



PRODUCT SUPPORT PACK

Unstructured Supplementary Service Data

USSD

PRODUCT AWARENESS

Product Vision & Mission

The **PSiber USSD Module** aims to provide employees with the core functionalities of **ESS** without having the need to use a smartphone. The module is aimed to specifically target employees that are in rural areas and/ or have limited access to internet connections.

Product Introduction

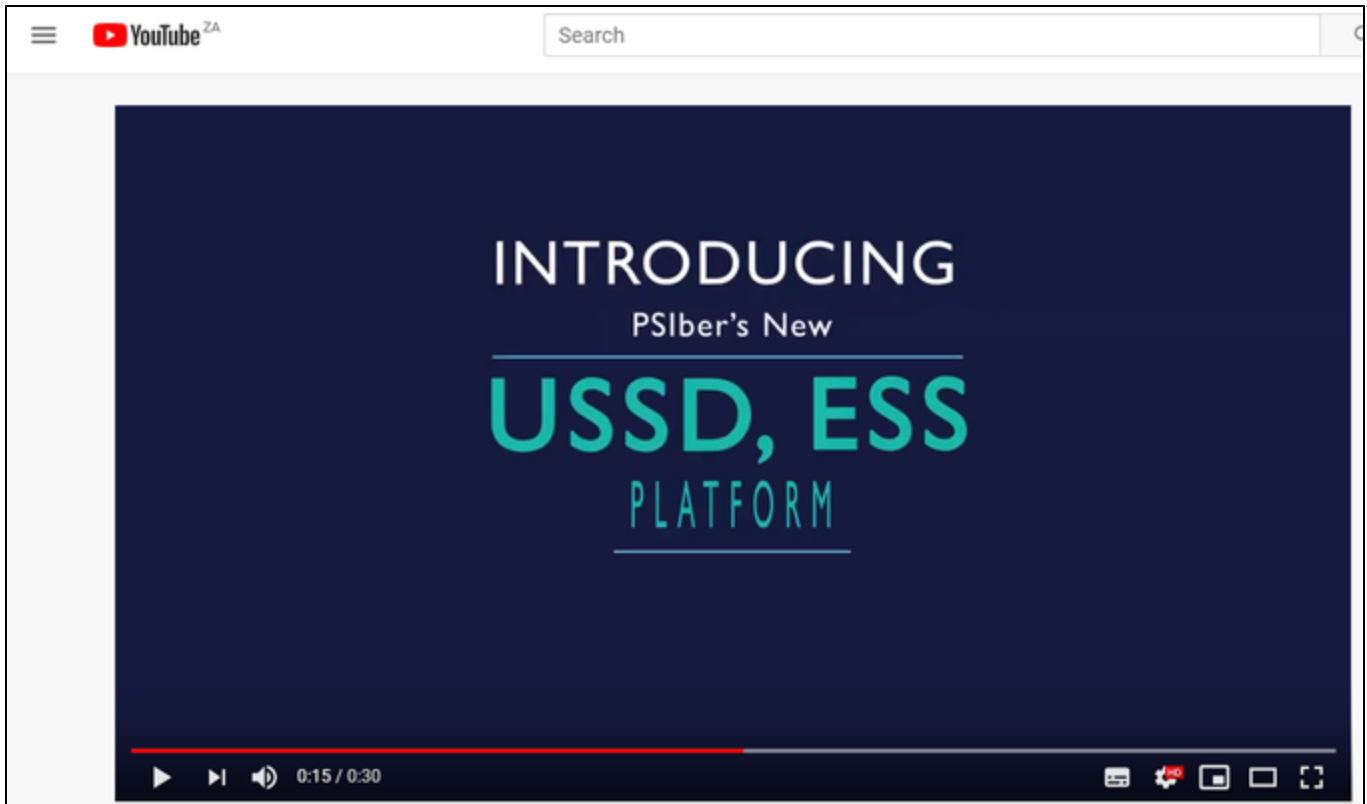
The 2 core functions of the **PSiber USSD Module** are:

Provide employees with the functionality to view **Payslips** and to apply for various types of **Leave**.

Product Demo

A Marketing video is available on the **PSiber YouTube Page** that may be used and presented to clients. The link is as follows:

<https://www.youtube.com/watch?v=pvdoOwb9fM0>



Clients can also refer to the [PSiber Training Academy](#) for step-by-step instructions on how to use the Module.

Access to the [PSiber Training Academy](#) is free for all users who wish to enrol.

<https://www.psiberworks.com/psiber-academy/>



An online education that sets you apart

Student Dashboard



**PSiber Guide:
Concepts &
Terminology**



Offer of Employment



Employee Take-On



Inductions



Fundamental Payroll



PSiber Payroll

Development Phases

The **PSiber USSD Module** will be rolled out in 2 Phases. Phase 1 has already been released in January 2019, with Phase 2 being released in the very near future:



Client Focus

The **PSiber USSD Module** is available to all clients on all instances who chooses to make use of the facility.

Client Billing Structure

The Module makes use of "**Reverse Billing**" which results in PSiber being responsible for the upfront transactional fees. The **PSiber Support Department** will then in return then bill the client accordingly. Costs are directly linked to usage and Cellphone Provider Network fees.

IMPLEMENTATION PREREQUISITES

Document Templates, Policies & Forms

There are no applicable **Document Templates, Policies and/ or Forms** that need to be implemented as a prerequisite to ensure a successful product. It is **Best Practise** and encouraged that Clients run **Internal Marketing Campaigns** to stimulate traction of the product.

Agreements & Subscriptions

PSiber makes use and integrates directly with a **Third-Party** that ensures all the features of the **PSiber USSD Module** are possible.

Each Individual **Client** would have to have a subscription with the **Third-Party** as to enable them to acquire a unique "**string**" that is associated with the client.

An example of a string is:

120*912*120#

Clients have the option to directly contact the **Third-Party** to activate the subscription, but it is strongly advised that **Consultants** or the **PSiber Support Department** facilitate this process.

A Typical application for with the **Third-Party** is as follows:

VAS Services Request	
MASTER AGREEMENT #	
CLIENT NAME	
CLIENT ADDRESS	
CLIENT CONTACT PERSON	
TELEPHONE NUMBER	
EMAIL ADDRESS	

Please take note that the **PSiber Instances** that **Clients** are connected to will have no impact on this facility.

Hardware

A functioning Cellphone with available Airtime or Data Subscription with the **Network Provider**. This does not need to be a Smartphone.

SETUP & PARAMETERS

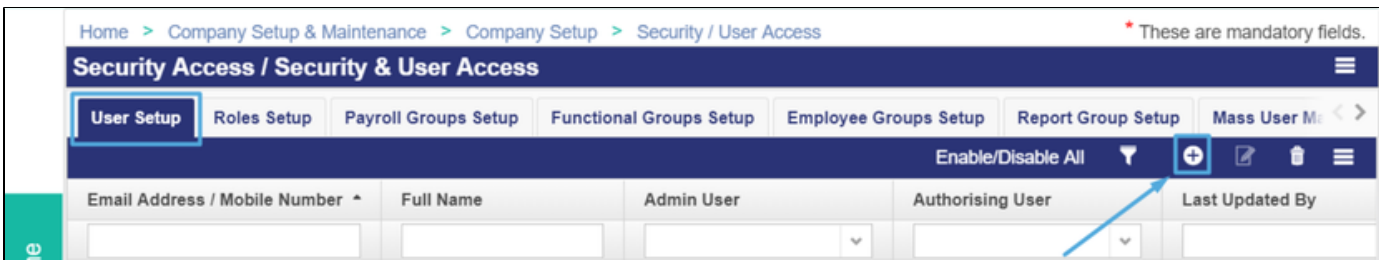
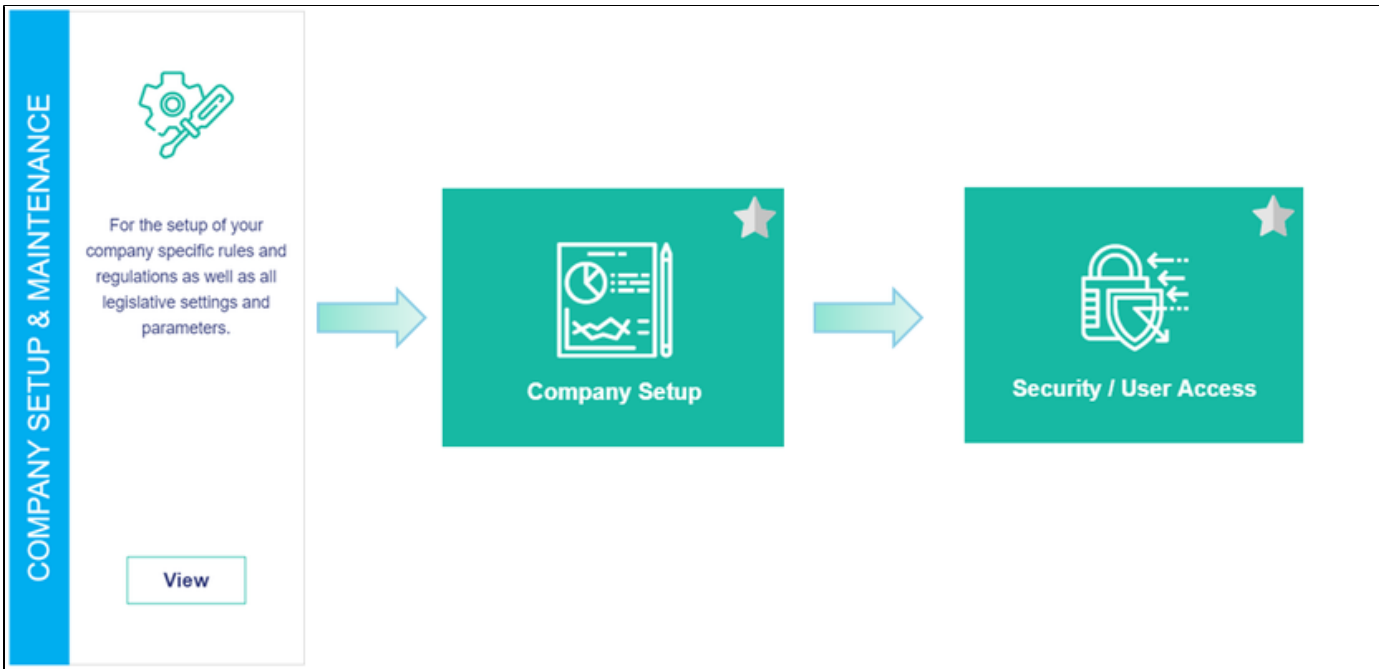
Before the **PSiber USSD Module** can be used by employees, certain setup and parameters need to be configured in the **Main System**.

System Setup / Parameter Settings

Navigate to:

Home > Company Setup & Maintenance > Company Setup > Security / User Access

An HR administrator should navigate to the screen to enable an employee's USSD functionality.



A new **USSD User** will be added under the 'User Setup' tab.

User Setup
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Use Mobile Number? 2

Email Address / Mobile Number

Full Name

Contact Number

Mobile Number
 1

Effective Date *
 🔄

Ineffective Date
 🔄

Disabled
 ▼

Status

Admin User
 ▼

Authorising User
 ▼

Linked Applet User

Last Updated By

Last Updated
 🔄

Payroll
 ▼

Employee
 ▼

Reinitialize Password

User Role Selections
☰

<input type="checkbox"/>	Role Name	Description	Disabled
<input type="checkbox"/>	Core	Core	No
<input checked="" type="checkbox"/>	ESS	Default Role for ESS	No
<input type="checkbox"/>	Junior	Junior	No
<input type="checkbox"/>	MSS	Default Role for MSS	No
<input type="checkbox"/>	Payroll Processing	Payroll Processing Only	No
<input type="checkbox"/>	Custom User	Full Access	No

1. The employee's phone number that will be used to access the USSD should be captured in the 'Mobile Number' field.
2. After capturing the mobile number, tick 'Use Mobile Number' and complete the necessary fields.
[Mandatory fields: Effective Date, Payroll, and Employee]
3. The final step is to select a predefined role that is relevant to the employee's permissions.

Compliance

The application complies with the [POPI Act](#), ensuring individual safety by implementing passwords in order to use the application.

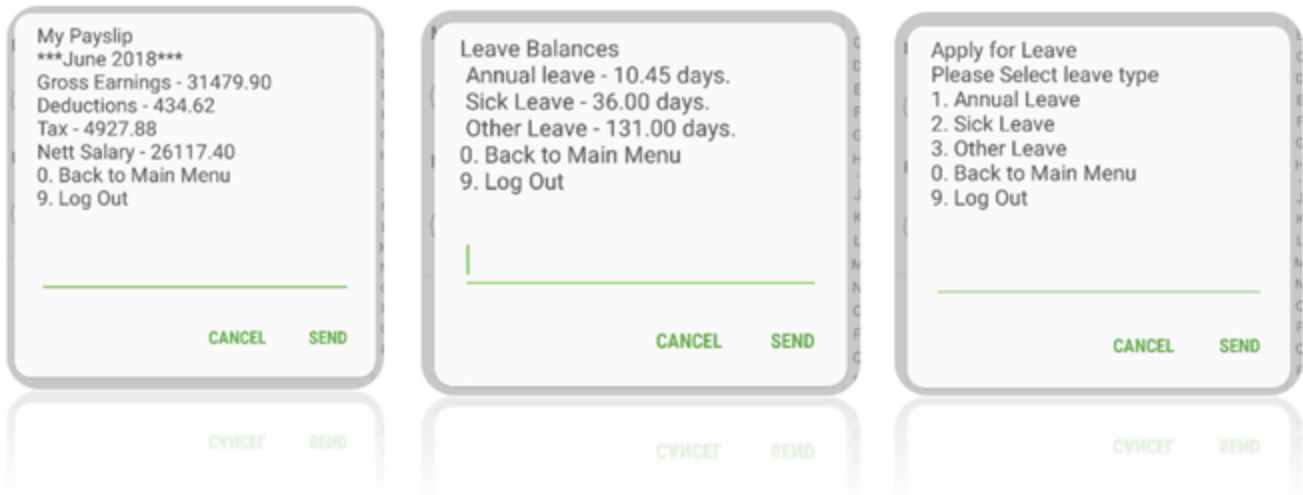
SYSTEM EXPECTED BEHAVIOUR

System Behaviour

At any given time an employee should be able to:

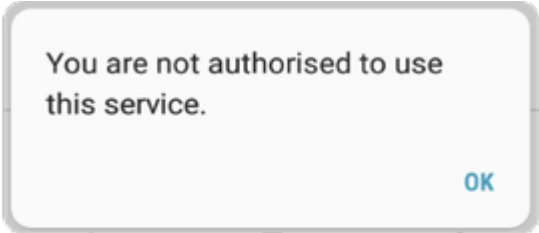
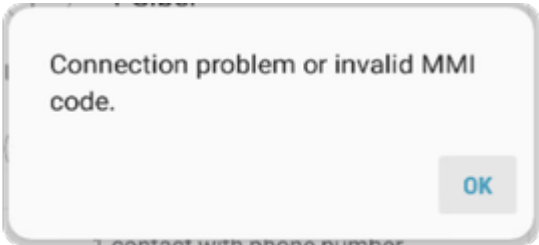
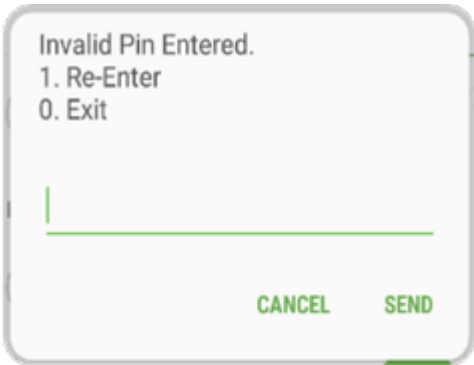
- View a summary of their [Payslip](#)
- View [Leave Balances](#) and
- [Apply for Leave](#) with their cellphones

The Main Sections of the Module are as follows:



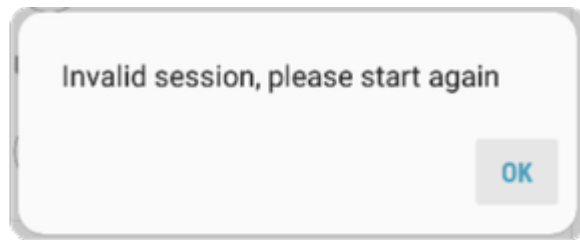
Points of Failure

The following are error screens for possible scenarios:

<p>The USSD function is not enabled for the employee or company instance.</p>	
<p>The user took too long to choose an option.</p> <p>The session times if it is inactive for 30 seconds and the user will have to re-start the process.</p>	
<p>The user entered an incorrect password</p>	

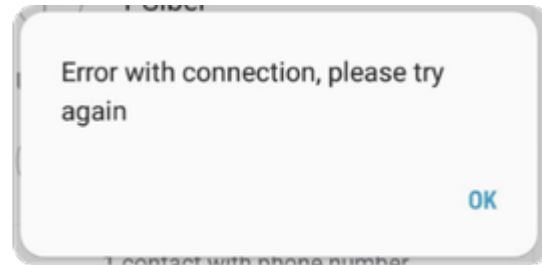
The USSD session timed out

Maximum USSD session length for Vodacom and Cell C is 3 minutes.
Maximum USSD session for MTN is 2 minutes.



Incorrect input data or an invalid request from the system.

ie: a user could have booked leave for an invalid date not within leave range. The system could have returned an error or could be temporarily offline.



AFTERCARE

The **PSiber Support Department** should always be contacted as the first step.

Tel: 011 454 1074.

The **Third-Party** can be contacted in cases of subscription issues or queries:

CELLFIND

Renier Venter
Account Manager

Mobile: +27 82 808 8888

Phone: 010 442 3100

www.cellfind.co.za

END OF DOCUMENT