

User Manual for North & West

POST PAID IN SERVICES

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Introduction

Description:

BSNL provides Intelligent Network (IN) Based services as one of its Service Lines. These include Toll Free Numbers (Free Phone/ FPH), Universal Access Number (UAN), Televoting and Premium Rate Services. Calls made to and from these Special Numbers have to be billed at special rates either to Called Party/ Calling Party/ Combination of Both. Currently CDR systems do not identify IN based services.

Intelligent Network provides a framework to create various services in a centralized place independent of the switch. In IN, calls generated by a subscribers are routed (Circuit Switched) to the nearest Service Switching Points, which in turn , consults, the Service Control Points (SCP) on high speed CCS 7 links to get the necessary information for further routing of the call. IN Services can be used by subscriber connected to any type of exchange using existing telephones

1. **Toll Free Numbers (FPH):** BSNL provides a 11-13 digit number, e.g. 1800-XYZ-ABCD-XY to its Customers subscribing for Toll Free Service. When a call is made to this number, the call charges are levied to the called party, who is BSNL's FPH Subscriber, while it is free of cost to the caller. This Toll Free Number can be accessed from networks of other Operators too.

2. **Universal Access Numbers (UAN):** BSNL provides a 11-13 digit number, e.g. 1800-XYZ-ABCD-XY to its Customers subscribing for UAN Service. When a call is made to this number, call charges are levied either to the calling party or split between the calling and called party, depending on whether BSNL Customer has subscribed for UAN Full Charge or UAN Split Charge respectively. In case of UAN Split Charge, calling party pays only the local call charges while the called party who is BSNL's UAN Subscriber pays the rest of the charges.

3. **Televoting:** Televoting is unique service used in collecting public opinion. A user who wishes to vote, can dial the specific voting number to register his vote of choice. Televoting is possible from STD barred phones also. Televoting numbers are 11-13 digit numbers: 1803-424-ABCD-XY (no charge to voter, BSNL Televoting Service subscriber to pay), 1861-424-ABCD-XY(unit pulse charge to voter) and 1862-424-ABCD-XY(two pulse charge to voter)

Creation of IN Sales Order

Login to SAP CRM.

In the Sales Cycle a link is provided for Search and Create Intelligent Network.



Need to create IN Sales order through **Create----->Intelligent Network.**

SAP CRM Welcome 353381 Personalize Help Center System News Log C

Saved Searches Go Advanced

BSNL IN Order : New Back

Save Edit Demand Note Cancel Order

Order Details

General Data

New Order ID

Customer Account ID

Billing Account ID

IN Number*

Offline Order Flag ☐

Offline Order Date

Status Details

Status

Status Date

Cancellation Reason

Plan

IN plan*

Service Details

Service

Service Type

Service Subtype*

Sales Channel

Employee Responsible

Remarks

Destination Numbers

Phone Number	Customer Account	Billing Account

User can enter IN Number:

Note: Validations present for IN Number:

Toll Free Number.....11-13 digit number (1800-XYZ-ABCD-XY)

UAN.....11-13 digit number (1800-XYZ-ABCD-XY)

Tele-voting.....11-13 digit number (1803-424- ABCD-XY, 18061/62-424- ABCD-XY)

d) After entering IN Number need to provide its Service Subtype on the basis of which IN Plan will come

BSNL IN Order : New

Save | Edit | Demand Note | Cancel Order

Order Details

General Data

New Order ID:

Customer Account ID:

Billing Account ID:

IN Number*:

Offline Order Flag: ☐

Offline Order Date:

Status Details

Status:

Status Date:

Cancellation Reason:

Plan

IN plan*:

Service Details

Service:

Service Type:

Service Subtype*:

Sales Channel:

Employee Responsible:

Remarks

Destination Numbers

Phone Number	Customer Account	Billing Account
0755-7810034	1001382939	1001382940

e) Before Save need to enter at least one destination number. After entering destination number when we save the data it will give a pop-up as below.

Note: Incase of Tele-voting Service no destination number is mandatory.

Note: For Toll free and UAN destination number is mandatory but for Tele-voting destination number is not mandatory.

Saved Searches Go Advanced

BSNL IN Order : New Back

Save | Edit | Demand Note | Cancel Order

Order Details

General Data New Order ID Customer Account ID Billing Account ID* IN Number* 1800-186-7891-12 Offline Order Flag ☐ Offline Order Date	Status Details Status Open Status Date 08.05.2013 Cancellation Reason
--	---

Service Details Service INTELLIGENT NETWORK Service Type PROVISION Service Subtype* TOLL FREE Sales Channel Walk-In Employee Responsible 353381	Plan IN plan* TOLL FREE SERVICE Remarks
--	---

Destination Numbers

Phone Number	Customer Account	Billing Account
0755-7810027	1001382537	1001382539

The screenshot shows the 'BSNL IN Order : New' form. The 'Save' button is highlighted with a red box. A confirmation dialog box titled 'IN Order Save -- Webpage Dialog' is overlaid on the form, asking 'Do you want to Change the Customer and Billing Accounts?' with 'Yes' and 'No' buttons. The form contains the following fields:

General Data		Status Details	
New Order ID		Status	Open
Customer Account ID	1001382939	Status Date	09.05.2013
Billing Account ID	1001382940	Cancellation Reason	
IN Number*	1800-178-1478-45		
Offline Order Flag	☐	Plan	
Offline Order Date		IN plan*	UAN FULL CHARGE
Service Details		Remarks	
Service	INTELLIGENT NETWORK		
Service Type	PROVISION		
Service Subtype*	UAN		
Sales Channel	Walk-In		
Employee Responsible	353381		

Below the form is a table for 'Destination Numbers':

Phone Number	Customer Account	Billing Account
0755-7810034	1001382939	1001382940

f) If selected 'Yes', we need to enter the BA and if selected NO same CA, BA will be saved.

Note: Only BA field will be enabled, if we enter CA, BA will automatically fetch out.

g) If pop-up selected as 'No', CA and BA of the destination number will be populated.
Demand note needs to be generated after that by clicking on Demand Note button.

BSNL IN Order : New Back

Save | Edit | **Demand Note** | Cancel Order

Order Details

General Data	Status Details
New Order ID 1000058430	Status In Process
Customer Account ID 1001382939	Status Date 09.05.2013
Billing Account ID 1001382940	Cancellation Reason
IN Number 1800-178-1478-45	
Offline Order Flag ☐	
Offline Order Date	
	Plan
	IN plan UAN FULL CHARGE
Service Details	Remarks
Service INTELLIGENT NETWORK	
Service Type PROVISION	
Service Subtype UAN	
Sales Channel Walk-In	
Employee Responsible 353381	

Destination Numbers Print Edit Close

Phone Number	Customer Account	Billing Account
0755-7810034	1001382939	1001382940

h) Demand Note generation is shown below:

Note: 1) Based on the deposit amount present for the plan the amount of demand note will be reflected.

2) As the below Order has demand note of 0 amount after saving, it will be directly assigned to ROI.

Demand Note Back

▼ Demand Note Save Print Demand Note for Customer

 **BHARAT SANCHAR NIGAM LTD**

Demand Id

Customer Account

Billing Account

First Name

Last Name

Creation Date

Expiry Date 

Order Id

Telephone

SSA

Installation Address

Overwrite ISD Amount

▼ Deposit Details | Advance Payment   

SNo.	Charge Description	Product Description	Amount Receivable
0		Total	0

3) If the amount is present in demand note it will take first payment from PMS then it will be assigned to ROI.

i)Login with ROI Role

3)If the amount is present in demand note it will take first payment from PMS then it will be Assigned to ROI.

i)Login with ROI Role

Demand Note Back

Business Role	Organization
YAOTR	BSNL AOTR
YCSR	BSNL CSR-Role
YROI	BSNL ROI
YSYSADMIN	BSNL SYSTEM ADMIN

BSNL Connecting India Welcome ROI1 Personalize Help C

Home Saved Searches

BSNL
Connecting India

- Home
- Worklist
- Calendar
- Account Management
- Sales Cycle
- Service Orders
- Complaints
- Master data

My Appointments Today

No result found

Workflow Tasks

Kindly Approve / Reject the IN Order : 1000058430

Technical complaint ;1000058269

Technical complaint ;1000058267

Kindly Approve / Reject the IN Order : 1000058222

Kindly approve/reject the order : IN8000000137

Expand

Favorite Reports

My Open Tasks

No result found

Alerts

No result found

My Saved Searches

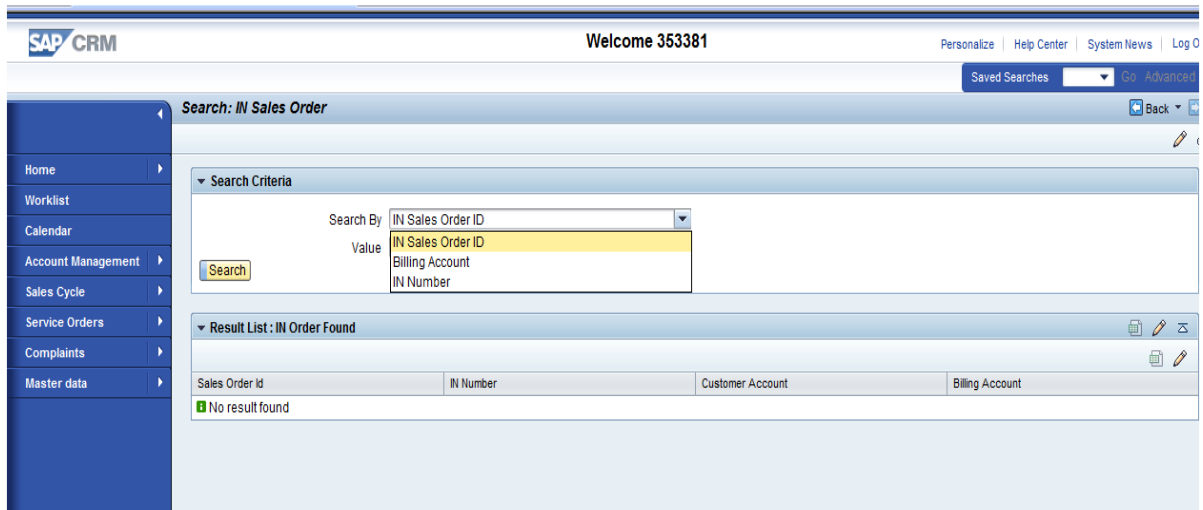
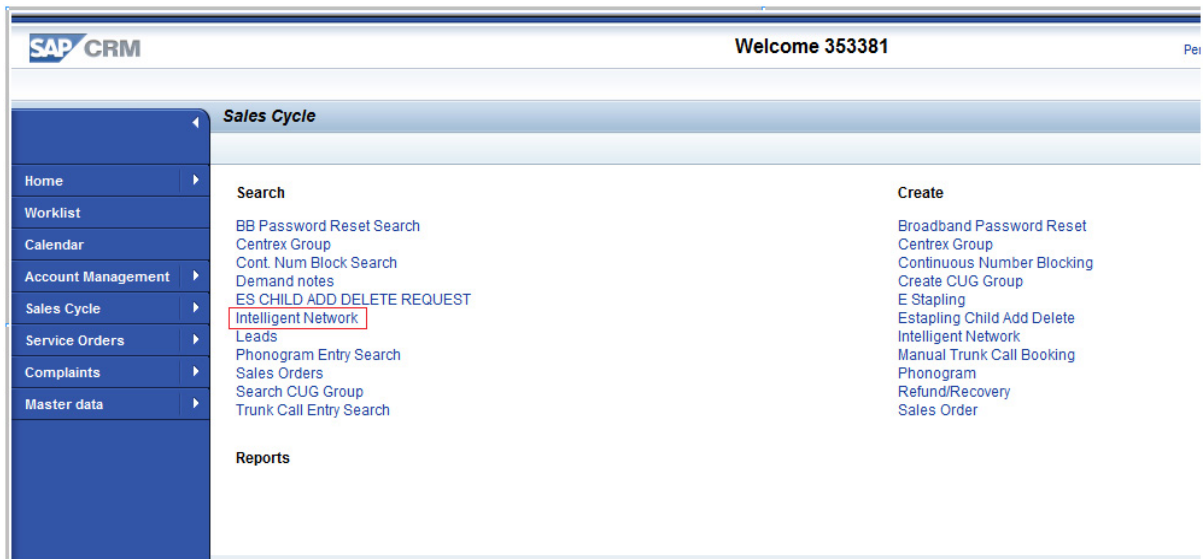
j)ROI can Approve and Reject the Order

The screenshot shows the BSNL ROI1 interface. The top navigation bar includes the BSNL logo, 'Welcome ROI1', and links for 'Personalize', 'Help Center', and 'System News'. A 'Saved Searches' dropdown is also present. The left sidebar contains a menu with options: Home, Worklist, Calendar, Account Management, Sales Cycle, Service Orders, Complaints, and Master data. The main content area displays a 'Workflow Task: Kindly Approve / Reject the IN Order : 1000058430'. Below this, there are buttons for 'Back', 'Resume', and 'Forward'. A decision dropdown menu is set to 'Approve', with an 'Execute Decision' button next to it. The dropdown menu shows 'Approve' and 'Reject' options. Below the decision section, the task details are shown: 'Subject: Kindly Approve / Reject the IN Order : 1000058430', 'Sent Date: 09.05.2013', 'Status: Ready', and 'Priority: 5 Medium'. A 'Description' section is empty. At the bottom, an 'Order' section shows a table with columns 'Description' and 'Type', containing one row: '1000058430' and 'ZIN_SALES'.

k) After Approval from ROI the screen will display as

The screenshot shows the BSNL ROI1 interface after a successful decision. The top navigation bar is the same as the previous screenshot. The left sidebar is also the same. The main content area displays a yellow banner with the message: 'Decision successfully executed and work item completed'. Below this, there are four sections: 'My Appointments Today' (No result found), 'My Open Tasks' (No result found), 'Workflow Tasks' (listing several tasks with their IDs and an 'Expand' button), and 'Alerts' (No result found). At the bottom right, there is a section for 'My Saved Searches'.

l) We can search the IN Sales Order from Intelligent Network Search option. We can search by IN Sales Order id, Billing Account, IN Number.



m) We can see the status of the order:

BSNL IN Order : New Back

Save | Edit | Demand Note | Cancel Order

Order Details

General Data	Status Details
New Order ID 1000058430	Status Completed
Customer Account ID 1001382939	Status Date 09.05.2013
Billing Account ID 1001382940	Cancellation Reason
IN Number 1800-178-1478-45	
Offline Order Flag ☐	
Offline Order Date	
	Plan
	IN plan UAN FULL CHARGE
	Remarks

Service Details

Service INTELLIGENT NETWORK

Service Type PROVISION

Service Subtype UAN

Sales Channel Walk-In

Employee Responsible 353381

Destination Numbers Print Edit Reset

Phone Number	Customer Account	Billing Account
0755-7810034	1001382939	1001382940

n)IN Sales Order gets completed and its Ibase is generated.We can search its IBASE by

SAP CRM Welcome 353381

Accounts & Products

	Search	Create
Home	View IPDR	Special Promotions
Worklist	Customer Assets	
Calendar	Locality Sub-Localities	
Account Management	Products	
Sales Cycle	Special Promotions	
Service Orders	View IPDR	
Complaints		
Master data		

Saved Searches Go Advanced

Search: Installed Bases Back

Search Criteria Hide Search Fields

Search For:

Telephone Number (STD-TelNo.) (is)

Maximum Number of Results:

Save Search As:

Result List: 1 Installed Base Found

Asset ID	Phone Number	Created On	Status	Status
669106	1800-178-1478-45	09.05.2013 09:31:56	Created	01

Saved Searches Go Advanced

Asset Id, Telephone number: 669106, 1800-178-1478-45 Back

Fact Sheet Disconnect Modify Shift Transfer BB Disconnect Edit

Installed Base Hierarchy

Description	Item
1800-178-1478-45	
UAN FULL CHARG	

General Data

Asset Technical Details		BSNL Phone Number	
Asset ID	669106	Phone Number	1800-178-1478-45
Created On/At	09.05.2013 09:31:56	Main Phone Number	
Channel information		Old Telephone Number	
Sales Channel		Free Phone: Phone Number	
Franchisee Code		BSNL Number Type	
Service Information		Service Start Date	09.05.2013
Broadband Service	No	Service End Date	
Service Line	Basic Phone Service	Status Details	
Service	Wireline	Service Status	Created
Service Type	IN	Normal Status	ACTIVE
Service Sub type	UAN	Operating Status	Active
WLL TNF		Status Reason	
Usage Code		CLM Status	
Connection type		Address Technical Details	
Concessional group		Installation Addr Id	
Service Category		Installation Type	
Broadband Portal ID		Billing Address Id	
Free Phone Type		Bill Corres. Add Id	

IPTV Service Start Date		
IPTV Service End Date		
▼ Partners Involved   		
Accounts	Name	Address
1001382939	rajat ram	11 MP \ 462023 11
1001382940	rajat ram	11 MP \ 462023 11
► Service Processes 		
► BROADBAND 		
► ISDN 		
► Changed Plans 		
► Friend&Family Number 		
► DBLINK 		
► PC Bundling/Rental Scheme 		
► Attachments 		
► Fixed Charge redirection 		
▼ IN Details 		
► IN Service Processes		
▼ IN Destination Numbers   		
Destination Number	Customer Account	Billing Account
0755-7810034	1001382939	1001382940

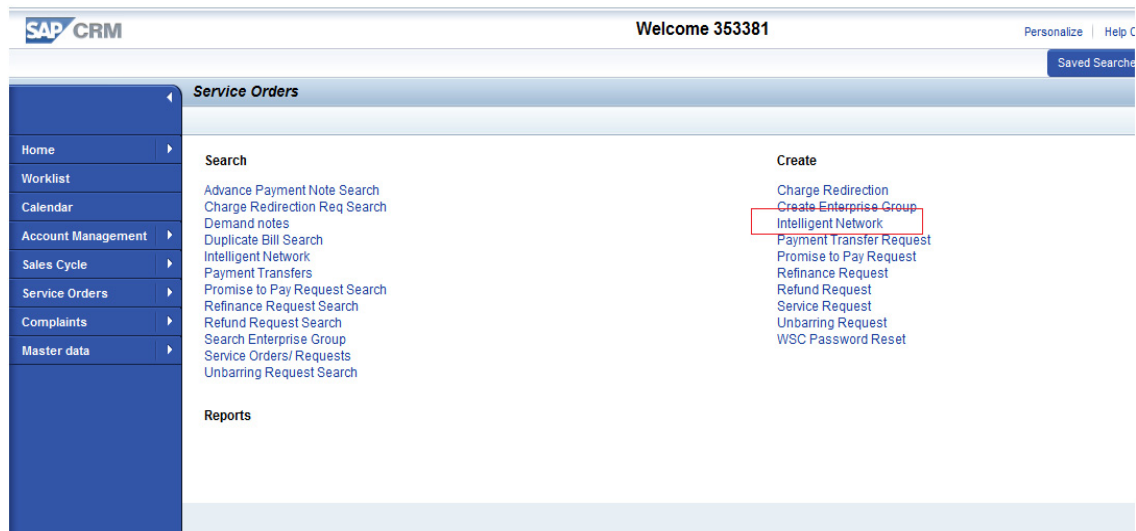
IN Service Order Creation:

There are 2 ways to create Service order:

By directly going through Create Service Order

By going through Ibase Screen.

m) By directly going through Create Service Order



n) We enter IN Number and select

Service Type---->IN

Order Type----->Modify

Order SubType----->Change of Plan and Destination Number Change

IN SERVICE ORDER : NEW

SAVE

Service Order Details EDIT | CANCEL | SUBMIT

Service Order Id: IN8000000252
 Customer Account: 1001382939
 Billing Account: 1001382940
 IN Number: 1800-178-1478-45
 Status: Open
 Cancellation Reason:
 Creation Date: 09.05.2013
 Sales Channel: Walk In
 Employee Responsible: 353381

Service Type: IN
 Order Type: Modify
 Order Subtype: Change of Plan, Destination Number Change

Note: Same screen will come when we create service order by use of Modify button in IBASE screen.

Asset Id, Telephone number: 669106, 1800-178-1478-45

Fact Sheet Disconnect **Modify** Shift Transfer BB Disconnect

Installed Base Hierarchy

Asset Technical Details

Asset ID: 669106
 Created On/At: 09.05.2013 09:31:56
 Channel information
 Sales Channel
 Franchisee Code
 Service Information
 Broadband Service: No
 Service Line: Basic Phone Service
 Service: Wireline
 Service Type: IN
 Service Sub type: UAN
 WLL TNF
 Usage Code
 Connection type
 Concessional group
 Service Category
 Broadband Portal ID
 Free Phone Type
 Hotline Number
 VPN Information

BSNL Phone Number

Phone Number: 1800-178-1478-45
 Main Phone Number
 Old Telephone Number
 Free Phone: Phone Number
 BSNL Number Type
 Service Start Date: 09.05.2013
 Service End Date
 Status Details
 Service Status: Created
 Normal Status: ACTIVE
 Operating Status: Active
 Status Reason
 CLM Status
 Address Technical Details
 Installation Addr Id
 Installation Type
 Billing Address Id
 Bill Corres. Add Id
 Technical Details
 Back End Service Id

By clicking Modify Button....

IN SERVICE ORDER : NEW

SAVE

Service Order Details EDIT | CANCEL | SUBMIT

Service Order Id	IN8000000252	Status	Open
Customer Account	1001382939	Cancellation Reason	
Billing Account	1001382940	Creation Date	09.05.2013
IN Number	1800-178-1478-45	Sales Channel	Walk In
Service Type	IN	Employee Responsible	353381
Order Type	Modify		
Order Subtype	Change of Plan		

o) We are creating order for Change of Plan. A list of plan related with service will come and we will select the desired plan.

-----Order Type----->Change of Plan

SAP CRM Welcome 353381

Personalize | Help Center | System News | Log Off

IN SERVICE ORDER : NEW

SAVE

Service Order Details EDIT | CANCEL | SUBMIT

Service Order Id	IN8000000253	Status	Open
Customer Account	1001382939	Cancellation Reason	
Billing Account	1001382940	Creation Date	09.05.2013
IN Number	1800-178-1478-45	Sales Channel	Walk In
Service Type	IN	Employee Responsible	353381
Order Type	Modify		
Order Subtype	Change of Plan		

Plan Details

Old Plan	New Plan
Plan ID D11351	Plan ID D11352
Plan Name UAN FULL CHARGE	Plan Name UAN SPLIT CHARGE

p) Order first be Saved and then Submit button is selected ,it will assign to ROI.

Service Order Details EDIT | CANCEL | SUBMIT

Service Order Id: IN8000000253
 Customer Account: 1001382939
 Billing Account: 1001382940
 IN Number: 1800-178-1478-45
 Service Type: IN
 Order Type: Modify
 Order Subtype: Change of Plan

Status: Assigned to ROI
 Cancellation Reason:
 Creation Date: 09.05.2013
 Sales Channel: Walk In
 Employee Responsible: 353381

Plan Details

Old Plan	New Plan
Plan ID: D11351 Plan Name: UAN FULL CHARGE	Plan ID: D11352 Plan Name: UAN SPLIT CHARGE

q) ROI will approve the order.

BSNL Welcome ROI1 Personalize Help Center System N

Workflow Task: Kindly approve/reject the order : IN8000000253

Back Reserve Forward

Decision: Approve | Execute Decision

Workflow Task: Approve | Reject

Subject: Kindly approve/reject the order : IN8000000253
 Sent Date: 09-05-2013
 Status: Ready
 Priority: 5 Medium

Description

Order

Description	Type
IN8000000253	ZIN_SERV

r)Ibase of the IN Number will be updated with the New Plan

The screenshot displays the IN Version 1 user interface. On the left is a blue sidebar with navigation links: Home, Worklist, Calendar, Account Management, Sales Cycle, Service Orders, Complaints, and Master data. The main content area is titled 'Asset Id, Telephone number: 669106, 1800-178-1478-45' and includes tabs for Fact Sheet, Disconnect, Modify, Shift, Transfer, and BB Disconnect. A red box highlights the 'Installed Base Hierarchy' window, which shows a tree structure with '1800-178-1478-45' expanded, revealing 'UAN SPLIT CHARG'. The right side of the interface contains the 'General Data' section, which is divided into several sub-sections: Asset Technical Details (Asset ID: 669106, Created On/At: 09.05.2013 09:31:56), Channel information (Sales Channel, Franchisee Code), Service Information (Broadband Service: No, Service Line: Basic Phone Service, Service: Wireline, Service Type: IN, Service Sub type: UAN, WLL TNF, Usage Code), BSNL Phone Number (Phone Number: 1800-178-1478-45, Main Phone Number, Old Telephone Number, Free Phone: Phone Number), and Status Details (Service Status: Created, Normal Status: ACTIVE, Operating Status: Active, Status Reason, CLM Status). The Address Technical Details section is partially visible at the bottom right.

-----Order Type----->Destination Number Change

s) Creation of Destination Number Change Order:

Note:

- 1) We can add and delete destination numbers.
- 2) Need to select status as ADD/DELETE.
- 3) Maximum 5 destination numbers are allowed.
- 4) Destination Numbers can be of same zone and of different zone but for UAN and TOLLFREE one destination number is mandatory.

Saved Searches Go Adv

IN SERVICE ORDER : NEW Back

SAVE

Service Order Details EDIT | CANCEL | SUBMIT

Service Order Id	IN8000000254	Status	Open
Customer Account	1001382939	Cancellation Reason	
Billing Account	1001382940	Creation Date	09.05.2013
IN Number	1800-178-1478-45	Sales Channel	Walk In
		Employee Responsible	353381
Service Type	IN		
Order Type	Modify		
Order Subtype	Destination Number Change		

Destination Numbers

Phone Number	Customer Account	Billing Account	Status
0755-7810034	1001382939	1001382940	DELETE
0755-7700015	1001382644	1001382646	ADD

t) After Save and Submit Order will be assigned to ROI.

BSNL Connecting India

Workflow Task: Kindly approve/reject the order : IN8000000254

Back Reserve Forward

Decision Approve Reject Execute Decision

Workflow Task Approve Reject

Subject Kindly approve/reject the order : IN8000000254 Status Ready

Sent Date 09.05.2013 Priority 5 Medium

Description

Order

Description	Type
IN8000000254	ZIN_SERV

u) After Approval from ROI new destination number will be updated on the IN IBASE.

Partners Involved

Accounts	Name	Address
1001382939	rajat ram	11 MP\ 462023 11
1001382940	rajat ram	11 MP\ 462023 11

Service Processes

BROADBAND

ISDN

Changed Plans

Friend&Family Number

DBLINK

PC Bundling/Rental Scheme

Attachments

Fixed Charge redirection

IN Details

IN Service Processes

IN Destination Numbers

Destination Number	Customer Account	Billing Account
0755-7700015	1001382644	1001382646

Creation of IN Disconnect Order

v) Selecting Disconnect Button from IN IBASE .

Asset ID, Telephone number: 669106, 1800-178-1478-45 Back

Fact Sheet **Disconnect** Modify Shift Transfer BB Disconnect

Installed Base Hierarchy

Description	Item
1800-178-1478-45	
UAN SPLIT CHARG	

General Data

Asset Technical Details		BSNL Phone Number	
Asset ID	669106	Phone Number	1800-178-1478-45
Created On/At	09.05.2013 09:31:56	Main Phone Number	
Channel information		Old Telephone Number	
Sales Channel		Free Phone: Phone Number	
Franchisee Code		BSNL Number Type	
Service Information		Service Start Date	09.05.2013
Broadband Service	No	Service End Date	
Service Line	Basic Phone Service	Status Details	
Service	Wireline	Service Status	Created
Service Type	IN	Normal Status	ACTIVE
Service Sub type	UAN	Operating Status	Active
WLL TNF		Status Reason	
Usage Code		CLM Status	
Connection type		Address Technical Details	
Concessional group		Installation Addr Id	
Service Category		Installation Type	
Broadband Portal ID		Billing Address Id	
Free Phone Type		Bill Corres. Add Id	
Hotline Number		Technical Details	

w) We will save and submit the order; the order will be assigned to ROI.

AVE

Service Order Details EDIT | CANCEL | SUBMIT

General Data

Service Order Id	IN8000000256	Status	Open
Customer Account	1001382939	Cancellation Reason	
Billing Account	1001382940	Creation Date	09.05.2013
IN Number	1800-178-1478-45	Sales Channel	Walk In
		Employee Responsible	353381

Service Category

Service Type	IN	Product ID	D11352
Order Type	Disconnect	Description	UAN SPLIT CHARGE
Order Subtype	Disconnect		

Plan

Note

Remarks

Destination Numbers

Phone Number	Customer Account	Billing Account	Status
0755-7700015	1001382644	1001382646	DELETE

x) When ROI will Approve the Order IN will be disconnected.

BSNL Connecting India

Workflow Task: Kindly approve/reject the order : IN8000000256

Back Reserve Forward

Decision Approve Execute Decision

Workflow Task

Subject	Kindly approve/reject the order : IN8000000256	Status	Ready
Sent Date	09.05.2013	Priority	5 Medium

Description

Order

Description	Type
IN8000000256	ZIN_SERV

y) After ROI approval IN Service will be disconnected.

Asset Id, Telephone number: 669106, 1800-178-1478-45 Go Advanced Back

Fact Sheet Disconnect Modify Shift Transfer BB Disconnect Reconnection Order

Home

Worklist

Calendar

Account Management

Sales Cycle

Service Orders

Complaints

Master data

Installed Base Hierarchy

Description	Item
1800-178-1478-45	
UAN SPLIT CHARG	

General Data

Asset Technical Details		BSNL Phone Number	
Asset ID	669106	Phone Number	1800-178-1478-45
Created On/At	09.05.2013 09:31:56	Main Phone Number	
Channel information		Old Telephone Number	
Sales Channel		Free Phone: Phone Number	
Franchisee Code		BSNL Number Type	
Service Information		Service Start Date	09.05.2013
Broadband Service	No	Service End Date	09.05.2013
Service Line	Basic Phone Service	Status Details	
Service	Wireline	Service Status	Created
Service Type	IN	Normal Status	INACTIVE
Service Sub type	UAN	Operating Status	Inactive
WLL TNF		Status Reason	
Usage Code		CLM Status	
Connection type		Address Technical Details	
Concessional group		Installation Addr Id	
Service Category		Installation Type	
Broadband Portal ID		Billing Address Id	
Free Phone Type		Bill Corres. Add Id	
Hotline Number		Technical Details	

Creation of IN Complaints:

1) Technical Complaints:

a) Enter the Telephone number as IN Number and select Complaint Type as Technical.

The screenshot displays the 'BSNL Cust. Complaint: New' form. The 'Complaint Category' dropdown menu is open, showing the following options: Cable Fault, Instrument Fault, Phone Dead, Disturbance In The Line, Miscellaneous Fault, and Others. The 'Technical' option is highlighted. The form includes various fields for customer and complaint details.

General Data	
Customer Account	1001382939
Billing Account	1001382940
Telephone Number*	1800-125-1478-56
Contact Number*	7845124512
Exchange Details	
Exchange Code	
SSA Code	
Circle	
Creation Date	09.05.12:38
Closure Date	
Technical Adjustment Details	
Adjustment Amount	
Adjustment Outcome	CREDIT

Complaint Category	
Service Type*	IN
Complaint Type*	Technical
Complaint Sub-Type*	
Complaint Data	
Channel of Source*	
MSO ID	
SR Type	Complaint
Ticket Type	Normal
Escalation Flag	☐
Centrex Gp Id	
Repeat Flag	☐
Receipt No.	
Description	

b) After Save the order will be assigned to ROI.


Welcome ROI1
Personalize Help Center Sy



Workflow Task: Technical complaint ;1000058438
✔ Back Reserve Forward

Decision

Approve

Execute Decision

Workflow Task

Approve
Reject

Subject Technical complaint ;1000058438
 Sent Date 09.05.2013

Status Ready
 Priority 5 Medium

Description

Order

Description	Type
BSNL Cust. Complaint 1000058438	CRM Complaint

d) The Technical Complaint Status becomes Approved By ROI.

Saved Searches ▼

BSNL Cust. Complaint: 1000058438

Save | Cancel | Print | Print Preview | Actions | Reject All Items | More

[Home](#) | [Worklist](#) | [Calendar](#) | [Account Management](#) | [Sales Cycle](#) | [Service Orders](#) | [Complaints](#) | [Master data](#)

Complaint Details Edit Validate

General Data		Complaint Category	
Customer Account	1001382939	ID	1000058438
Billing Account	1001382940	Service Type	IN
Telephone Number	1800-125-1478-56	Installation Address	MP 11 / 462023 11-BHOP.
Contact Number	7841527845	Clearance Code	
		Complaint Type	Technical
		Complaint Sub Type	Cable Fault
		Clr. Code Description	
Exchange Details		Complaint Data	
Exchange Code	Status: Approved by ROI	Channel of Source	Walk-In
	Status Reason	MSO ID	
SSA Code	Priority: Medium	SR Type	Complaint
Circle	Employee Responsibl	Ticket Type	Normal
Creation Date	09.05.2013 14:01	Centrex Gp Id	
Closure Date		Receipt No.	
	Escalated Position		
	Number of Days		
Technical Adjustment Details		Customer Flags	
Adjustment Amount	Adjustment Id	PCO Flag	☐
Adjustment Outcome	CREDIT	VIP Flag	☐
	Adjustment Date	New Connection Flag	☐
		Escalation Flag	☐
		Repeat Flag	☐
		Description	

Creation Of Billing Complaint:

- a) User will enter IN Number and select the Service Type----->IN
Complaint Type----->Billing

The screenshot displays the 'Complaint Details' form with the following sections and fields:

- General Data:**
 - Customer Account: 1001382848
 - Billing Account: 1001382849
 - Telephone No.: 1800-000-0000-99
 - Contact Number: 985231477
 - Installation Address: MP Jh / 462023 Jh-BH
- Exchange Details:**
 - Exchange Code: [Empty]
 - SSA Code: [Empty]
 - Circle: [Empty]
- Status and Priority:**
 - Status: Openn
 - Priority: Medium
- Complaint Category:**
 - Service Type*: IN
 - Complaint Type*: Billing
 - Complaint Sub-Type*: IN Complaints
 - IN Complaints** (highlighted in the dropdown menu)
 - Usage Charges
 - Other Charges
- Complaint Data:**
 - Channel of Source: [Empty]
 - Employee Responsible: 353381 (does not exist)
 - Escalated Position: [Empty]
 - Creation Date: 09.05.2013
 - Closure Date: [Empty]
 - VIP Flag: [Unchecked]
 - New Connection Flag: [Unchecked]
 - Escalation Flag: [Unchecked]
 - Repeat Flag: [Unchecked]
- Billing Details:**
 - Dispute Sequence: [Empty]
 - Invoice Number*: [Empty]
 - Bill View: [Empty]
 - Amount Requested*: [Empty]
 - Service Tax Exempt*: SERVICE_TAX
 - Amount Paid: [Empty]
 - Adjustment Outcome: CREDIT
 - Adjustment Id: [Empty]
 - Adjustment Date: 09.05.2013
- Description:** [Empty text area]

- b) After Saving the Billing Complaint it will be assigned to AOTR for Approval and AOTR will enter the adjustment amount and adjustment id (similar to normal Billing Complaints flow)

Complaint Details

Edit

Validate

General Data

Customer Account

1001382848

ID

1000058439

Billing Account

1001382849

Installation Address

MP Jh / 462023 Jh-BHOPA

Telephone No.

1800-000-0000-99

Contact Number

985231477

Complaint Category

Service Type

IN

Complaint Type

Billing

Complaint Sub Type

IN Complaints

Exchange Details

Exchange Code

SSA Code

Circle

Status and Priority

Status

Assigned to AOTR

Priority

Medium

Complaint Data

Channel of Source

Walk-In

Employee Responsibl

353381 (does not exist)

Escalated Position

Creation Date

09.05.2013

Closure Date

Customer Flags

PCO Flag

☐

VIP Flag

☐

New Connection Flag

☐

Escalation Flag

☐

Repeat Flag

☐

Billing Details

Dispute Sequence

Amount Paid

Invoice Number

1001382849N001

Adjustment Outcome

CREDIT

Bill View

1001382849N001

Adjustment Id

Amount Requested

200

Adjustment Date

09.05.2013

Service Tax Exempt

SERVICE_TAX

Description

ok