

Alert: GoLive of Unified Communication Cell for FINGate 2.0

We are pleased to inform you that we are going Live with the new Unified Communication Cell for FINNET 2.0. The Unified Communications Cell (UCC) shall address grievances, enable status tracking and serve as a communication channel with the FINGate users i.e. REs (Reporting Entities). The toll-free number **1800-8890-238** is dedicated for Reporting Entities and enabled with an IVR flow to help answer user queries.

With the Go-Live of UCC, a new channel for communication with the helpdesk team of FINNET 2.0 has been enabled. A virtual Assistant – REA has been integrated with the FINGate portal to help with system related queries. The Virtual Assistant is designed with 3 interaction levels. Level 1 - the Chatbot service, Level 2 - Live chat with UCC and Level 3 - live call through chatbot with an UCC agent. When on live call with the agent, the capability to share the screen to allow the UCC agent co-browse would be available with the RE user. The chatbot dictionary & FAQs (integrated with chatbot) have been designed to assist RE users with queries regarding the FINnet 2.0 system.

The UCC is supported by a team of agents dedicated only for RE users and can be contacted by both the toll-free number and REA (Reporting Entity Assistant). The UCC can also be contacted vide email ***helpdesk-re@fiuindia.gov.in***. The UCC agents supporting FINGATE 2.0 production are available 9:30am to 6:00pm on all days except Banking Holidays. All interactions with users will be assigned a ticket number and the number will be made available to the user along with the identification of the agent. The ticket number will be provided to the caller verbally during the call by the agent as well in email to the caller post call completion.

An online course on usage of *chatbox, live chat/call and co-browsing features* has been added on the Learning Management System platform of FIU-IND. (<https://lms.fiuindia.gov.in>)

Please note:

1. For FINNET 1.0 related issues, the users may use only the existing helpdesk email i.e. helpdesk@fiuindia.gov.in or the phone number 011-23319793.
2. The current FINNET 2.0 contact numbers 011-23463691/2/3 would cease to be operational.