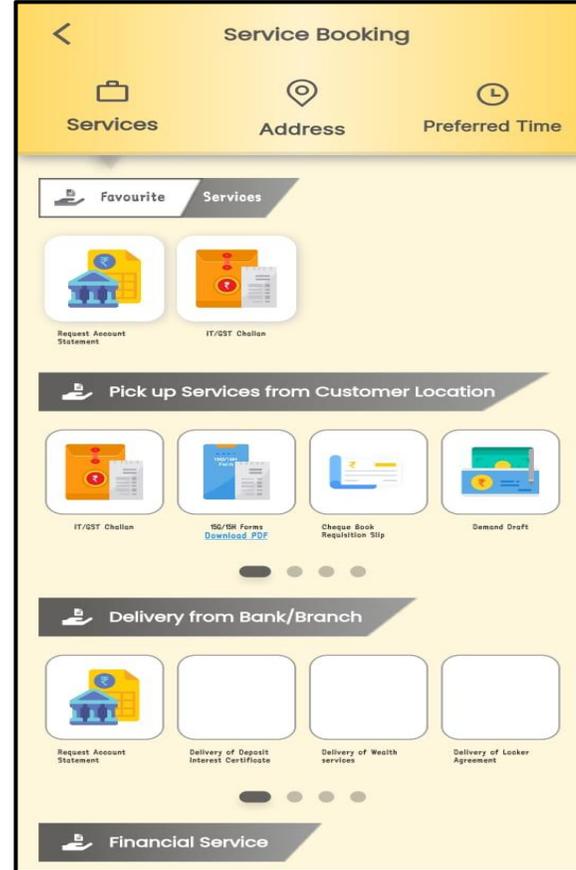
Enter the PIN Code of the service location.



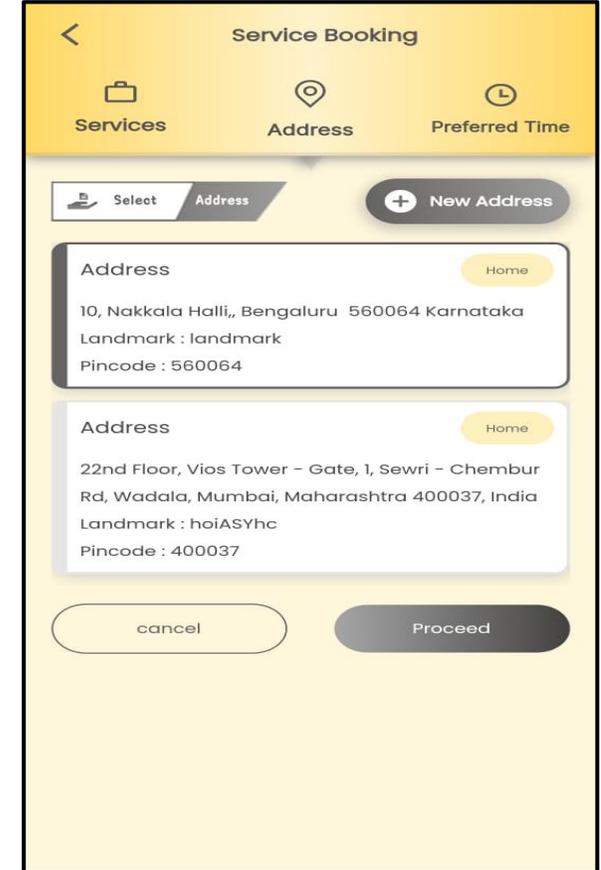
OTP is sent by the Bank on customer's Registered Mobile Number (RMN). Enter OTP and click on "Confirm OTP".



On successful validation, Bank account numbers in masked form will be displayed. Select any account for availing service and debiting service charges.



Select any service as per your requirement.



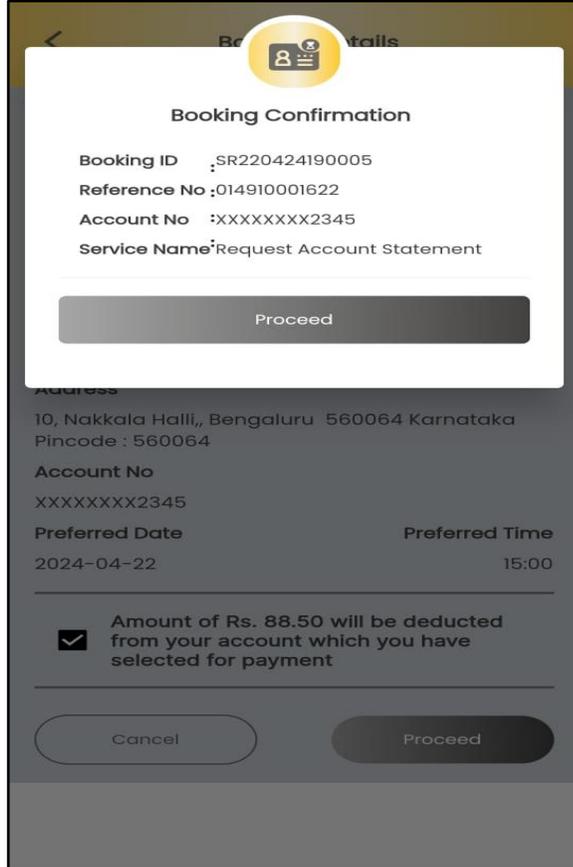
Select address and click on "Proceed". You can add new address also. To add new address, click on "+New Address".



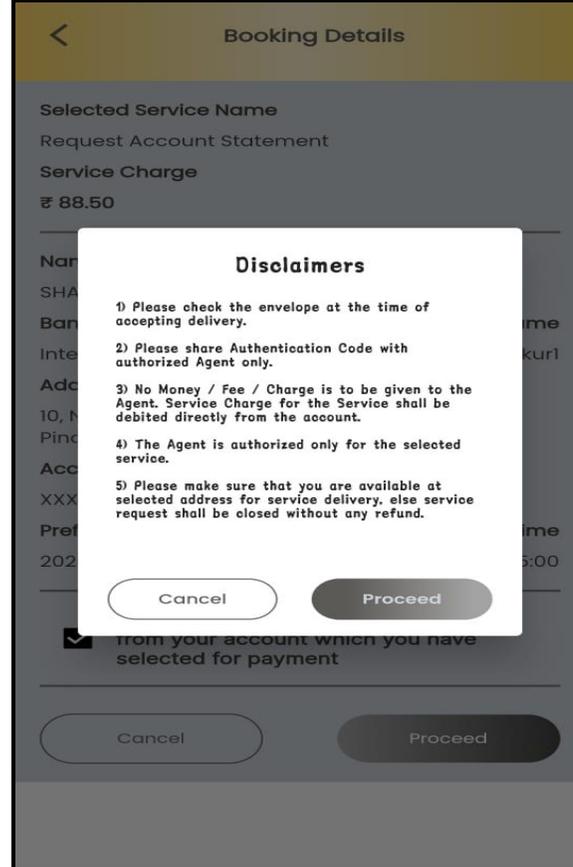
Enter the necessary details and click on “Proceed”.

Select Date and Time as per your availability and requirement.

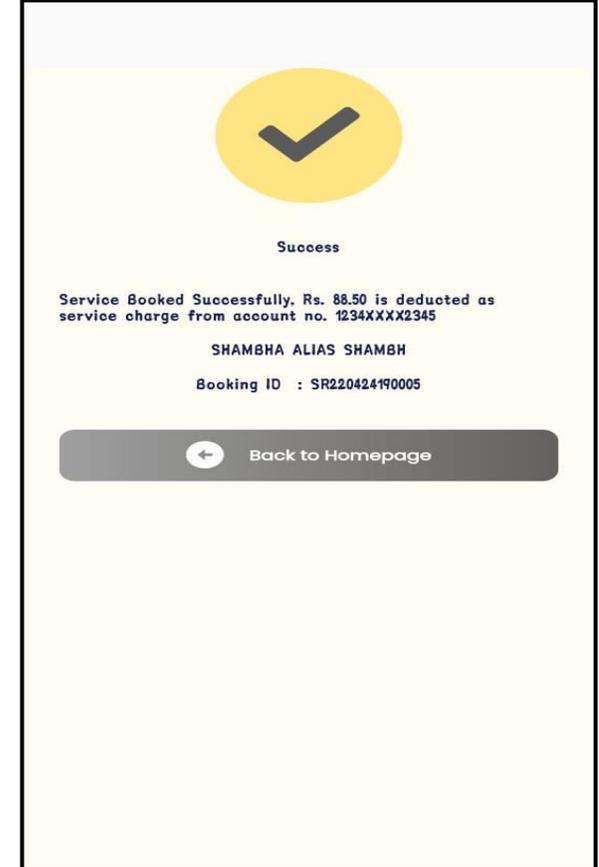
Booking details will be displayed. Verify all details and provide consent for deduction of service charge and click on “Proceed”.



**Booking ID, Reference No, Account No, Service Name will be displayed. Click on “Proceed”.**



**Disclaimer will be displayed. Read it and click on “Proceed”.**



**Success message will be displayed.**



# SERVICE COMPLETION FLOW



# Branch Role

The screenshot displays the PSB Alliance Branch Role interface. The top navigation bar includes the PSB Alliance logo, the date and time '23/04/2024 11:08:37 AM', and the user profile 'ARHINAV BRANCH'. A left sidebar contains navigation options: Home, Services, Delivery (highlighted), Pickup, CMS, Reports, Refer Your Friends, and Contacts. The main content area is divided into two sections: 'Agent Information' and 'Current Track Details'. The 'Agent Information' section shows: Agent Name: Bindu, Agent Mobile No.: 9900966440, Agent Temperature: 98.00°F, and Authcode: \*\*\*\*\* with an eye icon. The 'Current Track Details' section shows a vertical timeline of delivery steps: Scheduled (2024-04-23 07:00:13), Ready for Pickup (with a 'Ready' input field and a 'Done' button), Agent Started, Reached Branch, Document Collected, Reached Customer Place, and Completed. An illustration of a delivery agent in a yellow uniform and cap is shown at the bottom right of the track details section.

**Delivery service will start from branch. Bank will keep the document ready and update the status as “Ready for Pickup”.**



Booking ID	SR220724190001
Booking Date and Time	22 Jul 2024 10:04 am
To date	2024-07-22
To date	2024-07-22
Remarks	Ready

**SERVICE STATUS**

- Scheduled**  
10:04 AM on 22 Jul, 2024  
Remarks: NA
- Ready for Pickup**  
10:08 AM on 22 Jul, 2024  
Remarks: Ready
- Agent Started**  
Done  
Unable to complete the service
- Reached Branch
- Document Collected
- Reached Customer Place
- Completed

**NEED HELP?** Are you facing any problem with this service? >

Once status updated to Ready for Pickup, Agent will receive a SMS and he will start the service. Agent can enter the remark as “Started” and click on Done.

**ADDITIONAL INFO**

Booking ID	SR220724190001
Booking Date and Time	22 Jul 2024 10:04 am
To date	2024-07-22
To date	2024-07-22
Remarks	

**SERVICE STATUS**

- Scheduled**  
10:04 AM on 22 Jul, 2024  
Remarks: NA
- Ready for Pickup**  
10:08 AM on 22 Jul, 2024  
Remarks: Ready
- Agent Started**  
10:11 AM on 22 Jul, 2024
- Reached Branch**  
Done
- Document Collected
- Reached Customer Place
- Completed

**NEED HELP?** Are you facing any problem with this service? >

Once the Agent reaches the Branch, he can enter the remark as “Reached branch” and click on Done.

**ADDITIONAL INFO**

Booking ID	SR160724190018
Booking Date and Time	16 Jul 2024 14:46 pm
To date	2024-07-16
To date	2024-07-16
Remarks	

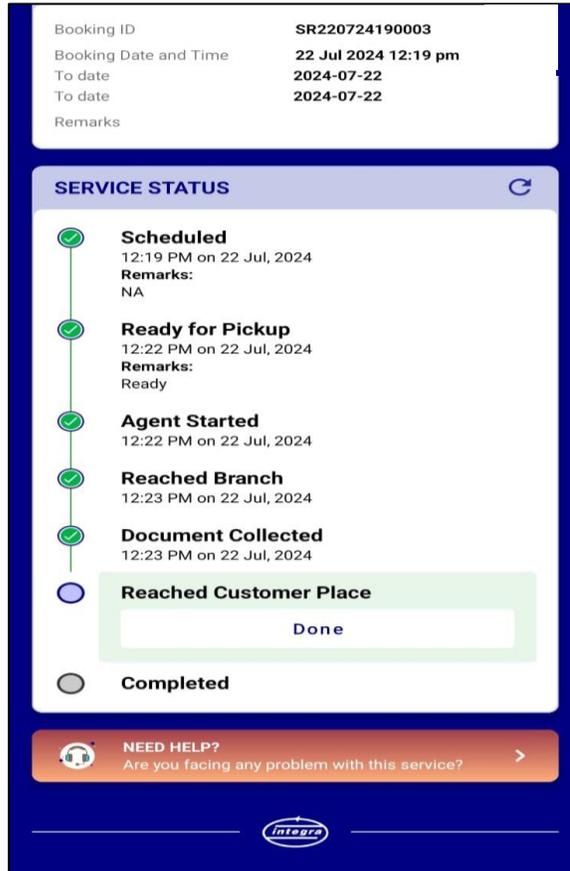
  

**SERVICE STATUS**

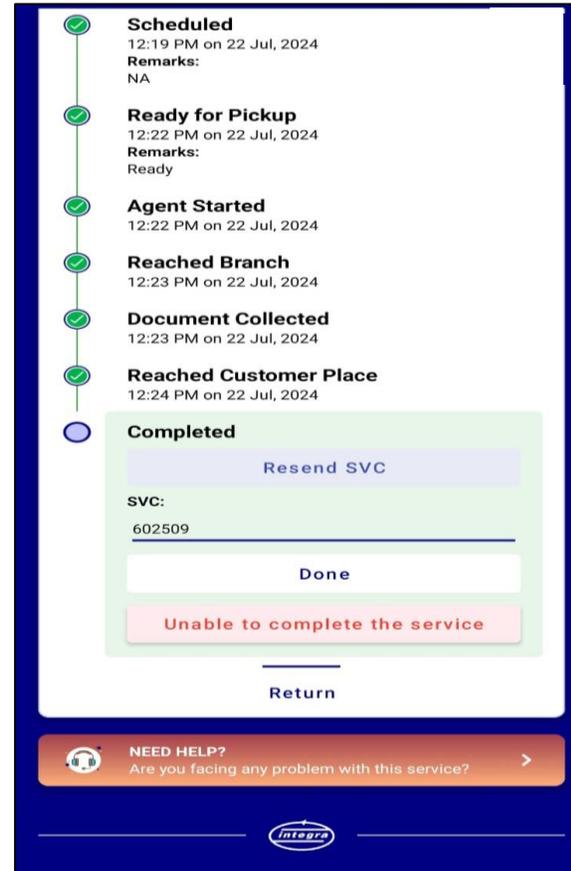
- Scheduled**  
02:46 PM on 16 Jul, 2024  
Remarks: NA
- Ready for Pickup**  
02:47 PM on 16 Jul, 2024  
Remarks: Ready
- Agent Started**  
02:50 PM on 16 Jul, 2024
- Reached Branch**  
02:50 PM on 16 Jul, 2024
- Document Collected**  
SVC:  
Enter SVC  
Done
- Reached Customer Place
- Completed

**NEED HELP?** Are you facing any problem with this service? >

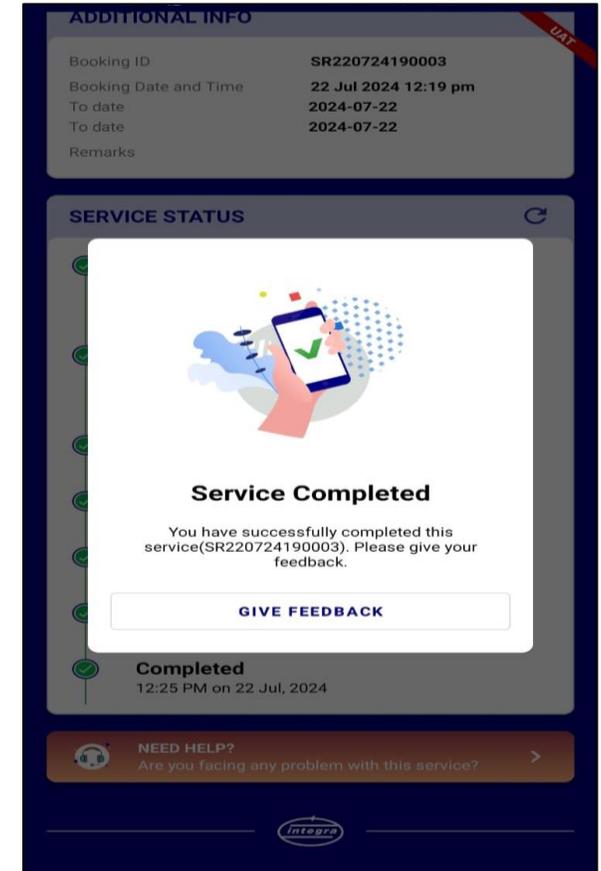
DSB Branch user shares the SVC with the Agent. The Agent enters the SVC into Agent app for validation. On successful validation, DSB Branch user will handover the document to the Agent and service status is changed to “Document Collected”.



When the Agent arrives at the customer's location, the customer shares the Auth code with the Agent. The Agent enters the code into Agent app for validation.



On successful validation, the Agent hands over the document to the customer. The status of the service request will be changed to 'COMPLETED'.





# Thank You!!